

## Meeting Summary

### Functional Area:

Credentialing Work Session Issue and Renew #15

### Meeting:

#### Date:

October 3, 2007

#### Location:

Richmond VA CRM 131

### Meeting called by: Angela Burrell

Albert DeLucia

Tracey Griffiths

Debi Wells

Sue Matthews

Sharon Brown

Pat Deluke

Shannon Powell

Nancy Rader

Linda Ford



### Preparation for meeting:

Distributed minutes from September 26.

### Session Goals and Objectives:

Review and Validation of the following Licensing products in EA:

- Commercial Drivers License
- Commercial Instructor Permit

### Summary:

Completed the following Scenarios :

- Issue Commercial Instruction Permit
  - Walk-in
  - Kiosk (Pending)
  - Internet (Pending)
- Issue Original CDL
  - Out-of-state Walk-in

### Plans for Next Workshop:

Review and Validate the following Licensing products in EA:

- Revisit Issue Commercial Instruction Permit – Internet and Kiosk
- Issue Original CDL Out-of-state Walk-in **Requirements**
- Issue Original CDL
- Renew CDL
- Duplicate CDL
- Reissue CDL

**Homework for Next Workshop:**

- Nancy Rader and Sharon Brown – research 10-year history check wording on DL application.
- Sharon Brown – ascertain if DL1PA is imaged.
- Sharon Brown – ascertain if DL70 is imaged.

# Scenario Report with Requirements

**Package:** Issue Commercial Drivers License Instruction Permit

<b>Detail:</b>			
<b>Use Case Name:</b>	Issue CDL Instruction Permit via Kiosk - PENDING NDR Renewal Check Project (on-hold) - Sharon Brown		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	10/4/2007
<b>Notes:</b>	<p>DMV policy dictates issuance of VA DL or VA CDL prior to the issuance of a CDL instruction permit as proof of qualifications. This scenario applies to individuals holding a VA DL or VA CDL and applying for a VA CDL Instruction Permit via walk-in to the CSC. This permit allows the operation of a commercial vehicle while accompanied a licensed CDL driver 21 years of age or older.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"> <li>-Customer submits Driver's License Application on line</li> <li>-Customer submits supporting documents</li> </ul> <p>Invoke Verify Supporting Documents Use Case</p> <ul style="list-style-type: none"> <li>-System verifies application and supporting documents</li> </ul> <p>Invoke Verify Driver Interfaces Use Case</p> <p>See Alternate Edits</p> <ul style="list-style-type: none"> <li>- System prompts customer for additional data</li> <li>-Customer enters additional data</li> </ul> <p>Invoke Apply for Voter Registration Use Case</p> <ul style="list-style-type: none"> <li>-System accepts Voter Registration information</li> </ul> <p>See Alternate NDR/CDLIS hit</p> <ul style="list-style-type: none"> <li>- System creates pending transaction</li> <li>-System calculates Commercial Driver's License Instruction Permit fee</li> <li>- System displays Commercial Driver's License Instruction Permit fee</li> <li>-System generates confirmation/instruction page with bar code</li> <li>- System prompts customer to visit CSC with acceptable documentation</li> </ul> <p>- See Issue Commercial Driver's License Instruction Permit via walk-in</p> <p>Alternate NDR/CDLIS hit</p> <ul style="list-style-type: none"> <li>-NDR/CDLIS sends possible adverse data message</li> <li>-System routes NDR/CDLIS data to NDR/CDLIS Work Center</li> </ul> <p>Alternate Edits:</p> <p>Verify stops or suspensions</p>		

<b>Linked Requirements:</b>	
<b>Name: Customer shall submit Driver's License Application</b>	
<b>Notes:</b>	
<b>Name: NDR shall validate customer record</b>	
<b>Notes:</b>	
<b>Name: System shall accept scanned applications</b>	
<b>Notes:</b>	
<b>Name: System shall accept scanned supporting documents</b>	
<b>Notes:</b>	
<b>Name: System shall accept voter registration information</b>	
<b>Notes:</b>	
<b>Name: System shall check for duplicate customer records</b>	
<b>Notes:</b>	
<b>Name: System shall display scanned data</b>	
<b>Notes:</b>	
<b>Name: System shall interface with Social Security Administration to verify social security number</b>	
<b>Notes:</b>	
<b>Name: System shall print a vision/medical form</b>	
<b>Notes:</b>	
<b>Name: System shall provide capability for supervisor to approve identity documents via workflow</b>	
<b>Notes:</b>	
<b>Name: System shall provide capability to identify customers using biometric technology</b>	
<b>Notes:</b>	
<b>Name: System shall provide multiple document approval process using workflow</b>	
<b>Notes:</b>	
<b>Name: System shall validate application via scanning</b>	
<b>Notes:</b>	
<b>Name: System shall validate scanned supporting documents</b>	
<b>Notes:</b>	
<b>Name: System shall verify age eligibility</b>	
<b>Notes:</b>	
<b>Name: System shall verify social security with Social Security Administration prior to fee calculation</b>	
<b>Notes:</b>	

<b>Use Case Name:</b>	Issue CDL Instruction Permit via internet - PENDING NDR Renewal Check Project (on-hold) - Sharon Brown		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	10/4/2007
<b>Notes:</b>	DMV policy dictates issuance of VA DL or VA CDL prior to the issuance of a CDL instruction permit as proof of qualifications. This scenario applies to individuals holding a VA DL or VA CDL and applying for a VA CDL Instruction Permit via walk-in to the CSC. This permit allows the operation of a commercial		

vehicle while accompanied a licensed CDL driver 21 years of age or older.

Basic Flow:

- Customer submits Driver's License Application on line
- Customer submits supporting documents
- Invoke Verify Supporting Documents Use Case
- System verifies application and supporting documents
- Invoke Verify Driver Interfaces Use Case
- See Alternate Edits
- System prompts customer for additional data
- Customer enters additional data
- Invoke Apply for Voter Registration Use Case
- System accepts Voter Registration information
- See Alternate NDR/CDLIS hit
- System creates pending transaction
- System calculates Commercial Driver's License Instruction Permit fee
- System displays Commercial Driver's License Instruction Permit fee
- System generates confirmation/instruction page with bar code
- System prompts customer to visit CSC with acceptable documentation
  
- See Issue Commercial Driver's License Instruction Permit via walk-in

Alternate NDR/CDLIS hit

- NDR/CDLIS sends possible adverse data message
- System routes NDR/CDLIS data to NDR/CDLIS Work Center

Alternate Edits:

Verify stops or suspensions

**Linked Requirements:**

**Name: Customer shall submit Driver's License Application**

**Notes:**

**Name: NDR shall validate customer record**

**Notes:**

**Name: System shall accept scanned applications**

**Notes:**

**Name: System shall accept scanned supporting documents**

**Notes:**

**Name: System shall accept voter registration information**

**Notes:**

**Name: System shall check for duplicate customer records**

**Notes:**

**Name: System shall display scanned data**

**Notes:**

**Name: System shall interface with Social Security Administration to verify social security number**

**Notes:**

**Name: System shall print a vision/medical form**

**Notes:**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Notes:**

**Name: System shall provide capability to identify customers using biometric technology**

**Notes:**

**Name: System shall provide multiple document approval process using workflow**

**Notes:**

**Name: System shall validate application via scanning**

**Notes:**

**Name: System shall validate scanned supporting documents**

**Notes:**

**Name: System shall verify age eligibility**

**Notes:**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Notes:**

<b>Use Case Name:</b>	Issue CDL Instruction Permit via walk-in		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	10/4/2007
<b>Notes:</b>	<p>DMV policy dictates issuance of VA DL or VA CDL prior to the issuance of a CDL instruction permit as proof of qualifications. This scenario applies to individuals holding a VA DL or VA CDL and applying for a VA CDL Instruction Permit via walk-in to the CSC. This permit allows the operation of a commercial vehicle while accompanied a licensed CDL driver 21 years of age or older.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"><li>-Customer submits Driver's License Application</li><li>-Customer submits supporting documents</li><li>Invoke Verify Supporting Documents Use Case</li><li>See Alternate Out of State</li><li>-CSC Teller reviews Driver's License application</li><li>See Alternate Medical</li><li>See Alternate 10-year history check (federal statute)</li><li>-CSC Teller reviews supporting documents</li><li>-CSC Teller verifies customer record</li><li>-CSC Teller signs DL Application to validate identity documents</li><li>-CSC Teller administers vision test</li><li>See Alternate Vision</li><li>-CSC Teller records vision results on application</li><li>-CSC Teller enters data (initiates test)</li></ul>		

-CSC Teller verifies Voter Registration Application information  
Invoke Apply for Voter Registration Use Case  
-System performs edits  
See Alternate Edits  
Invoke Verify Driver Interfaces Use Case  
Invoke Verify NDR Hit Use Case  
See Alternate Verify Social Security Discrepancy Use Case  
-CSC Teller packages application and supporting documents  
-CSC Teller delivers package to holding basket  
-Camera tech retrieves application and documents from basket  
-Camera tech verifies documentation to license application  
See Alternate Camera Tech  
-Camera tech assigns customer to KATS  
See Alternate paper test  
-Customer takes test  
-Customer completes test  
See Alternate Failed test  
-KATS instructs customer to return to camera area  
-Camera tech processes test results on KATS  
-KATS send test result to CSS  
-Camera tech records test results on application  
-Camera tech returns application to CSC Teller  
-CSC Teller enters test results  
-System calculates Commercial Instruction Permit fee and any applicable retest fees  
-CSC Teller collects fee  
-System processes CDL Instruction Permit  
-System sends license to Digimarc  
-System prints bar code sheet  
-CSC Teller attaches bar code sheet to application  
-CSC Teller returns package to basket  
-Camera tech retrieves package from basket  
-Camera tech verifies bar code sheet to license application  
-Camera tech captures customer photo  
-Camera tech signs application  
-Camera tech returns DL to customer  
-Digimarc prints CDL Instruction permit  
-Camera tech gives CDL Instruction permit and informational brochure to customer  
See Alternate Hazmat Background check  
-Camera tech files application for audit

Alternate Edits:

System verifies stops or suspensions on file  
System indicates stops on file  
Teller rejects application  
Customer complies stop

Alternate Camera Tech:

Supporting documents do not match application  
Application and supporting documents returned to teller

Alternate Failed:

-CSC Teller records failure in system  
-System prints bar code sheet  
-CSC Teller returns supporting documents to customer  
-CSC Teller files application

	<p>Alternate Out of State</p> <ul style="list-style-type: none"> <li>-Customer surrenders out of state CDL Instruction Permit</li> <li>-School bus and Hazmat are not transferable</li> </ul> <p>Alternate Medical</p> <ul style="list-style-type: none"> <li>-Customer provides a list of medication or indicates he/she has seizure, blackout, or loss of consciousness, etc.</li> <li>-CSC Teller faxes application to Medical Review Services for review</li> <li>-Medical Review Services rep reviews application</li> <li>-Medical Review Services rep approves/denies application</li> <li>-Medical Review Services rep enters note on customer record</li> <li>-Medical Review Services rep calls CSC Teller with decision</li> <li>-CSC Teller conveys results to customer</li> </ul> <p>Alternate 10-year history check (federal statute)</p> <ul style="list-style-type: none"> <li>-Customer indicates that he/she has held a DL or CDL in another state in the past ten years</li> <li>-Customer completes Supplemental Drivers License History Sheet (DL1PA)</li> <li>-CSC Teller enters data on 10-year CDL history check screen</li> </ul> <p>Alternate Vision</p> <ul style="list-style-type: none"> <li>-Customer fails vision test</li> <li>-CSC Teller enters failed vision test on customer record</li> <li>-CSC Teller gives customer vision/medical or vision waiver form</li> <li>-Customer has vision/medical form completed by physician</li> <li>-Customer submits vision/medical form to CSC Teller</li> </ul> <p>Alternate Hazmat Background check</p> <ul style="list-style-type: none"> <li>-CSC Teller gives customer background check application</li> <li>-Customer submits application to appropriate CSC for background check</li> </ul> <p>Future</p> <ul style="list-style-type: none"> <li>-Expanding fingerprinting capabilities for Hazmat background checks</li> <li>-Automatic system 10-year check via AAMVA Net</li> <li>-Eliminate issuance of multiple licensing credentials</li> <li>-Licensing credentials mailed via Central Issue</li> </ul>
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**Linked Requirements:**

**Name: CDL Instruction Permit shall not have Hazmat endorsement.**

**Notes:**

**Name: CSC Teller shall deliver application to camera area**

**Notes:**

**Name: CSC Teller shall secure application and supporting documents in plastic envelope**

**Notes:**

**Name: CSC Teller shall sign application to verify identity documents**

**Notes:**

**Name: CSC Teller shall take license photo**

**Notes:**

**Name: Customer must have 20/40 vision in both eyes to obtain CDL instruction permit or provide vision waiver.**

**Notes:**

**Name: Customer must provide SSN at time of application CDL Instruction Permit.**

**Notes:**

**Name: Customer shall be at least 18 years of age to obtain a CDL Instruction Permit.**

**Notes:**

**Name: Customer shall submit Driver's License Application**

**Notes:**

**Name: Digimarc system shall print the license**

**Notes:**

**Name: DMV shall issue commercial instruction permit as required by statute 46.2-341.10**

**Notes:**

**Name: NDR shall validate customer record**

**Notes:**

**Name: System shall accept scanned applications**

**Notes:**

**Name: System shall accept scanned supporting documents**

**Notes:**

**Name: System shall accept voter registration information**

**Notes:**

**Name: System shall check for duplicate customer records**

**Notes:**

**Name: System shall display scanned data**

**Notes:**

**Name: System shall interface with Social Security Administration to verify social security number**

**Notes:**

**Name: System shall print a vision/medical form**

**Notes:**

**Name: System shall print barcode sheet for imaging**

**Notes:**

**Name: System shall print criminal history background check for Hazmat endorsement upon request**

**Notes:**

**Name: System shall provide capability to capture photo when driver's license application is submitted**

**Notes:**

**Name: System shall provide capability to identify customers using biometric technology**

**Notes:**

**Name: System shall validate application via scanning**

**Notes:**

**Name: System shall validate scanned supporting documents**

**Notes:**

**Name: System shall verify age eligibility**

**Notes:**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Notes:**

Use Case Name:	Verify NDR Hit		
Status:			
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:	<p>This scenario describes the steps taken when a National Driver Registry (NDR) hit is received when processing a Driver's License, Learner's Permit, Commercial Driver's License, or Commercial Learner's Permit.</p> <p>Basic Flow:</p> <ul style="list-style-type: none"><li>-NDR/CDLIS hit customer matches</li><li>-NDR/CDLIS sends possible adverse data message</li><li>-System prints the NDR/CDLIS record</li><li>-CSC Teller retrieves NDR/CDLIS results</li><li>-CSC Teller reviews NDR/CDLIS results</li><li>-CSC Teller determines a match exists</li></ul> <p>See Alternate NDR/CDLIS Hit Customer Does Not Match</p> <ul style="list-style-type: none"><li>-CSC Teller reject application</li><li>-CSC Teller gives customer contact information for other state</li><li>-CSC Teller returns documents to customer</li><li>-Customer complies with out-of-state stops</li><li>-NDR/CDLIS verifies that the record is cleared</li><li>-Customer reapplies for CDL instruction permit</li></ul> <p>Alternate NDR/CDLIS Hit Customer Does Not Match</p> <ul style="list-style-type: none"><li>-NDR/CDLIS sends possible adverse data message</li><li>-System prints the NDR/CDLIS record</li><li>-CSC Teller retrieves NDR/CDLIS results</li><li>-CSC Teller reviews NDR/CDLIS results</li><li>-CSC Teller determines a match does not exist</li><li>-CSC Teller calls CDL/NDR Work Center for review</li><li>-CDL/NDR Tech reviews information</li><li>-CDL/NDR Tech enters override if applicable</li><li>-CDL/NDR Tech conveys info to CSC Teller</li></ul>		
<b>Linked Requirements:</b>			
<b>Name: CDLIS shall verify customer's status as a CDL driver in other states</b>			
<b>Notes:</b>			
<b>Name: NDR shall verify customer's driving record in other states</b>			
<b>Notes:</b>			
<b>Name: System shall interface with NDR/CDLIS</b>			
<b>Notes:</b>			

# Scenario Report with Requirements

**Package:** Issue Commercial Drivers License

<b>Detail:</b>			
<b>Use Case Name:</b>	Issue Original Commercial Driver's License out of state applicant via Walk in		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	7/25/2007	<b>Modified on:</b>	10/4/2007
<b>Notes:</b>	<p>This scenario applies to customers who hold a valid out of state CDL and applying for a VA CDL.</p> <ul style="list-style-type: none"> <li>-Customer submits Driver's License Application</li> <li>-Customer submits supporting documents</li> <li>Invoke Verify Supporting Documents Use Case</li> <li>See Alternate Driver's Ed</li> <li>See Alternate No Driver's Ed Proof</li> <li>-CSC Teller reviews license application</li> <li>See Alternate 10-year check</li> <li>-CSC Teller reviews license supporting documents</li> <li>-CSC Teller signs application to validate identity documents</li> <li>-CSC Supervisor/Manager verifies license application</li> <li>-CSC Supervisor/Manger verifies supporting documents</li> <li>See Alternate Canada and Mexico</li> <li>-CSC Supervisor/Manger signs license application</li> <li>- CSC Teller administers vision test</li> <li>See Alternate Failed Vision</li> <li>- CSC Teller enters license data</li> <li>Invoke NDR Hit Use Case</li> <li>-CSC Teller verifies Voter Registration Application</li> <li>Invoke Apply for Voter Registration Use Case</li> <li>-System performs edits</li> <li>See Alternate Edits</li> <li>-Social Security Administration verifies social security number</li> <li>Invoke Verify Social Security Number Discrepancy</li> <li>Invoke Verify Interfaces Use Case</li> <li>-System calculates Commercial Driver's License Fee</li> <li>-CSC Teller collects Commercial Driver's License Fee</li> <li>-System processes transaction</li> <li>-System prints bar code sheet</li> <li>- CSC Teller packages application and supporting documents</li> <li>- CSC Teller places package into basket for photo retrieval</li> <li>-Camera tech verifies documentation to license application</li> <li>-Camera tech verifies bar code sheet to DL application</li> <li>-Camera tech signs application</li> <li>-Camera tech returns documents to customer, except out of state license</li> <li>See Alternate Camera Tech</li> <li>-Camera tech takes photograph</li> <li>-Digimarc prints license</li> <li>-Teller gives license to customer</li> </ul> <p>Alternate 10-year history check (federal statute)</p> <ul style="list-style-type: none"> <li>-Customer indicates that he/she has held a DL or CDL in another state in the past ten years</li> <li>-Customer completes Supplemental Drivers License History Sheet (DL1PA)</li> </ul>		

-CSC Teller enters data on 10-year CDL history check screen

**Alternate Failed Vision:**

Customer fails vision exam  
Teller gives customer medical form  
Teller gives customer a Customer Return Form

**Alternate Edits:**

System verifies customer's age  
System performs duplicate customer record check  
System verifies stops or suspensions

**Alternate Camera Tech:**

Supporting documentation does not match application  
Application and supporting documents returned to teller

**Alternate Drivers Ed:**

Customer age 18 submits out of state CDL and proof of Driver's Ed

**Alternate No Drivers Ed proof:**

Customer submits out of state CDL  
License state is not accepted  
CSC Teller issues a Temporary Drivers License  
See Issue Temporary Driver's License via walk in  
Customer completes Virginia Drivers Ed/obtain proof of completed DE requirements  
Customer submits proof within six months or age 19  
CSC Teller issues Commercial Driver's License

**Alternate Canada and Mexico:**

-CSC Teller retains Canada license from customer  
-CDL/NDR Representative returns license to Canada

**Alternate Other Foreign Countries (excludes Canada and Mexico):**

-Customer must take all Driver's tests and CDL

**Alternate Future:**

Scan application for license  
Scan supporting documents  
System verifies documents  
System captures picture at teller station or kiosk  
System verifies identity using biometric identification methods  
Central issue requirements (more details)

**Linked Requirements:**

**Name: CDLIS shall validate customer**

**Notes:**

**Name: CSC Supervisor/Manager shall sign application to verify identity documents**

**Notes:**

**Name: CSC Teller shall deliver application to camera area**

**Notes:**

**Name: CSC Teller shall perform vision test**

**Notes:**

**Name: CSC Teller shall receive approval of supporting documents from supervisor for all originals**

**Notes:**

**Name: CSC Teller shall secure application and supporting documents in plastic envelope**

**Notes:**

**Name: CSC Teller shall sign application to verify identity documents**

**Notes:**

**Name: CSC Teller shall take license photo**

**Notes:**

**Name: Customer shall have a signature by a judge if they have been found not innocent of an offense in juvenile court**

**Notes:**

**Name: Customer shall have signature of parent or legal guardian granting consent to obtain a learner's permit**

**Notes:**

**Name: Customer shall submit Driver's License Application**

**Notes:**

**Name: Customer shall submit primary proof of identity**

**Notes:**

**Name: Customer shall submit proof of legal presence**

**Notes:**

**Name: Customer shall submit proof of social security**

**Notes:**

**Name: Customer shall submit proof of VA residency**

**Notes:**

**Name: Digimarc system shall print the license**

**Notes:**

**Name: DMV shall issue driver's license as required by statute 46.2-335**

**Notes:**

**Name: NDR shall validate customer record**

**Notes:**

**Name: System shall accept scanned applications**

**Notes:**

**Name: System shall accept scanned supporting documents**

**Notes:**

**Name: System shall accept voter registration information**

**Notes:**

**Name: System shall calculate DL fee**

**Notes:**

**Name: System shall check for duplicate customer records**

**Notes:**

**Name: System shall display fees**

**Notes:**

**Name: System shall display scanned data**

**Notes:**

**Name: System shall interface with Social Security Administration to verify social security number**

**Notes:**

**Name: System shall print a vision/medical form**

**Notes:**

**Name: System shall print barcode sheet for imaging**

**Notes:**

**Name: System shall provide capability for supervisor to approve identity documents via workflow**

**Notes:**

**Name: System shall provide capability to capture photo when driver's license application is submitted**

**Notes:**

**Name: System shall provide capability to identify customers using biometric technology**

**Notes:**

**Name: System shall provide multiple document approval process using workflow**

**Notes:**

**Name: System shall validate application via scanning**

**Notes:**

**Name: System shall validate scanned supporting documents**

**Notes:**

**Name: System shall verify age eligibility**

**Notes:**

**Name: System shall verify social security with Social Security Administration prior to fee calculation**

**Notes:**

**Name: Teller shall record testing results**

**Notes:**

**Name: Teller shall surrender out of state license/transcript in system**

**Notes:**