



**DMV System Redesign
Minutes for
FMS Workshop – Accounts Receivable
August 29, 2007**

Attendees:

Martha Freeland	Greg Hopper
Jack Christian	John Gruber
Jeff Ryan	Carroll Ernest
Shirley Anderson	Gary Adams
Patrick Musselwhite	Deborah Bradby
Debi Roper	Debbie Wolfe
Cherie McCoy	Pearl Poindexter

Facilitators: Greg Hopper/Martha Freeland

Agenda:

1. Opening remarks and brief review of last week's session.
2. Review of last session scenario Input Manual Billings.
3. Write additional process scenarios.

Martha gave a brief overview of the previous session and asked if there were any comments or any outstanding issues. There were no comments from the group.

The group reviewed and revised the scenario created in the last session Input Manual Billings and gathered additional requirements.

A new global requirement was discussed by the group to not allow the system to release a product until payment is received.

The group had a concern about the requirements that reside in the billing system specifically, as well as other systems that AR uses, that are not a part of the CSS system and may not be captured through the Business Rules Extraction activity. The CSI facilitators recognized that the Business Rules Extraction team may or may not capture all of the business rules and requirements needed for the new system. Martha stressed that we needed to capture everything that we can in the sessions and not make the assumption that the BRE activity will suffice. Martha said that she intends to correspond with SSG personnel to determine how we can capture these requirements from systems that are not a part of CSS (e.g. Billing) and to help the group understand the CSS functionality for AR.

Processes discussed during the session were:

- Prepare Bills for Mailing
 - Scenario written and requirements captured.
- Cancellation of Bills
 - Scenario written and requirements captured.

- Automated Billing
 - Scenario written and requirements captured.
- Identified Shortage
 - A current state scenario was written, but this process will need to be revisited when the settlement process is discussed.
- Daily Interest Accrual
 - This process will not be needed in the future state. A requirement for the system to calculate and track the penalties and interest calculations was captured.
- Generate Billings to Other Agencies
 - This process will not be needed in the future state.
- Process Tax Debt-Set-Off
 - Scenario written and requirements captured.
- Process Collection Agent
 - Scenario written and requirements captured.
- Sell Bus Tickets
 - This process was determined to be a task rather than a business process. A scenario will not need to be written.

A total of thirty-four requirements were captured for these processes.

For the next session, on September 5th, these scenarios will be validated and any new requirements completed. We will then write scenarios for additional named processes.

The session ended at 4:00.