

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: March 12, 2008
Time: 9am – 4pm
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Carolyn Easley, Carla Jackson, Joe Chandler, Linda Simmons, Margaret Skelton, Peggy Bailey, J Terry Saunders, Millicent Ford, James Junius, Jackie Branche, LaTrice Ampy, Angela Burrell, Jim Davidson

Preparation for meetings:

Agenda for workshop on March 12th 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:

- Informal Conferences
 - ✚ Conduct Hearing/Informal Conference
 - ✚ Issue Informal Conference Decision
 - ✚ Schedule Informal Conference
- Insurance Hearings
 - ✚ File Appeal to Hearing/Informal Conference Decision
 - ✚ File Exceptions to Hearing Decision (Insurance)
 - ✚ Issue Hearing Decision (Insurance)
- Hearing
 - ✚ Request Hearing (started current)

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

1. Determine if the FRHN is currently loaded into On Base. (Linda Simmons)

- ❖ The team identified all of the areas that need to be covered under Request Hearing. They include: DMV Dealer, Dealer, Disabled Parking, Driver Improvement, Driver Licensing, Driver Training School-Instructor, fuels Tax, Medical, Motor carrier, Reserved Plate, Salesperson, Vehicle Services Administration

- ❖ The team defined the following actors: Chief Hearing Officer, Deputy Chief Hearing Officer, DMV Hearing Officer, Correspondence Judgment Technician, Hearing Office Administrative Assistant, and Freedom Digital Recording System.
- ❖ Reminder: It is vital that all business areas invited participate in the sessions even though their area of expertise may not be discussed at that time. This ensures that CSI documents a full/complete view of those involved directly and indirectly in processes captured. If there is a conflict with your attendance, please ensure that your back-up or other representation has been set-up to meet this requirement. Communicate any conflicts or concerns to Angela Burrell.

Plans for Next Workshop:

Validate the definition for Agency Secretary and Policy Director.

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. Share this information with your co-workers so they may review and provide feedback.

Scenario Report with Requirements

Package: Hearings

Detail:			
Use Case Name:	Request Hearing		
Status:	Identified		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	3/13/2008
Notes:	<p>This process is used by a customer to contest certain DMV action</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer submits written request for hearing -See Alt Flow: On-line hearing request -Judgment Correspondence Technician reviews hearing request/supporting documents and determines customer is eligible for hearing -See Alt Flow: Not eligible for hearing -Judgment Correspondence Technician determines customer order of suspension can be held in abeyance (order is pending or suspension effective less than six months) -Judgment Correspondence Technician updates customer record to put order of suspension in abeyance -See Alt Flow: Order not held in abeyance -Judgment Correspondence Technician updates HOSS to approve customer for hearing -HOSS updates CSS with date file sent to Hearing Office 		

-CSS generates letter to customer acknowledging hearing request and will be notified of hearing date (FRHN), copy added to paper file
 -Judgment Correspondence Technician prepares paper file, CSS and OnBase documents, scans and uploads to HOSS
 -See Alt Flow: Need additional information

Alt Flow: On-line hearing request
 -Customer request hearing on-line on DMV website
 -System responds with electronic response acknowledging receipt of hearing request
 -Judgment Correspondence Technician prints hearing requests
 -Return to normal

Alt Flow: Not eligible for hearing
 -Judgment Correspondence Technician manually prepares letter/e-mail to customer advising why he is not eligible for hearing

Alt Flow: Order not held in abeyance

Linked Requirements:

Package: Informal Conferences

Detail:			
Use Case Name:	Conduct Hearing/Informal Conference		
Status:	Reviewed		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	3/13/2008
Notes:	<p>This process is used to determine whether a DMV action was appropriate</p> <p>Current:</p> <ul style="list-style-type: none"> -Hearing office records proceedings using Freedom Digital Recording System (telephone hearing) and hand-held digital recorder (in-person hearing) -DMV Hearing Officer administers oath to all witnesses (DMV representatives, customer, etc) (No oath for Informal Conference) -DMV Hearing Officer/DMV Representative presents evidence on behalf of the agency -Customer presents evidence on his/her behalf -DMV Hearing Officer/Customer's Attorney/Customer cross examines all witnesses -DMV Hearing Officer adjourns proceeding 		

	<ul style="list-style-type: none"> -Invoke Recommended Hearing Decision/Informal Conference <p>Future:</p> <ul style="list-style-type: none"> -Hearing office records proceedings -DMV Hearing Officer administers oath to all witnesses (DMV representatives, customer, etc) -DMV Hearing Officer/DMV Representative presents evidence on behalf of the agency -Customer presents evidence on his/her behalf -DMV Hearing Officer/Customer's Attorney/Customer cross examines all witnesses -DMV Hearing Officer adjourns proceeding -Invoke Recommended Hearing Decision/Informal Conference
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Linked Requirements:

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

Notes:

Use Case Name:	Issue Informal Conference Decision		
Status:			
Author:	Credential Team		
Created on:	3/12/2008	Modified on:	3/13/2008
Notes:	<p>This process is used to indicate agency decision on whether DMV action was appropriate</p> <p>Current:</p> <ul style="list-style-type: none"> -DMV Hearing Officer reviews notes, testimony, etc and manually prepares decision using appropriate decision template -DMV Hearing Officer submits to Deputy Chief Hearing Officer -Deputy Chief Hearing Officer reviews decision, edits as necessary and returns to Hearing Officer -Hearing Officer resubmits revision decision to Deputy Chief Hearing Officer -Deputy Chief Hearing Officer submits revised decision to Chief Hearing Officer -Chief Hearing Officer reviews decision and edits as necessary and returns to Deputy Chief Hearing Officer for revisions -Deputy Chief Hearing Officer submits decision to DMV Hearing Officer for revisions as necessary -Deputy Chief Hearing Officer reviews and submits decision for review by chain of command -Deputy Chief Hearing Officer submits decision to Commissioner for signature/revision -Commissioner returns decision to Hearing Office -Administrative Assistant mails decision to customer via first class mail -Administrative Assistant returns case file to DMV representative -Administrative Assistant logs file out of access database 		

Future:

- DMV Hearing Officer reviews electronic notes, testimony and supporting documents and manually prepares decision using appropriate decision template
- System generates decision in real time
- DMV Hearing Officer submits to Deputy Chief Hearing Officer
- Deputy Chief Hearing Officer reviews decision, edits as necessary and returns to Hearing Officer
- Hearing Officer resubmits revision decision to Deputy Chief Hearing Officer
- Deputy Chief Hearing Officer submits revised decision to Chief Hearing Officer
- Chief Hearing Officer reviews decision and edits as necessary and returns to Deputy Chief Hearing Officer for revisions
- Deputy Chief Hearing Officer submits decision to DMV Hearing Officer for revisions as necessary
- DMV Hearing Officer makes revisions and returns decision to Deputy Chief Hearing Officer for review
- Deputy Chief Hearing Officer reviews and submits decision for review by chain of command
- Deputy Chief Hearing Officer submits decision to Commissioner for signature/revision
- Commissioner returns decision to Hearing Office
- Administrative Assistant updates customer record with hearing decision
- Administrative Assistant mails decision to customer via first class mail
- Administrative Assistant returns case file to DMV representative
- Invoke File Appeal to Hearing/Informal Conference Decision

Linked Requirements:

Name: System shall allow 33 days for customer to file appeal/exception to hearing decision
Notes: 46.2-706-708

Name: System shall allow DMV Hearing Officer to generate hearing decision in real time
Notes:

Name: System shall allow DMV Hearing Officer to prepare decision using appropriate template
Notes:

Name: System shall allow DMV Hearing Officer to review electronic notes, testimony, supporting documentation and to update system to enforce suspension order
Notes:

Name: System shall allow DMV Hearing Officer to update system to cancel order of suspension
Notes:

Name: System shall allow Hearing Office staff to extend 38 day exceptions/appeal period
Notes:

Name: System shall update customer record on or after day 38 to reinstate order
Notes:

Use Case Name:	Schedule Informal Conference		
Status:			
Author:	Credential Team		
Created on:	3/12/2008	Modified on:	3/13/2008
Notes:	<p>This process is used to allot time for customer, Hearing Officer and DMV representative to meet and determine whether DMV action was appropriate (all proceedings EXCEPT insurance)</p> <p>Current:</p> <ul style="list-style-type: none"> -Deputy Chief Hearing Officer reviews case to ensure informal conference needs to be conducted -See Alt Flow: Case needs further review -Deputy Chief Hearing Officer manually assigns case to DMV Hearing Officer -Deputy Chief Hearing Officer records case on a Word document -Administrative Assistant logs case into an Access database indicating DMV Hearing Officer assigned to case -DMV Hearing Officer reviews case and contacts customer and DMV representative -DMV Hearing Officer manually prepares Notice of Informal Conference -DMV Hearing Officer reserves site for informal conference -See Alt Flow: Telephone informal conference <p>-Alt Flow: Case needs further review</p> <ul style="list-style-type: none"> -Deputy Chief Hearing Officer meets with Chief Hearing Officer to discuss case -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 <p>-Alt Flow: Case forwarded to Commissioner</p> <ul style="list-style-type: none"> -Policy Director meets with Commissioner to determine action to be taken <p>-Alt Flow: Telephone informal conference</p> <ul style="list-style-type: none"> -Physical site is not reserved <p>Future:</p> <ul style="list-style-type: none"> -System builds queue of potential cases for informal conference -Deputy Chief Hearing Officer reviews queue to ensure informal conference needs to be conducted -See Alt Flow: Case needs further review -Deputy Chief Hearing Officer electronically assigns case to DMV Hearing Officer -System builds queue for each DMV Hearing Officer with cases assigned -System builds database of cases assigned to DMV Hearing Officer -DMV Hearing Officer reviews case and contacts customer and DMV representative -DMV Hearing Officer updates system with conference date/time/location and DMV representative for case -DMV Hearing Officer select type of notice to be sent (Motor Carrier, Commercial Licensing, Medical, Special Plates) 		

- System generates Informal Conference 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

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 hearing/informal conferences cases needing to be conducted

Notes:

Name: System shall build queue of scheduled hearings/informal conferences 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 generate Notice of Hearing/Informal Conference with new hearing date

Notes:

Package: Insurance Hearings

Detail:

Use Case Name:	Authorize Refund based on Hearing Decision (Insurance)		
Status:			
Author:	Credential Team		
Created on:	3/12/2008	Modified on:	3/12/2008
Notes:	<p>This process is used to refund fees paid to comply with insurance verification order of suspension</p> <p>Current:</p> <ul style="list-style-type: none"> -DMV Hearing Officer initiates manual request for Insurance Verification Technician to refund fees paid -Insurance Verification Technician researches system to determine individual that paid fees -Insurance Verification Technician authorizes refund on system -Insurance Verification Office Manager releases refund on system <p>Future:</p> <ul style="list-style-type: none"> -System determines fees paid to comply insurance verification order of suspension -System authorizes refund of fees paid 		
Linked Requirements:			
Name: System shall authorize refund of fees paid			
Notes:			
Name: System shall determine fees were paid to comply insurance verification order of suspension			
Notes:			
Name: System shall refund fees ONLY to individual that paid the fees			
Notes:			
Use Case Name:	File Appeal to Hearing/Informal Conference Decision		
Status:			
Author:	Credential Team		
Created on:	3/12/2008	Modified on:	3/13/2008
Notes:	<p>This process is by customer to file written appeal of hearing decision with Circuit Court 2.2-4025 et al, Part 2A of the Rules of the Supreme Court of Virginia</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer submits written appeal of hearing decision to Circuit Court and copy to DMV -Customer submits Notice of Appeal to Agency Secretary -Agency Secretary prepares and issues letter to customer acknowledging receipt of Notice of Appeal and advising customer of requirements for appeal -Customer files Petition of Appeal with Circuit Court and copy to Attorney General's Office -Attorney General's Office provides copy of petition to Chief Hearing Officer -Chief Hearing Officer/Deputy Chief Hearing Officer prepares agency record and submits copy to Attorney General, customer and Circuit Court 		

- Attorney General's Office submits copy of judge's order to Chief Hearing Officer
- Hearing Office Administrative Assistant scans and uploads judge's order to HOSS
- Chief Hearing Officer maintains paper file of judge's order for each appeal

Future:

- Customer submits written appeal of hearing decision to Circuit Court and copy to DMV
- Customer submits Notice of Appeal to Agency Secretary
- Agency Secretary prepares and issues letter to customer acknowledging receipt of Notice of Appeal and advising customer of requirements for appeal
- Customer files Petition of Appeal with Circuit Court and copy to Attorney General's Office
- Attorney General's Office provides copy of petition to Chief Hearing Officer
- Chief Hearing Officer/Deputy Chief Hearing Officer prepares agency record and submits copy to Attorney General, customer and Circuit Court
- Attorney General's Office submits copy of judge's order to Chief Hearing Officer
- Hearing Office Administrative Assistant scans and uploads judge's order to system
- Chief Hearing Officer maintains paper file of judge's order for each appeal
- Hearing Office Administrative Assistant updates customer record to indicate appeal/status of appeal

Linked Requirements:

Name: System shall allow Hearing Office Administrative Assistant to scan and upload judge's order to system

Notes:

Name: System shall allow Hearing Office staff to update customer record to show appeal has been filed

Notes:

Name: System shall allow Hearing Office staff to update customer record to show status of appeal

Notes:

Use Case Name:	File Exception to Hearing Decision (Insurance)		
Status:			
Author:	Credential Team		
Created on:	3/12/2008	Modified on:	3/13/2008
Notes:	<p>This process allows customer to indicate in writing his or her exceptions to insurance hearing decision</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer submits written correspondence to Commissioner's attention within 33 days of Hearing Decision -See Alt Flow: Correspondence received after 33 days -Commissioner's Administrative Assistant logs in correspondence in extranet application and routes to Hearing Office -Hearing Office Administrative Assistant scans and attaches correspondence to 		

customer HOSS record

- Hearing Office Administrative Assistant updates HOSS to indicate exceptions filed and deletes new effective order of suspension date
- Hearing Office Administrative Assistant prepares file for Hearing Officer that conducted original hearing
- Hearing Officer prepares exceptions decision using appropriate HOSS template
- Hearing Officer submits exceptions decision to Deputy Chief Hearing Officer for review
- Deputy Chief Hearing Officer submits returns hearing decision with hand written revisions
- DMV Hearing Officer revises decision and resubmits to Deputy Chief Hearing Officer
- Deputy Chief Hearing Officer submits hearing decision to Policy Director for signature/revisions
- Policy Director submits signed exceptions decision to Deputy Chief Hearing Officer
- Deputy Chief Hearing Officer returns file to Hearing Officer
- Hearing Officer updates HOSS to indicate new decision date and new effective date of order
- Hearing Officer prints first page of decision with new date of decision, requirements, and new effective date of order
- Hearing Office Administrative Assistant mails copy of decision to customer and maintains original in a paper file
- Hearing Office Administrative Assistant scans and uploads copy of signed decision to HOSS

Future:

- Customer files exception to hearing decision on-line
- See Alt Flow: Paper submission
- System builds queue of all exceptions for Commissioner's Administrative Assistant and Deputy Chief Hearing Officer
- System builds queue of exceptions for review by each Hearing Officer
- System removes new effective order of suspension date from customer record
- System updates customer record to show exceptions filed
- DMV Hearing Officer prepares exceptions decision using appropriate template
- DMV Hearing Officer submits exceptions decision to Deputy Chief Hearing Officer for review
- Deputy Chief Hearing Officer submits returns hearing decision with hand written revisions
- DMV Hearing Officer revises decision and resubmits to Deputy Chief Hearing Officer
- Deputy Chief Hearing Officer submits hearing decision to Policy Director for signature/revisions
- Policy Director submits signed exceptions decision to Deputy Chief Hearing Officer
- Deputy Chief Hearing Officer returns file to Hearing Officer
- DMV Hearing Officer updates system to indicate new decision date and new effective date of order
- DMV Hearing Officer prints first page of decision with new date of decision, requirements, and new effective date of order
- DMV Hearing Office Administrative Assistant mails copy of decision to

<p>customer and maintains original in a paper file</p> <ul style="list-style-type: none"> - Invoke Image Document <p>Alt Flow: Paper submission</p> <ul style="list-style-type: none"> -Customer submits paper exception to hearing decision -System builds queue of all exceptions for Commissioner's Administrative Assistant, Deputy Chief Hearing Officer, and Hearing Office Administrative Assistant -System allows Hearing Office Administrative Assistant to update queue to show status of exception -Hearing Office Administrative Assistant routes electronic exceptions into queue for each DMV Hearing Officer -Return to normal process 	
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Linked Requirements:

Name: System shall allow DMV Hearing Officer to prepare exceptions decision using appropriate template

Notes:

Name: System shall allow Hearing Office Administrative Assistant to route electronic exceptions into queue for each DMV Hearing Officer

Notes:

Name: System shall allow Hearing Office Administrative Assistant to update queue to show status of exception

Notes:

Name: System shall build queue of all exceptions for Commissioner's Administrative Assistant, Deputy Chief Hearing Officer and Hearing Office Administrative Assistant

Notes:

Name: System shall build queue of exceptions for review by each Hearing Officer

Notes:

Name: System shall remove new effective order of suspension date from customer record

Notes:

Name: System shall update customer record to show exceptions filed

Notes:

Use Case Name:	Issue Hearing Decision (Insurance)		
Status:			
Author:	Credential Team		
Created on:	3/12/2008	Modified on:	3/13/2008
Notes:	This process is used to indicate whether DMV insurance suspension order should be enforced		
	Current:		

- DMV Hearing Officer reviews notes, testimony, supporting documentation and updates HOSS to enforce suspension order
- See Alt Flow: Cancel order of suspension
- DMV Hearing Officer prepares decision using appropriate HOSS template, signs and mails to customer
- DMV Hearing Officer uploads unsigned decision to HOSS
- Hearing Office Administrative Assistant scans signed decision and uploads to HOSS
- HOSS allows 33 days for customer to file appeal/exception to hearing decision
- Hearing Office Administrative Assistant reviews and updates HOSS to enforce order on or after day 38 to update CSS

Alt Flow: Cancel order of suspension

- DMV Hearing Officer finds in favor of customer
- DMV Hearing Officer determines customer has complied with order (statutory/reinstatement fee and/or financial responsibility requirement)
- Invoke Authorize Refund based on hearing decision
- DMV Hearing Officer prepares decision using appropriate HOSS template, signs and mails to customer
- DMV Hearing Officer uploads unsigned decision to HOSS
- DMV Hearing Officer updates HOSS to cancel order of suspension

Future:

- DMV Hearing Officer reviews electronic notes, testimony, supporting documentation and updates system to enforce suspension order
- See Alt Flow: Cancel order of suspension
- DMV Hearing Officer prepares decision using appropriate template
- DMV Hearing Officer generates hearing decision in real time
- DMV Hearing Officer signs and mails hearing decision to customer
- Invoke Image Document
- System allows 33 days for customer to file appeal/exception to hearing decision
- System updates customer record on or after day 38 to reinstate order
- System allows Hearing Office staff to extend 38 day exceptions period
- Invoke File Exception to Hearing Decision
- Invoke File Appeal to Hearing Decision

Alt Flow: Cancel order of suspension

- DMV Hearing Officer finds in favor of customer
- DMV Hearing Officer determines customer has complied with order (statutory/reinstatement fee and/or financial responsibility requirement)
- Invoke Authorize Refund based on hearing decision
- DMV Hearing Officer prepares decision using appropriate system template, signs and mails to customer
- DMV Hearing Officer updates system to cancel order of suspension

Linked Requirements:

Name: System shall allow 33 days for customer to file appeal/exception to hearing decision
Notes: 46.2-706-708

Name: System shall allow DMV Hearing Officer to generate hearing decision in real time
Notes:

Name: System shall allow DMV Hearing Officer to prepare decision using appropriate template
Notes:

Name: System shall allow DMV Hearing Officer to review electronic notes, testimony, supporting documentation and to update system to enforce suspension order
Notes:

Name: System shall allow DMV Hearing Officer to update system to cancel order of suspension
Notes:

Name: System shall allow Hearing Office staff to extend 38 day exceptions/appeal period
Notes:

Name: System shall update customer record on or after day 38 to reinstate order
Notes:

Use Case Name:	Reschedule Hearing (Insurance)		
Status:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/13/2008

Notes: This process is used to allot time for customer, Hearing Officer to meet and determine whether DMV action was appropriate
46.2-706-708

Current:

- Customer/Correspondence Judgment Work Center contacts Hearing Office to reschedule insurance hearing
- DMV Hearing Officer/Administrative Assistant updates HOSS to reschedule telephone hearing date
- See Alt Flow: Decision Upheld
- See Alt Flow: In-person hearing
- System generates Notice of Hearing (2 copies of notice and 1 driver transcript)
- 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: Decision Upheld

- DMV Hearing Officer/Administrative Assistant prints customer record from HOSS (includes supporting documents)
- DMV Hearing Officer/Administrative Assistant deletes customer record from HOSS
- DMV Hearing Officer/Administrative Assistant contacts Correspondence

Judgment to recreate record in HOSS
 -Correspondence Judgment Technician updates system to remove prior request for hearing
 -Invoke Request Hearing

Future:
 -System builds queue of request to reschedule insurance hearing
 -System determines customer has been suspended for 60 days or less
 -System holds suspension in abeyance pending outcome of hearing
 -See Alt Flow: Customer stopped by law enforcement while suspended
 -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: Customer stopped by law enforcement while suspended
 -System does NOT hold suspension in abeyance

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 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 (Insurance)
Status:	Reviewed
Author:	Credential Team

Created on:	3/5/2008	Modified on:	3/13/2008
Notes:	<p>This process is used to allot time for customer, Hearing Officer to meet and determine whether DMV action was appropriate 46.2-706-708</p> <p>Current:</p> <ul style="list-style-type: none"> -Insurance Verification Technician scans insurance case information into the Hearing Office Scheduling System (HOSS) -DMV Hearing Officer/Administrative Assistant accesses HOSS to review cases by date of request -DMV Hearing Officer/Administrative Assistant updates HOSS to schedule telephone hearing date -See Alt Flow: In-person hearing -System generates two copies of the Hearing Notice and one driver transcript -Administrative Assistant separates notices -Administrative Assistant provides DMV Hearing Officer with one copy of notice and transcript -Administrative Assistant prepares one copy of notice for mailing to customer -Mail clerk sends letter to customer via first class mail -Invoke Communicate with Customer <p>Alt Flow: In-person hearing</p> <ul style="list-style-type: none"> -DMV Hearing Officer reserves site for hearing -DMV Hearing Officer selects type of notice and site location to be sent <p>Future:</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: In-person hearing</p> <ul style="list-style-type: none"> -DMV Hearing Officer reserves site for hearing -DMV Hearing Officer selects type of notice and site location for notice to be sent <p>Alt Flow: Manually scheduled hearing</p> <ul style="list-style-type: none"> -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 hearing/informal conferences cases needing to be conducted

Notes:

Name: System shall build queue of scheduled hearings/informal conferences 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

Detail:			
Use Case Name:	Issue Final Hearing Decision (Major)		
Status:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/13/2008
Notes:	This process is used to indicate agency final 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		

	<p>format</p> <ul style="list-style-type: none"> -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 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 -Administrative Assistant logs file out of access database <p>Future:</p> <ul style="list-style-type: none"> -System builds queue of exceptions to recommended hearing decision -DMV Hearing Officer reviews queue and incorporates into final decision -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 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 updates customer record with final hearing decision -Administrative Assistant mails final decision to customer via first class mail -Administrative Assistant returns case file to DMV representative -Invoke File Appeal to Hearing/Informal Conference 	
Linked Requirements:		
Use Case Name:	Issue Recommended Hearing Decision (Major)	
Status:	Scripted	
Author:	Credential Team	

Created on:	1/8/2008	Modified on:	3/13/2008
Notes:	<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"> -DMV Hearing Officers reviews notes, testimony, etc and manually prepares decision using appropriate decision template -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 -DMV Hearing Officer e-mails recommended decision to DMV representative -Invoke Communicate with Customer -Invoke File Exception to Recommended Hearing Decision <p>Future:</p> <ul style="list-style-type: none"> -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 		

	<ul style="list-style-type: none"> -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
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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:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/12/2008
Notes:	<p>This process is used to allot time after original appointment was postponed to allow customer, Hearing Officer and DMV representative to meet and determine whether DMV action was appropriate</p> <p>Current:</p> <ul style="list-style-type: none"> -DMV Hearing Officer communicates with customer, DMV representative regarding to reschedule hearing date -DMV Hearing Officer prepares pc generated Hearing/Informal Conference Notice -DMV Hearing Officer reserves site for hearing/informal conference -See Alt Flow: Telephone hearing/informal conference -Invoke Communicate with Customer <p>-Alt Flow: Telephone hearing/informal conference</p> <ul style="list-style-type: none"> -Physical site is not reserved <p>Future:</p> <ul style="list-style-type: none"> -DMV Hearing Officer communicates with customer, DMV representative to reschedule hearing date -DMV Hearing Officer adds new hearing date to system -System generates Rescheduled Hearing/Informal Conference Notice with rescheduled hearing date 		

	<ul style="list-style-type: none"> -DMV Hearing Officer reserves site for hearing/informal conference -System builds scheduled hearings queue for DMV Hearing Officer -See Alt Flow: Telephone hearing/informal conference -Invoke Communicate with Customer <ul style="list-style-type: none"> -Alt Flow: Telephone hearing/informal conference -Physical site is not reserved
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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:

Use Case Name:	Schedule Hearing (Major)		
Status:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/12/2008
Notes:	<p>This process is used to allot time for customer, Hearing Officer and DMV representative to meet and determine whether DMV action was appropriate (all proceedings EXCEPT insurance)</p> <p>Current:</p> <ul style="list-style-type: none"> -Deputy Chief Hearing Officer reviews case to ensure hearing/informal conference needs to be conducted -See Alt Flow: Case needs further review -Deputy Chief Hearing Officer manually assigns case to DMV Hearing Officer -Deputy Chief Hearing Officer records case on a Word document -Administrative Assistant logs case into an Access database indicating DMV Hearing Officer assigned to case -DMV Hearing Officer reviews case and contacts customer and DMV representative -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 <ul style="list-style-type: none"> -Alt Flow: Case needs further review -Deputy Chief Hearing Officer meets with Chief Hearing Officer to discuss case -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

- Alt Flow: Telephone hearing/informal conference
- Physical site is not reserved

- Future:
- System builds queue of potential cases for hearing/informal conference
- Deputy Chief Hearing Officer reviews queue to ensure hearing/informal conference needs to be conducted
- See Alt Flow: Case needs further review
- Deputy Chief Hearing Officer electronically assigns case to DMV Hearing Officer
- System builds queue for each DMV Hearing Officer with cases assigned
- System builds database of cases assigned to DMV Hearing Officer
- DMV Hearing Officer reviews case and contacts customer and DMV representative
- DMV Hearing Officer updates system with hearing date/time/location and DMV 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: