

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: August 20, 2008
Time: 9 am – 12:15 pm
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Millicent Ford, Brenda Patron, Natalya Khabinsky, Jim Davidson

Preparation for meetings:

Agenda for workshop on August 20th was distributed to team.

Session Goals and Objectives:

Review list of unfinished use cases, determine those than can be eliminated, and define those needing to be defined.

Summary:

The team defined the scenario for:

- ❖ processing petitions for restrictions/restoration of an indefinite revocation (DUI 3rd, Habitual Offender, Voluntary/Involuntary Manslaughter resulting from operating a motor vehicle)
- ❖ Revoke for Non-Compliance with VASAP

The team determined that paper court orders are the same as paper convictions. The Post/Amend/Delete Conviction use case will be revised to include court order.

Millicent asked that the Report Individuals to DBVI use case be revised to include Department of Rehabilitative Services - **Completed**

Plans for Next Workshop:

Millicent asked that the team define a use case for courts to transmit data to DMV to advise an individual has been directed by the court to complete a Driver Improvement Clinic.

Millicent asked that the team define a use case to send secure data to the Attorney General's Office.

Homework for Next Workshop:

Jim and Natalya will draft a requirement and put in the Require Customer to Complete Driver Improvement Clinic – Refactored use case for the following:

- ❖ Individual is charged with a demerit point offense. Prior to conviction date, he voluntarily completes a Driver Improvement Clinic. System awards less than five safe driving points because he can accumulate maximum of five. Conviction is posted to customer record and demerit points assigned, reducing total of safe driving points. System determines Clinic completed after offense date, prior to conviction date, awarded less than five safe driving points, system awards remaining safe driving points, not previously awarded.

Scenario Report with Requirements

Detail:			
Use Case Name:	Process Petition for Restriction/Restoration on Indefinite Revocation		
Status:	Scripted		
Author:	Credential Team		
Created on:	2/5/2008	Modified on:	8/20/2008
Notes:	<p>This process is used by individuals to petition the court for restricted privileges, restoration of driver privileges on indefinite revocations (habitual offender, DUI Third, Involuntary/Voluntary Manslaughter resulting from driving a motor vehicle) 46.2-391, 46.2-360, 46.2-361, 46.2-358, 46.2-359 (Response must be within 21 days or court date, whichever comes first)</p> <p>Current:</p> <ul style="list-style-type: none"> -Court Suspension Work Center receives paper petition via Personal Service (Richmond City Sheriff's Office, Private Processor), mail, fax -Court Suspension Technician date stamps petition and indicates method of service -Paper petitions are distributed to Court Suspension Technicians -Court Suspension Technician logs petition into Access database (customer name, -Court Suspension Technician reviews petition to determine statutory authority used for petition -Court Suspension Technician reviews customer record to ensure customer is eligible for restrictions/restoration -Court Suspension Technician reviews complete customer record and driver transcript for incorrect data on record and fixes incorrect data See Alt Flow: Customer ineligible for restriction/restoration -See Alt Flow: Customer eligible for restriction/restoration but other conditions exists to prevent restrictions/restoration -Court Suspension Technician prepares pc-generated draft response to petition to Commonwealth Attorney, driver, court clerk, attorney and attaches driver transcript -Court Suspension Manager reviews draft response and driver transcript for accuracy -See Alt Flow: Draft response, driver transcript incorrect Court Suspension Manager returns draft response, driver transcript to Court Suspension Technician -Court Suspension Technician prints final response and mails response, driver transcript to all parties via first class mail -See Alt Flow: Expedited Response <p>Alt Flow: Customer ineligible for restriction/restoration</p> <ul style="list-style-type: none"> -Court Suspension Technician determines customer is ineligible for restriction/restoration 		

-Court Suspension Technician prepares pc-generated response advising customer is ineligible and attaches driver transcript
 -Court Suspension Manager reviews draft response, driver transcript for accuracy
-See Alt Flow: Draft response, driver transcript incorrect
 Court Suspension Manager returns draft response, driver transcript to Court Suspension Technician
 -Court Suspension Technician prints final response and mails response, driver transcript to all parties via first class mail
-See Alt Flow: Expedited Response

-Alt Flow: Draft response, driver transcript incorrect
 -Court Suspension Manager determines draft response/driver transcript is incorrect
 -Court Suspension Manager notes errors on draft response and/or driver transcript and returns to Court Suspension Technician
 -Court Suspension Technician makes correction to draft response, driver transcripts
-See Alt Flow: SSG Needed to Make Correction
 -Court Suspension Manager makes final review of response and driver transcript
 -Court Suspension Manager returns response and driver transcript to Court Suspension Technician
 -Court Suspension Technician mails final response, driver transcript to all parties

Alt Flow: Customer eligible for restriction/restoration but other conditions exists to prevent restrictions/restoration
 -Court Suspension Technician determines customer eligible for restrictions, restoration but customer record contains other outstanding reinstatement requirements
 -Court Suspension prepares draft response to include information about other outstanding reinstatement requirements
 -Return to normal process

Note: Currently only include information on major outstanding requirements (drug violation, consecutive suspension, indefinite revocation/suspension)

Alt Flow: Expedited Response (court date within three days)
 -Court Suspension Technician faxes response, driver transcript to Clerk of Court

Alt Flow: SSG Needed to Make Correction
 -Court Suspension Technician request SSG to correct customer record
 -Return to Normal Process

Future:
 -Court Suspension Work Center receives paper petition via Personal Service (Richmond City Sheriff's Office, Private Processor), mail, fax
 -Invoke Image Document
 -System builds queue of imaged petitions for review by Court Suspension Technician
 -Invoke Use Automated Work Flow
 -Court Suspension Technician reviews queue and updates customer to show petition received, code sections for petition, type of indefinite revocation, court,

court date and time, court type, Commonwealth Attorney, petition received date, attorney name

- System determines customer is eligible/ineligible
- System prompts Court Suspension Technician to review complete customer record
- Court Suspension Technician reviews customer record for accuracy and prompts system to generate electronic draft response and driver transcript
- See Alt Flow: Customer Record contains incorrect data**
- System generates electronic response, driver transcript and builds queue for review by Court Suspension Technician
- Court Suspension Technician reviews electronic response, driver transcript and edits response as necessary
- Court Suspension Technician releases draft response, driver transcript to Court Suspension Manager
- System builds queue of draft response, driver transcript for review by Court Suspension Manager
- Court Suspension Manager reviews draft response, driver transcript and releases for printing
- See Alt Flow: Corrections Needed**
- System generates three copies of final response, driver transcript and envelopes real time in work center
- Court Suspension Technician mails final response, driver transcript to Commonwealth Attorney, driver or attorney, court clerk
- Invoke Communicate with Party
- See Alt Flow: Expedited Service**

Alt Flow: Customer Record contains incorrect data

- Court Suspension Technician makes necessary corrections to customer record
- Return to Normal Process

Alt Flow: Corrections Needed

- Court Suspension Manager indicates corrections needed on electronic draft response, driver transcript and returns to Court Suspension Technician (method to be determined)
- System builds queue of draft responses needing corrections for review by Court Suspension Technician
- Court Suspension Technician makes needed correction and releases to Court Suspension Manager
- Return to Normal Process

Alt Flow: Expedited Service

- Court Suspension Technician faxes response, driver transcript to Court Clerk

Linked Requirements:

Name: Court Suspension Technician shall mail final response, driver transcript to Commonwealth Attorney, driver or attorney, court clerk

Notes:

Name: System shall build queue of draft response, driver transcript for review by Court Suspension Manager

Notes:

Name: System shall generate three copies of final response, driver transcript and envelopes real time in work center

Notes:

Name: System shall allow Court Suspension Manager to indicate corrections needed on electronic draft response, driver transcript and return to Court Suspension Technician (method to be determined)

Notes:

Name: System shall allow Court Suspension Manager to review draft response, driver transcript and release for printing

Notes:

Name: System shall allow Court Suspension Technician to make necessary corrections to customer record

Notes:

Name: System shall allow Court Suspension Technician to make needed correction and release to Court Suspension Manager

Notes:

Name: System shall allow Court Suspension Technician to release draft response, driver transcript to Court Suspension Manager

Notes:

Name: System shall allow Court Suspension Technician to review customer record for accuracy and prompt system to generate electronic draft response and driver transcript

Notes:

Name: System shall allow Court Suspension Technician to review electronic response, driver transcript and edit response as necessary

Notes:

Name: System shall allow Court Suspension Technician to review queue and update customer to show petition received

Notes: Case Number on the petition, customer SS# and name, petition received date, court date, court type, filing attorney, petition served by, method of service, Court Suspension Technician assigned to petition, date the petition was assigned to the technician, petition type and court jurisdiction

Name: System shall build queue of draft responses needing corrections for review by Court Suspension Technician

Notes:

Name: System shall build queue of imaged petitions for review by Court Suspension Technician

Notes:

Name: System shall determine customer is eligible/ineligible to petition for restriction/restoration of indefinite revocation

Notes: eligible to petition for restrictions three years after conviction date
eligible to petition for restoration five years after conviction date

Name: System shall generate electronic response, driver transcript and build queue for review by Court Suspension Technician

Notes:

Name: System shall prompt Court Suspension Technician to review complete customer record once petition is posted to customer record

Notes:

