

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: January 30, 2008
Location: CRM730E

Meeting called by: Angela Burrell

AM Attendees: Millicent Ford, Shirley Jeffers, Brenda Patron, Jackie Mines, Jill Parrish, Yulonda Kelley, Jackie Gardner, Olga Solomonova

PM Attendees: Sharon Brown, Margaret Skelton, Linda Simmons, Millin Jefferson, Cordelia Cook, Linda Alexander , Olga Solomonova

Preparation for meetings:

Agenda for workshop on January 30th was distributed to team.

AM Session Goals and Objectives:

Document detailed process flows (scenarios) for Juvenile Findings.

AM Summary:

- ❖ The team reviewed and defined scenario and requirements for Juvenile Findings.

Scenario included:

- 🚦 Post Juvenile Finding

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

1. Verify and identify ALL orders issued for the DC576 and DC577 (Jackie Mines)
2. Why do we have two forms (DC576 and DC577), differences, and applicable code section? Why are some juvenile orders printed and mailed while others are not? (Millicent)
3. What’s the purpose for the “Truancy” indicator is CSS? (Jackie Gardner) **Answer: Statistical purpose only**
4. Determine which shared process to link to regarding imaging documents. Add link in all process flows. Get with Infrastructure Services (CSI Analysts)

PM Session Goals and Objectives:

Revisited previously documented scenarios and requirements for Insurance Monitoring to remove Book of Business information.

PM Summary:

- ❖ The team reviewed and defined scenario and requirements for Insurance Monitoring.

Scenarios included:

- ✚ Report Possible Uninsured Motorist
- ✚ Request Insurance as a Result of Inquiry from Attorney/Insurance Company

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

1. For requests for insurance involving out-of state accidents, is a copy of the accident report required or optional? (Linda A)
2. If a customer has insurance on their record and a insurance inquiry comes from a attorney as a result of an accident. **Today:** The current law prohibits DMV from providing insurance information on the record. Instead, DMV has to send a letter to the customer to request the information which in most cases is the same. **Potential LIO:** To allow DMV to provide the insurance information on the record and the time of the request.
3. Verify with Infrastructure Services, how to document the imaging steps in our processes. (CSI Analysts)

Plans for Next Workshop:

S&R team will continue on with Juvenile Findings and potentially Insurance Monitoring if time permits. Appropriate Subject Matter Experts will be notified.

AM/PM 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 Juvenile finding scenario defined in the AM workshop and its linked requirements. Additionally, a report from EA is attached that shows the Insurance Monitoring scenarios defined in the PM workshop and their linked requirements.

AM Session

Scenario Report with Requirements

Package: Juvenile Findings

Detail:			
Use Case Name:	Post Juvenile Findings (DC-576)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	1/30/2008
Notes:	This process is used by a Juvenile and Domestic Relations Court to deny a juvenile’s driving privileges for certain traffic (Alcohol-related & Firearm-related, or Drug offense, Truancy and Bomb threat) and non-traffic offenses if the juvenile is at least 13 years of age at the time of the offense. Virginia Code 16.1-278.9 Current: -Mailroom receives paper convictions See ALT Flow: Received by fax -Conviction Processing (CP) Technician picks up court documents from mailroom -CP Technician checks conveyor for additional court documents		

- CP Technician separates court documents into appropriate categories: Separate amended, originals, forms with license attached, form by form numbers (DC-576)
- CP Technician check for judges signature, period of time and finding date
- See ALT Flow: Incomplete Document
- NOTE: Missing offense date is NOT required
- CP Technician manually calculates suspension period based on finding and age of customer
- CP Technician indicates suspension period on DC-576 (suspension end date and days of suspension)
- CP technician enters information to customer record
- CP technician prepares for indexing for On Base
- CP technician indexes to record.
- Systems post juvenile finding order to customer record (JV03, JV04, JV07, JV08, JV09)
- System does NOT print orders

ALT Flow: Incomplete Document:

- CP Technician returns document to court
- CP Technician updates Access Data Base to indicate document returned to court
- CP Technician checks Data Base in two weeks verifying information has been sent back

Future:

- Juvenile Court transmits Juvenile Finding to customer's record.
- See Alt Flow: Court submits paper Juvenile Finding
- System updates customer record to post juvenile finding
- See Alt Flow: No Record Found
- See Alt Flow: Duplicate Record Found
- See Alt Flow: Possible Non-Match
- System calculates denial/suspension period of time

- Millicent to check on why orders are NOT mailed

- Alt Flow: Court submits paper Juvenile Finding
- Invoke to be named use case to image documents
- System builds electronic queue for Juvenile Findings
- System matches Juvenile Finding in queue to customer record
- Return to Normal Process

Alt Flow: No Record Found

- Invoke Create Customer Account

Alt Flow: Possible Non-Match

- System builds electronic queue of possible non-matches
- CP Technician reviews queue to determine reason for non-match
- CP Technician resolves non-match

Alt Flow: Duplicate Record Found

- Invoke Resolve Duplicate Customer Record

Linked Requirements:

Name: Court shall submit Juvenile Findings electronically

Notes:

Name: System shall allow CP Technician to resolve possible non-match in queue

Notes:

Name: System shall build electronic queue for Juvenile Findings

Notes:

Name: System shall build electronic queue of possible non-matches

Notes:

Name: System shall calculate juvenile denial/suspension period of time

Notes:

Name: System shall matches Juvenile Finding in queue to customer record

Notes:

Name: System shall NOT generate juvenile finding orders for (JV03, JV04, JV07, JV08, JV09)

Notes:

Name: System shall post Juvenile Finding received from the court to customer record

Notes: 16.1-278.9

Name: System shall update customer record to post juvenile finding

Notes:

PM Session

Scenario Report with Requirements

Package: Insurance Monitoring

Detail:			
Use Case Name:	Report Possible Uninsured Motorist		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	1/31/2008
Notes:	This process is used to request information from an individual that has been reported as a possible uninsured motorist (IMN-3) 46.2-706, 707, 708 Current. -Individual submits information to DMV about a suspected Uninsured Vehicle (at least plate# make model....) -Insurance Verification Technician verifies Vehicle Owner based on information received - Insurance Verification Technician post DMV Inquiry Event to the Vehicle Owner See Alt Flow: No record found on system -System generates Insurance DMV Inquiry Notice in overnight batch -System allows 45 days for customer to respond -Insurance Verification Technician reviews Notices for accuracy -Mail Clerk mails notice via first class mail Alt Flow: No record found on system -Trash the request, no further action taken Future -Individual/CSC Teller submits license plate, vehicle make information to DMV		

to report suspected Virginia uninsured vehicle electronically (DMV Website)
 See Alt Flow: Paper submission
 -System places into electronic queue
 -System matches information in queue to existing customer record
 -See Alt Flow: No match
 -System generates Inquiry Notice in overnight batch
 -System allows 45 days for customer to respond
 -Mail Clerk mails Inquiry Notice via first class mail

Alt Flow: Paper Submission
 -Individual submits license plate, vehicle make information to DMV to report suspected uninsured vehicle by paper
 -Mail Clerk scans paper documents and places into electronic queue for review by Insurance Verification Technician
 -
 -Return to Normal Process

Alt Flow: No match
 -No action taken
 -System purges information from queue

Linked Requirements:

Name: DMV shall allow individuals to report suspected uninsured motorists
Notes: 46.2-706

Name: DMV shall provide the means to electronically report suspected uninsured vehicles (DMV Website)
Notes:

Name: Mail Clerk shall mail notice via first class mail
Notes:

Name: System shall allow 45 days for customer to provide insurance information
Notes:

Name: System shall allow Insurance Verification Technician to review information in queue and match to customer record on system
Notes:

Name: System shall match information in queue to existing customer record
Notes:

Name: The system shall allow Insurance Verification Technician to post insurance monitor report to customer record using multiple data elements
Notes:

Name: The system shall generate Insurance DMV Inquiry Notice in overnight batch
Notes:

Name: The system shall place suspected uninsured vehicle report into electronic queue for review by Insurance Verification Technician
Notes:

Use Case Name:	Request Insurance as a Result of Inquiry from Attorney/Insurance Company		
Status:	Identified		
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	1/31/2008

Notes:

Insurance request is received from insurance company / attorney requesting insurance information on vehicle involved in an accident 46.2-208, 46.2-380

Current:

- Attorney/Insurance Company/Individual submits requests for insurance
- Customer Records Technician receives insurance request (\$8 fee, \$13 for certified)

See Alt Flow: No Fee Received

- CR Technician verifies vehicle ownership information
- CR Technician verifies accident information

See Alt Flow: Out-of-State Accident

- Invoke image use case to be name later
- CR Technician posts monitor to vehicle owner record at the time of accident
- See Alt Flow: Unknown Owner on Date of Accident
- System generates insurance notice to vehicle owner to furnish insurance information within 45 days (notice allows 30-day response time)
- System generates letter to requestor advising to allow DMV 60-90 days to respond back to request for insurance information
- CR Technician reviews notices for accuracy
- Mail Clerk mails notices via first class mail

Alt Flow: No Fee Received

- CR Technician handles by phone call or returns insurance request

Alt Flow: Out-of-State Accident

- CR Technician uses or obtains out-of-state accident report to post monitor

Alt Flow: Unknown Owner on Date of Accident

- No action taken

Future:

- Attorney/Insurance Company/Individual submits requests for insurance electronically (DMV Website)
- See Alt Flow: Paper submission
- System builds electronic queue of requests for insurance
- System matches information in queue to existing customer record
- See Alt Flow: No match
- System generates notice to vehicle owner to furnish insurance information within 45 days (notice allows 30-day response time)
- System generates letter to requestor advising to allow DMV 60-90 days to respond back to request for insurance information
- Mail Clerk mails Notices via first class mail

Alt Flow: Paper submission

- Invoke Image Document Use Case
- System builds electronic queue of insurance information requests
- CR Technician reviews queue
- CR Technician verifies vehicle ownership information
- CR Technician verifies accident information
- CR Technician posts monitor to customer record
- Return to Normal Process

Alt Flow: No match

- System rejects electronic transaction
- System responds with error message to requestor

-Legislation opportunity : DMV shall be able to release/sell insurance information to requestor bypassing vehicle owner

Linked Requirements:

Name: Insurance Companies shall transmit Insurance information in real time and electronically to DMV

Notes:

Name: DMV shall be able to release/sell insurance information to requestor bypassing vehicle owner

Notes:

Name: System shall allow Attorney/Insurance Company/Individual to submit request for insurance electronically (DMV Website)

Notes:

Name: System shall build electronic queue of electronic insurance information requests

Notes:

Name: System shall build electronic queue of paper requests for insurance

Notes:

Name: System shall generate letter to requestor advising to allow DMV 60-90 days to respond back to request for insurance information

Notes:

Name: System shall generate notice to vehicle owner to furnish insurance information within 45 days (notice allows 30-day response time)

Notes:

Name: System shall match information in queue to existing customer record

Notes:

Name: System shall reject electronic transaction when no match found

Notes:

Name: System shall respond with electronic error message to requestor

Notes:

