

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



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

Meeting called by: Angela Burrell

Attendees: Mary Bassett, Daniel Sekerdy, Blanche Johnson, David Dunston, LaTrice Ampy, James Davidson

Preparation for meetings:

Agenda for workshop on April 9th 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:

Motor Carrier

- ✚ Request Hearing (IRP)
- ✚ Request Hearing (IFTA)
- ✚ Request Hearing (Operating Authority)

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

1. Copies of MCS-130, MCS-001, MCS-097AG's (Daniel)
2. Copies of IFTA and IRP letters that are sent when registration can not be renewed (Blanche)
3. Verify and review 46.2-2136. Does the 30 days apply to suspension orders? (Daniel)

Plans for Next Workshop:

There will be NO BPR session held on 04/16/2008. We'll resume our work sessions on 04/23/2008.

S&R team will meet to determine what topics will be discussed in our 4/23/08 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: Motor Carrier Hearings

Detail:			
Use Case Name:	Request Hearing (Case Management)		
Status:	Scripted		
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	4/9/2008
Notes:	<p>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)</p> <p>Current:</p> <ul style="list-style-type: none"> -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 <p>-Alt Flow: Denied Request</p> <ul style="list-style-type: none"> -Case Manager determines request does NOT qualify for hearing -Case Manager prepares pc-generated letter to advise request does NOT qualify for hearing <p>Future:</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: Paper request</p> <ul style="list-style-type: none"> -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 <p>Alt Flow: Denied Request</p> <ul style="list-style-type: none"> -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 (IRP)		
Status:			
Author:	Credential Team		
Created on:	4/9/2008	Modified on:	4/9/2008
Notes:	This process is used by customer to contest DMV decision NOT to renew IRP account. (This is not a formal hearing, informal communication between customer and DMV) Current: -Customer has received letter advising that IRP will NOT be renewed -Customer contacts IRP Manager via phone, letter or fax requesting		

reconsideration of decision NOT to renew IRP, providing supporting documentation

- IFTA/IRP Manager reviews documentation and requests additional documentation to support IRP
- IFTA/IRP Manager determines IRP can be issued
- See Alt Flow: IRP CANNOT be renewed
- Invoke Renew IRP

Alt Flow: IRP CANNOT be renewed

- IFTA/IRP Manager determines IRP cannot be renewed
- IFTA/IRP Manager contacts customer providing information on what customer needs to do to obtain IRP and requests return of permanent IRP plate
- Invoke Issue Plates and Registration

Future:

- Customers submits electronic request for reconsideration of decision NOT to renew IRP
- System responds electronically to customer advising to submit supporting documentation
- See Alt Flow: Paper request
- System builds queue of IRP requests for review by IFTA/IRP Manager
- IFTA/IRP Manager reviews queue, supporting documentation, IRP record and determines IRP can be renewed
- IFTA/IRP Manager contacts customer via phone to advise IRP can be renewed
- See Alt Flow: IRP CANNOT be renewed
- Invoke Renew IRP

-Alt Flow: Paper request

- System builds queue of IRP paper requests
- Return to Normal Flow

Alt Flow: IRP CANNOT be renewed

- IFTA/IRP Manager determines IRP cannot be renewed
- IFTA/IRP Manager contacts customer providing information on what customer needs to do to obtain IRP and requests return of permanent IRP plate
- Invoke Issue Plates and Registration

Linked Requirements:

Name: System shall allow customer to submit electronic request for reconsideration of decision NOT to renew IRP

Notes:

Name: System shall allow IRP Manager to review queue, supporting documentation, IRP record to determine IRP can be renewed

Notes:

Name: System shall build queue of electronic IRP requests for review by IRP Manager

Notes:

Name: System shall build queue of IRP paper requests

Notes:

Name: System shall respond electronically to customer advising to submit supporting documentation
Notes:

Use Case Name:	Request Hearing (Operating Authority)		
Status:			
Author:	Credential Team		
Created on:	4/9/2008	Modified on:	4/9/2008

Notes:

This process is used by customer to contest suspension/revocation of Operating Authority Credential 46.2-2053 and 46.2-2143 SCC, 46.2-2011.24(18,2011.26(D), 2011.27(B), 2011.27(C), 2054 - Insurance, 46.2-2133(20), 46.2-2136(B)

Current:

- Customer has received notice/order of suspension/revocation from DMV (MCS-130, MCS-001, MCS-097)
- Customer submits written request for Operating Authority hearing to Operating Authority Work Center
- Operating Authority Technician contacts customer via phone to discuss request
- Customer verbally withdraws request for hearing
- See Alt Flow: Customer insists on hearing
- Invoke Comply Operating Authority Suspension

-Alt Flow: Customer Insists on Hearing

- Operating Authority Technician updates customer record to indicate hearing request has been received
- Invoke Schedule Hearing

Future:

- Customer has received notice/order of suspension/revocation from DMV (MCS-130, MCS-001, MCS-097)
- Customer submits electronic request for Operating Authority hearing to Operating Authority Work Center
- System responds electronically to customer advising that he must still comply order requirements to operate legally
- System requests customer if he wants to continue
- Customer withdraws electronic request
- See Alt Flow: Customer continues with electronic hearing request
- See Alt Flow: Paper Request

Alt Flow: Customer continues with electronic hearing request

- System builds queue of Operating Authority Hearing Requests for review by Operating Authority Technician
- Operating Authority Technician updates customer record to indicate hearing request received and Operating Authority Manager attending hearing
- Operating Authority Technician builds electronic file for Hearing Office and Operating Authority Manager
- System builds queue of electronic files for Operating Authority Hearing Requests for Hearing Office and Operating Authority Manager

- Invoke Schedule Hearing
- Alt Flow: Paper Request
- Customer submits paper request for Operating Authority hearing
- System builds queue of paper requests for Operating Authority hearing for review by Operating Authority Technician
- Operating Authority Technician reviews queue and contacts customer via phone to discuss hearing request
- Customer withdraws hearing request
- See Alt Flow: Customer Insists on Hearing
- Return to First Alt Flow

Linked Requirements:

Name: System allows 30 days from issuance of revocation order (MCS-097) to request hearing

Notes: 46.2-2136(B), 46.2-2011

Name: System shall allow customer to submit electronic request for Operating Authority hearing to Operating Authority Work Center

Notes:

Name: System shall allow customer to withdraw electronic request for Operating Authority Hearing

Notes:

Name: System shall allow Operating Authority Technician to build electronic file for Hearing Office and Operating Authority Manager

Notes:

Name: System shall allow Operating Authority Technician to review queue of Operating Authority Hearing Request

Notes:

Name: System shall allow Operating Authority Technician to update customer record to indicate hearing request received and Operating Authority Manager attending hearing

Notes:

Name: System shall build queue of electronic files for Operating Authority Hearing Requests for Hearing Office and Operating Authority Manager

Notes:

Name: System shall build queue of Operating Authority Hearing Requests for review by Operating Authority Technician

Notes:

Name: System shall build queue of paper requests for Operating Authority hearing for review by Operating Authority Technician

Notes:

Name: System shall electronically request customer if he wants to continue with Operating Authority Hearing Request

Notes:

Name: System shall respond electronically to customer advising that he must still comply order requirements to operate legally

Notes:

Use Case Name:	Request Hearing (Rental Tax)		
Status:			
Author:	Credential Team		
Created on:	3/26/2008	Modified on:	4/9/2008

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

Linked Requirements:

Name: System shall allow customers to submit electronic request to Rental Tax Work Center for hearing to contest levy placed on rental tax assessment

Notes:

Name: System shall allow Rental Tax Manager to approve hearing request and route hearing request/supporting documentation to Hearing Office for scheduling

Notes:

Name: System shall allow Rental Tax Technician/Manager to attach supporting documentation for hearing request

Notes:

Name: System shall build queue of hearing requests for Rental Tax Manager

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 IFTA		
Status:			
Author:	Credential Team		
Created on:	4/9/2008	Modified on:	4/9/2008
Notes:	<p>This process is used to by customer to contest DMV decision NOT to renew IFTA credential 46.2-703, IFTA Articles of Agreement</p> <p>Current:</p> <ul style="list-style-type: none">-Customer submits IFTA renewal request with highlights-IFTA/IRP Manager prepares pc-generated letter to customer advising IFTA credential CANNOT be renewed and to request supporting documentation <p>-Customer has been advised that IFTA credential cannot be renewed</p> <ul style="list-style-type: none">-Customer submits written appeal for reconsideration of DMV decision NOT to renew IFTA credential-IFTA/IRP Manager contacts customer (phone/letter) to advise IFTA cannot be renewed (IFTA account is in pending/cancel) and requests supporting documentation again-Customer submits supporting documentation-IFTA/IRP Manager reviews documentation, IFTA account and determines IFTA credential can be renewed-See Alt Flow: IFTA credential CANNOT be renewed-Invoke Renew IFTA decals/license <p>-Alt Flow: IFTA credential CANNOT be renewed</p> <ul style="list-style-type: none">-IFTA/IRP Manager determines IFTA credential CANNOT be renewed-IFTA/IRP prepares pc-generated letter advising IFTA credential cannot be renewed, providing information on what customer needs to do to renew IFTA credential <p>Future:</p> <ul style="list-style-type: none">-Customer has been advised that IFTA credential cannot be renewed-Customers submits electronic request for reconsideration of decision NOT to renew IFTA credential-System responds electronically to customer advising to submit supporting documentation-See Alt Flow: Paper request-System builds queue of IFTA requests for review by IFTA/IRP Manager-IFTA/IRP Manager reviews queue, supporting documentation, IFTA record and determines IFTA can be renewed-See Alt Flow: IFTA CANNOT be renewed-Invoke Renew IFTA		

-Alt Flow: Paper request
 -Mail Services forwards original documentation to IFTA/IRP Manager
 -Return to Normal Flow

Alt Flow: IFTA CANNOT be renewed
 -IFTA/IRP Manager determines IFTA cannot be renewed
 -IFTA/IRP Manager updates IFTA account to indicate review has been completed and decision upheld NOT to renew
 -System generates correspondence in overnight batch to customer advising IFTA cannot be renewed
 -Mail Clerk mails correspondence via first class mail

Linked Requirements:

Name: DMV shall allow customer to submit request for reconsideration of DMV decision NOT to renew IFTA credential

Notes: 46.2-703, IFTA Articles of Agreement

Name: Mail Clerk shall mail IFTA non-renewal notice via first class mail

Notes:

Name: Mail Services shall NOT scan paper request/supporting documentation for IFTA reconsideration and forwards to IFTA/IRP Manager

Notes:

Name: System shall allow customer to submit electronic request for reconsideration of decision NOT to renew IFTA credential

Notes:

Name: System shall allow IFTA/IRP Manager to review queue, supporting documentation, IFTA record and determines IFTA can be renewed

Notes:

Name: System shall allow IFTA/IRP Manager to update IFTA account on customer record to indicate review has been completed and decision upheld NOT to renew

Notes:

Name: System shall build queue of IFTA requests for review by IFTA/IRP Manager

Notes:

Name: System shall generate correspondence in overnight batch to customer advising IFTA cannot be renewed

Notes:

Name: System shall respond electronically to customer advising to submit supporting documentation