

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



**Meeting: BPR Workshop**  
**Date: March 26, 2008**  
**Time: 9am – 4pm**  
**Location: CRM730E**

**Meeting called by:** Angela Burrell

**Attendees:** Carolyn Easley, Margaret Skelton, J Terry Saunders, Daniel Sekerdy, James Junius, Joe Owsiak, Ronnie Jones, David Dunston, LaTrice Ampy, Jim Davidson

**Preparation for meetings:**

Agenda for workshop on March 26<sup>th</sup> 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 (Driver Training School)
- ✚ Request Hearing (Driver Training School Instructors)
- ✚ Request Hearing (Driver Improvement Clinics)
- ✚ Request Hearing (Driver Improvement Clinic Instructor)
- ✚ Request Hearing (Third Party Testers)
- ✚ Request Hearing (Third Party Examiners)
- ✚ Request Hearing (DMV Dealers, MVDB Dealers, Salespersons, etc)
- ✚ Request Hearing (Personalized Plates)
- ✚ Request Hearing (Motor Carrier)
- ✚ Request Hearing (Rental Tax)

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

1. All code sections that pertain to Driver Improvement, Clinics, 3<sup>rd</sup> Party Testers Hearings (James J.)

**Plans for Next Workshop:**

The remaining internal areas that need to be covered (Request Hearing) include: Disabled Parking, Medical, Fuels Tax, Dyed Fuel

S&R team will meet to determine what topics will be discussed in next Wednesdays BPR session. Appropriate

Subject Matter Experts and Business Partners will be notified accordingly.

**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

**Package:** Commercial Licensing

<b>Detail:</b>			
Use Case Name:	Request Hearing (Clinic Instructor)		
Status:			
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008
Notes:	<p>This process is used for Driver Improvement Clinic Instructor to appeal sanction placed against him</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-DMV issues order of suspension against DI Clinic Instructor</li> <li>-DI Clinic Instructor submits paper request for hearing to Commercial Licensing Work Center</li> <li>-Commercial Licensing Work Center Manager builds paper file fo hearing request and supporting documentation</li> <li>-Commercial Licensing Work Center Manager routes paper file to Hearing Office</li> <li>-Commercial Licensing Manager prepares pc-generated letter to DI Clinic Instructor acknowledging hearing request</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-DMV issues order suspension against DI Clinic Instructor</li> <li>-DI Clinic Instructor submits electronic request for hearing to Hearing Office</li> <li>-See Alt Flow: Paper request for hearing</li> <li>-System builds queue of DI Clinic Instructor hearing requests for Hearing Office and Commercial Licensing Manager</li> <li>-System updates DI Clinic Instructor record to show hearing has been requested</li> <li>-System electronically responds to DI Clinic Instructor acknowledging hearing request</li> </ul> <ul style="list-style-type: none"> <li>-Alt Flow: Paper request for hearing</li> <li>-System builds queue of paper requests for Commercial Licensing Work Center</li> <li>-Commercial Licensing Work Center Manger updates DI Clinic Instructor record to show hearing has been requested</li> <li>-System builds queue of hearing requests for Hearing Office</li> </ul>		

	-System generates Hearing Request Acknowledgment Notice in overnight batch -Mail Clerk mails Hearing Request Acknowledgment Notice via first class mail
<b>Linked Requirements:</b>	
<b>Name: Mail Clerk shall mail Hearing Request Acknowledgment Notice via first class mail</b>	
<b>Notes:</b>	
<b>Name: System shall allow DI Clinic Instructor to submit electronic request for hearing to Hearing Office and Commercial Licensing Manager</b>	
<b>Notes:</b>	
<b>Name: System shall build queue of DI Clinic Instructor hearing requests for Hearing Office</b>	
<b>Notes:</b>	
<b>Name: System shall electronically respond to DI Clinic Instructor acknowledging hearing request</b>	
<b>Notes:</b>	
<b>Name: System shall generate Hearing Request Acknowledgment Notice in overnight batch</b>	
<b>Notes:</b>	
<b>Name: System shall update DI Clinic Instructor record to show hearing has been requested</b>	
<b>Notes:</b>	

<b>Use Case Name:</b>	Request Hearing (Clinic)		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	3/26/2008	<b>Modified on:</b>	3/27/2008
<b>Notes:</b>	<p>This process is used for Driver Improvement Clinic to appeal sanction placed against the clinic</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-DMV issues order of suspension against DI clinic</li> <li>-DI Clinic submits paper request for hearing to Commercial Licensing Work Center</li> <li>-Commercial Licensing Manager builds paper file fo hearing request and supporting documentation</li> <li>-Commercial Licensing Manager routes paper file to Hearing Office</li> <li>-Commercial Licensing Manager prepares pc-generated letter to DI Clinic acknowledging hearing request</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-DMV issues order suspension against DI Clinic</li> <li>-DI Clinic submits electronic request for hearing to Hearing Office</li> <li>-See Alt Flow: Paper request for hearing</li> <li>-System builds queue of DI Clinic hearing requests for Hearing Office</li> <li>-System builds copy of queue of DI Clinic hearing requests for Commercial Licensing Work Center Manager</li> <li>-System updates DI Clinic record to show hearing has been requested</li> <li>-System electronically responds to DI Clinic acknowledging hearing request</li> </ul>		

-Alt Flow: Paper request for hearing  
 -System builds queue of paper requests for Commercial Licensing Work Center  
 -Commercial Licensing Work Center Manager updates DI Clinic record to show hearing has been requested  
 -System builds queue of approved hearing requests for Hearing Office  
 System electronically responds to DI Clinic acknowledging hearing request

**Linked Requirements:**

**Name: Mail Clerk shall mail Hearing Request Acknowledgment Notice via first class mail**  
**Notes:**

**Name: System builds queue of DI Clinic hearing requests for Hearing Office**  
**Notes:**

**Name: System shall allow Commercial Licensing Work Center Manager to update DI Clinic record to show hearing has been requested**  
**Notes:**

**Name: System shall allow DI Clinic to submit electronic request for hearing to Hearing Office**  
**Notes:**

**Name: System shall build copy of queue of DI Clinic hearing requests for Commercial Licensing Work Center Manager**  
**Notes:**

**Name: System shall build queue of approved hearing requests for Hearing Office**  
**Notes:**

**Name: System shall build queue of paper requests for Commercial Licensing Work Center**  
**Notes:**

**Name: System shall electronically respond to DI Clinic acknowledging hearing request**  
**Notes:**

**Name: System shall generate Hearing Request Acknowledgment Notice in overnight batch**  
**Notes:**

**Name: System shall update DI Clinic record to show hearing has been requested**  
**Notes:**

Use Case Name:	Request Hearing (Driver Training School Instructor)		
Status:			
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008
Notes:	This process is used for Driver Training School Instructor to appeal sanction placed against the instructor  Current: -DMV issues order of suspension against Driver Training School Instructor		

-Driver training school instructor submits paper request for hearing to Commercial Licensing Work Center  
 -Commercial Licensing Manager builds paper file fo hearing request and supporting documentation  
 -Commercial Licensing Manager routes paper file to Hearing Office  
 -Commercial Licensing Manager prepares pc-generated letter to Driver Training School Instructor acknowledging hearing request

Future:  
 -DMV issues order suspension against Driver Training School Instructor  
 -Driver Training School Instructor submits electronic request for hearing to Hearing Office  
 -See Alt Flow: Paper request for hearing  
 -System builds queue of Driver Training School Instructor hearing requests for Hearing Office and Commercial Licensing Manager  
 -System updates Driver Training School Instructor record to show hearing has been requested  
 -System electronically responds to Driver Training School Instructor acknowledging hearing request

-Alt Flow: Paper request for hearing  
 -System builds queue of paper requests for Commercial Licensing Work Center  
 -Commercial Licensing Work Center Manger updates Commercial Driver Training School Instructor record to show hearing has been requested  
 -System builds queue of hearing requests for Hearing Office  
 System electronically responds to Driver Training School Instructor acknowledging hearing request

**Linked Requirements:**

**Name: Mail Clerk shall mail Hearing Request Acnowledgment Notice via first class mail**

**Notes:**

**Name: System electronically responds to Driver Training School Instructor acknowledging hearing request**

**Notes:**

**Name: System shall allow Commercial Licensing Work Center Manger to update Commercial Driver Training School Instructor record to show hearing has been requested**

**Notes:**

**Name: System shall allow Driver Training School Instructor to submit electronic request for hearing to Hearing Office**

**Notes:**

**Name: System shall build queue of Driver Training School Instructor hearing requests for Hearing Office and Commercial Licensing Manager**

**Notes:**

**Name: System shall build queue of paper requests for Commercial Licensing Work Center**

**Notes:**

**Name: System shall generate Hearing Request Acknowledgment Notice in overnight batch**

**Notes:**

**Name:** System shall update Driver Training School Instructor record to show hearing has been requested

**Notes:**

Use Case Name:	Request Hearing (Driver Training Schools)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008

**Notes:** This process is used for Driver Training Schools to appeal sanction placed against the school

Current:

