

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: January 23, 2008
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Nancy Suits, Daniel Sekerdy, Donna Rice, William Childress, Tom Greene

Preparation for meeting:

Agenda for workshop on January 23rd was distributed to team.

Session Goals and Objectives:

Document detailed processes flows (scenarios) for Post Citation Transmittals from Weigh Stations (CT2005PA).

Summary:

- ❖ The team reviewed and defined scenarios and requirements for Post Citation Transmittals from Weigh Stations (CT2005PA).

Scenarios include:

- ✚ Establish Citations from Weigh Stations/Mobile Units with Warnings
- ✚ Establish Citations from Weigh Stations/Mobile Units with Non-Match
- ✚ Establishing Citations from Localities (current and future steps only)
- ✚ Resolve Incorrect Office Location
- ✚ Create CTS Customer Record

- ❖ The team identified several “research” or “to do” opportunities:

1. Code section for Citations by Localities (Daniel)
2. Discussions on printing bar codes on registration cards and supplying the weight stations and mobile units with bar code reader. (Team is storming this idea)
3. It has been verified by IT that the system matches on Customer Identification Number (T#), FEIN/SSN, and DOT #, which are usable fields. The team is pursuing why an “other” field was created? The “other” field appears to be a default field and has caused confusion on its use. (Daniel)
4. Training Issue: Please inform Weigh Station/Mobile Unit Technicians not to put spaces between the Company names when setting up information on the system. **Incorrect (i.e. Wright Trucking Company)** The additional spaces cause the transmission for this citation to error out due to the system not recognizing the company name. **Correct (i.e. Wright Trucking Company)** (Nancy Suits)

Plans for Next Workshop:

S&R team will move on to Juvenile Findings for next week to allow the Data Quality Team time to complete their analysis on CTS transmissions. A later date will be set to bring in business partners involved in the Weight Stations/Mobile Unit processes to discuss our findings and possible improvements. The appropriate Subject Matter Experts will be notified.

Homework for Next Workshop:

Sanction and Reinstatement team should look at the above "research" and "to do" opportunities and provide feedback accordingly.

A report from EA is attached that shows the CTS Work Center scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: CTS Work Center

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|----------------|----------------------------|--------------|-----------|
| Detail: | | | |
| Use Case Name: | Create CTS customer record | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 1/23/2008 | Modified on: | 1/25/2008 |

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| Notes: | <p>This process is used to create a CTS customer record</p> <p>Current:</p> <ul style="list-style-type: none"> -CTS/Weigh Station Technician establishes customer record on CTS -CTS inquires on CSS to find existing record on system -CTS/Weigh Station Technician accesses customer record on CSS and uses that information to build customer record on CSS -Invoke Verify Information (CTS-117) See Alt Flow: No record exists on CSS <p>Alt Flow: No record exists on CSS</p> <ul style="list-style-type: none"> -CTS/Weigh Station Technician establishes customer record on CTS -CTS transmits customer record information to CSS Invoke Create Customer Account <p>Future:</p> <p>This process will be replaced with Create Customer Account</p> | | |
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| Linked Requirements: | | | |
| Name: System shall allow Weigh Station/Mobile Unit Technician to post overweight citation to customer record | | | |
| Notes: | | | |
| Name: System shall maintain history of overweight citations | | | |
| Notes: | | | |

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| Use Case Name: | Establish Citations from Weigh Stations/Mobile Units with Non-Match | | |
| Status: | Identified | | |
| Author: | Credential Team | | |

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| Created on: | 1/23/2008 | Modified on: | 1/25/2008 |
| Notes: | <p>This process is used to post overweight citations to the system from CTS that were non-matches (customer number (customer ID number, FEIN/SSN, DOT) supplied but no match between CTS and CSS using ID search, no customer number supplied, duplicate citation exists)</p> <p>Current:</p> <ul style="list-style-type: none"> -CTS Technician reviews listing for non-match citations -CTS Technician searches CTS customer base to find customer record See Alt Flow: No customer record found on CTS -CTS Technician posts citation to customer record -CTS Technician maintains paper listing for 60 days -System produces listing of customer records added to CTS in overnight batch See Alt Flow: Citations posted to incorrect location See Alt Flow: Duplicate citation exists See Alt Flow: Three fields do NOT match See Alt Flow: No customer record found on CTS -CTS Technician reviews customer record find correct location <p>Alt Flow: Citations posted to incorrect location</p> <ul style="list-style-type: none"> -Invoke Resolve Incorrect Office Location <p>Alt Flow: Duplicate citation exists</p> <ul style="list-style-type: none"> -CTS Technician reviews customer record and citation information (verify by assessed amount, offense date and customer name) -CTS Technician determines all three fields match, no action taken <p>Alt Flow: Three fields do NOT match</p> <ul style="list-style-type: none"> -CTS Technician posts citation to customer record -System produces a pre-purge report sixty days after offense date -CTS Supervisor reviews list to ensure system is working correctly <p>Alt Flow: No customer record found on CTS</p> <ul style="list-style-type: none"> -Invoke Create CTS customer record <ul style="list-style-type: none"> -CTS Technician inquires on SAFER website to search for missing information on customer record (phone number, DOT number, MC number) -CTS Technician calls trucking company to verify/obtain missing information -CTS Technician CTS record based on information provided by trucking company <p>Future:</p> <ul style="list-style-type: none"> -System builds electronic queue of overweight citations that are missing data fields -CTS Technician inquires on available resources/databases to search for missing data fields -CTS Technician calls trucking company to verify/obtain missing data -CTS Technician updates customer record with missing data | | |
| <p>Linked Requirements:</p> <p>Name: System shall allow CTS Technician to update customer record with missing data</p> <p>Notes:</p> <p>Name: System shall build an electronic queue of overweight citations that are missing data fields</p> | | | |

Notes:

Name: System shall require CTS Technician to provide reason for adding missing data fields based on research and call to trucking company

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| Use Case Name: | Establish Citations from Weigh Stations/Mobile Units with Warnings | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 1/23/2008 | Modified on: | 1/25/2008 |
| Notes: | <p>This process is used to post overweight citations to the system from CTS that transmitted with warnings (CTS customer record has multiple locations, record assessed amount differs from calculated amount)</p> <p>(Listing provides total count of citations transmitted, breakdown of each location, number of successful transmissions and error rate of non-matches to system)</p> <p>Current:</p> <ul style="list-style-type: none">-Computer Room Technician delivers listing of overweight citations to CTS Work Center (CT2005PA)-CTS Technicians reviews listing for transmissions successfully posted to system with a warning-CTS Technician verifies address on customer record to ensure citation posted to correct location-Invoke Resolve Incorrect Office Location <p>-CTS Technician inquires on SAFER website to search for missing information on customer record (phone number, DOT number, MC number)</p> <ul style="list-style-type: none">-CTS Technician calls trucking company to verify/obtain missing information-CTS Technician CTS record based on information provided by trucking company <p>Future:</p> <ul style="list-style-type: none">-System builds electronic queue of overweight citations that are missing data fields-CTS Technician inquires on available resources/databases to search for missing data fields-CTS Technician calls trucking company to verify/obtain missing data-CTS Technician updates customer record with missing data | | |

Linked Requirements:

Name: System shall allow CTS Technician to update customer record with missing data

Notes:

Name: System shall allow multiple office locations for customer record

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Name: System shall build an electronic queue of overweight citations that are missing data fields

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Name: System shall maintain history of overweight citations posted to customer record

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Name: System shall require CTS Technician to provide reason for adding missing data fields based on research and call to trucking company

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| Use Case Name: | Establishing Citations from Localities | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 1/23/2008 | Modified on: | 1/25/2008 |
| Notes: | <p>This process used to post overweight citations issued by localities that maintain their own roads. Once total amount assessed is paid, DMV disperses funds to localities but retains processing fee of \$20</p> <p>Current:</p> <ul style="list-style-type: none"> -Law Enforcement Officer issues paper overweight citation -Law Enforcement Officer batches citations by offense date and mails to DMV within 24 hours -Mail Clerk delivers citations to Citation Tracking Work Center -CTS Technician searches CTS system for customer record <p>See Alt Flow: No CTS Record Found Invoke Create CTS Customer Record CTS Technician posts overweight citation to customer record</p> <ul style="list-style-type: none"> -System identifies locality citation by jurisdiction code, route number (CO for county, CTY for city), mobile unit number must be jurisdiction code -CTS generates report listing potential locality disbursements -CTS Technician pulls original citation and makes copy -CTS Technician attaches copy of citation to report -CTS Technician approves disbursement on CTS <p>See Alt Flow: CTS Technician disapproves disbursement on CTS</p> <ul style="list-style-type: none"> -CTS supervisor requests monthly report for localities that shows locality citations dispersed, approved but total not paid <p>Alt Flow: CTS Technician disapproves disbursement on CTS CTS Technician updates CTS to show disbursement denied</p> <p>Future:</p> <ul style="list-style-type: none"> -Law Enforcement Officer issues paper overweight citation -Law Enforcement Officer batches citations by offense date and mails to DMV within 24 hours -System builds electronic queue of overweight citations -System matches overweight citations in queue to customer record on system -System posts overweight citation to customer record <p>See Alt Flow: No match found on system</p> <ul style="list-style-type: none"> -System identifies locality citation by jurisdiction code, route number (CO for county, CTY for city), mobile unit number must be jurisdiction code -System builds electronic queue of citations posted, approved and disbursed for locality -System allows access to electronic queue by localities <p>Alt Flow: No match found on system</p> <ul style="list-style-type: none"> -System builds electronic queue of overweight citations not matched to customer record -CTS Technician reviews electronic citation -CTS Technician inquires on system to find customer record -See Alt Flow: No match found -CTS Technician post citation to customer record <p>-See Alt Flow: No match found Invoke Create Customer Account</p> | | |

-CTS generates report listing potential locality disbursements
 -CTS Technician pulls original citation and makes copy
 -CTS Technician attaches copy of citation to report
 -CTS Technician approves disbursement on CTS
 See Alt Flow: CTS Technician disapproves disbursement on CTS
 -CTS supervisor requests monthly report for localities that shows locality citations dispersed, approved but total not paid

Alt Flow: CTS Technician disapproves disbursement on CTS
 CTS Technician updates CTS to show disbursement denied

Linked Requirements:

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| Use Case Name: | Resolve Incorrect Office Location |
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| Status: | |
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| Author: | Credential Team |
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| Created on: | 1/23/2008 | Modified on: | 1/25/2008 |
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| Notes: | <p>This process is used to correct incorrect office location of overweight citation</p> <p>Current: -CTS Technician reviews customer record find correct location See Alt Flow: No correct location -CTS Technician moves citation to correct location</p> <p>Alt Flow: No correct location -CTS Technician adds correct location to customer record</p> <p>Future: -System searches multiple office location on customer record to post citation to correct office location See Alt Flow: No correct location</p> <p>Alt Flow: No correct location -CTS Technician adds correct location to customer record</p> |
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Linked Requirements:

Name: System shall allow Weigh Station/Mobile Unit Technician to add office location to existing customer record

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Name: System shall search customer record to match address on overweight citation to office location on customer record

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