

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



**Meeting: BPR Workshop**  
**Date: May 21, 2008**  
**Time: 9am – 4pm**  
**Location: CRM730E**

**Meeting called by:** Angela Burrell

**Attendees:** James Junius, Judy Petersen, Linda Simmons, Margaret Skelton, Mary Bassett, Natalya Khabinsky, Millin Jefferson, Mary Cullom, Donna Rice

**Preparation for meetings:**

Agenda for workshop on May 21th was distributed to team.

**Session Goals and Objectives:**

Document detailed process flows (scenarios) for Insurance Filings and Cancellations

**Summary:**

- ❖ The team reviewed and defined scenarios and requirements for Insurance Filings and Cancellations.  
Scenarios included:

- ✚ Require Financial Responsibility (SR22/FR44)
- ✚ Post Proof of Financial Responsibility (SR22/FR44)
- ✚ Cancel Certification of Financial Responsibility (SR26/FR46)
- ✚ Issue Fail to Maintain Proof of Financial Responsibility Order
- ✚ Process Motor Carrier Intrastate Insurance Filing/Cancellation
- ✚ Suspend Operating Authority CLP/Fail to Maintain Insurance Filing

**Plans for Next Workshop:**

Meet with the Department of Blind and Visually Impaired to discuss exchange of information between the two agencies. Representatives from Service Delivery, Business Intelligence and Infrastructure Services will be invited to the discussion.

**Homework for Next Workshop:**

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

# Scenario Report with Requirements

**Package:** SR22/26

<b>Detail:</b>			
Use Case Name:	Cancel Certification of Financial Responsibility (SR26/FR46)		
Status:	Scripted		
Author:	Credential Team		
Created on:	5/21/2008	Modified on:	5/22/2008
Notes:	<p>This process is used by insurance company to notify DMV of the cancellation of certification of financial responsibility previously filed 46.2-482, 46.2-709 (filed when policy is cancelled, change in coverage, period of time has ended)</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Insurance company electronically transmits cancellation of certification of financial responsibility previously filed (extranet)</li> <li>-See Alt Flow: Paper filing</li> <li>-System updates customer record to post cancellation of certification of financial responsibility previously filed</li> </ul> <p>Alt Flow: Paper filing</p> <ul style="list-style-type: none"> <li>-Insurance company/customer submits paper cancellation of certification of financial responsibility</li> <li>-Insurance Verification Technician/CSC Teller accesses customer record based on information on paper filing</li> <li>-See Alt Flow: No record found/Incomplete paper form</li> <li>-See Alt Flow: Future Effective Date</li> <li>-Insurance Verification Technician/CSC Teller updates customer record with cancellation of certification of financial responsibility previously filed</li> <li>-Insurance Verification Technician/CSC Teller reviews customer record to ensure record has been updated properly</li> </ul> <p>Alt Flow: No record found/Incomplete paper form/Future Effective Date Greater than 30 days</p> <ul style="list-style-type: none"> <li>-Insurance Verification Technician/CSC Teller returns paper filing to customer/insurance company</li> </ul> <p>Alt Flow: Future Effective Date 30 days or less</p> <ul style="list-style-type: none"> <li>-Insurance Verification Technician holds cancellation of certification of financial responsibility previously filed</li> <li>-Insurance Verification Technician posts cancellation of certification of financial responsibility previously filed</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-System inquires on national database of insurance information to obtain financial responsibility cancellation data</li> <li>-See Alt Flow: No insurance information found</li> <li>-System updates customer record to cancel certification of financial responsibility previously filed</li> </ul>		

-See Alt Flow: No insurance information found  
 -Proof of financial responsibility remains in effect  
 LIO: Mandate electronic verification by insurance company

**Linked Requirements:**

**Name: Proof of financial responsibility shall remain in effect when no cancellation of certification of financial responsibility previously filed is found**

**Notes:**

**Name: System shall inquire on national database of insurance information to obtain financial responsibility cancellation data**

**Notes:**

**Name: System shall update customer record to cancel certification of financial responsibility previously filed**

**Notes:**

<b>Use Case Name:</b>	Issue Fail to Maintain Proof of Financial Responsibility Order		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	5/21/2008	<b>Modified on:</b>	5/22/2008

**Notes:**

This process is used to notify customer that driving privilege is suspended for failing to proof of financial responsibility (FM01, FM02, FM03)

**Current:**

- Cancellation of certification of proof of financial responsibility previously filed is posted to customer record
- System determines period of time to maintain proof of financial responsibility is in effect greater than 30 days
- See Alt Flow: Filing time has expired/less than 30 days
- System determines original order of suspension was reinstated
- See Alt Flow: Original order in effect
- System updates customer record to post fail to maintain proof of financial responsibility order of suspension
- System generates fail to maintain proof of financial responsibility in overnight batch
- Mail Clerk mails fail to maintain proof of financial responsibility via first class mail

**Alt Flow: Filing time has expired/less than 30 days**

- Process ends

**Alt Flow: Original order in effect**

- System determines original order has not been reinstated
- System removes certification of financial responsibility previously filed from order of suspension

	<p>-System reactivates requirement to file proof of financial responsibility</p> <p>-Future:</p> <p>-Cancellation of certification of proof of financial responsibility previously filed is posted to customer record</p> <p>-System determines period of time to maintain proof of financial responsibility is in effect greater than 30 days</p> <p>-See Alt Flow: Filing time has expired/less than 30 days</p> <p>-System updates customer record to post fail to maintain proof of financial responsibility order of suspension</p> <p>-System generates fail to maintain proof of financial responsibility in overnight batch</p> <p>-Invoke Communicate with Customer</p> <p>Alt Flow: Filing time has expired/less than 30 days</p> <p>-Process ends</p>
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**Linked Requirements:**

**Name: System shall determine period of time to maintain proof of financial responsibility is in effect greater than 30 days**

**Notes:**

**Name: System shall generate fail to maintain proof of financial responsibility in overnight batch**

**Notes:**

**Name: System shall Not generate fail to maintain proof of financial responsibility order of suspension when less than 30 days remain for filing time**

**Notes:**

**Name: System shall update customer record to post fail to maintain proof of financial responsibility order of suspension**

**Notes:**

<b>Use Case Name:</b>	Post Proof of Financial Responsibility (SR22/FR44)		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	5/21/2008	<b>Modified on:</b>	5/22/2008

<b>Notes:</b>	<p>This process is used to update customer record to show proof of financial responsibility 46.2-216.1</p> <p>Current:</p> <p>-Insurance company electronically transmits proof of financial responsibility (extranet)</p> <p>-See Alt Flow: Paper filing</p> <p>-System updates customer record to post proof of financial responsibility</p> <p>Alt Flow: Paper filing</p> <p>-Insurance company/customer submits paper proof of financial responsibility</p>
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	<p>-Insurance Verification Technician/CSC Teller accesses customer record based on information on paper filing</p> <p>-See Alt Flow: No record found/Incomplete paper form</p> <p>-See Alt Flow: Future Effective Date</p> <p>-Insurance Verification Technician/CSC Teller updates customer record with proof of financial responsibility information</p> <p>-Insurance Verification Technician/CSC Teller reviews customer record to ensure record has been updated properly</p> <p>Alt Flow: No record found/Incomplete paper form/Future Effective Date Greater than 30 days</p> <p>-Insurance Verification Technician/CSC Teller returns paper filing to customer/insurance company</p> <p>Alt Flow: Future Effective Date 30 days or less</p> <p>-Insurance Verification Technician holds proof of financial responsibility in pending file</p> <p>-Insurance Verification Technician posts proof of financial responsibility on effective date</p> <p>Future:</p> <p>-System inquires on national database of insurance information to obtain financial responsibility data</p> <p>-See Alt Flow: No insurance information found</p> <p>-System updates customer record to satisfy requirement to provide proof of financial responsibility</p> <p>-See Alt Flow: No insurance information found</p> <p>-Requirement to provide proof of financial responsibility remains in effect</p> <p>LIO: Mandate electronic verification by insurance company</p>
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**Linked Requirements:**

**Name: Requirement to provide proof of financial responsibility shall remain in effect when no insurance information is found on national database**

**Notes:**

**Name: System shall inquire on national database of insurance information to obtain financial responsibility data**

**Notes:**

**Name: System shall update customer record to satisfy requirement to provide proof of financial responsibility**

**Notes:**

Use Case Name:	Require Financial Responsibility (SR22/FR44)		
Status:	Scripted		
Author:	Credential Team		
Created on:	5/21/2008	Modified on:	5/21/2008

Notes:	<p>This process is used to require a customer to provide proof of financial responsibility 46.2-435 thru 46.2-482, 46.2-412, 46.2-411, 46.2-706, 46.2-707, 46.2-316</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Order of suspension/event is posted to customer record (conviction, insurance verification orders, unsatisfied judgment)</li> <li>-System updates customer record to require filing of proof of financial responsibility (see business rules for filing times)</li> <li>-System generates appropriate correspondence to customer advising of requirement to file proof of financial responsibility</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Order of suspension/event is posted to customer record (conviction, insurance verification orders, unsatisfied judgment)</li> <li>-System updates customer record to require filing of proof of financial responsibility (see business rules for filing times)</li> <li>-System generates appropriate correspondence to customer advising of requirement to file proof of financial responsibility</li> </ul> <p><b>Note: Check with SSG on possible table that drives requirement to file SR22/FR44</b></p>
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**Linked Requirements:**

**Name: DMV shall require a customer to provide proof of financial responsibility as a result of a conviction, insurance verification order, unsatisfied judgment**

**Notes:** 46.2-435 thru 46.2-482, 46.2-412, 46.2-411, 46.2-706, 46.2-707, 46.2-316

**Name: System shall generate appropriate correspondence to customer advising of requirement to file proof of financial responsibility**

**Notes:**

**Name: System shall update customer record to require filing of proof of financial responsibility as a result of a conviction, insurance verification order, unsatisfied judgment**

**Notes:**

## Scenario Report with Requirements

**Package:** Motor Carrier Insurance Filings/Cancellations

<b>Detail:</b>	
Use Case Name:	Process Motor Carrier Intrastate Insurance Filing/Cancellation
Status:	Scripted
Author:	Credential Team

Created on:	5/21/2008	Modified on:	5/22/2008
Notes:	<p>This process is used to post insurance information/cancellation to operating authority record 46.2-2051, 46.2-2141</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Insurance Company electronically submits insurance filing/cancellation via extranet</li> <li>-See Alt Flow: Paper filing</li> <li>-System matches insurance filing/cancellation data to customer record</li> <li>-See Alt Flow: Possible No Match</li> <li>-System updates customer record with insurance filing/cancellation</li> </ul> <p>Alt Flow: Paper filing</p> <ul style="list-style-type: none"> <li>-Operating Authority Technician researches system to locate customer record</li> <li>-See Alt Flow: No record found</li> <li>-Operating Authority Technician updates customer record with insurance filing/cancellation</li> </ul> <p>Alt Flow: Possible No Match</p> <ul style="list-style-type: none"> <li>-System puts no match insurance filing/cancellation in queue for review by Operating Authority Technician</li> <li>-Operating Authority Technician researches system to locate customer record</li> <li>-See Alt Flow: No record found</li> <li>-See Alt Flow: Electronic Filing Returned to Insurance Company</li> <li>-Operating Authority Technician updates customer record with insurance filing/cancellation</li> </ul> <p>-Alt Flow: No record found</p> <ul style="list-style-type: none"> <li>-Invoke Create Customer Record</li> <li>-Return to Normal Process</li> </ul> <p>Alt Flow: Electronic Filing/Cancellation Returned to Insurance Company</p> <ul style="list-style-type: none"> <li>-Operating Authority Technician determines information on electronic insurance filing/cancellation does not match DMV information on customer record</li> <li>-Operating Authority Technician electronically returns insurance filing/cancellation to insurance company requesting verification of information</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Insurance Company electronically submits insurance filing/cancellation via extranet</li> <li>-System matches insurance filing/cancellation data to customer record</li> <li>-See Alt Flow: Possible No Match</li> <li>-System updates customer record with insurance filing/cancellation</li> <li>-System generates Notice of Cancellation to operating authority</li> <li>-Invoke Communicate with Customer</li> </ul> <p>Alt Flow: Possible No Match</p> <ul style="list-style-type: none"> <li>-System puts no match insurance filing/cancellation in queue for review by</li> </ul>		

<p>Operating Authority Technician</p> <ul style="list-style-type: none"> <li>-Operating Authority Technician researches system to locate customer record</li> <li>-See Alt Flow: No record found for filing</li> <li>-See Alt Flow: No record found for cancellation</li> <li>-See Alt Flow: Electronic Filing/Cancellation Returned to Insurance Company</li> <li>-Operating Authority Technician updates customer record with insurance filing/cancellation</li> </ul> <p>-Alt Flow: No record found for filing</p> <ul style="list-style-type: none"> <li>-Invoke Create Customer Record</li> <li>-Return to Normal Process</li> </ul> <p>Alt Flow: No record found for cancellation</p> <ul style="list-style-type: none"> <li>-Operating Authority Technician electronically returns insurance cancellation to insurance company advising no record/policy found</li> </ul> <p>Alt Flow: Electronic Filing/Cancellation Returned to Insurance Company</p> <ul style="list-style-type: none"> <li>-Operating Authority Technician determines information on electronic insurance filing/cancellation does not match DMV information on customer record</li> <li>-Operating Authority Technician electronically returns insurance filing/cancellation to insurance company requesting verification of information</li> </ul> <p>LIO: Mandate electronic filing for motor carrier insurance filing/cancellation</p>	
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**Linked Requirements:**

**Name: System shall allow Insurance Company to electronically submit motor carrier insurance filing/cancellation**

**Notes:**

**Name: System shall allow Operating Authority Technician to electronically return insurance filing/cancellation to insurance company requesting verification of information**

**Notes:**

**Name: System shall allow Operating Authority Technician to research system to locate customer record**

**Notes:**

**Name: System shall allow Operating Authority Technician to update customer record with insurance filing/cancellation**

**Notes:**

**Name: System shall generates Notice of Cancellation in overnight batch**

**Notes:**

**Name: System shall match insurance filing/cancellation data to customer record**

**Notes:**

**Name: System shall put no match insurance filing/cancellation in queue for review by Operating Authority Technician**

**Notes:**

**Name: System shall update customer record with motor carrier insurance filing/cancellation**

**Notes:**

<b>Use Case Name:</b>	Suspend Operating Authority CLP/Fail to Maintain Insurance Filing		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	5/21/2008	<b>Modified on:</b>	5/22/2008

**Notes:** This process is used to suspend an operating authority CLP when customer fails to file insurance within 30 days of cancellation/expiration notice 46.2-2011.27, 46.2-2137

**Current:**

- Insurance cancellation is posted to operating authority record
- See Alt Flow: Pending insurance filing expiration
- System generates Insurance Cancellation letter
- System allows customer 30 days to file insurance
- System determines customer has not filed insurance within 30 days of cancellation letter
- See Alt Flow: Customer files insurance within 30 day deadline
- System generates Operating Authority Order of Suspension in overnight batch
- Mail Clerk mails Operating Authority Order of Suspension via certified mail

**Alt Flow: Pending Insurance filing expiration**

- System determines insurance filing will be expiring within 30 days
- Return to Normal Process

**Alt Flow: Customer files insurance within 30 day deadline**

- Insurance filing is posted to customer record
- System does NOT suspend operating authority CLP or generate correspondence
- Process ends

**Future:**

- Insurance cancellation is posted to operating authority record
- See Alt Flow: Pending insurance filing expiration
- System generates Insurance Cancellation letter
- System allows customer 30 days to file insurance
- System determines customer has not filed insurance within 30 days of cancellation letter
- See Alt Flow: Customer files insurance within 30 day deadline
- System generates Operating Authority Order of Suspension in overnight batch
- Invoke Communicate with Customer

**Alt Flow: Pending Insurance filing expiration**

- System determines insurance filing will be expiring within 30 days
- Return to Normal Process

**Alt Flow: Customer files insurance within 30 day deadline**

- Insurance filing is posted to customer record
- System does NOT suspend operating authority CLP or generate correspondence

-Process ends

LIO: Remove statutory requirement to mail CLP suspension order via certified mail

**Linked Requirements:**

**Name: System allows customer 30 days to file insurance once insurance cancellation is posted to customer record**

**Notes:**

**Name: System does NOT suspend operating authority CLP or generate correspondence when insurance is filed within 30 days of cancellation letter**

**Notes:**

**Name: System shall determine customer has not filed insurance within 30 days of cancellation letter**

**Notes:**

**Name: System shall determine insurance filing will be expiring within 30 days**

**Notes:**

**Name: System shall generate Operating Authority Order of Suspension in overnight batch**

**Notes:**