

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: October 17, 2007
Location: Room 730E/702

Meeting called by: Angela Burrell

Attendees: Jackie Mines, Brenda Patron, Daniel Sekerdy, Linda Simmons, Donyale Walker, Yulonda Kelley, Millicent Ford, Gary Ham, Martha Savage, Sylvester Jones, Shirley Jeffers, Donna Bryant, Jackie Gardner

Preparation for meeting:

Workshop minutes from October 10th and agenda for workshop on October 17th were distributed to team.

Session Goals and Objectives:

Document detailed processes flows (scenarios) for Conviction Processing and Suspension.

Summary:

The team reviewed and adjusted the below previously defined scenarios in Conviction Processing.

Scenarios include:

- ✚ Post Paper Convictions (major) and Suspension documents
- ✚ Post Paper Convictions (minor) and Suspension documents
- ✚ Pickup Documents Related to Convictions & Suspensions

Additionally the team defined new scenarios listed below:

- ✚ Suspend for Failure to Appear for Warrant
- ✚ Suspend for Failure to Comply with Out-of-State Conviction
- ✚ Suspend for Failure to pay Child Support
- ✚ Process Virginia Conviction (Major) on Out-of-State Driver
- ✚ Process Virginia Conviction (Minor) on Out-of-State Driver

Plans for Next Workshop:

The team will meet with Medical Review Services for the next two weeks to continue to document detailed process flows.

Homework for Next Workshop:

Brenda Patron is verifying, "why we don't post out-of-state convictions for reckless driving, UMV, Driving while Intoxicated, etc..." Feedback to be provided at our next session.

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

Scenario Report with Requirements

Package: Conviction Processing

Detail:			
Use Case Name:	Calculate Toll Violation		
Status:			
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:			
Linked Requirements:			

Use Case Name:	Correct Improperly Posted Convictions		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/12/2007
Notes:			
Linked Requirements:			

Use Case Name:	Impose Court Period of Time Suspension		
Status:			
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:			
Linked Requirements:			

Use Case Name:	Impose Reinstatement of Driving Privileges		
Status:			
Author:	Credential Team		
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:	Requirements for reinstatement.		
Linked Requirements:			

Use Case Name:	Initiate Fines & Cost Court Suspension Notice		
Status:			
Author:			
Created on:	10/4/2007	Modified on:	10/4/2007
Notes:			
Linked Requirements:			

Use Case Name:	Maintain Orders		
Status:			
Author:	Credential Team		
Created on:	10/10/2007	Modified on:	10/12/2007

Notes:			
Linked Requirements:			
Use Case Name:	Pickup Documents Related to Convictions & Suspensions		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/18/2007
Notes:	<p>This process applies to 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 Post Paper Convictions (major) and Suspension Documents Invoke Post Paper Convictions (minor) and Suspension Documents</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 <p>Alt Flow: Mail Services routes paper convictions/court order from Virginia courts to conviction processing or court suspension</p> <ul style="list-style-type: none"> -System captures route date -System captures date received in work center -CS/CP Technician separates court documents electronically into appropriate sub-queues: <p>CS/CP Technician: out-of-state conviction for Virginia driver, Virginia conviction for out-of-state driver, 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</p> <ul style="list-style-type: none"> -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 priviledges, 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 for Virginia Drivers		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/18/2007
Notes:	This process applies to Conviction Processing Technicians posting minor convictions received from courts to customer records. Current: -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 -CP Technician determines if conviction is original or amended. -Alt Flow amended conviction-Invoke Post Amended Conviction Use Case -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 Court Period of Time Suspension
- System recognized court directed DMV to suspend for non payment of fines & cost
- Invoke Fines & Cost Court Suspension notice
- Invoke 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 conviction is original

- Alt Flow amended conviction-Invoke Post Amended Conviction Use Case

- CP Technician determines customers name, Social Security Number, or date of birth

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

Alt Flow: Multiple records Invoke Future State resolve multiple records

Alt Flow: Duplicate records Invoke Future State resolve duplicate records

- Alt Flow: 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 Fines & Cost Court Suspension notice if applicable

- Invokes Reinstatement of Driving Privileges if applicable

Alt Flow conviction documents incomplete

- CP Technician will update the 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 on how to handle out of state convictions with no comparable Virginia Code or ACD Code

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

Notes: 46.2-383

Name: The system shall assign demerit points if applicable

Notes: See CSS Table 1211 for rules to assign demerit points

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 previously 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 CP/CS Technician who initiated the unable to process documents letter

Notes:

Name: The system shall populate the unable to process documents 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 ACD codes from existing table for incoming out-of-state convictions

Notes: (Table 1035)

Name: The system shall use conviction codes from conviction code table

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. (Table 2033)

Use Case Name:	Post Amended Minor Convictions		
Status:			
Author:	Credential Team		
Created on:	10/10/2007	Modified on:	10/18/2007
Notes:	<p>Documents received from the court amending original conviction received.46.2-383</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-CP Technician prints screen print of conviction, orders attached to the conviction, points screen, and driver status-CP technician accesses conviction change screen. <p>Alt Flow Delete Conviction</p> <ul style="list-style-type: none">-CP Technician enters amended data elements-CP Technician reviews point maintenance, Invoke Adjust Demerit Points Use Case-CP Technician reviews orders that were attached to conviction prior to change-Invoke Maintain Order Use Case (Order Maintenance Screen)-Alt flow for duplicate convictions <p>-Invoke DI Action (list all DI bubbles)</p> <ul style="list-style-type: none">-Invoke Calculate Abuser Fees-Invoke Calculate Toll Violation-Invoke Reinstatement to driving privileges if applicable-CP Technician prints screen prints of conviction, order, point screen, driver status screens <p>Alt Flow amended conviction documents incomplete</p> <ul style="list-style-type: none">-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 Delete Conviction

- CP technician accesses conviction delete screen
- CP Technician determines conviction to be deleted
- CP Technician deletes conviction
- CP Technician reviews point maintenance, Invoke Adjust Demerit Points Use Case
- CP Technician reviews orders that were attached to conviction after deletion
- Invoke Maintain Order Use Case (Order Maintenance Screen)
- CP Technician prints screen print of conviction, orders attached to the conviction, points screen, and driver status

Alt Flow for possible duplicate of amended conviction already on customer record.

- CP Technician researches the convictions to determine whether it's one in the same
- If amended conviction matches conviction information on customer record CP Technician contacts court to verify amended conviction is same as conviction on customer record.
- If court verifies amended conviction is same, CP Technician files amended conviction
- If court indicates amended conviction is not same as conviction on customer record, return to regular process
- If court indicates amended conviction is an original conviction, invoke Post Minor Convictions

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
- CP technician accesses conviction change screen.

Alt Flow Delete Conviction

- CP Technician enters amended data elements
- Invoke Adjust Demerit Point Use Case
- Invoke Maintain Order Use Case

-Alt flow for duplicate convictions

- 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 Adjust Demerit Points Use Case
- 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 Fines & Cost Court Suspension notice if applicable
- Invokes Reinstatement of Driving Privileges if applicable

Alt Flow conviction documents incomplete

- CP Technician will update the 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
- Invoke Post Minor Conviction Use Case

Alt Flow Delete Conviction

- CP technician accesses conviction delete screen
- CP Technician determines conviction to be deleted
- CP Technician deletes conviction

System invokes Adjust Demerit Points Use Case

- System invokes Maintain Order Use Case (Order Maintenance Screen)
- System maintains history of changes to customer record

Linked Requirements:

Name: The system shall build queue for amended convictions

Notes:

Name: The system shall capture CP/CS Technician accessing and/or making changes to customer

records.

Notes:

Name: The system shall conduct research to identify multiple customer records and reason for multiples

Notes:

Name: The system shall generate revised orders of suspension, revocation based on changes to customer record

Notes:

Name: The system shall maintain history of changes made to customer record and inquiries made on customer record

Notes:

Name: The system shall modify suspension, revocation orders based on changes to customer record

Notes:

Name: The system shall provide ability to add, change and delete convictions from customers

Notes:

Use Case Name:	Post Paper Convictions (major) and Suspension documents for Virginia Drivers		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	10/18/2007
Notes:	<p>This process applies to Court Suspension Technicians posting major convictions received from courts to customer records.</p> <p>Current:</p> <ul style="list-style-type: none">-CS Technician reviews documentation to make sure all required information is included-Alt flow conviction documents incomplete-CS Technician determines customers name, Social Security Number, or date of birth-CS 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-CS Technician accesses customer recordAlt Flow no Virginia code on conviction/suspension documentsAlt Flow for out-of-state conviction-CS 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-System determines applicability of the following invocations-Invoke DI Action-Invoke Calculate Abuser Fees-Invoke Calculate Toll Violation-Invoke Process Court Period of Time Suspension-Invoke Process Court Period of Time Revocation-Invoke Process DMV Suspension/Revocation-Invoke Process Court Ordered Restrictions		

- Invoke Process Court Ordered Restoration
- Invoke Fines & Cost Court Suspension notice
- Invoke Reinstatement to driving privileges

Alt Flow conviction documents incomplete

- CS Technician mails documents and cover sheet with information on why its being returned
- CS Technician updates local Access database
- CS Technician monitors database to determine if returned information has been received
- CS Technician call court in two weeks if information has not been received

Alt Flow for multiple records

- CS Technician determines which record is primary by matching name, date or birth, vehicle information and any other information
- CS Technician determines license status is same on multiple record, invoke Reconcile multiple customer records with different license status.

