

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: March 19, 2008
Time: 9am – 12pm
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Carolyn Easley, Linda Simmons, Margaret Skelton, Wanda Neely, Prin Cowan, J Terry Saunders, Jackie Branche, Jackie Mines, Daniel Sekerdy, Ronnie Hall, LaTrice Ampy, Angela Burrell, Jim Davidson, Paul Pugh

Preparation for meetings:

Agenda for workshop on March 19th was distributed to team.



Session Goals and Objectives:

Document detailed process flows (scenarios) for Request Hearings.

Summary:

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

Scenarios included:

-  Request Hearing (Insurance)
-  Request Transaction Recovery Fund Informal Conference

Plans for Next Workshop:

The remaining internal areas that need to be covered for next week BPR are: Dealer, Disabled Parking, Driver Improvement, Driver Licensing, Driver Training School-Instructors, Fuels Tax, Medical, Motor Carrier, Reserved Plate, Salesperson, Vehicle Services Administration

S&R team will continue documenting internal 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: Dealer Hearings

| | | | |
|----------------|---|--------------|-----------|
| Detail: | | | |
| Use Case Name: | Request Transaction Recovery Fund Informal Conference | | |
| Status: | | | |
| Author: | Credential Team | | |
| Created on: | 3/19/2008 | Modified on: | 3/19/2008 |
| Notes: | <p>This process is used by vehicle owners who has been defrauded by a licensed independent or franchise dealer and is seeking recovery from the Motor Vehicle Transaction Recovery Fund 46.2-1527.3</p> <p>Current:</p> <ul style="list-style-type: none"> -MVDB Transaction Recovery Fund Analyst receives notification from the vehicle owner requesting assistance from the Transaction Recovery Fund -MVDB Transaction Recovery Fund Analyst determines dealer surety bond period has expired (first three years of business) in CSS -See Alt Flow: Surety Bond Period has NOT expired (within first three years of business) -MVDB Transaction Recovery Fund Analyst reviews, analyzes information from vehicle owner and determines judgment has been awarded -See Alt Flow: Judgment Not Awarded -MVDB Transaction Recovery Fund Analyst manually prepares Notice of Verified Claim debtor (independent, franchise dealer, licensed salesperson, owner of dealership) <p>NOTE: Debtor has 30 days to satisfy judgment</p> <ul style="list-style-type: none"> -MVDB Transaction Recovery Fund Analyst schedules informal fact-finding conference on day 31 -MVDB Transaction Recovery Fund Analyst schedules fact-finding conference within 10 days of date of correspondence (copy to debtor, claimant, legal counsel) -Invoke Conduct Informal Fact Finding Conference <p>Alt Flow: Surety Bond Period has NOT expired (within first three years of business)</p> <ul style="list-style-type: none"> -MVDB Transaction Recovery Fund Analyst prepares pc-generated correspondence to complainant advising that claim should be pursued through Surety Bond Company <p>Alt Flow: Judgment Not Awarded</p> <ul style="list-style-type: none"> -MVDB Transaction Recovery Fund Analyst prepares pc-generated correspondence to vehicle owner advising of requirement to obtain judgment, including brochure about Transaction Recovery Fund -No further action taken <p>Future:</p> <ul style="list-style-type: none"> -MVDB Transaction Recovery Fund Analyst receives notification from the | | |

vehicle owner requesting assistance from the Transaction Recovery Fund

- System builds queue of requests for assistance from Transaction Recovery Fund for review by MVDB Transaction Recovery Fund Analyst
- MVDB Transaction Recovery Fund Analyst updates queue with transaction data
- System attaches request and transaction data to customer record and dealer record
- System determines dealer surety bond period has expired (first three years of business) in CSS

Alt Flow: Surety Bond Period has NOT expired (within first three years of business)

- MVDB Transaction Recovery Fund Analyst reviews queue, analyzes information from vehicle owner and determines judgment has been awarded
- See Alt Flow: Judgment Not Awarded
- System generates Notice of Verified Claim debtor (independent, franchise dealer, licensed salesperson, owner of dealership)

PUT THIS IN SCHEDULE INFORMAL CONFERENCE

NOTE: Debtor has 30 days to satisfy judgment

- MVDB Transaction Recovery Fund Analyst schedules informal fact-finding conference on day 31
- MVDB Transaction Recovery Fund Analyst schedules fact-finding conference within 10 days of date of correspondence (copy to debtor, claimant, legal counsel)
- Invoke Conduct Informal Fact Finding Conference

Alt Flow: Surety Bond Period has NOT expired (within first three years of business)

- System generates correspondence to complainant advising that claim should be pursued through Surety Bond Company

Alt Flow: Judgment Not Awarded

- No further action taken

Linked Requirements:

Name: -System shall allow MVDB Transaction Recovery Fund Analyst to update queue with transaction data

Notes:

Name: System shall attach request and transaction data to customer record and dealer record

Notes:

Name: System shall build queue of requests for assistance from Transaction Recovery Fund for review by MVDB Transaction Recovery Fund Analyst

Notes:

Name: System shall determine dealer surety bond period has expired (first three years of business) in CSS

Notes:

Name: System shall generate correspondence to complainant advising that claim should be pursued through Surety Bond Company

Notes:

Name: System shall generate Notice of Verified Claim debtor (independent, franchise dealer, licensed salesperson, owner of dealership)

Notes:

Package: Insurance Hearings

| | | | |
|----------------|---|--------------|-----------|
| Use Case Name: | Request Hearing (Insurance) | | |
| Status: | Scripted | | |
| Author: | Credential Team | | |
| Created on: | 1/8/2008 | Modified on: | 3/19/2008 |
| Notes: | <p>This process is used by a customer to contest certain DMV actions</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer submits written request for hearing -See Alt Flow: On-line hearing request -Correspondence Judgment Technician reviews hearing request/supporting documents and determines customer is eligible for hearing -See Alt Flow: Not eligible for hearing -Correspondence Judgment Technician determines customer order of suspension can be held in abeyance (order is pending or suspension effective less than six months) -Correspondence Judgment Technician updates customer record to put order of suspension in abeyance -See Alt Flow: Order not held in abeyance -Correspondence Judgment 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 -Correspondence Judgment Technician prepares paper file, CSS and OnBase documents, scans and uploads to HOSS -See Alt Flow: Need additional information <p>Alt Flow: On-line hearing request</p> <ul style="list-style-type: none"> -Customer request hearing on-line on DMV website -System responds with electronic response acknowledging receipt of hearing request -Correspondence Judgment Technician prints hearing requests -Return to normal <p>Alt Flow: Not eligible for hearing</p> <ul style="list-style-type: none"> -Correspondence Judgment Technician manually prepares letter/e-mail to customer advising why he is not eligible for hearing -Correspondence Judgment Technician puts note on customer record | | |

Alt Flow: Order not held in abeyance
-Suspension remains effective
-Correspondence Judgment Technician manually prepares pc-generated letter to customer acknowledging request, order will remain in effect, options to comply suspension

Alt Flow: Need additional information
-Correspondence Judgment Technician manually prepares pc-generated letter requesting additional information

Future:
-Customer requests hearing on-line, indicating type of hearing
-See Alt Flow: Paper Request
-System determines customer is eligible for hearing
-See Alt Flow: Not Eligible for Hearing
-System determines customer order of suspension can be held in abeyance (order is pending or suspension effective less than six months)
-See Alt Flow: Order not held in abeyance
-System updates customer record to hold suspension in abeyance and request for hearing
-System sends electronic response to customer acknowledging hearing request
-System builds queue for Judgment Correspondence Technician review
-Correspondence Judgment Technician builds electronic file for hearing office and attaches to customer record
-System builds queue for Hearing Office of hearing files attached to customer records

Alt Flow: Paper Request
-System builds queue of paper requests for hearing for review by Judgment Correspondence Technician
-Correspondence Judgment Technician determines customer is eligible for hearing
-See Alt Flow: Not Eligible for Hearing
-Correspondence Judgment Technician updates queue to indicate customer is eligible for hearing
-Return to normal process

Alt Flow: Not Eligible for Hearing
-System determines customer is NOT eligible for hearing
-System electronically responds to customer that he is NOT eligible for hearing (paper response for paper requests)

Alt Flow: Order not held in abeyance
-Suspension remains effective
-Return to Normal Process

Linked Requirements:

Name: System shall allow Correspondence Judgment Technician to build electronic file for hearing office and attaches to customer record

Notes:

Name: System shall allow Correspondence Judgment Technician to update queue to indicate customer is eligible for hearing

Notes:

Name: System shall allow customer to request hearing on-line, indicating type of hearing

Notes:

Name: System shall build queue for Hearing Office of hearing files attached to customer records

Notes:

Name: System shall build queue for Judgment Correspondence Technician review

Notes:

Name: System shall build queue of paper requests for hearing for review by Judgment Correspondence Technician

Notes:

Name: System shall determine customer is eligible for hearing

Notes:

Name: System shall determine customer order of suspension can be held in abeyance (order is pending or suspension effective less than six months)

Notes:

Name: System shall electronically respond to customer that he is NOT eligible for hearing (paper response for paper requests)

Notes:

Name: System shall send electronic response to customer acknowledging hearing request

Notes:

Name: System shall update customer record to hold suspension in abeyance and request for hearing

Notes: