

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: May 7, 2008
Time: 9am – 4pm
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Yolanda Fleming, Gerald Slade, Blanche Johnson, LaTrice Ampy, James Davidson

Preparation for meetings:

Agenda for workshop on May 7th was distributed to team.




Session Goals and Objectives:

Document detailed process flows (scenarios) for Cancellations.

Summary:

- ❖ The team reviewed and defined scenarios and requirements for Cancellations..

Scenarios included:

-  Cancel Title and/or Registration
-  Re-establish Title
-  Reactivate Title

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

1. Will sealed letterhead be needed in the future? (Yolanda)

Plans for Next Workshop:

The team determined that we’ve completed documentation for ALL sanctioning issues for title and Registration. If other scenarios are identified, please notify Angela Burrell as soon as possible.

S&R team will meet to determine what topics will be discussed in our 5/14/08 BPR session. Appropriate Subject Matter Experts and Business Partners will be notified accordingly.

Homework for Next Workshop:

Sanction and Reinstatement team should look at the above “research” and “to do” opportunities and provide feedback accordingly.

A report from EA is attached that shows ALL scenarios defined, their linked requirements as it applies to sanctions for Cancellation for Title and Registration. Share this information with your co-workers so they may review and provide feedback.

Scenario Report with Requirements

Package: Cancellations

Use Case Name:	Cancel Title and/or Registration		
Status:	Scripted		
Author:	Credential Team		
Created on:	1/8/2008	Modified on:	5/7/2008
Notes:	<p>This process is used to invalidate title and/or registration of a vehicle obtained erroneously 46.2-105.2</p> <p>Current:</p> <ul style="list-style-type: none"> -LES submits Request to Cancellation Virginia DMV Issued Documents to Assistant Commissioner -Assistant Commissioners reviews request and forwards to Director of Vehicle Services -See Alt Flow: Request returned to LES -Director of Vehicle Services reviews request and forwards to Deputy Director -See Alt Flow: Request returned to LES Deputy Director reviews request and forwards to Title and Registration Manager -See Alt Flow: Request returned to LES -Title and Registration Manager updates customer record to cancel title and/or registration -System removes title record from system -Title and Registration Manager prepares pc-generated letter of cancellation -See Alt Flow: Title attached with request to cancel -Title and Registration Manager prepares IS-12 and forwards to LES along with letter of cancellation <p>Alt Flow: Request returned to LES</p> <ul style="list-style-type: none"> -Assistant Commissioner, Director, Deputy Director disagrees with request to cancel and returns to LES -No action taken <p>Alt Flow: Title attached with request to cancel</p> <ul style="list-style-type: none"> -Process Ends <p>Future:</p> <ul style="list-style-type: none"> -LES submits electronic Request to Cancellation Virginia DMV Issued Documents to Assistant Commissioner -System builds queue of Request to Cancel Title and/or Registration for review by Assistant Commissioner -Assistant Commissioner reviews queue and releases Request to Cancel Title and/or Registration to Director of Vehicle Services -See Alt Flow: Request returned to LES -System builds queue of Request to Cancel Title and/or Registration for review by Director of Vehicle Services -Director of Vehicle Services reviews queue and releases Request to Cancel Title and/or Registration to Deputy Director of Vehicle Services 		

-See Alt Flow: Request returned to LES
 -System builds queue of Request to Cancel Title and/or Registration for review by Deputy Director of Vehicle Services
 -Deputy Director of Vehicle Services reviews queue and releases Request to Cancel Title and/or Registration to Title and Registration Manager
 -See Alt Flow: Request returned to LES
 -System builds queue of Request to Cancel Title and/or Registration for review by Title and Registration Manager
 -Title and Registration Manager reviews queue and cancels title and/or registration on system
 -See Alt Flow: Canceled title and/or registration was apportioned vehicle
 -System retains canceled title and/or on system
 -System generates Letter of Cancellation in real time
 -See Alt Flow: Title attached to request
 -Title and Registration Manager sends letter of cancellation along with IS-12 to LES

-At Flow: Request returned to LES
 -Assistant Commissioner, Director, Deputy Director disagrees with Request to Cancel Title and/or Registration, updates queue to reject request
 -System builds queue of rejected requests for LES