- CS Technician completes documentation for SSG
- CS Office Manager reviews and signs documentation
- CS Technician delivers to SSG
- Invoke SSG combine multiple records
- SSG combines the record
- Process returns to original flow

Alt Flow: Adding customer record when "possible duplicate record exists" message displays

- CS Technician determines that customer has no record on file
- CS Technician attempts to add customer record to system
- System responds with "Possible Duplicate record exists" message
- CS Technician makes copy of documentation and/or screen prints and sends to Data Integrity Technician
- Invoke Data Integrity resolve duplicate record
- Data Integrity representative returns documentation to original CS Technician
- Process returns to original flow

Alt Flow: No record exists

- CS Technician determines that customer has no record on file
- CS Technician adds customer record to system, invoke Add Customer
- Process returns to original flow

Alt Flow: No Virginia code on conviction/suspension/revocation documents

- CS Technician review conviction code table to identify the appropriate code section for description listed on the document
- CS 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

- CS Technician enters conviction to the CDL OOS work center menu where there is no statutory codes (Millicent to verify if applicable to Court Suspension Work Center)

ALT Flow for out-of-state conviction

- CS Technician reviews ACD Code table to identify comparable Virginia code
- CS Technician selects the appropriate code and enters the conviction on the

record

-Process returns to original flow

Alt Flow: Codes not on CSS Maintenance Table 2033 - Millicent to verify for Court Suspension

-CS Technician forwards to CS Manager for review

Alt Flow: Duplicate convictions

-CS Technician enters the conviction data

-System responds with "possible duplicate conviction" message

-CS Technician researches the convictions to determine whether it's one in the same

-CS Technician enters the code along with conviction information to override "possible duplicate" message

-Process returns to original flow

Future

-CS Technician reviews work in sub-queue

-CS Technician reviews documentation to ensure all required information is included

-Alt Flow: Conviction documents incomplete

-CS Technician determines customers name, Social Security Number, or date of birth

-CS Technician uses the identifying information to access customer record.

Alt Flow: No record exists

Alt Flow : Multiple records Invoke Future State resolve multiple records

Alt Flow: Adding customer record when "possible duplicate record exists" message displays

Alt Flow: No Virginia code on conviction/suspension/revocation documents

Alt Flow for out-of-state conviction

-CS Technician enters conviction/suspension/revocation information (Virginia or US Statute Code)

-Alt Flow codes not on CSS Maintenance Table 2033

-System adds conviction/suspension/revocation information to customer record

-Alt Flow: Invoke Future State resolve duplicate convictions

-Alt Flow: Invoke Impose demerit points

-System determines applicability of the following invocations

-Invoke DI Action

-Invoke Calculate Abuser Fees

-Invoke Calculate Toll Violation

-Invoke Process Court Period of Time Suspension

-Invoke Process Court Period of Time Revocation

-Invoke Process DMV Suspension/Revocation

-Invoke Process Court Ordered Restrictions

-Invoke Process Court Ordered Restoration

-Invoke Fines & Cost Court Suspension notice

-Invoke Reinstatement to driving privileges

Alt Flow conviction documents incomplete

-CS Technician will update the 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: No record exists

-CS Technician determines that customer has no record on file

-CS Technician adds customer record to system-Invoke Add Customer

-Process returns to original flow

Alt Flow: No Virginia code on conviction/suspension documents -Millicent to verify

-CS Technician reviews conviction code table to identify the appropriate code section for the description listed on the document

-CS 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????????Millicent

-CS Technician will post to the customer record as

NOTE: Millicent will provide additional data on how to handle out of state convictions with no comparable Virginia Code or ACD Code

Alt Flow: Out-of-state conviction

-CS Technician updates system using ACD Codes from Incoming Conviction Codes (Table 1035)

-System converts ACD Code to Virginia code

-Process returns to original flow

Alt Flow: Codes not on CSS Maintenance Table 2033

-CS Technician forwards to CS Work Leader/Manager queue for review

-CS Work Leader/Manager assigns to appropriate queue with appropriate status (TBD)

CS Queues: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license

Alt Flow: Adding customer record when "possible duplicate record exists" message displays

-CS Technician determines that customer has no record on file

-CS Technician attempts to add customer record to system

-System responds with "Possible Duplicate record exists" message, invoke Future Resolve Potential Duplicate Record Use Case (reference CTS) (Move to BI)

-Process returns to original flow

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

Notes: 46.2-383

Name: The system shall assign demerit points if applicable

Notes: See CSS Table 1211 for rules to assign demerit points

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 previously 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 CP/CS Technician who initiated the unable to process documents letter

Notes:

Name: The system shall populate the unable to process documents 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 ACD codes from existing table for incoming out-of-state convictions

