

Meeting Summary



Functional Area: Service Delivery

Sub-Function: Rental Tax Data Elements for 360 View

Meeting Date: April 9, 2008

Location: Richmond VA CRM 131

Meeting called by: Terry Witt

Facilitators: Martha Freeland

Robin Brown	Terry Witt	Observer: Greg Hopper
Martha Freeland	Ronnie Jones	
Gary Ham	Tammy West	
Betty Jessie		

Preparation for meeting:

- Service Delivery team met to develop the agenda. Additionally, we held a practice session to brainstorm the data elements and their association with the established actor and roles. Martha gathered tax forms and information sheets to encourage ideas.

Session Goals and Objectives:

1. Identify data elements needed for the 360° View for Rental Tax and associating those elements with the appropriate actors or roles.

Summary:

This BPR session was held using just the SMEs that have expertise in rental tax. The goals of the day were:

- Validate the actors and roles already identified prior to the meeting
- Review definitions for accuracy and finalize for the domain
- Gather data elements needed for the customer 360° view

The actor and role model was reviewed. Data element brainstorming was held using the existing rental documents and forms provided. Any valued elements were added to the model and assigned at the appropriate level in the hierarchy.

The rental tax use cases were reviewed to determine that all actors and roles were on the model.

Robin Brown updated the EA model with the data items assigned.

Plans for Next Workshop:

The next BPR session will focus on the IFTA and Fuels Tax 360° view. We will invite the specific SMEs for this tax process. The date will be April 23. Service Delivery analyst will be involved in training next week. This will be required attendance. All other Service Delivery SMEs and BPs may attend as their schedule permits.

Homework for Next Workshop:

n/a