

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: April 2, 2008
Time: 9am – 4pm
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Margaret Skelton, Linda Simmons, Millicent Ford, Ronnie Hall, Jackie Branche, Gail Foxwell, Yulonda Kelley, Sam Hunter, LaTrice Ampy

Preparation for meetings:

Agenda for workshop on April 2nd 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:

Dyed Fuel

- 🚦 Appeal Dyed Fuel Assessment
- 🚦 Request Dyed Fuel Application of Correction

Fuel Tax

- 🚦 Request Fuels Tax Application of Correction
- 🚦 Request Hearing for new or additional security

Medical

- 🚦 Request Disabled Parking Hearing
- 🚦 Request Medical Hearing

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

1. Copies of AG’s memo and waived letter for Dyed Fuel (Gail F.) **Done**

Plans for Next Workshop:

The team identified these remaining internal areas that need to be covered (Request Hearing) to include: IFTA, IRP and Operating Authority

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: Dyed Fuel

Detail:			
Use Case Name:	Appeal Dyed Fuel Assessment		
Status:	Scripted		
Author:	Credential Team		
Created on:	4/2/2008	Modified on:	4/3/2008
Notes:	<p>This process is used to appeal DMV's decision regarding a Dyed Fuel violator Application of Correction for an assessment. 58.1-2282</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer contacts Circuit Court in the city or county where they reside for appeal -Circuit Court notifies DMV of appeal request -Dyed Fuel Tax Examiner updates customer record in Dyed Fuel database with status -Dyed Fuel Tax Examiner prepares case file for AG's office -Dyed Fuel Tax Examiner creates pc-generated memo to AG's office -Dyed Fuel Tax Examiner delivers case file and memo to Mail Services -Mail Services delivers case file and memo via Courier to the AG's office <p>Future:</p> <ul style="list-style-type: none"> -Customer contact Circuit Court in the city or county where they reside for appeal -Circuit Court notifies DMV of appeal request -Dyed Fuel Tax Examiner updates customer record in Dyed Fuel database with status -Dyed Fuel Tax Examiner prepares case file for AG's office -System generates memo to AG's office in real time -Dyed Fuel Tax Examiner delivers case file and memo to Mail Services -Mail Services delivers case file and memo via Courier to AG's office -AG's office notifies DMV of Circuit court decision -Dyed Fuel Tax Examiner updates customer record accordingly 		
Linked Requirements:			
Name: System shall allow Dyed Fuel Tax Examiner ability to update customer record with circuit court status			
Notes:			

Name: System shall allow Dyed Fuel Tax Examiner to generate memo to AG's office
Notes:

Use Case Name:	Request Dyed Fuel Application of Correction		
Status:	Scripted		
Author:	Credential Team		
Created on:	4/2/2008	Modified on:	4/3/2008

Notes:

This process is used for the taxpayer to apply for an application of correction for an assessment based on a violation of using dyed fuel on the highway in a highway vehicle. 58.1-2265

Current:

- Customer submits a written request for appeal (reduction)/waiver of dyed fuel assessment to Tax Services
- Dyed Fuel Tax Examiner contact LES agent to get more information on case
- Dyed Fuel Tax Examiner reviews the case to see whether there is cause to reduce/waive assessment
- See Alt Flow: Reduce assessment
- See Alt Flow: Waive assessment
- Dyed Fuel Tax Examiner determines there is no cause to reduce/waive assessment
- Dyed Fuel Tax Examiner updates Dyed Fuel database
- Dyed Fuel Tax Examiner prepares pc-generated letter advising customer of their findings
- Dyed Fuel Tax Examiner mail letter via first class mail
- Customer has 30 days to pay or appeal to Circuit Court (58.1-2282)

Alt Flow: Reduce assessment

- Dyed Fuel Tax Examiner determines there is cause to reduce assessment
- Dyed Fuel Tax Examiner updates Dyed Fuel database regarding the reduction
- Dyed Fuel Tax Examiner prepares pc-generated letter advising the customer of the reduction
- Dyed Fuel Tax Examiner mail letter via first class mail
- Customer has 30 days to pay or appeal to Circuit Court (58.1-2282)

Alt Flow: Waive assessment

- Dyed Fuel Tax Examiner determines there is cause to waive assessment
- Dyed Fuel Tax Examiner updates Dyed Fuel database regarding the waiver
- Dyed Fuel Tax Examiner prepares pc-generated letter advising the customer of the waiver
- Dyed Fuel Tax Examiner mail letter via first class mail
- Dyed Fuel Tax Examiner closes case