- DMV issues order of suspension against driver training school
- Driver training school submits paper request for hearing to Commercial Licensing Work Center
- Commercial Licensing Program Manager builds paper file fo hearing request and supporting documentation
- Commercial Licensing Program Manager routes paper file to Hearing Office
- Driver Training Schools prepares pc-generated letter to Driver Training School acknowledging hearing request

Future:

- DMV issues order suspension against driver training school
- Driver training school submits electronic request for hearing to Hearing Office
- See Alt Flow: Paper request for hearing
- System builds queue of driver training school hearing requests for Hearing Office
- System builds copy of queue of driver training school hearing requests for Commercial Licensing Program Manager
- System updates Driver Training School record to show hearing has been requested
- System electronically responds to Driver Training School acknowledging hearing request

-Alt Flow: Paper request for hearing

- System builds queue of paper requests for Commercial Licensing Work Center
- Commercial Licensing Program Manager updates Commercial Driver Training School record to show hearing has been requested
- System builds queue of hearing requests for Hearing Office
- System electronically responds to Commercial Driver Training School acknowledging hearing request

**Linked Requirements:**

**Name:** System builds queue of hearing requests for Hearing Office once Driver Training School record has been updated with hearing request

**Notes:**

**Name: System shall allow Commercial Licensing Program Manager to update Driver Training School record to show hearing has been requested**

**Notes:**

**Name: System shall allow Driver training school to submit electronic request for hearing to Hearing Office**

**Notes:**

**Name: System shall build copy of queue of driver training school hearing requests for Commercial Licensing Program Manager**

**Notes:**

**Name: System shall build queue of driver training school hearing requests for Hearing Office**

**Notes:**

**Name: System shall build queue of paper requests for Commercial Licensing Work Center**

**Notes:**

**Name: System shall electronically respond to Driver Training School acknowledging hearing request**

**Notes:**

**Name: System shall update Driver Training School record to show hearing has been requested**

**Notes:**

Use Case Name:	Request Hearing (Third Party Examiner)		
Status:			
Author:	Jim Davidson		
Created on:	3/26/2008	Modified on:	3/27/2008
Notes:	<p>This process is used for Third Party Examiner Instructor to appeal sanction placed against him</p> <p>Current:</p> <ul style="list-style-type: none"><li>-DMV issues order of suspension against Third Party Examiner</li><li>-Third Party Examiner submits paper request for hearing to Commercial Licensing Work Center</li><li>-Commercial Licensing Work Center Manager builds paper file fo hearing request and supporting documentation</li><li>-Commercial Licensing Work Center Manager routes paper file to Hearing Office</li><li>-Commercial Licensing Manager prepares pc-generated letter to Third Party Examiner acknowledging hearing request</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-DMV issues order suspension against Third Party Examiner</li><li>-Third Party Examiner submits electronic request for hearing to Hearing Office</li><li>-See Alt Flow: Paper request for hearing</li><li>-System builds queue of Third Party Examiner hearing requests for Hearing Office and Commercial Licensing Manager</li><li>-System updates Third Party Examiner record to show hearing has been requested</li><li>-System electronically responds to Third Party Examiner acknowledging hearing</li></ul>		

	<p>request</p> <ul style="list-style-type: none"> <li>-Alt Flow: Paper request for hearing</li> <li>-System builds queue of paper Third Party Examiner hearing requests for Commercial Licensing Work Center</li> <li>-Commercial Licensing Work Center Manager updates Third Party Examiner record to show hearing has been requested</li> <li>-System builds queue of Third Party Examiner hearing requests for Hearing Office</li> <li>System generates Hearing Request Acknowledgment Notice in overnight batch</li> <li>-Mail Clerk shall mail Hearing Request Acknowledgment Notice via first class mail</li> </ul>
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**Linked Requirements:**

**Name: Mail Clerk shall mail Hearing Request Acknowledgment Notice via first class mail**

**Notes:**

**Name: System shall allow Commercial Licensing Work Center Manager to update Third Party Examiner record to show hearing has been requested**

**Notes:**

**Name: System shall allow Third Party Examiner to submit electronic request for hearing to Hearing Office**

**Notes:**

**Name: System shall build queue of paper Third Party Examiner hearing requests for Commercial Licensing Work Center**

**Notes:**

**Name: System shall build queue of Third Party Examiner hearing requests for Hearing Office**

**Notes:**

**Name: System shall build queue of Third Party Examiner hearing requests for Hearing Office and Commercial Licensing Manager**

**Notes:**

**Name: System shall electronically respond to Third Party Examiner acknowledging hearing request**

**Notes:**

**Name: System shall generate Hearing Request Acknowledgment Notice in overnight batch**

**Notes:**

**Name: System shall update Third Party Examiner record to show hearing has been requested**

**Notes:**

Use Case Name:	Request Hearing (Third Party Tester)		
Status:			
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008

<p>Notes:</p>	<p>This process is used for Third Party Tester to appeal sanction</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-DMV issues order of suspension against Third Party Tester</li> <li>Third Party Tester submits paper request for hearing to Commercial Licensing Work Center</li> <li>-Commercial Licensing Manager builds paper file fo Third Party Tester hearing request and supporting documentation</li> <li>-Commercial Licensing Manager routes paper file to Hearing Office</li> <li>-Commercial Licensing Manager prepares pc-generated letter to Third Party Tester acknowledging hearing request</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-DMV issues order suspension against Third Party Tester</li> <li>-Third Party Tester submits electronic request for hearing to Hearing Office</li> <li>-See Alt Flow: Paper request for hearing</li> <li>-System builds queue of Third Party Tester hearing requests for Hearing Office and Commercial Licensing Manager</li> <li>-System updates Third Party Tester record to show hearing has been requested</li> <li>-System electronically responds to Third Party Tester acknowledging hearing request</li> </ul> <ul style="list-style-type: none"> <li>-Alt Flow: Paper request for hearing</li> <li>-System builds queue of paper Third Party Tester hearing requests for Commercial Licensing Work Center</li> <li>-Commercial Licensing Manager updates Third Party Tester record to show hearing has been requested</li> <li>-System builds queue of hearing requests for Hearing Office</li> <li>-System generates Hearing Request Acnowledgment Notice in overnight batch</li> <li>-Mail Clerk mails Hearing Request Acknowledgment Notice via first class mail</li> </ul>	
<p><b>Linked Requirements:</b></p> <p><b>Name: Mail Clerk shall mail Hearing Request Acnowledgment Notice via first class mail</b>  <b>Notes:</b></p> <p><b>Name: System shall allow Commercial Licensing Manager to update Third Party Tester record to show hearing has been requested</b>  <b>Notes:</b></p> <p><b>Name: System shall allow Third Party Tester to submit electronic request for hearing to Hearing Office</b>  <b>Notes:</b></p> <p><b>Name: System shall build queue of paper Third Party Tester hearing requests for Commercial Licensing Work Center</b>  <b>Notes:</b></p> <p><b>Name: System shall build queue of Third Party Tester hearing requests for Hearing Office and Commercial Licensing Manager</b>  <b>Notes:</b></p>		

**Name:** System shall electronically respond to Third Party Tester acknowledging hearing request  
**Notes:**

**Name:** System shall generate Hearing Request Acknowledgment Notice in overnight batch  
**Notes:**

**Name:** System shall update Third Party Tester record to show hearing has been requested  
**Notes:**

**Package:** Dealer Hearings

<b>Detail:</b>			
Use Case Name:	Request Hearing (DMV Dealers, MVDB Dealers, Salespersons, etc)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008
Notes:	<p>This process is used for all DMV licensed entities and MVDB licensed dealers 46.2-1900 et al, 46.2-1500 et al</p> <p>Current:</p> <ul style="list-style-type: none"><li>-LES submits results of an inspection to Dealer Services Work Center requesting action be taken</li><li>-Dealer Services Technician prepares pc-generated letter to violator stating offense that took place and DMV action and how to request hearing</li><li>-Violator submits letter requesting hearing to Dealer Services Work Center</li><li>-Dealer Services Technician prepares paper file for Hearing Officer</li><li>-Dealer Services Manager reviews/edits paper file and delivers to Hearing Office</li></ul> <p>Future:</p> <ul style="list-style-type: none"><li>-LES submits results of an inspection to Dealer Services Work Center requesting action be taken</li><li>-LES attaches electronic copy of inspection results to Dealer Record</li><li>-System builds queue of LES request for action for Dealer Services Work Center</li><li>-System generates letter to violator stating offense that took place and DMV action and how to request hearing</li><li>-Violator electronically requests hearing</li><li>-See Alt Flow: Paper request</li><li>-System builds queue of hearing requests for Dealer Services Manager</li><li>-System updates customer record to show hearing has been requested</li><li>-Dealer Services Technician/Manager attaches supporting documentation for hearing request</li><li>-Dealer Services Manager approves hearing request and routes hearing request/supporting documentation to Hearing Office for scheduling</li><li>-System electronically responds to customer acknowledging hearing request</li></ul> <p>Alt Flow: Paper request</p> <ul style="list-style-type: none"><li>-System builds queue of paper requests for hearing</li></ul>		

	<ul style="list-style-type: none"> <li>-Dealer Services Technician/Manager updates customer record to show hearing has been requested</li> <li>-Dealer Services Technician/Manager attaches supporting documentation for hearing request</li> <li>-Return to Normal Flow</li> </ul>
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**Linked Requirements:**

**Name:** System shall allow Dealer Services Manager to approve hearing request and routes hearing request/supporting documentation to Hearing Office for scheduling

**Notes:**

**Name:** System shall allow Dealer Services Technician/Manager to attach supporting documentation for hearing request

**Notes:**

**Name:** System shall allow Dealer Services Technician/Manager to update customer record to show hearing has been requested

**Notes:**

**Name:** System shall allow LES to attach electronic copy of inspection results to Dealer Record

**Notes:**

**Name:** System shall allow Violator to electronically request hearing

**Notes:**

**Name:** System shall build queue of hearing requests for Dealer Services Manager

**Notes:**

**Name:** System shall build queue of LES requests for action for Dealer Services Work Center

**Notes:**

**Name:** System shall electronically respond to customer acknowledging hearing request

**Notes:**

**Name:** System shall generate letter to violator stating offense that took place and DMV action and how to request hearing

**Notes:**

**Name:** System shall update customer record to show hearing has been requested

**Notes:**

<b>Use Case Name:</b>	Request Transaction Recovery Fund Informal Conference		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	3/19/2008	<b>Modified on:</b>	3/26/2008
<b>Notes:</b>	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		

Current:

- 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)
- 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)

- MVDB Transaction Recovery Fund Analyst prepares pc-generated correspondence to complainant advising that claim should be pursued through Surety Bond Company

Alt Flow: Judgment Not Awarded

- 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

Future:

- 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:** Informal Conferences

<b>Detail:</b>			
Use Case Name:	Conduct Hearing/Informal Conference		
Status:	Reviewed		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	3/14/2008
Notes:	This process is used to determine whether a DMV action was appropriate		

Current:  
 -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  
 -Invoke Recommended Hearing Decision/Informal Conference

Future:  
 -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

**Linked Requirements:**

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

<b>Use Case Name:</b>	Issue Informal Conference Decision		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	3/12/2008	<b>Modified on:</b>	3/26/2008
<b>Notes:</b>	<p>This process is used to indicate agency decision on whether DMV action was appropriate</p> <p>Current:          -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</p>		

- 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:	Scripted		
Author:	Credential Team		
Created on:	3/12/2008	Modified on:	3/26/2008

**Notes:** 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)

Current:

- 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

-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 informal conference

- Physical site is not reserved

Future:

- 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: Scripted

Author: Credential Team

Created on: 3/12/2008 Modified on: 3/26/2008

**Notes:**

This process is used to refund fees paid to comply with insurance verification order of suspension

**Current:**

- 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

**Future:**

- 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: Scripted

Author: Credential Team

Created on: 3/12/2008 Modified on: 3/26/2008

**Notes:**

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

Current:

- 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: Scripted

Author: Credential Team

Created on:	3/12/2008	Modified on:	3/26/2008
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"> <li>-Customer submits written correspondence to Commissioner's attention within 33 days of Hearing Decision</li> <li>-See Alt Flow: Correspondence received after 33 days</li> <li>-Commissioner's Administrative Assistant logs in correspondence in extranet application and routes to Hearing Office</li> <li>-Hearing Office Administrative Assistant scans and attaches correspondence to customer HOSS record</li> <li>-Hearing Office Administrative Assistant updates HOSS to indicate exceptions filed and deletes new effective order of suspension date</li> <li>-Hearing Office Administrative Assistant prepares file for Hearing Officer that conducted original hearing</li> <li>-Hearing Officer prepares exceptions decision using appropriate HOSS template</li> <li>-Hearing Officer submits exceptions decision to Deputy Chief Hearing Officer for review</li> <li>-Deputy Chief Hearing Officer submits returns hearing decision with hand written revisions</li> <li>-DMV Hearing Officer revises decision and resubmits to Deputy Chief Hearing Officer</li> <li>-Deputy Chief Hearing Officer submits hearing decision to Policy Director for signature/revisions</li> <li>-Policy Director submits signed exceptions decision to Deputy Chief Hearing Officer</li> <li>-Deputy Chief Hearing Officer returns file to Hearing Officer</li> <li>-Hearing Officer updates HOSS to indicate new decision date and new effective date of order</li> <li>-Hearing Officer prints first page of decision with new date of decision, requirements, and new effective date of order</li> <li>-Hearing Office Administrative Assistant mails copy of decision to customer and maintains original in a paper file</li> <li>-Hearing Office Administrative Assistant scans and uploads copy of signed decision to HOSS</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Customer files exception to hearing decision on-line</li> <li>-See Alt Flow: Paper submission</li> <li>-System builds queue of all exceptions for Commissioner's Administrative Assistant and Deputy Chief Hearing Officer</li> <li>-System builds queue of exceptions for review by each Hearing Officer</li> <li>-System removes new effective order of suspension date from customer record</li> <li>-System updates customer record to show exceptions filed</li> <li>-DMV Hearing Officer prepares exceptions decision using appropriate template</li> <li>-DMV Hearing Officer submits exceptions decision to Deputy Chief Hearing Officer for review</li> <li>-Deputy Chief Hearing Officer submits returns hearing decision with hand written revisions</li> </ul>		

- 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 customer and maintains original in a paper file
- Invoke Image Document

Alt Flow: Paper submission

- 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

**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**

<b>Notes:</b>			
<b>Use Case Name:</b>	Issue Hearing Decision (Insurance)		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	3/12/2008	<b>Modified on:</b>	3/26/2008
<b>Notes:</b>	<p>This process is used to indicate whether DMV insurance suspension order should be enforced</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-DMV Hearing Officer reviews notes, testimony, supporting documentation and updates HOSS to enforce suspension order</li> <li>-See Alt Flow: Cancel order of suspension</li> <li>-DMV Hearing Officer prepares decision using appropriate HOSS template, signs and mails to customer</li> <li>-DMV Hearing Officer uploads unsigned decision to HOSS</li> <li>-Hearing Office Administrative Assistant scans signed decision and uploads to HOSS</li> <li>-HOSS allows 33 days for customer to file appeal/exception to hearing decision</li> <li>-Hearing Office Administrative Assistant reviews and updates HOSS to enforce order on or after day 38 to update CSS</li> </ul> <p>Alt Flow: Cancel order of suspension</p> <ul style="list-style-type: none"> <li>-DMV Hearing Officer finds in favor of customer</li> <li>-DMV Hearing Officer determines customer has complied with order (statutory/reinstatement fee and/or financial responsibility requirement)</li> <li>-Invoke Authorize Refund based on hearing decision</li> <li>-DMV Hearing Officer prepares decision using appropriate HOSS template, signs and mails to customer</li> <li>-DMV Hearing Officer uploads unsigned decision to HOSS</li> <li>-DMV Hearing Officer updates HOSS to cancel order of suspension</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-DMV Hearing Officer reviews electronic notes, testimony, supporting documentation and updates system to enforce suspension order</li> <li>-See Alt Flow: Cancel order of suspension</li> <li>-DMV Hearing Officer prepares decision using appropriate template</li> <li>-DMV Hearing Officer generates hearing decision in real time</li> <li>-DMV Hearing Officer signs and mails hearing decision to customer</li> <li>-Invoke Image Document</li> <li>-System allows 33 days for customer to file appeal/exception to hearing decision</li> <li>-System updates customer record on or after day 38 to reinstate order</li> <li>-System allows Hearing Office staff to extend 38 day exceptions period</li> <li>-Invoke File Exception to Hearing Decision</li> <li>-Invoke File Appeal to Hearing Decision</li> </ul> <p>Alt Flow: Cancel order of suspension</p>		

- 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:	Request Hearing (Insurance)		
Status:	Scripted		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	3/26/2008
Notes:	<p>This process is used by a customer to contest certain DMV actions</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Customer submits written request for hearing</li> <li>-See Alt Flow: On-line hearing request</li> <li>-Correspondence Judgment Technician reviews hearing request/supporting documents and determines customer is eligible for hearing</li> <li>-See Alt Flow: Not eligible for hearing</li> <li>-Correspondence Judgment Technician determines customer order of suspension can be held in abeyance (order is pending or suspension effective less than six</li> </ul>		

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

Alt Flow: On-line hearing request

- 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

Alt Flow: Not eligible for hearing

- 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:**

Use Case Name:	Reschedule Hearing (Insurance)		
Status:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/26/2008

**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

<ul style="list-style-type: none"> <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> <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:**

Use Case Name:	Schedule Hearing (Insurance)		
Status:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/26/2008
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"> <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</li> </ul>		

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

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 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

<b>Detail:</b>			
Use Case Name:	Issue Final Hearing Decision (Major)		
Status:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/27/2008
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 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 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

Future:

-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:**

**Name: System shall allow Administrative Assistant to update customer record with final hearing decision**

**Notes:**

**Name: System shall allow DMV Hearing Officer to review queue and incorporate exception into final decision**

**Notes:**

**Name: System shall build queue of exceptions to recommended hearing decision for review by DMV Hearing Officer**

**Notes:**

Use Case Name:

Issue Recommended Hearing Decision (Major)

Status:	Scripted		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	3/26/2008
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"> <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 and returns to Deputy Chief Hearing Officer for revisions</li> <li>-Deputy Chief Hearing Officer submits recommended 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 releases recommended decision to DMV Hearing Officer</li> <li>-DMV Hearing Officer mails recommended hearing decision to customer, including cover letter that includes customer and DMV representative opportunity to file exceptions</li> <li>-DMV Hearing Officer e-mails recommended decision to DMV representative</li> <li>-Invoke Communicate with Customer</li> <li>-Invoke File Exception to Recommended Hearing Decision</li> </ul> <p>Future:</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 Officers updates customer record with recommended hearing decision</li> <li>-System pre-populates recommended decision with customer information</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 and returns to Deputy Chief Hearing Officer for revisions</li> <li>-Deputy Chief Hearing Officer submits recommended hearing decision to DMV Hearing Officer for revisions as necessary</li> </ul>		

- 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:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/26/2008

**Notes:** 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

Current:

- 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

-Alt Flow: Telephone hearing/informal conference

- Physical site is not reserved

Future:

- DMV Hearing Officer communicates with customer, DMV representative to reschedule hearing date
- DMV Hearing Officer adds new hearing date to system

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

Use Case Name:	Schedule Hearing (Major)		
Status:	Reviewed		
Author:	Credential Team		
Created on:	3/5/2008	Modified on:	3/26/2008

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"> <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>   <li>-Alt Flow: Case needs further review</li> <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> </ul>
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- 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:**

**Package:** Motor Carrier Hearings

<b>Detail:</b>			
Use Case Name:	Request Hearing (Motor Carrier)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008
Notes:	This process is used for protesting certificate applicants, revoked customers appealing sanction, and civil penalties 46.2-2005, 46.2-2011.24, 46.2-2011.23, Freight Carriers (46.2-2109, 46.2-2133, 46.2-2132)  Current: -Individual submits paper request for hearing to Case Manager -Case Manager reviews request to ensure qualifies for hearing -See Alt Flow: Denied Request -Case Manager prepares paper file of hearing request and supporting documentation -Case Manager updates customer record to hold revocation/civil penalties in		

abeyance until hearing has been conducted  
 -Case Manager routes paper file to Hearing Office

-Alt Flow: Denied Request  
 -Case Manager determines request does NOT qualify for hearing  
 -Case Manager prepares pc-generated letter to advise request does NOT qualify for hearing

Future:  
 -Individual submits electronic request for hearing  
 -See Alt Flow: Paper Request  
 -System builds queue of hearing requests for review by Case Manager  
 -System updates customer record to show hearing has been requested  
 -Case Manager attaches supporting documentation for hearing request  
 -Case Manager/Supervisor approves hearing request and routes hearing request/supporting documentation to Hearing Office for scheduling  
 -See Alt Flow: Denied Request  
 -Case Manager updates customer record to hold revocation/civil penalties in abeyance until hearing has been conducted  
 -System electronically responds to customer acknowledging hearing request

Alt Flow: Paper request  
 -System builds queue of paper requests for hearing  
 -Case Manager updates customer record to show hearing has been requested  
 -Case Manager attaches supporting documentation for hearing request  
 -Return to Normal Flow

Alt Flow: Denied Request  
 -Case Manager determines request does NOT qualify for hearing  
 -Case Manager updates customer record to show hearing request was denied

**Linked Requirements:**

**Name: DMV shall allow entities to protest certificate applicants, revoked customers appealing sanction, and civil penalties**

**Notes: Passenger Carriers 46.2-2005, 46.2-2011.24, 46.2-2011.23, Freight Carriers (46.2-2109, 46.2-2133, 46.2-2132)**

**Name: System shall allow Case Manager to approve hearing request and routes hearing request/supporting documentation to Hearing Office for scheduling**

**Notes:**

**Name: System shall allow Case Manager to attach supporting documentation for hearing request**

**Notes:**

**Name: System shall allow Case Manager to update customer record to hold revocation/civil penalties in abeyance until hearing has been conducted**

**Notes:**

**Name: System shall allow Case Manager to update customer record to show hearing request was denied**

**Notes:**

**Name: System shall allow Individual to submit electronic request for hearing**

**Notes:**

**Name: System shall build queue of hearing requests for review by Case Manager**

**Notes:**

**Name: System shall build queue of paper requests for hearing**

**Notes:**

**Name: System shall electronically respond to customer acknowledging hearing request**

**Notes:**

**Name: System shall update customer record to show hearing has been requested**

**Notes:**

Use Case Name:	Request Hearing (Rental Tax)		
Status:			
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008

**Notes:** This process is used to contest action taken against rental tax filer

**Current:**

- Customer submits paper request to Rental Tax Work Center for hearing to contest levy placed on rental tax assessment
- Rental Tax Technician prepares paper file for Hearing Officer
- Rental Tax Manager reviews/edits paper file and delivers to Hearing Office

**Future:**

- Customers submits electronic request to Rental Tax Work Center for hearing to contest levy placed on rental tax assessment
- See Alt Flow: Paper request
- System builds queue of hearing requests for Rental Tax Manager
- System updates customer record to show hearing has been requested
- Rental Tax Technician/Manager attaches supporting documentation for hearing request
- Rental Tax Manager approves hearing request and routes hearing request/supporting documentation to Hearing Office for scheduling
- System electronically responds to customer acknowledging hearing request

**Alt Flow: Paper request**

- System builds queue of paper requests for hearing
- Rental Tax Technician/Manager updates customer record to show hearing has been requested
- Rental Tax Technician/Manager attaches supporting documentation for hearing request
- Return to Normal Flow

<b>Linked Requirements:</b>	
<b>Name: System shall allow customers to submit electronic request to Rental Tax Work Center for hearing to contest levy placed on rental tax assessment</b>	
<b>Notes:</b>	
<b>Name: System shall allow Rental Tax Manager to approve hearing request and route hearing request/supporting documentation to Hearing Office for scheduling</b>	
<b>Notes:</b>	
<b>Name: System shall allow Rental Tax Technician/Manager to attach supporting documentation for hearing request</b>	
<b>Notes:</b>	
<b>Name: System shall build queue of hearing requests for Rental Tax Manager</b>	
<b>Notes:</b>	
<b>Name: System shall electronically respond to customer acknowledging hearing request</b>	
<b>Notes:</b>	
<b>Name: System shall update customer record to show hearing has been requested</b>	
<b>Notes:</b>	

**Package:** Special Plates

<b>Detail:</b>			
Use Case Name:	Request Hearing (Personalized Plates)		
Status:			
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	3/27/2008
Notes:	<p>This process is used for vehicle owner to contest Word Committee's decision to recall/deny personalized license plate</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Customer submits paper request to Special Plates Work Center for hearing to contest Word Committee's decision to deny/recall personalized license plate</li> <li>-Special Plates Technician prepares paper file for Hearing Officer</li> <li>-Special Plates Manager reviews/edits paper file and delivers to Hearing Office</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Customers submits electronic request to Special Plates Work Center for hearing to contest Word Committee's decision to deny/recall personalized license plate</li> <li>-See Alt Flow: Paper request</li> <li>-System builds queue of hearing requests for Special Plates Manager</li> <li>-System updates vehicle record to show hearing has been requested</li> <li>-Special Plates Technician/Manager attaches supporting documentation for</li> </ul>		

hearing request  
 -Special Plates Manager approves hearing request and routes hearing request/supporting documentation to Hearing Office for scheduling  
 -System electronically responds to customer acknowledging hearing request

Alt Flow: Paper request  
 -System builds queue of paper requests for hearing  
 -Special Plates Technician/Manager updates customer record to show hearing has been requested  
 -Special Plates Technician/Manager attaches supporting documentation for hearing request  
 -Return to Normal Flow

**Linked Requirements:**

**Name: System shall allow customer to submit electronic request to Special Plates Work Center for hearing to contest Word Committee's decision to deny/recall personalized license plate**

**Notes:**

**Name: System shall allow Special Plates Manager to approve hearing request and route hearing request/supporting documentation to Hearing Office for scheduling**

**Notes:**

**Name: System shall allow Special Plates Technician/Manager to attach supporting documentation for hearing request**

**Notes:**

**Name: System shall allow Special Plates Technician/Manager to update customer record to show hearing has been requested**

**Notes:**

**Name: System shall build queue of hearing requests for Special Plates Manager**

**Notes:**

**Name: System shall build queue of paper requests for hearing**

**Notes:**

**Name: System shall electronically respond to customer acknowledging hearing request**

**Notes:**

**Name: System shall update customer record to show hearing has been requested**

**Notes:**