Notes: (Table 1035)

Name: The system shall use conviction codes from conviction code table

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. (Table 2033)

Use Case Name:	Process Virginia Conviction (Major) on Out-of-State Driver		
Status:			
Author:	Credential Team		
Created on:	10/17/2007	Modified on:	10/18/2007
Notes:	<p>This process applies to the handling of Virginia convictions for out-of-state drivers 46.2-483</p> <p>Current:</p> <ul style="list-style-type: none">-Virginia court submits paper conviction for out-of-state driver to DMV-CS Technician determines conviction is for out-of-state driver-CS Technician reviews conviction/suspension/revocation information and determines that conviction does include suspension/revocation information-Invoke Post Major Conviction <p>Alt Flow: Conviction does not includes suspension/revocation information</p> <ul style="list-style-type: none">-CS Technician places conviction into proper state's envelope-CP Technician delivers to Mail Services weekly <p>Future:</p> <ul style="list-style-type: none">-Mail Clerk delivers paper Virginia convictions/court orders to court suspension-CS Technician determines Virginia conviction/court order is for out-of-state driver-CS Technician reviews conviction/suspension/revocation information and determines that conviction does include suspension/revocation information-Invoke Post Major Conviction <p>Alt Flow: Conviction does not include suspension/revocation information</p> <ul style="list-style-type: none">-CS Technician places conviction into proper state's envelope <p>Alt Flow: Send Virginia conviction electronically to other states</p> <ul style="list-style-type: none">-CP Technician delivers to Mail Services weekly <p>Alt Flow: Send Virginia conviction electronically to other states</p> <ul style="list-style-type: none">-CS/CP Manager sorts Virginia convictions into sub-queues for each state		

-CS/CP Manager sends convictions in sub-queues to other states
 -System provides capability to transmit conviction documents electronically to other states
 -

Linked Requirements:

Name: CP Technician shall deliver Virginia convictions for out-of-state drivers to Mail Services weekly

Notes:

Name: Mail Clerk shall deliver paper Virginia convictions/court orders to court suspension

Notes:

Name: Mail Services shall not destroy paper Virginia convictions/court orders

Notes:

Name: The system shall provide the capability for CS/CP Manager to sort electronic Virginia convictions into sub-queues for each state

Notes:

Name: The system shall provide the capability for the CS/CP Manager to electronically send Virginia convictions/court orders to other states

Notes:

Use Case Name:	Process Virginia Conviction (Minor) on Out-of-State Driver		
Status:			
Author:	Credential Team		
Created on:	10/17/2007	Modified on:	10/18/2007

Notes: This process applies to the handling of Virginia convictions for out-of-state drivers 46.2-483

Current:
 -Virginia court submits paper conviction for out-of-state driver to DMV
 -CP Technician determines conviction is for out-of-state driver
 -CP Technician reviews conviction/suspension information and determines that conviction does not include suspension information
Alt Flow: Conviction includes suspension information
 -CP Technician places conviction into proper state's envelope
 -CP Technician delivers to Mail Services weekly

Alt Flow: Conviction includes suspension information
 -Invoke Post Minor Conviction

Future:
 -Mail Clerk delivers paper Virginia convictions/court orders to conviction processing
 -CP Technician determines Virginia conviction/court order is for out-of-state driver
 -CP Technician reviews conviction/suspension information and determines that conviction does not include suspension information
Alt Flow: Conviction includes suspension information
 -CP Technician places conviction into proper state's envelope
Alt Flow: Send Virginia conviction electronically to other states
 -CP Technician delivers to Mail Services weekly

Alt Flow: Conviction includes suspension information
 -CP Technician determines Virginia record exists on system

-Invoke Post Minor Conviction

Alt Flow: Send Virginia conviction electronically to other states

-CS/CP Manager sorts Virginia convictions into sub-queues for each state

-CS/CP Manager sends convictions in sub-queues to other states

-System provides capability to transmit conviction documents electronically to other states

Linked Requirements:

Name: CP Technician shall deliver Virginia convictions for out-of-state drivers to Mail Services weekly

Notes:

Name: Mail Clerk shall deliver Virginia convictions/court orders to conviction processing/court suspension on a daily basis

Notes:

Name: Mail Services shall not destroy paper Virginia convictions/court orders

Notes:

Name: The system shall provide the capability for CS/CP Manager to sort electronic Virginia convictions into sub-queues for each state

Notes:

Name: The system shall provide the capability to post Virginia convictions for out-of-state drivers 46.2-483

Notes:

Name: The system shall provide the capability for the CS/CP Manager to electronically send Virginia convictions/court orders to other states

Notes:

Scenario Report with Requirements

Package: Suspensions

Detail:			
Use Case Name:	CDL Disqualification < 1 Year Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Child Support Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:	A child support notice is send out because		

Linked Requirements:

Use Case Name:	Clinic Requirement Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Commercial Clinic Requirement Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Control Period Violation Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Court Order Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Driver Training Instructors Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Driver Training Schools Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Fail To Maintain SR22 Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Fail To Pay VASAP Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Failure To File Tax Report Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Fines & Cost Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Insurance Verification Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Intervention Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Juvenile Finding Suspension		
Status:			

Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Knowingly Operating Uninsured Vehicle Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Operating Uninsured Vehicle Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Seizure Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Suspend Customer for 90 day for Demerit Point Accumulation		
Status:			
Author:	Credential Team		
Created on:	9/19/2007	Modified on:	10/17/2007
Notes:	<p>Customer accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months. Customer is suspended for 90 days, followed by 6-month probation period. Previously attended clinic (DI-04) 46.2-506</p> <p>Current:</p> <ul style="list-style-type: none"> -System determines customer who has accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months. -System checks for Clinic attendance in past two years of offense date of most recent conviction. -Clinic completed, system generates Rapid Point Accumulator/No Clinic Required Order. -System suspends customer driving privilege for 90 days 15 days from issuance date. -Customer is placed on six month probation after 90-day suspension period ends. -Reinstatement fee is \$115. -System generates notice. -Notice is mailed via certified mail. 		

Future:

- System determines customer who has accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months.
- System checks for Clinic attendance in past two years of offense date of most recent conviction.
- Clinic completed, system generates Rapid Demeri Point Accumulator/No Clinic Required Order.
- System suspends customer driving privilege for 90 days 15 days from issuance date.
- Customer is placed on six month probation after 90-day suspension ends.
- Reinstatement fee is \$115.
- System generates notice.
- Notice is mailed via certified mail.

Alternate Flow:

- If amended conviction is received, invoke Amended Convictions Use Case

Linked Requirements:

- Name: Notice is mailed via certified mail.**
Notes:
- Name: The system shall -check for Clinic attendance in past two years of offense date of most recent conviction.**
Notes:
- Name: The system shall determine customers who have accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months.**
Notes:
- Name: The system shall suspend customer driving privilege for 90 days 15 days from issuance date.**
Notes:
- Name: When clinic is completed, system shall generate Rapid Demeri Point Accumulator/No Clinic Required Order.**
Notes:

Use Case Name:	Suspend Customer for 90 days/Clinic for Demerit Point Accumulation		
Status:			
Author:	Credential Team		
Created on:	9/19/2007	Modified on:	10/17/2007
Notes:	<p>Customer accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months. Customer is suspended for 90 days, followed by 6-month probation period. Must attend clinic (DI-15) 46.2-498</p> <p>Current:</p> <ul style="list-style-type: none"> -System determines customer who has accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months. -System checks for Clinic attendance in past two years of offense date of most recent conviction. -No clinic completion, system generates Rapid Point Accumulator/Clinic Required Order. -System suspends customer driving privilege for 90 days 15 days from issuance date. -Customer is placed on six month probation after 90-day suspension period ends. -Reinstatement fee is \$85. 		

-System generates notice.
 -Notice is mailed via certified mail.

Future:
 -System determines customer who has accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months.
 -System checks for Clinic attendance in past two years of offense date of most recent conviction.
 -No clinic completion, system generates Rapid Point Accumulator/Clinic Required Order.
 -System suspends customer driving privilege for 90 days 15 days from issuance date.
 -Customer is placed on six month probation after suspension ends.
 -Reinstatement fee is \$85.
 -System generates notice.
 -Notice is mailed via certified mail.

Alternate Flow:
 -If amended conviction is received, invoke Amended Convictions Use Case

Linked Requirements:

Name: Notice is mailed via certified mail.

Notes:

Name: The system shall check for Clinic attendance in past two years of offense date of most recent conviction.

Notes:

Name: The system shall determine customers who have accumulated 18 or more demerit points in 12 months or 24 or more demerit points in 24 months.

Notes:

Name: The system shall generate Rapid Point Accumulator/Clinic Required Order.

Notes:

Name: The system shall suspends customer driving privilege for 90 days 15 days from issuance date.

Notes:

Use Case Name:	Suspend for Failing to Comply with Out-of-State Citation		
Status:			
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	10/18/2007
Notes:	<p>This process is used when a Virginia driver is convicted in another state and does not comply with the other state's requirements 46.2-946 CE-01</p> <p>Current: -Other state submits a paper Failure to Comply Citation document to DMV -CS Technician retrieves documents from Mail Services -CS Technician posts citation evasion suspension to customer record Alt Flow: Documents greater than six months from offense date, reckless driving, uninsured motor vehicles, driving while intoxicated -System generates Fail to Comply Citation Suspension in overnight batch</p>		

-Mail Clerk mails Failure to Comply Citation Suspension via first class mail
 -System allows 30 days to comply from issuance date of Fail to Comply Citation Suspension
 -Fail To Comply Citation Suspension includes \$85 reinstatement fee

Alt Flow: Documents greater than six months from offense date, reckless driving, uninsured motor vehicles, driving while intoxicated
 -No action taken

Future:
 -CS Technician accesses electronic citation sub-queue
 -CS Technician posts citation evasion suspension to customer record
 Alt Flow: Documents greater than six months from offense date, state not participating in non-resident violator compact, reckless driving, uninsured motor vehicles, driving while intoxicated?????????????Brenda Patron
 -System generates Failure to Comply Citation Suspension in overnight batch
 -Mail Clerk mails Failure to Comply Citation Suspension via first class mail
 -System allows 30 days to comply from issuance date of Fail to Comply Citation Suspension
 -Notice includes \$85 reinstatement fee

Alt Flow: Documents greater than six months from offense date, reckless driving, uninsured motor vehicles, driving while intoxicated
 -CS Technician sends to non-processed queue for CS Manager review
 -CS Manager deletes document from non-processed queue
 Alt Flow: Return to citation sub-queue
 -CS Manager returns document to citation sub-queue

Linked Requirements:

Name: Fail to Comply Citation Suspension shall include reinstatement fee

Notes:

Name: Mail Clerk shall mail Fail to Comply Citation Suspension via first class mail

Notes:

Name: System shall allows 30 days to comply from issuance date of Fail to Comply Citation Suspension

Notes:

Name: System shall generate Failure to Comply Citation Suspension in overnight batch

Notes:

Name: System shall prevent posting of citation greater than 6 months from offense date of citation

Notes:

Name: System shall prevent posting of citations from states not participating in the non-resident violator compact

Notes:

Name: System shall provide capability for CS Manager to delete citation from non-processed queue

Notes:

Name: System shall provide capability for CS Manager to move citation from non-processed queue into citation sub-queue

Notes:

Name: System shall provide capability for CS Technician to place citation in non-processed queue for review by CS Manager

Notes:

Name: The system shall suspend an individual's driving privilege when a Virginia driver is

convicted in another state and does not comply with the other state's requirements 46.2-946

Notes:

Use Case Name:	Suspend for Failure To Pay Child Support		
Status:			
Author:	Credential Team		
Created on:	8/8/2007	Modified on:	10/18/2007

Notes:

Suspend individual's driving privilege for failing to pay child support 46.2-320 (CS-01)
(No restrictions)

Current:

- Child Support Supervisor accesses DMV system thru external user menu
- Child Support Supervisor accesses customer record using social security number, date of birth, name
- Child Support Supervisor posts suspension information to customer record

Alt Flow: Use Alternate Address

- System generates child support suspension (CS-01) in overnight batch
- System allows 15 days to comply from issuance date of child support suspension
- Child support suspension order includes \$85 reinstatement fee
- Mail Clerk mails child support suspension via certified mail
- Out of state address mailed first class mail???????????????? Brenda Patron

Alt Flow: Use Alternate Address

- Child Support Supervisor posts alternate customer address on child support suspension
- System generates child support suspension (CS-01) using DMV address of record and alternate address provided by Child Support

Future:

- Child Support Supervisor accesses DMV system thru external user menu
- Child Support Supervisor accesses customer record using social security number, date of birth, name
- Child Support Supervisor posts child support suspension to customer record

Alt Flow: Use Alternate Address

- System generates child support suspension (CS-01) in overnight batch
- System allows 15 days to comply from issuance date of child support suspension
- Suspension order includes \$85 reinstatement fee as a compliance requirement
- Child support suspension includes Child Support Agreement date as a compliance requirement
- Mail Clerk mails child support suspension via certified mail
- Out of state address mailed first class mail???????????????? Brenda Patron

Alt Flow: Use Alternate Address

- Child Support Specialist posts alternate customer address on child support suspension
- System generates child support suspension (CS-01) using DMV address of record and alternate address provided by Child Support

Linked Requirements:

Name: Child support suspension shall include Child Support Agreement date as a compliance requirement

Notes:

Name: Child support suspension shall include reinstatement fee as a compliance requirement

Notes:

Name: The Child Support Supervisor shall access customer record using social security number, or date of birth, name

Notes:

Name: The Child Support Supervisor shall accesses the system thru external user menu

Notes:

Name: The Mail Clerk shall mail child support suspension via certified mail

Notes:

Name: The sysetm shall suspend an individual's driving privilege for failing to pay child support 46.2-320

Notes:

Name: The system shall allow 15 days to comply from issuance date of child support suspension

Notes:

Name: The system shall generate child support suspension (CS-01) in overnight batch

Notes:

Name: The system shall generate child support suspension (CS-01) using DMV address of record and alternate address provided by Child Support

Notes:

Name: The system shall provide the capability for Child Support Supervisor to post alternate customer address on child support suspension

Notes:

Use Case Name:	Suspend for Failure to Appear in Response to Warrant		
Status:			
Author:	Credential Team		
Created on:	10/17/2007	Modified on:	10/18/2007
Notes:	<p>This process is used when the court orders the suspension of an individual's driving privilege for failing to appear in court as required 46.2-938 (CE-02)</p> <p>Current:</p> <ul style="list-style-type: none">-Virginia court submits a paper Failure to Appear in Response to a Warrant document to DMV-CS Technician retrieves documents from Mail Services-CS Technician posts Failure to Appear suspension to customer record <p>Alt Flow: No record exists</p> <ul style="list-style-type: none">-System suspends individual's driving privilege immediately upon posting of suspension-System generates Fail to Appear Suspension in overnight batch-Mail Clerk mails Fail to Appear Suspension via first class mail-Fail to Appear Suspension includes \$85 reinstatement fee as a compliance requirement-Fail to Appear Suspension includes court letter as a compliance requirement <p>Alt Flow: No Customer Record, invoke Add Customer</p> <p>Future:</p> <ul style="list-style-type: none">-CS Technician accesses electronic citation sub-queue-CS Technician posts failure to appear in response to a warrant suspension to customer record-System suspends individual's driving privilege immediately upon posting of failiure to appear suspension <p>Alt Flow: No customer record</p>		

-System generates Fail to Appear Suspension in overnight batch
 -Mail Clerk mails Failure to Appear Suspension via first class mail
 -Fail to Appear Suspension includes \$85 reinstatement fee
 -Fail to Appear Suspension includes court letter as a compliance requirement

Alt Flow: No customer record, invoke Add Customer

Linked Requirements:

Name: CS Technician shall post failure to appear in response to a warrant suspension to customer record

Notes:

Name: Fail to Appear Suspension shall include reinstatement fee

Notes:

Name: Mail Clerk shall mail Failure to Appear Suspension via first class mail

Notes:

Name: System shall generate Failure to Appear Suspension in overnight batch

Notes:

Name: System shall provide capability for CS Manager to create and name sub-queues

Notes:

Name: System shall provide capability for CS Manager to sort electronic citations into sub-queues

Notes:

Name: System shall suspend individual's driving privilege immediately upon posting of failure to appear suspension

Notes:

Name: The system shall suspend an individual's driving privilege when directed to do so by the court for failing to appear in court as required 46.2-938

Notes:

Use Case Name:	Suspension Notice(oa)		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	9/6/2007
Notes:			

Linked Requirements:

Use Case Name:	Unsatisfactory Medical Report Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Unsatisfied/Default Judgment Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			

Linked Requirements:

Use Case Name:	Violate Probation Period (1st)		
Status:			
Author:	Credential Team		
Created on:	9/19/2007	Modified on:	10/17/2007
Notes:	<p>Customer is convicted of a demerit point violation that occurred during the six-month probation period. Customer eligible for restricted license. (DI-18)</p> <p>Current:</p> <ul style="list-style-type: none">-DMV receives conviction information for customer who is on six-month probation period.-System determines that offense occurred during probation period immediately preceded by Control Period.-System calculates suspension period based on offense:<ul style="list-style-type: none">• 3 Points violation = 45 days suspension• 4 point violation = 60 day suspension• 6 point violation = 90 day suspension-Suspension period begins 30 days from issuance date.-Notice includes \$115 reinstatement fee.-Notice is mailed via Certified Mail. <p>ISSUE RESTRICTED LICENSE</p> <ul style="list-style-type: none">-Customer applies for restricted license via the DL1M with appropriate documentation.-CSC Teller manually completes paper DI100 form, updates the system with DI restricted begin and end date and appropriate restriction codes.-System validates restricted begin and end date equals correct suspension period.-System issues DI restricted driver's license.-CSC Teller issues completed DI100 to customer to carry with DI restricted driver's license.-Six-month probation period begins day after suspension/DI restricted driver's license period ends. <p>Future:</p> <ul style="list-style-type: none">-DMV receives conviction information for customer who is on six-month probation period.-System determines that offense occurred during probation period.-System calculates suspension period based on offense:<ul style="list-style-type: none">• 3 Points violation = 45 days suspension• 4 point violation = 60 day suspension• 6 point violation = 90 day suspension-Suspension period begins 30 days from issuance date.-Notice includes \$115 reinstatement fee.-Notice is mailed via Certified Mail. <p>Alternate Flow:</p> <ul style="list-style-type: none">-If amended conviction is received, invoke Amended Convictions Use Case <p>ISSUE RESTRICTED LICENSE</p> <ul style="list-style-type: none">-Customer applies for restricted license via the DL1M with appropriate documentation.-CSC Teller updates system with DI100 information-System calculates DI restricted driver's license begin date with date of		

application
-System calculates DI restricted driver's license end date (DI restricted driver's license period = DI suspension period)
-System produces completed DI100
-Invoke Driver's License Reissue Use in Issue/Renew

-Six-month probation period begins day after suspension/DI restricted driver's license period ends.

Alternate Flow:

-Customer has outstanding suspension, revocation, cancellation.
-System generates notice advising customer not eligible for DI restricted license until outstanding suspension, revocation, cancellation has been cleared.

Linked Requirements:

Name: The First Violation of Probation Period Notice shall be mailed via certified mail.

Notes:

Name: The suspension period shall begin 30 days from issuance date of First Violation of Probation Period Notice

Notes:

Name: The system shall calculate DI restricted driver's license begin date with date of application

Notes:

Name: The system shall adjust demerit point balance when changes to conviction are made.

Notes:

Name: The system shall calculate DI restricted driver's license end date (DI restricted driver's license period = DI suspension period)

Notes:

Name: The system shall calculate the suspension period based on offense:

- 3 Points violation = 45 days suspension
- 4 point violation = 60 day suspension
- 6 point violation = 90 day suspension

Notes:

Name: The system shall determines when a demerit point conviction was committed during a probation period.

Notes:

Name: The system shall produce a completed Restricted License Order Drive Improvement Probation Violation (DI100)

Notes:

Name: The system shall produce a First Violation of Probation Period Notice

Notes:

Name: The system shall put notice in delete mode when a conviction that generated the the notice is changed.

Notes:

Name: When a conviction is changed but is still a demerit point violation, the system will recalculate the suspension period based on changed conviction.

Notes:

Use Case Name:	Violate Probation Period (Subsequent) (DI-19)		
Status:			
Author:	Credential Team		
Created on:	9/19/2007	Modified on:	10/18/2007
Notes:	<p>Customer was convicted of a demerit point violation that occurred during a second or subsequent Probation Period that was not immediately preceded by Control Period in Driver Improvement Program. Customer not eligible for DI Restricted License 46.2-499 (DI-19)</p> <p>Current:</p> <ul style="list-style-type: none"> -DMV receives conviction from court. -System determines that offense date of conviction occurred within a second or subsequent Probation Period in the Driver Improvement Program. -System updates customer record to show suspension period based on demerit point value assigned to conviction. -System calculates suspension period based on offense: <ul style="list-style-type: none"> • 3 Points violation = 45 days suspension • 4 point violation = 60 day suspension • 6 point violation = 90 day suspension -System generates Violation of Probation Period - Subsequent (DI-19) in overnight batch. (Not eligible for DI Restricted License) -Suspension period begins 30 days from issuance date. -Probation Period begins after Suspension Period ends. -Notice includes \$115 reinstatement fee. -Notice is mailed via Certified Mail. <p>Future:</p> <ul style="list-style-type: none"> -DMV receives conviction from court. -System determines that offense date of conviction occurred within a second or subsequent Probation Period in the Driver Improvement Program. -System updates customer record to show suspension period based on demerit point value assigned to conviction. -System calculates suspension period based on offense: <ul style="list-style-type: none"> • 3 Points violation = 45 days suspension • 4 point violation = 60 day suspension • 6 point violation = 90 day suspension -System generates Violation of Probation Period - Subsequent (DI-19) in overnight batch. (Not eligible for DI Restricted License) -Suspension period begins 30 days from issuance date. Probation Period begins after Suspension Period ends. -Notice includes \$115 reinstatement fee. -Notice is mailed via Certified Mail. <p>Alternate Flow:</p> <ul style="list-style-type: none"> -If amended conviction is received, invoke Amended Convictions Use Case 		

Linked Requirements:

Name: The subsequent violation of probation suspension period shall begin 30 days from issuance date of notice (DI-19)

Notes:

Name: The system shall calculate the suspension period based on offense:

- 3 Points violation = 45 days suspension
- 4 point violation = 60 day suspension
- 6 point violation = 90 day suspension

Notes:

Name: The system shall determine when the offense date of conviction occurred within a second or subsequent Probation Period in the Driver Improvement Program.

Notes:

Name: The system shall generate Violation of Probation Period - Subsequent (DI-19) in overnight batch. (Not eligible for DI Restricted License)

Notes:

Name: The system shall prohibit the issuance of a restricted driver's license during the violation of probation - subsequent suspension period.

Notes:

Use Case Name:	Violation Of Probation Suspension		
Status:			
Author:			
Created on:	8/8/2007	Modified on:	8/10/2007
Notes:			
Linked Requirements:			

Use Case Name:	Violation Of Restricted License Suspension		
Status:			
Author:			