Future:

- Customer submits electronic request for appeal (reduction)/waiver of dyed fuel assessment to Tax Services
- System builds Dyed Fuel Tax Examiner queue for appeals (reduction)/waiver of

dyed fuel assessments

- Dyed Fuel Tax Examiner reviews case in queue to determine cause to reduce/waive assessment
- Dyed Fuel Tax Examiner electronically reviews LES Special Agent inspection report
- See Alt Flow: Reduce assessment
- See Alt Flow: Waive assessment
- Dyed Fuel Tax Examiner updates system with assessment findings
- System generates correspondence advising customer of findings
- Mail services mails correspondence via first class mail
- Customer has 30 days to appeal to Circuit Court
- See Alt Flow: Customer Fails to Pay Assessment in 30 days

Alt Flow: Reduce assessment

- Dyed Fuel Tax Examiner determines there is cause to reduce assessment
- Dyed Fuel Tax Examiner updates Dyed Fuel database regarding the reduction
- System generates correspondence advising customer of the reduction
- Mail services mails correspondence via first class mail
- Customer has 30 days to appeal to Circuit Court

Alt Flow: Waive assessment

- Dyed Fuel Tax Examiner determines there is cause to waive assessment
- Dyed Fuel Tax Examiner updates Dyed Fuel database regarding the waiver
- System generates letter advising the customer of the waiver
- Mail services mails correspondence via first class
- Dyed Fuel Tax Examiner closes case

Alt Flow: Customer Fails to Pay Assessment in 30 days

- Invoke 10-Day Demand Notice

Linked Requirements:

Name: DMV shall allow the taxpayer to apply for an application of correction for assessment based on a violation of using dyed fuel on the highway in a highway vehicle.

Notes: 58.1-2265

Name: System shall allow customer to submit electronic requests for appeals/waiver of Dyed Fuel assessments

Notes:

Name: System shall allow Dyed Fuel Tax Examiner ability to add findings to customer record

Notes:

Name: System shall build Dyed Fuel Tax Examiner queue for appeals (reduction)/waiver of dyed fuel assessments

Notes:

Name: System shall generate Reduce Assessment correspondence

Notes:

Name: System shall generate Waive Assessment correspondence

Notes:

Name: System shall interface with IBR system to review LES inspection report

Notes:

Name: System shall provide access for Dyed Fuel Tax Examiner to review queue for appeals

Notes:

Scenario Report with Requirements

Package: Fuels Tax

Detail:			
Use Case Name:	Request Fuels Tax Application of Correction		
Status:	Scripted		
Author:	Credential Team		
Created on:	4/2/2008	Modified on:	4/4/2008
Notes:	<p>This process is used by the taxpayer to apply for an application of correction as a result of a fuels tax assessment. 58.1-2281</p> <p>Current:</p> <ul style="list-style-type: none">-Customer submits a written request for appeal/waiver of fuels tax assessment within 30 days-Fuels Tax Technician review the case for appeal/waiver of fuels tax assessment-Fuels Tax Technician determines there is cause to reduce/waive fuels tax assessment-See Alt Flow: Reduce assessment-See Alt Flow: Waive assessment-Fuels Tax Technician determines there is no cause to reduce/waive assessment-Fuels Tax Technician updates customer record in ACS (notepad) with findings-Fuels Tax Technician generates pc-generated letter advising customer of findings-Fuels Tax Technician mails letter to customer via first class mail <p>Alt Flow: Reduce assessment</p> <ul style="list-style-type: none">-Fuels Tax Technician reduce assessment-Fuels Tax Technician updates customer record in ACS (notepad)-Fuels Tax Technician prepares pc-generated letter-Fuels Tax Technician mail letter via first class mail-Customer has 30 days to pay or appeal to Circuit Court (58.1-2282) <p>Alt Flow: Waive assessment</p> <ul style="list-style-type: none">-Fuels Tax Technician waive assessment-Fuels Tax Technician updates customer record in ACS(notepad)-Fuels Tax Technician prepares pc-generated letter-Fuels Tax Technician mail letter via first class mail-Fuels Tax Technician closes case		

Future:
 Customer submits electronic request
 See Alt Flow: Paper Request
 System builds Fuel Tax Examiner queue
 Fuels Tax Technician reviews case in queue to determine cause to reduce/waive assessment
 -See Alt Flow: Reduce Assessment
 -See Alt Flow: Waive Assessment
 -Fuels Tax Technician updates system with assessment result
 -System generates correspondence
 -Mail services mails correspondence via first class mail
 -Customer has 30 days to appeal to Circuit Court
 -See Alt Flow: Customer Fails to Pay Assessment in 30 days

Alt Flow: Paper Request
 -System builds queue of paper requests of appeal/waiver for review by Fuels Tax Technician
 -Return to normal flow

Alt Flow: Reduce Assessment
 -Fuels Tax Technician determines there is cause to reduce assessment
 -Fuels Tax Technician updates system with reduction
 -System generates correspondence advising the customer of the reduction
 -Mail services mails correspondence via first class mail
 -Customer has 30 days to appeal to Circuit Court

Alt Flow: Waive Assessment
 -Fuels Tax Technician determines there is cause to waive assessment
 -Fuels Tax Technician updates system with waiver
 -System generates correspondence advising the customer of waiver
 -Mail services mails correspondence via first class
 -Fuels Tax Technician closes case

Alt Flow: Customer Fails to Pay Assessment in 30 days
 -Invoke Fuels Tax Cancellation Notice

Linked Requirements:

Name: DMV shall allow the taxpayer to apply for an application of correction as a result of a fuels tax assessment.

Notes: 58.1-2281

Name: System shall allow electronic submission of fuels tax application for correction

Notes:

Name: System shall allow Fuels Tax Examiner to review documents in queue

Notes:

Name: System shall allow Fuels Tax Examiner to update customer record with results

Notes:

Name: System shall generate Fuels Tax billing notice
Notes:

Use Case Name:	Request Hearing for new or additional security		
Status:	Scripted		
Author:	Credential Team		
Created on:	4/2/2008	Modified on:	4/4/2008

Notes:

This process is used when customer disagrees with the commissioner's decision requiring a new or additional security. 58.1-2211

Current:

- Customer submits a written request for appeal regarding the commissioner's decision within 30 days
- Fuels Tax Technician reviews the appeal to determine if a different action can be taken
- Fuels Tax Technician determines that the original decision by the commissioner's is upheld
- See Alt Flow: Decision not upheld
- Fuels Tax Technician updates customer record in ACS (notepad) regarding decision
- Fuels Tax Technician generates pc-generated letter advising the decision
- Fuels Tax Technician mails letter to customer via first class mail

Future:

- Customer submits an electronic request for appeal regarding the commissioner's decision within 30 days
- See Alt Flow: Paper Request
- Fuels Tax Technician reviews the appeal to determine if a different action can be taken
- Fuels Tax Technician determines that the original decision by the Commissioner's is upheld
- See Alt Flow: Decision not upheld
- Fuels Tax Technician updates customer record in ACS (notepad) regarding decision
- System generates letter advising the customer of the decision
- Mail Services mails letter to customer via first class mail

Alt Flow: Paper Request

- System builds queue of paper requests of appeal for review by Fuels Tax Technician
- Return to normal flow

Alt Flow: Decision not upheld

- Code does not provide for this action

Linked Requirements:

Name: DMV shall allow customer to request a hearing to dispute Commissioners decision requiring new or additional security
Notes: 58.1-2211

Name: System shall allow customer to submit electronic hearing request for appeal regarding the Commissioner's decision within 30 days

Notes:

Name: System shall allow the Fuels Tax Technician to update customer record in ACS (notepad) regarding decision

Notes:

Name: System shall build a queue of paper requests of appeal for review by Fuels Tax Technician

Notes:

Name: System shall generate letter advising the customer of the decision

Notes:

Scenario Report with Requirements

Package: Medical

Detail:			
Use Case Name:	Request Disabled Parking Hearing		
Status:	Scripted		
Author:	Credential Team		
Created on:	4/2/2008	Modified on:	4/4/2008
Notes:	This process is used by a customer to contest a decision to revoke disabled parking placards and license plates privileges. 46.2-1256 Current: -Customer submits written request for hearing -Medical Review Evaluator reviews hearing request/supporting documents -Medical Review Evaluator updates CSS to hold suspension order in abeyance (include orders already in effect) -Medical Review Evaluator prepares paper file to include all documentation necessary for hearing -Medical Review Evaluator manually forwards paper file to hearing office -Medical Review Evaluator creates pc-generated letter to customer advising of hearing -Mail services mails letter via first-class mail Future: -Customer requests hearing on-line, indicating type of hearing -See Alt Flow: Paper Request -System updates customer order of suspension to be held in abeyance (include orders already effect)		

	<ul style="list-style-type: none"> -System sends electronic response to customer acknowledging hearing request -System builds queue for Medical Review Evaluator to review -Medical Review Evaluator builds electronic file for hearing office and attaches to customer record and forwards to hearing office -System builds queue for Hearing Office of hearing files attached to customer records <p>Alt Flow: Paper Request</p> <ul style="list-style-type: none"> -System builds queue of paper requests for hearing for review by Medical Review Evaluator -Return to normal flow
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Linked Requirements:

Name: DMV shall allow customers to contest decision of revocation of disabled parking privilege.
Notes: 46.2-1256

Name: System shall allow customers to submit hearing request online
Notes:

Name: System shall allow Medical Review personnel access to review queue
Notes:

Name: System shall allow Medical Review Evaluator to build an electronic file for hearing office and attaches to customer record and forwards to hearing office
Notes:

Name: System shall allow Medical Review Evaluator the ability to forward hearing file to hearing queue
Notes:

Name: System shall build Medical Review queue of hearing requests
Notes:

Name: System shall hold pending and effective orders in abeyance
Notes:

Name: System shall respond with an electronic response to customers acknowledging hearing request
Notes:

Use Case Name:	Request Medical Hearing		
Status:	Scripted		
Author:	Credential Team		
Created on:	4/2/2008	Modified on:	4/4/2008
Notes:	<p>This processed is used for customer to request a hearing if they do not agree with DMV's decision. 2.2-4019 (Informal fact-finding proceeding) 46.2-322</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer submits written request which indicates they don't agree with DMV's decision 		

- Medical Review Manager reviews request to determine what customer is contesting
- Medical Review Manager prepares case file
- Medical Review Manager send case file to Medical Advisory Board
- Medical Advisory Board reviews case file
- Medical Advisory Board advises Medical Review Manager of their recommendation based off their review
- See Alt Flow: Medical Advisory Board disagrees with DMV actions
- Medical Review Manager prepares a summary of findings
- Medical Review Manager forwards case file, evidence documents (two copies), and summary of findings to Hearing Office

- Alt Flow: Medical Advisory Board disagrees with DMV actions
- Medical Review Manager discuss Medical Advisory Board's decision with Driver Services Director
 - Driver Services Director agrees with Medical Advisory Board
 - Medical Review Manager updates record
 - Medical Review Manager informs customer advising the decision
 - Customer withdraws hearing request

- Driver Services Director disagrees with Medical Advisory Board
- Return to normal flow

Future:

- Customer submits electronic medical hearing request
- System builds queue of hearing requests
- Medical Review Manager reviews queue
- Medical Review Manager/System prepares case file
- Medical Review Manager electronically sends customer medical file (secure) to Medical Advisory Board
- Medical Advisory Board reviews case
- Medical Advisory Board responds electronically via email to Medical Review manager of their recommendation
- See Alt Flow: Medical Advisory board disagrees with DMV actions
- Medical Review Manager prepares a summary of findings
- Medical Review Manager forwards electronic case file, evidence documents (two copies), in camera documents, request for witness subpoenas and summary of findings to Hearing Office queue
- Invoke Schedule Informal Conference hearing

- Alt Flow: Medical Advisory Board disagrees with DMV actions
- Medical Review Manager discuss Medical Advisory board decision with Driver Services Director
- Driver Services Director agrees with Medical Advisory Board
 - Medical Review Manager updates record
 - System generates Medical correspondence to customer advising the decision
 - Customer withdraws hearing request

- Driver Services Director disagrees with Medical Advisory Board
- Return to normal flow

Linked Requirements:

Name: DMV shall allow customer to request a hearing if they do not agree with DMV's decision.

Notes: 46.2-322
2.2-4019

Name: System shall allow customer to submit electronic Medical hearing request

Notes:

Name: System shall allow Medical Advisory Board the ability to respond via email to Medical Review Manager

Notes:

Name: System shall allow Medical Advisory Board the ability to review customer record transmitted via secure net

Notes:

Name: System shall allow medical personnel ability to review medical files

Notes:

Name: System shall allow Medical Review Manager the ability to create a file that consist of data from customer record

Notes:

Name: System shall allow Medical Review work area the ability to forward documentation electronically to Hearing Office queue

Notes:

Name: System shall appropriately sort and compile data to create case file

Notes:

Name: System shall build medical review queue

Notes:

Name: System shall provide secure application to send medical records to Medical Advisory Board

Notes: