

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



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

Meeting called by: Angela Burrell

Carolyn Easley, Eula Moore-Anderson, Jackie Branche, James Junius, Terry Saunders, Margaret Skelton, Millicent Ford, Ronnie Hall, Yolanda Fleming, Mary Bassett, Sherrie Wells

Attendees:

Preparation for meetings:

Agenda for workshop on June 4th was distributed to team.




Session Goals and Objectives:

S&R clean-up: Completed previously documented process flows (scenarios) for Special Plates, Correspondence Judgment and Medical Review.

Summary:

Completed previously documented process flows (scenarios) for Special Plates, Correspondence Judgment and Medical Review. Scenarios included:

Special Plates:

-  Recall Personalized Plates
-  Review Requested Personalized Plates (MPL)
-  Review Requested Personalized Plates (Word Committee)

Correspondence Judgment:

-  Post Default Judgment

Medical Review:

-  Revoke Disabled Parking Placard/Plate

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 the above scenarios. Share this information with your co-workers so they may review and provide feedback.

Scenario Report with Requirements

Package: Special Plates

| | | | |
|----------------|--|--------------|----------|
| Detail: | | | |
| Use Case Name: | Recall Personalized Plates | | |
| Status: | Scripted | | |
| Author: | Credential Team | | |
| Created on: | 2/5/2008 | Modified on: | 6/5/2008 |
| Notes: | <p>This process is used to recall personalized license plates registered to a vehicle in Virginia that have been found to be in violation of the agency's screening guidelines</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer submits written request to review personalized license plate -Word Committee reviews request to determine plate is in violation of agency's screening guidelines -See Alt Flow: Plate is NOT in violation of screening guidelines -Special Plates Technician updates customer record to deactivate personalized plates and issue set of replacement license plates -Special Plates Technician updates QUIPS to indicate request and action taken on personalized plates -Special Plates Technician prepares pc-generated letter to vehicle owner advising personalized plates have been deactivated, along with replacement plates -Special Plates Technician e-mails SSG requesting personalized plate be added to No-No Table (1088) <p>Alt Flow: Plate is NOT in violation of screening guidelines</p> <ul style="list-style-type: none"> -Word Committee determines plates is NOT in violation of guidelines -No action taken against personalized plates -Special Plates Technician updates QUIPS to indicate request and action taken on personalized plates <p>Future:</p> <ul style="list-style-type: none"> -Customer submits written request to review personalized license plate -Special Plates Technician adds plate to questionable queue -Special Plates Manager queries questionable queue to extract possible recalls for committee review -Word Committee reviews request to determine plate is in violation of agency's screening guidelines -System adds plate to Table 1088 -See Alt Flow: Plate is NOT in violation of screening guidelines -Special Plates Technician updates questionable queue to recall personalized plates | | |

- System deactivates personalized plates and issue set of replacement plates (same plate type)
- System refunds personalized plate fee
- See Alt Flow: Plate Type No Longer Available
- System generates correspondence in real time in Special Plates Work Center to vehicle owner advising personalized plates have been deactivated, including refund information, along with replacement plates
- Special Plates Technician mails correspondence and replacement plates via first class mail
- Invoke Communicate with Customer

Alt Flow: Plate is NOT in violation of screening guidelines

- Word Committee determines plates is NOT in violation of guidelines
- No action taken against personalized plates
- Special Plates Technician updates questionable queue to show plate was reviewed/no action taken
- System maintains history of action/ no action taken on reviewed plates
- Process Ends

Alt Flow: Plate Type No Longer Available

- System issues standard blue and white replacement plates
- System refunds personalized and special plate fee
- Return to Normal Flow

Linked Requirements:

Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines

Notes: 46.2-713, 46.2-726

Name: Special Plates Technician shall mail correspondence and replacement plates via first class mail

Notes:

Name: System shall add recalled plate to Table 1088

Notes:

Name: System shall allow Special Plates Manager to query questionable queue to extract possible recalls for committee review

Notes:

Name: System shall allow Special Plates Technician to update questionable plate queue to show plate was reviewed/no action taken

Notes:

Name: System shall allow Special Plates Technician to update questionable plate queue to recall personalized plates

Notes:

Name: System shall deactivate personalized plates and issue set of replacement plates (same plate type)

Notes:

Name: System shall determine plate on vehicle record is no longer available and issue standard blue and white replacement plates

Notes:

Name: System shall generate correspondence in real time in Special Plates Work Center to vehicle owner advising personalized plates have been deactivated, including refund information, along with replacement plates

Notes:

Name: System shall maintain history of action/ no action taken on reviewed plates

Notes:

Name: System shall refund personalized and special plate fee

Notes:

Name: System shall refund personalized plate fee

Notes:

| | | | |
|----------------|--|--|--|
| Use Case Name: | Review Requested Personalized Plates (MPL) | | |
|----------------|--|--|--|

| | | | |
|---------|----------|--|--|
| Status: | Scripted | | |
|---------|----------|--|--|

| | | | |
|---------|-----------------|--|--|
| Author: | Credential Team | | |
|---------|-----------------|--|--|

| | | | |
|-------------|----------|--------------|----------|
| Created on: | 2/5/2008 | Modified on: | 6/5/2008 |
|-------------|----------|--------------|----------|

| | | | |
|--------|---|--|--|
| Notes: | <p>This process is used to screen requested personalized plates that have been ordered, NOT produced, that may be in violation of the agency's screening guidelines 46.2-726, 46.2-713</p> <p>Current:</p> <ul style="list-style-type: none">-Customer requests personalized license plate by mail, fax, internet, CSC, phone-System builds Manufactured Plate List of requested personalized license plate-Special Plates Representative manually reviews each Manufactured Plate list on system-Special Plates Representative places "Hold" indicator on questionable personalized plates-Special Plates Representative approves Manufactured Plate List for manufacturing by VCE-System places "Held" plates on next unapproved Manufactured Plate list-System generates OBJ3 letter in overnight batch-Special Plates Representative retrieves OBJ3 letters from SSG-Special Plates Representative researches system, internet sources, other reference materials to determine meaning of questionable plates-Special Plates Representative submits research findings to Special Plates Manager for review-Special Plates Manager reviews research findings-Special Plates Manager updates Manufactured Plate List and change "Hold" status to OBJ | | |
|--------|---|--|--|

- See Alt Flow: Send Plate to Word Committee
- See Alt Flow: Approve Plate
- System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

- Alt Flow: Send Plate to Word Committee
- Special Plates Manager schedules monthly Word Committee Meeting to evaluate questionable plate requests
- Invoke Review Questionable Personalized Plates (Word Committee)

- Alt Flow: Approve Plate
- Special Plates Manager determines plates can be released
- Special Plates Manager submits approved paperwork to Special Plates Technician
- Special Plates Representative updates Manufactured Plate List to remove "Hold" status, approves plate list

- Future:
- Customer requests personalized license plate by mail, fax, internet, CSC, phone
- System builds electronic Manufactured Plate List (MPL) of requested personalized license plate by plate type
- Special Plates Technician manually reviews each personalized Manufactured Plate list on system
- Special Plates Technician places "Hold" indicator on questionable personalized plates
- See Alt Flow: No questionable plates
- Special Plates Technician approves Manufactured Plate List
- System builds questionable queue of plates for review by Special Plates Manager
- Special Plates Manager queries questionable queue to extract "held" plates and associated vehicle data
- Special Plates Manager reviews queue of "held" plates
- Special Plates Manager updates queue and changes "Hold" status to OBJ
- See Alt Flow: Send Plate to Word Committee
- See Alt Flow: Approve Plate
- System adds plates to Table 1088
- System deactivates objectionable plates on vehicle record
- System refunds personalized plate fee
- Invoke Refund Customer
- System determines vehicle for objectionable plate has prior metal plate that can be reactivated
- See Alt Flow: No Prior Metal Plate
- System generates OBJ2 in real time
- System reactivates prior metal plate and maintains expiration date of objectionable personalized plate
- System generates registration card and decals in real time in Special Plates Work Center
- Special Plates Technician mails correspondence, registration card and decals via first class mail
- Invoke Communicate with Customer

| | |
|---|--|
| <p>-Process Ends</p> <p>-Alt Flow: No questionable plates</p> <p>-Special Plates Technician approves Manufactured Plate List</p> <p>-Process Ends</p> <p>-Alt Flow: Send Plate to Word Committee</p> <p>-Special Plate Manager updates queue to indicate requested plate is being reviewed by Word Committee</p> <p>-System builds queue for review by Word Committee, including appropriate vehicle data</p> <p>-Special Plates Manager schedules monthly Word Committee Meeting to evaluate questionable plate requests</p> <p>-Invoke Review Questionable Personalized Plates (Word Committee)</p> <p>Alt Flow: Approve Plate</p> <p>-Special Plates Manager determines plates can be released</p> <p>-Special Plates Manager updates queue to approved "Held" plate</p> <p>-System releases approved plates directly to VCE (new MPL)</p> <p>Alt Flow: No Prior Metal Plate</p> <p>-System generates OBJ1 in real time in Special Plates Work Center</p> <p>-System issues standard replacement plates</p> <p>-System generates registration card and decals in real time in Special Plates Work Center</p> <p>-Special Plates Technician mails correspondence, plates, registration card and decals via first class mail</p> <p>-Invoke Communicate with Customer</p> <p>-Process Ends</p> | |
|---|--|

Linked Requirements:

Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines

Notes: 46.2-713, 46.2-726

Name: Mail Clerk shall mail correspondence, registration card, decals via first class mail

Notes:

Name: System shall add objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

Notes:

Name: System shall allow Special Plate Manager to update queue to indicate requested plate is being reviewed by Word Committee

Notes:

Name: System shall allow Special Plates Manager to query questionable queue to extract "held" plates and associated data

Notes:

Name: System shall allow Special Plates Manager to update queue and change "Hold" status to OBJ

Notes:

Name: System shall allow Special Plates Manager to update queue to approve "Held" plate
Notes:

Name: System shall allow Special Plates Technician to approve Manufactured Plate List
Notes:

Name: System shall allow Special Plates Technician to place "Hold" indicator on questionable personalized plates
Notes:

Name: System shall allow Special Plates Technician to review each Manufactured Plate list on system
Notes:

Name: System shall allow Special Plates Technician/Manager to approve Manufactured Plate List
Notes:

Name: System shall build electronic Manufactured Plate List of requested personalized license plate by plate type
Notes:

Name: System shall build queue for review by Word Committee
Notes:

Name: System shall build queue of "held" plates for review by Special Plates Manager
Notes:

Name: System shall deactivate questionable plate on customer record
Notes:

Name: System shall determine vehicle for objectionable plate has metal tags in temp tag field and reactivates plate
Notes:

Name: System shall determine vehicle for objectionable plate has prior metal plate that can be reactivated
Notes:

Name: System shall generate OBJ1 in real time in Special Plates Work Center
Notes:

Name: System shall generate OBJ2 in real time in Special Plates Work Center
Notes:

Name: System shall generate registration card and decals in real time in Special Plates Work Center
Notes:

Name: System shall generate registration card and decals in real time in Special Plates Work Center for reactivated license plate
Notes:

Name: System shall issue standard replacment plates
Notes:

Name: System shall reactivate prior metal plate and maintain expiration date of objectionable personalized plate
Notes:

Name: System shall refund personalized plate fee

Notes:

Name: System shall release approved questionable plates directly to VCE on new MPL

Notes:

| | | | |
|----------------|---|--------------|----------|
| Use Case Name: | Review Requested Personalized Plates (Word Committee) | | |
| Status: | Scripted | | |
| Author: | Credential Team | | |
| Created on: | 3/17/2008 | Modified on: | 6/4/2008 |

Notes: This process is used to review questionable personalized license plates referred to the Word Committee by the Special Plates Manager

Current:

- Special Plates Manager builds manual list of questionable personalized license plates on a monthly basis
- Word Committee meets to review questionable plates on list
- Word Committee approves questionable plate for manufacture
- See Alt Flow: Deny Plate
- Special Plates Manager/Representative updates Manufactured Plate List to remove "Hold" indicator
- Special Plates Manager/Representative updates QUIPS system to indicate plate was referred to Word Committee and Committee's decision

Alt Flow: Deny Plate

- Word Committee determines questionable plate is in violation of the agency's screening guidelines
- Special Plates Manager/Representative updates Manufactured Plate List to change "Hold" indicator to "Obj"
- Recalled Plate, Invoke Recall Personalized Plate
- System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

Future:

- Word Committee meets to review questionable plates in queue
- Word Committee determines plates can be released
- See Alt Flow: Deny Plate
- Special Plates Manager updates queue to approved "Held" plate
- System releases approved plates directly to VCE (new MPL)

Alt Flow: Deny Plate

- Word Committee determines plate is objectionable
- Special Plates Manager updates queue and changes "Hold" status to OBJ
- System adds plates to Table 1088
- System deactivates objectionable plates on vehicle record

- System refunds personalized plate fee
- Invoke Refund Customer
- System determines vehicle for objectionable plate has prior metal plate that can be reactivated
- See Alt Flow: No Prior Metal Plate
- System generates OBJ2 in real time
- System reactivates prior metal plate and maintains expiration date of objectionable personalized plate
- System generates registration card and decals in real time in Special Plates Work Center
- Special Plates Technician mails correspondence, registration card and decals via first class mail
- Invoke Communicate with Customer
- Process Ends

- Alt Flow: No Prior Metal Plate
- System generates OBJ1 in real time in Special Plates Work Center
- System issues standard replacement plates
- System generates registration card and decals in real time in Special Plates Work Center
- Special Plates Technician mails correspondence, plates, registration card and decals via first class mail
- Invoke Communicate with Customer
- Process Ends

Linked Requirements:

Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines

Notes: 46.2-713, 46.2-726

Name: System shall add objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

Notes:

Name: System shall allow Special Plate Manager to update queue to indicate requested plate is being reviewed by Word Committee

Notes:

Name: System shall allow Special Plates Manager to update queue and change "Hold" status to OBJ

Notes:

Name: System shall allow Special Plates Manager to update queue to approve "Held" plate

Notes:

Name: System shall allow Special Plates Technician to place "Hold" indicator on questionable personalized plates

Notes:

Name: System shall allow Special Plates Technician to review each Manufactured Plate list on system

Notes:

Name: System shall allow Special Plates Technician/Manager to approve Manufactured Plate List

Notes:

Name: System shall build queue for review by Word Committee

Notes:

Name: System shall build queue of "held" plates for review by Special Plates Manager

Notes:

Name: System shall determine vehicle for objectionable plate has metal tags in temp tag field and reactivates plate

Notes:

Name: System shall generate registration card and decals in real time in Special Plates Work Center for reactivated license plate

Notes:

Scenario Report with Requirements

Package: Unsatisfied Judgments

| | | | |
|----------------|--|--------------|----------|
| Use Case Name: | Post Default Judgment | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 3/31/2008 | Modified on: | 6/4/2008 |
| Notes: | <p>This process is used to suspend an individual's driving and registration privileges when he has defaulted on court-order installment agreements or creditor's consent (JG02) (46.2-423)</p> <p>Current:</p> <ul style="list-style-type: none">-Judgment creditor files letter with DMV indicating individual has defaulted on payment arrangement for unsatisfied judgment (creditor's consent must be at least 6 month old)-See Alt Flow: Action CANNOT be taken-Correspondence/Judgment Technician updates customer record to add default judgment-System immediately suspends customer driving and registration privileges (includes reinstatement, judgment compliance, legal presence if applicable)-System generates Default Judgment Order in overnight batch-See Alt Flow: System does NOT produce default judgment order-Correspondence/Judgment Technician retrieves Default Judgment Order to review and notify creditor and certify other DMV authorities that action has been taken-Mail Clerk mails Default Judgment Order via first class mail-Correspondence/Judgment Technician prepares default judgment documentation for scanning and forwards to Imaging Work Center-Default Judgment documentation is returned to Correspondence/Judgment Work Center for indexing | | |

-Correspondence/Judgment Technician indexes default Judgment documentation

-Alt Flow: Action CANNOT be taken

-Correspondence/Judgment Technician determines action cannot be taken on default judgment

-Correspondence/Judgment Technician prepares notification to Creditor advising action cannot be taken

Alt Flow: System does NOT produce default judgment order

-System determines unsatisfied judgment suspension is still effective

-System does NOT produce Default Judgment Order

-Correspondence/Judgment Technician generates pc-generated letter to creditor advising judgment remains unsatisfied and driving/registration privileges remain suspended

Future:

-Judgment creditor files letter with DMV indicating individual has defaulted on payment arrangement for unsatisfied judgment (creditor's consent must be at least 6 month old)

-See Alt Flow: Action CANNOT be taken

-Mail clerk images judgment creditor document

-Invoke Image Document

-System builds queue of judgement creditor documents for review by Correspondence/Judgment Technician

-Correspondence/Judgment Technician reviews queue and matches to appropriate customer record

-Correspondence/Judgment Technician updates customer record to add default judgment

-System immediately suspends customer driving and registration privileges (includes reinstatement, judgment compliance, legal presence if applicable)

-System generates Default Judgment Order to customer, judgment creditor and other state DMV's upon request in overnight batch

-See Alt Flow: System does NOT produce default judgment order

-Process Ends

-Alt Flow: Action CANNOT be taken

-Correspondence/Judgment Technician determines action cannot be taken on default judgment

-Correspondence/Judgment Technician updates customer record to show default judgment information can not be acted upon

-System generates notification to Creditor advising action cannot be taken

-Process Ends

Alt Flow: System does NOT produce default judgment order

-System determines unsatisfied judgment suspension is still effective

-System does NOT produce Default Judgment Order

-System generates letter to creditor advising judgment remains unsatisfied and driving/registration privileges remain suspended

-Process Ends

Linked Requirements:

Name: Correspondence/Judgment Technician shall scan default documentation and attaches to customer record

Notes:

Name: DMV shall suspend an individual's driving and registration privilege based on a default of a court-order installment agreement or creditor's consent

Notes: 46.2-423

Name: System shall accept posting of Default Judgment date when original unsatisfied judgment is effective

Notes:

Name: System shall allow Correspondence /Judgment Technician to update queue that no action will be taken

Notes:

Name: System shall allow Correspondence Judgement Technician to review queue to determine action

Notes:

Name: System shall allow Correspondence/Judgment Technician to update customer record to add default judgment and other states to notify of action taken and any changes to creditor information

Notes:

Name: System shall build queue of documentation for Default Judgment for review by Correspondence Judgement Technician

Notes:

Name: System shall determine unsatisfied judgment suspension is still effective

Notes:

Name: System shall generate correspondence to creditor and other states advising of action taken (needs to drafted)

Notes:

Name: System shall generate Default Judgment Order (JG02) in overnight batch

Notes:

Name: System shall generate letter to creditor advising judgment remains unsatisfied and driving/registration privileges remain suspended (needs to be drafted)

Notes:

Name: System shall generate notification to Creditor advising action cannot be taken (needs to be drafted)

Notes:

Name: System shall immediately suspend customer driving and registration privileges (includes reinstatement, judgment compliance, legal presence if applicable)

Notes:

Name: System shall not produce Default Judgment Order when original unsatisfied judgment suspension is effective (JG01)

Notes:

Scenario Report with Requirements

Package: Disabled Placards

| | | | |
|-----------------------|---|---------------------|----------|
| Use Case Name: | Revoke Disabled Parking Placard/Plate | | |
| Status: | Identified | | |
| Author: | Credential Team | | |
| Created on: | 1/29/2008 | Modified on: | 6/5/2008 |
| Notes: | <p>This process is used to revoke an individual's disabled parking placard/license plate when convicted of statute 46.2-1247-1253</p> <p>Current:</p> <ul style="list-style-type: none"> -Courts submits conviction of 46.2-1247-1253 -Invoke Post Conviction -See Alt Flow: No placard or plate number -System posts conviction to customer record -System revokes the disabled privileges of the individual on the conviction and/or owner of the plate or placard -System generates Disabled Parking Placard/Plate Revocation Order (DP03) in overnight batch -Mail Services mails Disabled Parking Placard/Plate Revocation Order (DP03) via first class mail <p>Alt Flow: No placard or plate number</p> <ul style="list-style-type: none"> -System produces report of convictions 46.2-1247-1253 that do not contain disabled placard or plates number -Medical Review Technician contacts court to obtain the information -See Alt Flow: Missing information not available -Medical Review Technician updates customer record with disabled placard/plate information -Return to normal process <p>Alt Flow: Missing information not available</p> <ul style="list-style-type: none"> -No action taken -Process Ends <p>Future:</p> <ul style="list-style-type: none"> -Law Enforcements submits electronic notification of offense of 46.2-1247-1253 -See Alt Flow: Paper Submission -System builds a queue of electronic notifications -Queue matches to appropriate customer record -System updates customer record to stop disabled parking placard/plate issuance -System waits to receive the conviction information or notice of dismissal -Courts shall submit electronic conviction of 46.2-1247-1253 including disabled | | |

information

- CAIS shall prevent transmission of conviction of 46.2-1247-1253 that is missing disabled parking/plate number
- See Alt Flow:
- Invoke Post Conviction
- System revokes the disabled privileges of the individual on the conviction and/or owner of the plate or placard
- System generates Disabled Parking Placard/Plate Revocation Order (DP03) in overnight batch
- Invoke Communicate with Customer

Alt Flow: Paper Submission

- System builds a queue of Law Enforcement of notification of disabled offenses
- Conviction Processing Technician reviews queue and matches to appropriate customer record
- See Alt Flow: No record found
- Conviction Processing Technician updates customer record to stop disabled parking placard/plate issuance
- Return to normal process

Alt Flow: No record found

- Invoke Create Customer Record
- Return to normal process

Alt Flow: Courts submits dismissal information for offenses of 46.2-1247-1253

- System will remove the stop from person cited or the owner of the plate/placard
- Process Ends

LIO: Re-write 46.2 ? 1256B to be clearer on our authority to revoke (Millicent)

Linked Requirements:

Name: CAIS shall prevent transmission of conviction of 46.2-1247-1253 that is missing disabled parking/plate number

Notes:

Name: Conviction Processing Technician shall review queue and match to appropriate customer record

Notes:

Name: Conviction Processing Technician shall update customer record to stop disabled parking placard/plate issuance

Notes:

Name: Court shall submit dismissal information for offenses of 46.2-1247-1253

Notes:

Name: Disable parking offense queue shall match to appropriate customer record

Notes:

Name: DMV shall revoke the disabled placard/plate privilege of an individual convicted of 46.2-1247-1253

Notes:

Name: Law Enforcements shall submit electronic notification of offense of 46.2-1247-1253

Notes:

Name: System shall build a queue of electronic notifications

Notes:

Name: System shall build a queue of Law Enforcement notification of disabled offenses

Notes:

Name: System shall generate Disabled Parking Placard/Plate Revocation Order (DP03) in overnight batch

Notes:

Name: System shall remove the stop from person cited or the owner of the plate/placard when offense is dismissed

Notes:

Name: System shall revoke the disabled privileges of the individual on the conviction and/or owner of the plate or placard

Notes:

Name: System shall update customer record to stop disabled parking placard/plate issuance

Notes:

Name: System shall wait to receive the conviction information or notice of dismissal

Notes: