



**DMV System Redesign
Minutes for
FMS Workshop
August 8, 2007**

Attendees:

Martha Freeland	Greg Hopper
Angela Bartlett	John Gruber
Curtis Chisholm	Carroll Ernest
Gary Adams	Jeff Ryan
Patrick Musselwhite	Shirley Anderson
Deborah Bradby	Stuart Napier
Debi Roper	Pearl Poindexter
Cella Harris	Debbie Wolfe
Barbara Lilly	Cherie McCoy

Facilitators: Greg Hopper/Martha Freeland

Agenda:

1. Session kickoff and introductions.
2. Project overview, CSI accomplishments to date and workshop goals.
3. Accounts Receivable department presentation.
4. Gather and discuss named processes.

Martha opened the workshop with a welcome and a brief overview of the CSI project. Team introductions followed.

Greg provided an orientation of the CSI project by going over the CSI scope, 5 characteristics of CSI, the Business Transformation diagram, silo structure and team rules. He stressed that these workshops and the system redesign effort are providing the agency with a great opportunity for change. During the workshops, we will be asking the subject matter experts what they want the new system to do by documenting business processes (scenarios), obtaining requirements and capturing actors and domain nouns.

Greg then reviewed the future state model that came out of Phase I. He advised that the model is a working document and is subject to change based on what comes out of the workshops. A brief overview of Lean and the 8 forms of waste followed.

Martha facilitated a discussion on the terms (nouns) that are used by the Accounts Receivable people. The results of this brainstorming session accompany the minutes.

Pat Musselwhite gave a presentation on Accounts Receivable and the varied functions of the department. The presentation included information on their current day-to-day processes. This led into discussions about potential process improvements.

Pat's presentation led directly into a discussion about Accounts Receivable potential process improvements. Martha facilitated a discussion on the currently identified potential process improvements and asked the group for any others that they can identify.

Greg gave a brief overview of the Enterprise Architect tool and explaining how we will capture all of the information we gather in the work sessions. The group began identifying and naming the processes in Accounts Receivable. This activity will continue next week. Twenty-four named processes were identified on Wednesday. These are:

Cancellation of Bills	Dealer Deferred Payment	Establish a Return Check Record
Generate Billings to Other Agencies	Identified Shortage	Input Manual Billings
Prepare Bills for Mailing	Prepare Daily Settlements	Prepare Other Agency Deposit Certificates
Process Accounts Receivable Deposit	Process Collection Agent (NCO)	Process Credit Card Deposits
Process Credit Card Payments	Process Deposit Certificates	Process Deposit Certificates Automated Interface
Process Payment Without a Customer Stop	Process Rental Deposits	Process Tax Debt Setoff
Process a Returned Check Payment	Process an Invoice Payment	Reconcile Petty Cash
Reconcile Settlement Revenue	Sell Bus Tickets	Transfer Funds from DMV Holding Accounts to Treasury

Homework was assigned for the subject matter experts to think about their processes and come prepared to continue the discussion of Accounts Receivable processes next week. In addition, the group was invited to read over the CSI web site to get a greater understanding of the CSI project and our progress so far. The web address is:

<http://intranet/intranet/administrations/systemsredesign/index.shtml>

The workshop adjourned at 4:15.

The brainstorming session terms identified in the session are:

ATV	Credit Card	Merchant Connect
Abandoned Vehicles	Credit Card Readers	Mobile Home Payment
Abusive Driver Fees	CSC Inventory	National Automated Clearing House Association (NACHA)
Accounts Receivable	Customer	Nova
Accounts Receivable Statistics	Customer Stop	OnBase
Accruals	Deadlines	Oracle
Activity Based Costing	Dealer Board	Outstanding Receivable
Administrative Fee	Debit	Overage
Aging/Outstanding Receivables	Department of Accounts (DOA)	Payroll
Allocations	Department of Treasury	PCI Standards

ARMICS	Deposit	Penalty Fee
Assets	Deposit Certificate	Petty Cash
Attorney General's Office	DMV Employee	Phone Calls
Auditor of Public Accounts	DMV Select	Posting of Miscellaneous Revenue
Audits	DMV Special Fund	ProtoBase
Automated Clearing House (ACH)	Drawdown	Quarterly Report
Balancing Utility reports	East pay	Refunds
Bank	E-Check	Reimbursement Voucher
Bank Account	Electronic Data Interchange (EDI)	Reinstatement
Bill	eVA	Remittance Processing
Board of Accountancy	Expenditure Credit	Remote Deposit
Budget	Forecasting	Rental Tax
Bus Ticket	Fuels Tax	Reportline
CAFR	Fund Account	Return Check
Cancellation of Bills	Gas Card	Revenue Accounting
CAPP Manual	GASB 34	Revenue Distribution
CARS Report	General Ledger Account	Revenue Source Code
Cash Management	Holding/Suspense Account	Sales & Use Tax
Cashier's Office	Image Cash Letter	Settlement
Change Fund	Inter-Agency Transfers	Shortage
Charge Back	Interface	SunTrust Treasury Management
Chart of Accounts	International Registration Plan Clearinghouse	Tax Debt-Set-Off
Check	Investigator	Transfer
Check 21	Invoice	Travel Card
Check Endorsement	Job Control Language	Travel Voucher
Clarity	License Agent	viaWarp
Collection agency	Local Vehicle Registration (LVR)	VIPNet
Commonwealth Accounting Reporting System (CARS)	Locality Payment	VITA
Cost Code	Mail	Wachovia Connection
Credit		