

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: October 3, 2007
Location: Room 730E

Meeting called by: Angela Burrell

Attendees: Jackie Mines, Brenda Patron, Brenda Lewis, Millin Jefferson, Daniel Sekerdy, Donyale Walker, Yulonda Kelley, Millicent Ford,

Preparation for meeting:

Workshop minutes from September 26th and agenda for workshop on October 3rd were distributed to team.

Session Goals and Objectives:

Document detailed processes flows (scenarios) for Conviction Processing (posting paper convictions).

Summary:

The team briefly reviewed the scenarios previously defined in Driver Improvement. LaTrice explained the new flow of the work shop including the capturing of requirements for up-front validation and the clean up of the scenario names. The team was assured that no content would be changed without further validation.

The team began documenting the scenarios for Conviction Processing (minor).

Scenarios that were defined:

- ✚ Pickup Documents related to Convictions and Suspensions
- ✚ Post Paper Conviction (minor) and Suspension Documents

They team also identified several "invoke" processes that will have to be documented in future session.

- ✚ Calculate Abuser Fees
- ✚ Calculate Toll Violation
- ✚ Impose Court Period of Time Suspension
- ✚ Impose Fines and Cost Court Suspension
- ✚ Impose Reinstate Driving Privileges

LaTrice and Jim will continue to meet with Jackie Branche, Medical Review Services to define scenarios for Notices in Medical

Plans for Next Workshop:

Continue to define scenarios for Conviction Processing.

Homework for Next Workshop:

A report from EA is attached that shows the Conviction Processing Scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: Conviction Processing

Detail:			
Use Case Name:	Correct Improperly Posted Convictions		
Status:			
Author:			
Created on:	10/3/2007	Modified on:	10/3/2007
Notes:			
Linked Requirements:			

Use Case Name:	Pickup Documents Related to Convictions & Suspensions		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/4/2007
Notes:	<p>Manually posting paper convictions documents received from courts in-state or out-of-state to customer record. Applies to both conviction processing and court convictions</p> <p>CURRENT:</p> <ul style="list-style-type: none"> -Mailroom receives paper convictions -Court Suspension(CS)/Conviction Processing (CP) technician picks up court documents from mailroom -CS/CP technician picks up Court Automated Information System (CAIS) Error listing from SSG -CS/CP technician checks conveyor for additional court documents -ALT Flow court documents received by fax -CS/CP technician separates court documents into appropriate categories: CS: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license (DSA-10), surrendered license, petitions for restorations or restricted privileges, compliances (fines & cost paid receipts), Commercial Drivers License (CDL) major conviction CP: out-of-state, VA, court orders (minor convictions), amended, juvenile findings, surrendered license, request for DI restrictions, CDL minor convictions -CS/CP technician routes incorrect documents to appropriate department <p>Invokes process convictions for Court Suspensions</p> <p>Invoke process convictions for Conviction Processing</p> <p>ALT Flow</p> <ul style="list-style-type: none"> -Received by fax <p>FUTURE</p> <ul style="list-style-type: none"> -Mailroom receives and scans documents -System captures document receipt date in mailroom -Mailroom routes documents electronically to conviction processing or court suspension work center queue 		

- System captures route date
- System captures date received in work center
- CS/CP technician separates court documents electronically into appropriate sub-queues:
- CS: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license (DSA-10), surrendered license, petitions for restorations or restricted privileges, compliances (fines & cost paid receipts), Commercial Drivers License (CDL) major conviction
- CP: out-of-state, VA, court orders (minor convictions), amended, juvenile findings, surrendered license, request for DI restrictions, CDL minor convictions
- CS/CP technician electronically routes incorrect documents to appropriate department queue

Linked Requirements:

Name: The system shall allow Court Suspension and Conviction Processing technician to electronically route incorrect documents to appropriate department queues

Notes:

Name: The system shall allow Court Suspension and Conviction Processing technician to separate court documents electronically into appropriate sub-queues.

Notes:

Name: The system shall capture conviction & suspension document receipt date

Notes:

Name: The system shall capture date conviction & suspension documents were opened in work center queues

Notes:

Name: The system shall capture date documents routed to conviction processing & court suspension work centers queue

Notes:

Name: The system shall receive and scan convictions & suspensions documents

Notes:

Name: The system shall route conviction & suspension documents electronically to conviction processing or court suspension work center queue

Notes: CS sub-queues: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license (DSA-10), surrendered license, petitions for restorations or restricted privileges, compliances (fines & cost paid receipts), Commercial Drivers License (CDL) major conviction

CP sub-queues: out-of-state, VA, court orders (minor convictions), amended, juvenile findings, surrendered license, request for DI restrictions, CDL minor convictions

Use Case Name:	Post Paper Convictions (minor) and Suspension documents		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/4/2007
Notes:	<p>Conviction Processing Technician post minor convictions received from courts to customer records.</p> <p>Current:</p> <ul style="list-style-type: none"> -CP Technician reviews documentation to make sure all required information is included -Alt flow conviction documents incomplete -CP Technician determines customers name, Social Security Number, or date of birth 		

-CP Technician uses the identifying information to determine if customer has an existing record in CSS

-Alt Flow for multiple records

-Alt Flow for duplicate records

-Alt Flow if no record exists

-CP technician accesses customer record

Alt Flow no Virginia code on conviction/suspension documents

Alt Flow for out-of-state conviction

-CP technician enters conviction and/or suspension information (Virginia or US Statute Code)

-Alt flow codes not on CSS Maintenance Table 2033

-System adds conviction and/or suspension information to customer record

-Alt flow for duplicate convictions

-System assigns demerit points, if a demerit point violation INVOKE Impose demerit points

-Invoke DI Action

-Invoke Calculate Abuser Fees

-Invoke Calculate toll violation

-Invoke Impose Court Period of Time Suspension

-System recognized court directed DMV to suspend for non payment of fines & cost

-Invoke Impose Fines & Cost Court Suspension notice

-Invokes Impose Reinstatement to driving privileges if applicable

Alt Flow conviction documents incomplete

-CP Technician mails documents and cover sheet with information on why its being returned

-CP Technician updates local Access database

-CP Technician monitors database to see if returned information has been received

-CP technician call court in two weeks if information has not been received

Alt Flow for multiple records

-CP Technician determines which record is primary by matching name, date or birth, vehicle information and any other information

-CP Technician completed documentation for SSG

-CP Office Manager has to review and sign documentation

-CP Technician delivers to SSG

-Invoke SSG combine multiple records

-SSG combines the record

-Process returns to original flow

Alt Flow for duplicate records

-CP Technician determines that customer has no record on file

-CP Technician adds customer record to system

-CP Technician receives message "Duplicate record exists"

-CP Technician makes copy of documentation and/or screen prints and sends to Data Integrity representative

-Invoke Data Integrity resolve duplicate record

-Data Integrity representative returns documentation to original CP Technician

-Process returns to original flow

Alt Flow if no record exists

-CP Technician determines that customer has no record on file

-CP Technician adds customer record to system

-Invoke Add Customer

-Process returns to original flow

Alt Flow no Virginia code on conviction/suspension documents
-CP Technician review conviction code table to identify the appropriate code section for the description listed on the document
-CP Technician selects the appropriate code and enters the conviction on the record
-Alt Flow no code available
-Process returns to original flow

Alt Flow no code available
-CP Technician enters the conviction to the CDL OOS work center menu where there is no statutory codes

ALT Flow for out-of-state conviction
-CP Technician reviews ACD Code table to identify comparable Virginia code
-CP Technician selects the appropriate code and enters the conviction on the record

-Alt Flow no code available
-Process returns to original flow

Alt Flow codes not on CSS Maintenance Table 2033
-CP Technician forwards to CP Manager for review

Alt Flow for duplicate convictions
-CP Technician enters the conviction data
-System indicates a possible duplicate conviction
-CP Technician researches the convictions to determine whether it's one in the same
-CP Technician enters the code along with conviction information to override "possible duplicate" message
-Process returns to original flow

Future
-CP Technician reviews work in sub-queue
-CP Technician reviews documentation to make sure all required information is included
-Alt Flow conviction documents incomplete
-CP Technician determines customers name, Social Security Number, or date of birth
-CP Technician uses the identifying information to determine if customer has an existing record in system
-If multiple records Invoke Future State resolve multiple records
-If duplicate records Invoke Future State resolve duplicate records
-Alt Flow if no record exists

-CP technician accesses customer record
Alt Flow no Virginia code on conviction/suspension documents
Alt Flow for out-of-state conviction
-CP technician enters conviction and/or suspension information (Virginia or US Statute Code)
-Alt Flow codes not on CSS Maintenance Table 2033
-System adds conviction and/or suspension information to customer record
-If duplicate convictions Invoke Future State resolve duplicate convictions
-System assigns demerit points, if a demerit point violation INVOKE Impose demerit points
-Invoke DI Action if applicable
-Invoke Calculate Abuser Fees if applicable
-Invoke Calculate Toll Violation if applicable

- Invoke Court Period of Time Suspension if applicable
- Invoke Impose Fines & Cost Court Suspension notice if applicable
- Invokes Impose Reinstatement of Driving Privileges if applicable

Alt Flow conviction documents incomplete

- CP Technician will update unable to process queue with information on the document being returned and the reason
- System generates electronic response to sender on incomplete information
- System generates electronic correspondence to sender

Alt Flow if no record exists

- CP Technician determines that customer has no record on file
- CP Technician adds customer record to system
- Invoke Add Customer
- Process returns to original flow

Alt Flow no Virginia code on conviction/suspension documents

- CP Technician review conviction code table to identify the appropriate code section for the description listed on the document
- CP Technician selects the appropriate code and enters the conviction on the record

-Alt Flow no code available

- Process returns to original flow

Alt Flow no code available

- CP Technician will post to the customer record as

NOTE: Millicent will provide additional data

Alt Flow for out-of-state conviction

- System will allow CP Technician to enter ACD Code from Incoming Conviction Codes (Table 1035)
- System will convert ACD Code to Virginia code

-Alt Flow no code available

- Process returns to original flow

Alt Flow codes not on CSS Maintenance Table 2033

- CP Technician forwards to CP Manager queue for review

Linked Requirements:

Name: The system shall add conviction and/or suspension information to customer record

Notes:

Name: The system shall allow DMV to post convictions 46.2-383

Notes:

Name: The system shall assigns demerit points

Notes:

Name: The system shall check "pending and unable to process queues" to verify conviction and/or suspension exists.

Notes:

Name: The system shall compare pending queue with convictions already posted on customer records to identify duplicates.

Notes:

Name: The system shall generate electronic responses to senders when DMV receives unusable information.

Notes: Incomplete documents
Illegible documents
Incorrect data

Name: The system shall identify the teller who initiated the return letter

Notes:

Name: The system shall populate the return letter with data on the reason documentation is being returned and the type of document

Notes:

Name: The system shall require entry of customer number and a second identifying data element to confirm the correct record is being updated.

Notes:

Name: The system shall use conviction codes from existing Incoming convictions from out of state (Table 1035)

Notes:

Name: The system shall use conviction codes from Virginia conviction codes (Table 2033)

Notes: Table that contains any convictions that display on a customers record. They could be convictions that are no longer in effect.(appealed) Contain active and inactive codes.

Use Case Name:	Use Case1		
Status:	Proposed		
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:			
Linked Requirements:			