Alt Flow: Canceled title was apportioned vehicle
 -System builds queue for Deputy Director IRP/IFTA

Alt Flow: Title attached to request
 -Process Ends

Linked Requirements:

Name: DMV shall cancel title and/or registration to a vehicle when it is determined title was issued erroneously

Notes: 46.2-105.2

Name: System shall allow Assistant Commissioner to review queue and release Request to Cancel Title and/or Registration to Director of Vehicle Services

Notes:

Name: System shall allow Assistant Commissioner, Director, Deputy Director to update queue to reject request

Notes:

Name: System shall allow Deputy Director of Vehicle Services to review queue and release Request to Cancel Title and/or Registration to Title and Registration Manager

Notes:

Name: System shall allow Director of Vehicle Services to review queue and release Request to Cancel Title and/or Registration to Deputy Director of Vehicle Services

Notes:

Name: System shall allow LES to submit electronic Request to Cancel Title and/or Registration to Assistant Commissioner

Notes:

Name: System shall allow Title and Registration Manager to review queue and cancel title and/or registration on system

Notes:

Name: System shall build queue for canceled title and/or registration on apportioned vehicles Deputy Director IRP/IFTA

Notes:

Name: System shall build queue of Request to Cancel Title and/or Registration for review by Assistant Commissioner

Notes:

Name: System shall build queue of Request to Cancel Title and/or Registration for review by Deputy Director of Vehicle Services

Notes:

Name: System shall build queue of Request to Cancel Title and/or Registration for review by Director of Vehicle Services

Notes:

Name: System shall generate Letter of Cancellation in real time

Notes:

Name: System shall retain canceled title and/or registration on system

Notes:

Name: Systems shall build queue of Request to Cancel Title and/or Registration with status of request for LES

Notes:

Use Case Name:	Re-activate Title		
Status:			
Author:	Credential Team		
Created on:	5/7/2008	Modified on:	5/7/2008
Notes:	<p>This process is used to bring title out of history</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer initiates request to bring title out of history by attempting vehicle-related transaction -DMV representative inquires on system and determines title record is on history -DMV representative updates system to activate title and bring title record out of history <p>Future:</p>		

-System does not put title records into history
 -System keeps title record active (purge criteria to be determined by management, potentially longer than current 10 year retention period)

Linked Requirements:

Name: System shall keep title record active (purge criteria to be determined by management, potentially longer than current 10 year retention period)

Notes:

Name: System shall not put title records into history

Notes:

Use Case Name:	Re-establish Title
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Status:	
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Author:	Credential Team
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Created on:	5/7/2008	Modified on:	5/7/2008
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Notes: This process is used to rebuild title record when record has been purged from system

Current:

- Customer initiates request to rebuild title by presenting title and/or registration documents, along with VSA-17A
- CSC Teller reviews documents presented and inquires on system using VIN to ensure vehicle is not retitled in new owner's name
- See Alt Flow: Vehicle retitled
- Invoke Issue Title

- Alt Flow: Vehicle retitled
- Process ends

-Future:

- Customer initiates electronic request to rebuild title by presenting title and/or ownership documents, along with VSA-17A
- See Alt Flow: Customer submits paper request via mail
- See Alt Flow: Customer submits paper request in CSC
- System builds queue of electronic request to rebuild title for review Title and Registration Office Manager/CSC Manager
- Invoke Issue Title
- See Alt Flow: Vehicle retitled

Alt Flow: Customer submits paper request via mail

- System builds queue of paper requests to re-establish title for review by Title and Registration Office Manager
- Return to Normal Flow

Alt Flow: Customer submits paper request in CSC

- CSC Teller reviews documents presented and inquires on system using VIN to

ensure vehicle is not retitled in new owner's name
-Invoke Issue Title

Alt Flow: Vehicle retitled
-Process Ends

Linked Requirements:

Name: System shall allow customer to initiate electronic request to rebuild title by presenting title and/or ownership documents, along with VSA-17A

Notes:

Name: System shall build queue of electronic request to rebuild title for review Title and Registration Office Manager/CSC Manager

Notes:

Name: System shall build queue of paper requests to re-establish title for review by Title and Registration Office Manager

Notes: