

**Meeting Summary**  
**Functional Area: Credentialing/Sanctioning & Reinstatement**



**Meeting: BPR Workshop**  
**Date: March 5, 2008**  
**Time: 9am – 4pm**  
**Location: CRM730E**

**Meeting called by:** Angela Burrell

**Attendees:** Carolyn Easley, Carla Jackson, Joe Chandler, Linda Simmons, Margaret Skelton, Paul Pugh, Peggy Bailey, Prin Cowan, Daniel Sekerdy, Mary Bassett, J Terry Saunders, LaTrice Ampy, Angela Burrell, Jim Davidson

**Preparation for meetings:**

Agenda for workshop on March 5<sup>th</sup> was distributed to team.

**Session Goals and Objectives:**

Document detailed process flows (scenarios) for Hearings.

**Summary:**

- ❖ The team reviewed and defined scenarios and requirements for Hearings:

Scenarios included:

- ✚ Schedule Hearings (Insurance)
- ✚ Schedule Hearings (Major)
- ✚ Reschedule Hearings (Insurance)
- ✚ Reschedule Hearings (Major)
- ✚ Conduct Hearing
- ✚ Issue Recommended Hearing Decision (Major)
- ✚ Issue Final Hearing Decision (Major)

- ❖ Several use cases were identified but not yet defined:

- ✚ Informal Conferences
- ✚ Hearing Appeals
- ✚ Hearing Exceptions
- ✚

**Plans for Next Workshop:**

Define the following roles: Chief Hearing Officer, Deputy Chief Hearing Officer, DMV Hearing Officer, DMV Representative, Correspondence Judgement Work Center.

S&R team will continue documenting Hearings for next Wednesdays BPR session. Appropriate Subject Matter Experts and Business Partners will be notified.

**Homework for Next Workshop:**

A report from EA is attached that shows scenarios defined and their linked requirements as well as scenario placeholders for future BPR sessions. Share this information with your co-workers so they may review and provide feedback.

## Scenario Report with Requirements

**Package:** Hearings

<b>Detail:</b>			
Use Case Name:	Conduct Hearing		
Status:	Identified		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	3/5/2008
Notes:	<p>This process is used to determine whether a DMV action was appropriate</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Hearing office proceedings are recorded in Freedom Digital Recording System (telephone hearing) and hand-held digital recorder (in-person hearing)</li> <li>-DMV Hearing Officer administers oath to all witnesses (DMV representatives, customer, etc)</li> <li>-DMV Hearing Officer/Representative presents evidence on behalf of the agency</li> <li>-Customer presents evidence on his/her behalf</li> <li>-DMV Hearing Officer/Customer's Attorney/Customer cross examines all witnesses</li> <li>-DMV Hearing Officer adjourns proceeding</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Hearing office proceedings are recorded</li> <li>-DMV Hearing Officer administers oath to all witnesses (DMV representatives, customer, etc)</li> <li>-DMV Hearing Officer/Representative presents evidence on behalf of the agency</li> <li>-Customer presents evidence on his/her behalf</li> <li>-DMV Hearing Officer/Customer's Attorney/Customer cross examines all witnesses</li> <li>-DMV Hearing Officer adjourns proceeding</li> </ul>		

**Linked Requirements:**

**Name:** System shall provide capability to record hearing office proceedings (includes hearing, informal conference, phone conversations)

**Notes:**

Use Case Name:	Request Hearing		
Status:	Identified		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	1/8/2008
Notes:			

**Linked Requirements:**

**Package:** Insurance Hearings

<b>Detail:</b>			
Use Case Name:	Reschedule Hearing (Insurance)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/6/2008
Notes:	<p>This process is used to reschedule time for customer, Hearing Officer to meet to determine whether DMV action was appropriate 46.2-706-708</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Customer/Correspondence Judgment Work Center contacts Hearing Office regarding need to reschedule insurance hearing</li> <li>-DMV Hearing Officer/Administrative Assistant updates HOSS to reschedule telephone hearing date</li> <li>-See Alt Flow: Decision Upheld</li> <li>-See Alt Flow: In-person hearing</li> <li>-System generates Notice of Hearing (2 copies of notice and 1 driver transcript)</li> <li>-Administrative Assistant separates 1 copy of notice and transcript for DMV Hearing Officer</li> <li>-Administrative Assistant sends 1 copy of notice to mailroom</li> <li>-Invoke Communicate with Customer</li> </ul> <p>-Alt Flow: Decision Upheld</p> <ul style="list-style-type: none"> <li>-DMV Hearing Officer/Administrative Assistant prints customer record from HOSS (includes supporting documents)</li> <li>-DMV Hearing Officer/Administrative Assistant deletes customer record from HOSS</li> <li>-DMV Hearing Officer/Administrative Assistant contacts Correspondence Judgment to recreate record in HOSS</li> <li>-Correspondence Judgment Technician updates system to remove prior request for hearing</li> <li>-Invoke Request Hearing</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-System builds queue of request to reschedule insurance hearing</li> <li>-System determines customer has been suspended for 60 days or less</li> <li>-System holds suspension in abeyance pending outcome of hearing</li> <li>-See Alt Flow: Customer stopped by law enforcement while suspended</li> <li>-System sorts queue by date of request/orders not held in abeyance/in person hearings</li> <li>-See Alt Flow: In-person hearing</li> <li>-DMV Hearing Officer/Administrative Assistance updates system with available dates, times for hearings</li> </ul>		

	<ul style="list-style-type: none"> <li>-System assigns date, time for hearing according to DMV Hearing Officer availability</li> <li>-System builds queue of scheduled hearings for each Hearing Officer</li> <li>-See Alt Flow: Manually scheduled hearing</li> <li>-System generates Notice of Hearing to be mailed to customer</li> <li>-System generates electronic copy of driver transcript and attaches to customer record</li> <li>-Invoke Communicate with Customer</li> </ul> <p>Alt Flow: Customer stopped by law enforcement while suspended</p> <ul style="list-style-type: none"> <li>-System does NOT hold suspension in abeyance</li> </ul> <p>Alt Flow: In-person hearing</p> <ul style="list-style-type: none"> <li>-DMV Hearing Officer reserves site for hearing</li> <li>-DMV Hearing Officer selects type of notice and site location for notice to be sent</li> </ul> <p>Alt Flow: Manually scheduled hearing</p> <ul style="list-style-type: none"> <li>-DMV Hearing Officer/Administrative Assistant updates system for manual scheduling of hearing</li> </ul>
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**Linked Requirements:**

**Name: System shall allow DMV Hearing Officer to update system to show new hearing date**

**Notes:**

**Name: System shall build queue for DMV representative for hearings scheduled for each DMV Hearing Officer**

**Notes:**

**Name: System shall generate Notice of Hearing/Informal Conference with new hearing date**

**Notes:**

<b>Use Case Name:</b>	Schedule Hearing (Insurance)		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	3/5/2008	<b>Modified on:</b>	3/6/2008

<b>Notes:</b>	<p>This process is used to schedule time for customer, Hearing Officer to meet to determine whether DMV action was appropriate 46.2-706-708</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Insurance Verification Technician scans insurance case information into the Hearing Office Scheduling System (HOSS)</li> <li>-DMV Hearing Officer/Administrative Assistant accesses HOSS to review cases by date of request</li> <li>-DMV Hearing Officer/Administrative Assistant updates HOSS to schedule telephone hearing date</li> <li>-See Alt Flow: In-person hearing</li> <li>-System generates Notice of Hearing (2 copies of notice and 1 driver transcript)</li> </ul>
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-Administrative Assistant separates 1 copy of notice and transcript for DMV Hearing Officer  
 -Administrative Assistant sends 1 copy of notice to mailroom  
 -Invoke Communicate with Customer

Alt Flow: In-person hearing  
 -DMV Hearing Officer reserves site for hearing  
 -DMV Hearing Officer selects type of notice and site location to be sent

Future:  
 -System builds queue of insurance cases needing to be conducted  
 -System sorts queue by date of request/orders not held in abeyance/in person hearings  
 -See Alt Flow: In-person hearing  
 -DMV Hearing Officer/Administrative Assistance updates system with available dates, times for hearings  
 -System assigns date, time for hearing according to DMV Hearing Officer availability  
 -System builds queue of scheduled hearings for each Hearing Officer  
 -See Alt Flow: Manually scheduled hearing  
 -System generates Notice of Hearing to be mailed to customer  
 -System generates electronic copy of driver transcript and attaches to customer record  
 -Invoke Communicate with Customer

Alt Flow: In-person hearing  
 -DMV Hearing Officer reserves site for hearing  
 -DMV Hearing Officer selects type of notice and site location for notice to be sent

Alt Flow: Manually scheduled hearing  
 -DMV Hearing Officer/Administrative Assistant updates system for manual scheduling of hearing

**Linked Requirements:**

**Name: System shall allow DMV Hearing Officer to select type of notice and site location for notice to be sent**

**Notes:**

**Name: System shall allow DMV Hearing Officer/Administrative Assistance to update system with available dates, times for hearings**

**Notes:**

**Name: System shall allow DMV Hearing Officer/Administrative Assistant to update system for manual scheduling of hearing**

**Notes:**

**Name: System shall assign date, time for hearing according to DMV Hearing Officer availability**

**Notes:**

**Name: System shall build queue of insurance cases needing to be conducted**

**Notes:**

**Name:** System shall build queue of scheduled hearings for each Hearing Officer

**Notes:**

**Name:** System shall generate electronic copy of driver transcript and attach to customer record

**Notes:**

**Name:** System shall generate Notice of Hearing to be mailed to customer

**Notes:**

**Name:** System shall sort queue by date of request/orders not held in abeyance/in person hearings

**Notes:**

**Package:** Major Hearings

<b>Detail:</b>			
Use Case Name:	Issue Final Hearing Decision (Major)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/6/2008
Notes:	This process is used to indicate final agency decision on whether DMV action was appropriate  Current: -DMV Hearing Officer/Administrative Assistant receives exceptions to recommended hearing decision from Commissioner -DMV Hearing Officer reviews exception and incorporates into final decision -See Alt Flow: No exception filed -DMV Hearing Officer revises recommended hearing decision to final decision format -DMV Hearing Officer resubmits to Deputy Chief Hearing Officer -Deputy Chief Hearing Officer reviews final decision and submit to Chief Hearing Officer -Chief Hearing Officer reviews final decisions and edits as necessary and returns to Deputy Chief Hearing Officer for revisions -Deputy Chief Hearing Officer submits final hearing decision to DMV Hearing Officer for revisions as necessary -DMV Hearing Officer makes revisions and returns recommended hearing decision to Deputy Chief Hearing Officer for review -Deputy Chief Hearing Officer reviews and submits final decision to for review by chain of command -Deputy Chief Hearing Officer submits final decision to Commissioner for signature/revision -Commissioner returns final decision to Hearing Office -Administrative Assistant mails final decision to customer via first class mail -Administrative Assistant returns case file to DMV representative		

	<ul style="list-style-type: none"> <li>-Administrative Assistant logs file out of access database</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-System builds queue of exceptions to recommended hearing decision</li> <li>-DMV Hearing Officer reviews queue and incorporates into final decision</li> <li>-DMV Hearing Officer revises recommended hearing decision to final decision format</li> <li>-DMV Hearing Officer resubmits to Deputy Chief Hearing Officer</li> <li>-Deputy Chief Hearing Officer reviews final decision and submit to Chief Hearing Officer</li> <li>-Chief Hearing Officer reviews final decisions and edits as necessary and returns to Deputy Chief Hearing Officer for revisions</li> <li>-Deputy Chief Hearing Officer submits final hearing decision to DMV Hearing Officer for revisions as necessary</li> <li>-DMV Hearing Officer makes revisions and returns recommended hearing decision to Deputy Chief Hearing Officer for review</li> <li>-Deputy Chief Hearing Officer reviews and submits final decision to for review by chain of command</li> <li>-Deputy Chief Hearing Officer submits final decision to Commissioner for signature/revision</li> <li>-Commissioner returns final decision to Hearing Office</li> <li>-Administrative Assistant updates customer record with final hearing decision</li> <li>-Administrative Assistant mails final decision to customer via first class mail</li> <li>-Administrative Assistant returns case file to DMV representative</li> <li>-</li> </ul>
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**Linked Requirements:**

<b>Use Case Name:</b>	Issue Recommended Hearing Decision (Major)		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	1/8/2008	<b>Modified on:</b>	3/6/2008
<b>Notes:</b>	<p>This process is used to indicate recommended decision of Hearing Officer on whether DMV action was appropriate</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-DMV Hearing Officers reviews notes, testimony, etc and manually prepares decision using appropriate decision template</li> <li>-DMV Hearing Officer submits recommended hearing decision to Deputy Chief Hearing Officer for review</li> <li>-Deputy Chief Officer reviews recommended decisions/supporting documents and edits decision as necessary and returns to DMV Hearing Officer for revisions</li> <li>-DMV Hearing Officer makes necessary revisions and resubmits to Deputy Chief Hearing Officer</li> <li>-Deputy Chief Hearing Officer reviews recommended decision and submit to Chief Hearing Officer</li> <li>-Chief Hearing Officer reviews recommended decisions and edits as necessary</li> </ul>		

and returns to Deputy Chief Hearing Officer for revisions

- Deputy Chief Hearing Officer submits recommended hearing decision to DMV Hearing Officer for revisions as necessary
- DMV Hearing Officer makes revisions and returns recommended hearing decision to Deputy Chief Hearing Officer for review
- Deputy Chief Hearing Officer reviews and releases recommended decision to DMV Hearing Officer
- DMV Hearing Officer mails recommended hearing decision to customer, including cover letter that includes customer and DMV representative opportunity to file exceptions
- DMV Hearing Officer e-mails recommended decision to DMV representative
- Invoke Communicate with Customer
- Invoke File Exception to Recommended Hearing Decision

Future:

- DMV Hearing Officers reviews notes, testimony, etc and manually prepares decision using appropriate decision template
- DMV Hearing Officers updates customer record with recommended hearing decision
- System pre-populates recommended decision with customer information
- DMV Hearing Officer submits recommended hearing decision to Deputy Chief Hearing Officer for review
- Deputy Chief Officer reviews recommended decisions/supporting documents and edits decision as necessary and returns to DMV Hearing Officer for revisions
- DMV Hearing Officer makes necessary revisions and resubmits to Deputy Chief Hearing Officer
- Deputy Chief Hearing Officer reviews recommended decision and submit to Chief Hearing Officer
- Chief Hearing Officer reviews recommended decisions and edits as necessary and returns to Deputy Chief Hearing Officer for revisions
- Deputy Chief Hearing Officer submits recommended hearing decision to DMV Hearing Officer for revisions as necessary
- DMV Hearing Officer makes revisions and returns recommended hearing decision to Deputy Chief Hearing Officer for review
- Deputy Chief Hearing Officer reviews and releases recommended decision to DMV Hearing Officer
- DMV Hearing Officer mails recommended hearing decision to customer, including cover letter that includes customer and DMV representative opportunity to file exceptions
- System builds queue to alert DMV representative of recommended hearing decisions
- Invoke Communicate with Customer
- Invoke File Exception to Recommended Hearing Decision

**Linked Requirements:**

**Name: System shall allow DMV Hearing Officer to update customer record with recommended hearing decision**

**Notes:**

**Name: System shall build queue to alert DMV representative of recommended hearing decision**  
**Notes:**

**Name: System shall prepopulate recommended decision with customer information**  
**Notes:**

Use Case Name:	Reschedule Hearing (Major)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/6/2008

**Notes:** This process is used to reschedule time for customer, Hearing Officer and DMV representative to meet to determine whether DMV action was appropriate

Current:

- DMV Hearing Officer communicates with customer, DMV representative regarding need to reschedule hearing date
- DMV Hearing Officer manually prepares Notice of Hearing/Informal Conference
- DMV Hearing Officer reserves site for hearing/informal conference
- See Alt Flow: Telephone hearing/informal conference
- Invoke Communicate with Customer

-Alt Flow: Telephone hearing/informal conference

-Physical site is not reserved

Future:

- DMV Hearing Officer communicates with customer, DMV representative regarding need to reschedule hearing date
- DMV Hearing Officer updates system to show new hearing date
- System generates Notice of Hearing/Informal Conference with new hearing date
- DMV Hearing Officer reserves site for hearing/informal conference
- System builds queue for DMV representative for hearings scheduled for each DMV Hearing Officer
- See Alt Flow: Telephone hearing/informal conference
- Invoke Communicate with Customer

-Alt Flow: Telephone hearing/informal conference

-Physical site is not reserved

**Linked Requirements:**

**Name: System shall allow DMV Hearing Officer to update system to show new hearing date**  
**Notes:**

**Name: System shall build queue for DMV representative for hearings scheduled for each DMV Hearing Officer**  
**Notes:**

**Name: System shall generate Notice of Hearing/Informal Conference with new hearing date**  
**Notes:**

Use Case Name:	Schedule Hearing (Major)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/6/2008
Notes:	<p>This process is used to schedule time for customer, Hearing Officer and DMV representative to meet to determine whether DMV action was appropriate (all proceedings EXCEPT insurance)</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Deputy Chief Hearing Officer reviews case to ensure hearing/informal conference needs to be conducted</li> <li>-See Alt Flow: Case needs further review</li> <li>-Deputy Chief Hearing Officer manually assigns case to DMV Hearing Officer</li> <li>-Deputy Chief Hearing Officer records case on a Word document</li> <li>-Administrative Assistant logs case into an Access database indicating DMV Hearing Officer assigned to case</li> <li>-DMV Hearing Officer reviews case and contacts customer and DMV representative</li> <li>-DMV Hearing Officer manually prepares Notice of Hearing/Informal Conference</li> <li>-DMV Hearing Officer reserves site for hearing/informal conference</li> <li>-See Alt Flow: Telephone hearing/informal conference</li> </ul> <p>-Alt Flow: Case needs further review</p> <ul style="list-style-type: none"> <li>-Deputy Chief Hearing Officer meets with Chief Hearing Officer to discuss case</li> <li>-Deputy Chief Hearing Officer meets with DMV representative to discuss case</li> <li>-Chief Hearing Officer discusses case with Policy Director</li> <li>-Policy Director determines action to be taken</li> <li>-See Alt Flow: Case forwarded to Commissioner</li> </ul> <p>-Alt Flow: Case forwarded to Commissioner</p> <ul style="list-style-type: none"> <li>-Policy Director meets with Commissioner to determine action to be taken</li> </ul> <p>-Alt Flow: Telephone hearing/informal conference</p> <ul style="list-style-type: none"> <li>-Physical site is not reserved</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-System builds queue of potential cases for hearing/informal conference</li> <li>-Deputy Chief Hearing Officer reviews queue to ensure hearing/informal conference needs to be conducted</li> <li>-See Alt Flow: Case needs further review</li> <li>-Deputy Chief Hearing Officer electronically assigns case to DMV Hearing Officer</li> <li>-System builds queue for each DMV Hearing Officer with cases assigned</li> <li>-System builds database of cases assigned to DMV Hearing Officer</li> <li>-DMV Hearing Officer reviews case and contacts customer and DMV representative</li> <li>-DMV Hearing Officer updates system with hearing date/time/location and DMV</li> </ul>		

representative for case  
 -DMV Hearing Officer select type of notice to be sent  
 -System generates Hearing Notice to customer and DMV representative  
 -Invoke Communicate with Customer

-Alt Flow: Case needs further review  
 -Deputy Chief Hearing Officer updates system to indicate case needs further review  
 -System builds queue of cases needing further review for Chief Hearing Officer  
 -Chief Hearing Officer reviews cases in queue  
 -Deputy Chief Hearing Officer meets with DMV representative to discuss case  
 -Chief Hearing Officer discusses case with Policy Director  
 -Policy Director determines action to be taken  
 -See Alt Flow: Case forwarded to Commissioner

-Alt Flow: Case forwarded to Commissioner  
 -Policy Director meets with Commissioner to determine action to be taken

**Linked Requirements:**

**Name: System shall allow Chief Hearing Officer to review cases in queue**

**Notes:**

**Name: System shall allow Deputy Chief Hearing Officer to electronically assign case to DMV Hearing Officer**

**Notes:**

**Name: System shall allow Deputy Chief Hearing Officer to review queue to ensure hearing/informal conference needs to be conducted**

**Notes:**

**Name: System shall allow Deputy Chief Hearing Officer to update system to indicate case needs further review**

**Notes:**

**Name: System shall allow DMV Hearing Officer to select type of notice to be sent**

**Notes:**

**Name: System shall allow DMV Hearing Officer to update system with hearing date/time/location and DMV representative for case**

**Notes:**

**Name: System shall allow Hearing Office staff to print listing of cases pending, including scheduled date, time, location, Hearing Officer assigned to case**

**Notes:**

**Name: System shall build database of cases assigned to DMV Hearing Officer**

**Notes:**

**Name: System shall build queue for each DMV Hearing Officer with cases assigned**

**Notes:**

**Name: System shall build queue of cases needing further review for Chief Hearing Officer**  
**Notes:**

**Name: System shall build queue of potential cases for hearing/informal conference**  
**Notes:**

**Name: System shall generate Hearing Notice to customer and DMV representative**  
**Notes:**