

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: November 14, 2007
Location: Room 730E

Meeting called by: Angela Burrell

Attendees: Yulonda Kelley, Gerald Slade, Ronnie Hall, Pat DeLuke, Sharon Brown, Jacquelyn Mines, Brenda Patron, Al Delucia, Lee Rose, Millicent Ford

Preparation for meeting:

Workshop minutes from November 7th and agenda for workshop on November 14th were distributed to team.

Session Goals and Objectives:

Document detailed processes flows (scenarios) for CDL Convictions.

Summary:

- ❖ The team reviewed and defined scenarios and requirements for CDL Convictions.

Scenarios include:

- 🚦 Post Convictions from NDR
- 🚦 Post CDL Convictions/Withdrawals
- 🚦 Initiate CDL Overrides (identified only)

- ❖ The team also defined for consistency purposes the following definitions (bold is what we focused on):

Duplicate Records – 1 customer, more than 1 customer number and/or data, example Jane R. Doe, #12345678, Jane Doe #222-22-2222

Multiple Records – multiple customers with similar data, Jane R. Doe, 12/31/80, Jane R. Doe, 12/31/81

Multiple Responses – 1 customer with information from more than 1 state

Duplicate Conviction – 1 customer, 1 conviction posted more than once

Multiple Convictions – 1 customer with more than 1 conviction

This will aid in the consistent utilization of these terms throughout Sanction/Reinstatement BPR sessions

- ❖ Team outlined other processes of Commercial Licensing that need to be covered in future CSI BPR sessions. Process area included.
 - Delayed searches: Sanction/Reinstatement
 - Issue Disqualification, Cancellations, Falsification: Sanction/Reinstatement
 - Parental Consent: Sanction/Reinstatement
 - Change State of Records: Sanction/Reinstatement
 - Reciprocity (Frances/Germany): Sanction/Reinstatement
 - Update NDR/CDLIS: Sanction/Reinstatement
 - Surrender Driver's License: Service Delivery

- CDL Overrides: Issue/Renew
- HAZMAT: Sanction/Reinstatement
- Remote Job Entry Letters: Sanction/Reinstatement
- 10 year history request: Business Intelligence
- Negate Convictions: Sanction/Reinstatement
- Transmit convictions electronically to other states: Sanction/Reinstatement
- NATO License: Issue/Renew

❖ The team identified several “research” or “to do” opportunities:

1. SME’s identified that CAIS may be broken. Edits aren’t currently working appropriately as they did in the beginning. It’s been advised that this should be notated accordingly and passed on the appropriate person (s) for review.
2. Code section for Post CDL Convictions/Withdrawal? (Pat/Sharon)

Plans for Next Workshop:

There will be NO BPR session held on 11/21/07. **Happy Thanksgiving!!** We’ll resume our work sessions on 11/28/07.

Homework for Next Workshop:

Sanction and Reinstatement team should look at the above “research” and “to do” opportunities and provide feedback accordingly.

A report from EA is attached that shows the CDL Convictions scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: CDL Convictions

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 CDL Override		
Status:			
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	11/14/2007
Notes:	This process is used to		
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:	Post Paper Convictions (minor) and Suspension documents for Virginia Drivers		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	11/14/2007
Notes:	<p>This process applies to Conviction Processing Technicians posting minor convictions received from courts to customer records.</p> <p>NOTE: This process will be deprecated in the future. The "Process Convictions" use case will replace this and Major...</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
- 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; 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 no record exists
- CP Technician determines that customer has no record on file
- CP Technician adds customer record to system
- Invoke Create New Record

-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 CP/CS Technician 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:	10/25/2007
Notes:	Documents received from the court amending original conviction received.46.2-383 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 -Alt Flow for multiple records -Alt Flow for duplicate records -Alt Flow 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. Alt Flow Delete Conviction -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

-Invoke DI Action (list all DI bubbles)

-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

Alt Flow amended 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 no record exists

-CP Technician determines that customer has no record on file

-CP Technician adds customer record to system

-Invoke Create New Record

-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 CDL Conviction/Withdrawal		
Status:			
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	11/15/2007
Notes:	<p>This process is used to post CDL convictions/withdrawals received from other states to customer record</p> <p>Current:</p> <ul style="list-style-type: none"> -CL Technician retrieves paper CDL conviction/withdrawal from Mail Services, Court Suspension, Conviction Processing work center -CL Technician determines individual holds a Virginia CDL <p>Alt Flow: No customer match Alt Flow: Individual does NOT hold a Virginia CDL Alt Flow: Duplicate customer records exist on system Alt Flow: Individual held a Virginia CDL that has been surrendered to another state</p> <ul style="list-style-type: none"> -CL Technician posts CDL conviction/withdrawal to customer record -System determines suspension/revocation/disqualification action needs to be taken -Invoke suspend driving privilege, revoke driving privilege , disqualify CDL privilege use cases <p>Alt Flow: No customer match -CL Technician determines CDL conviction/withdrawal does NOT match any</p>		

customer record on system
-No action taken by CL technician

Alt Flow: Individual does NOT hold a Virginia CDL
-CL Technician determines individual does not/has never held a Virginia CDL
-CL Technician does not take action on CDL conviction/withdrawal

Alt Flow: Duplicate customer records exist on system
-CL Technician determines duplicate customer records exist on system
-Invoke Resolve Duplicate Customer Records

Alt Flow: Individual held a Virginia CDL that has been surrendered to another state
-CL Technician determines individual held a Virginia CDL that has been surrendered to another state
-CL Technician forwards CDL conviction/withdrawal to state of record

Future:
-CL Technician reviews CDL conviction/withdrawal queue
-CL Technician determines individual holds a Virginia CDL
Alt Flow: No customer match
Alt Flow: Duplicate customer record exists on system
Alt Flow: Individual does NOT hold a Virginia CDL
Alt Flow: Individual held a Virginia CDL that has been surrendered to another state
-CL Technician posts CDL conviction/withdrawal to customer record
-System determines suspension/revocation/disqualification action needs to be taken
-Invoke suspend driving privilege, revoke driving privilege , disqualify CDL privilege use cases

Alt Flow: No customer match
-CL Technician determines CDL conviction/withdrawal does not match any customer record on system
-No action taken

Alt Flow: Duplicate customer record exists on system
-CL Technician determines duplicate customer records exist on system
-Invoke Resolve Duplicate Customer Records

Alt Flow: Individual does NOT hold a Virginia CDL
-CL Technician determines individual does not/has never held a Virginia CDL
-CL Technician does not take action on CDL conviction/withdrawal

Alt Flow: Individual held a Virginia CDL that has been surrendered to another state
-CL Technician determines individual held a Virginia CDL that has been surrendered to another state
-CL Technician electronically forwards CDL conviction/withdrawal to state of record
-Alt Flow: Forward paper CDL conviction/withdrawal
-CL Technician prints CDL conviction/withdrawal documents from queue and mails paper documents to state of record

Linked Requirements:

Name: System shall build electronic sub-queue of CDL convictions/withdrawals

Notes:

Name: System shall determine suspension, revocation, disqualification action needs to be taken

Notes:

Name: System shall provide capability for CL Technician to electronically forward CDL conviction/withdrawal to state of record

Notes:

Name: System shall provide capability for CL Technician to post CDL conviction/withdrawal to customer record

Notes:

Use Case Name:	Post Convictions		
Status:	Scripted		
Author:	Credential Team		
Created on:	10/29/2007	Modified on:	11/15/2007
Notes:	<p>This process is used to post convictions to customer records.</p> <p>This is the FUTURE process which aggregates and supersedes common behavior from Post Major and Post Minor Convictions use cases</p> <p>Future</p> <ul style="list-style-type: none">-Work Center Technician reviews work in sub-queue-Work Center Technician reviews documentation to ensure all required information is included-Alt Flow: Conviction documents incomplete-Work Center Technician determines customers name, Social Security Number, or date of birth-Work Center Technician uses the identifying information to access customer record. <p>Alt Flow: No record exists</p> <p>Alt Flow: Duplicate records, Invoke Resolve Duplicate Customer Records</p> <p>Alt Flow: No Virginia code on conviction/suspension/revocation documents</p> <p>Alt Flow for out-of-state conviction</p> <ul style="list-style-type: none">-Work Center Technician enters conviction/suspension/revocation information (Virginia or US Statute Code)-Alt Flow Invoke Post Revocation Information-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-System determines applicability of the following invocations-Invoke DI Action-Invoke Calculate Demerit Points-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 <p>Alt Flow conviction documents incomplete</p> <ul style="list-style-type: none">-Wok Center Technician updates 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
 -Wok Center Technician determines that customer has no record on file
 -Invoke Create Customer Account
 -Process returns to original flow

Alt Flow: No Virginia code on conviction/suspension documents -Millicent to verify
 -Wok Center Technician reviews conviction code table to identify the appropriate code section for the description listed on the document
 -Wok Center 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
 -Wok Center Technician enters convictions to the CDL OOS work center menu where there is no statutory codes

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
 -Wok Center Technician reviews ACD code table to identify comparable Virginia code.
 Work Center Technician selects the appropriate code to enter ACD code on the record. (Table 1035)
 -System converts ACD Code to Virginia code
 -Process returns to original flow

Alt Flow: Codes not on CSS Maintenance Table 2033
 -Wok Center Technician forwards to Work Leader/Manager queue for review
 -Work Leader/Manager assigns to appropriate queue with appropriate status (TBD)
 Conviction Queues: out-of-state, VA, court orders (major convictions), ASAP revokes, amended , drugs, citations, Law enforcement notification of suspended license

Linked Requirements:

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

Name: The system shall add revocation information to customer record
Notes:

Name: The system shall allow CP/CS Technician 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 capture all employee information that touch a customer record on the system.
Notes: Move external to AI

Name: The system shall capture and provide query for external user access to customer records

Notes:

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

Notes:

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

Notes:

Name: The system shall check "pending and unable to process" queues to verify revocation 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 Convictions from NDR		
Status:			
Author:	Credential Team		
Created on:	11/14/2007	Modified on:	11/15/2007
Notes:	This process is used to post convictions to a customer record based on information from the National Driver Registry 46.2-483 Current: -NDR listing prints in overnight batch for individuals who have applied for a Virginia driver's license who may be a possible match on NDR with adverse information -CL Technician reviews NDR documentation to determine if possible match does in fact match Virginia driver (name, date of birth, SSN, address) -Alt flow: No customer match -CL Technician uses the identifying information to determine customer has an existing record in system Alt Flow: No customer record exists in system -Alt Flow: Multiple NDR responses		

-Alt Flow: Duplicate customer records exist on system
-Alt Flow: Record exists, no Virginia license
-CL technician accesses customer record
Alt Flow no Virginia code on conviction/suspension documents
-CL technician enters conviction information (Virginia Code)
-Alt flow codes not on CSS Maintenance Table 2033
-System adds conviction information to customer record
-Alt flow for duplicate convictions

-Alt flow: No customer match
-CL Technician determines possible NDR match does NOT match any record on system
-No action taken by CL Technician

Alt Flow: No customer record exists in system
-CL Technician researches system and determines no record exists to match NDR record
-No action taken by CL Technician

Alt Flow: Multiple NDR responses
-CL Technician evaluates each NDR response to determine NDR matches customer record on system
-CL Technician returns to normal flow

Alt Flow: Record exists, no Virginia license
-CL Technician determines record exists on system, no Virginia license issued
-CL Technician takes no action on NDR response

Alt Flow: Duplicate customer records exist on system
-CL Technician determines duplicate customer records exist on system
-Invoke Resolve Duplicate Customer Records
-Return to normal flow

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

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

Alt Flow codes not on CSS Maintenance Table 2033
-CL Technician posts conviction using ACD Code (Table 1035)

Alt Flow: Duplicate Convictions
-CL Technicians determines conviction is posted more than once on customer record
-Invoke Resolve Duplicate Convictions

Future:
-System builds electronic queue of NDR responses for individuals who have applied for a Virginia driver's license who may be a possible match on NDR with adverse information
-System determines NDR response matches customer record on system
Alt Flow: NDR information in queue does NOT match customer record on system

-System posts conviction information from NDR to customer record

Alt Flow: NDR information in queue does NOT match customer record on system
 -CL Technician reviews NDR queue to determine possible match does in fact match Virginia driver (name, date of birth, SSN, address)
 -Alt flow: No customer match
 -CL Technician uses the identifying information to determine customer has an existing record in system
 Alt Flow: No customer record exists in system
 -Alt Flow: Multiple NDR responses
 Alt Flow: Duplicate Customer Records exists in system
 -Alt Flow: Record exists, no Virginia license
 -CL technician accesses customer record
 Alt Flow no Virginia code on NDR response documents
 -CL technician posts conviction information to customer record (Virginia Code)
 -System adds conviction information to customer record

-Alt flow: No customer match
 -CL Technician determines possible NDR match does NOT match any record on system
 -No action taken by CL Technician

Alt Flow: No customer record exists in system
 -CL Technician researches system and determines no record exists to match NDR response
 -No action taken by CL Technician

Alt Flow: Multiple NDR responses
 -CL Technician evaluates each NDR response to determine NDR matches customer record on system
 -CL Technician returns to normal flow

Alt Flow: Record exists, no Virginia license
 -CL Technician determines record exists on system, no Virginia license issued
 -CL Technician takes no action on NDR response

Alt Flow: Duplicate customer record exists in system
 Invoke Resolve Duplicate Records

Alt Flow no Virginia code on NDR response documents
 -CL Technician posts conviction using ACD Code (Table 1035)
 -Process returns to original flow

Linked Requirements:

Name: System shall build electronic queue of NDR responses for individuals who have applied for a Virginia driver's license who may be a possible match on NDR with adverse information

Notes:

Name: System shall build electronic queue of NDR responses that do not match customer record in system

Notes:

Name: System shall determine NDR information in queue does NOT match customer record on system

Notes:

Name: System shall determine NDR response matches customer record on system

Notes:

Name: System shall post conviction information from NDR response to customer record

Notes: 46.2-483

Name: System shall provide the capability for CL technician to post conviction information from NDR response to customer record (Virginia Code) to a customer record

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:	11/15/2007
Notes:	<p>This process applies to Court Suspension Technicians posting major convictions received from courts to customer records.</p> <p>NOTE: This process will be deprecated in the future. The "Process Convictions" use case will replace this and Post Paper Convictions (minor)</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: Duplicate customer records on system-Alt Flow no record exists-CS Technician accesses customer recordAlt Flow no Virginia code on conviction/suspension documentsAlt Flow: 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: Duplicate convictions-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 <p>Alt Flow conviction documents incomplete</p> <ul style="list-style-type: none">-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: Duplicate Customer Records exist on system
Invoke Resolve Duplicate Customer Records
-Return to normal process

Alt Flow: No record exists
-CS Technician determines that customer has no record on file
-CS Technician adds customer record to system, invoke Create New Record
-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 : Duplicate Customer Records exist on system

-Invoke Resolve Duplicate Customer Records
Alt Flow: No Virginia code on conviction/suspension/revocation documents
Alt Flow: 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

-System determines applicability of the following invocations
-Invoke DI Action
-Invoke Calculate Demerit Points
-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 no customer record exists on system
-Invoke Create Customer Account
-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

Linked Requirements:

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

Notes:

Name: The system shall add revocation information to customer record

Notes:

Name: The system shall allow CP/CS Technician 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 capture all employee information that touch a customer record on the system.

Notes: Move external to AI

Name: The system shall capture and provide query for external user access to customer records

Notes:

Name: The system shall capture before and after shot of updates to customer record.

Notes: Mock the CTS system

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

Notes:

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

Notes:

Name: The system shall check "pending and unable to process" queues to verify revocation 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 Revocation Information		
Status:			
Author:	Credential Team		
Created on:	10/29/2007	Modified on:	10/29/2007
Notes:	This process is used to post revocation information to customer record resulting from posting of a conviction.		
Linked Requirements:			

Use Case Name:	Process Documents Related to Convictions & Suspensions		
Status:			
Author:	Credential Team		
Created on:	10/3/2007	Modified on:	11/14/2007
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)/Commercial Licensing (CL) 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, CDL/withdrawal -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 Invoke Post CDL Convictions/Withdrawal ALT Flow -Received by fax</p> <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 work center convictions 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 -Work Center Technician separates court documents electronically into appropriate sub-queues: 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, out-of-state, VA, court orders (minor convictions), amended, juvenile findings, surrendered license, request for DI restrictions, CDL minor convictions, CDL Convictions/Withdrawal
 -Work Center Technician electronically routes incorrect documents to appropriate department queue

Linked Requirements:

Name: The system shall allow Court Suspension/Conviction Processing/Commercial Licensing Technician to electronically route incorrect documents to appropriate department queues

Notes:

Name: The system shall allow Court Suspension/Conviction Processing/Commercial Licensing 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, Court Suspension or Commercial Licensing 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:	Process Virginia Conviction (Major) on Out-of-State Driver		
Status:			
Author:	Credential Team		
Created on:	10/17/2007	Modified on:	10/25/2007
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>		

-CS Technician places conviction into proper state's envelope
 -CP Technician delivers to Mail Services weekly

Future:
 -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

Alt Flow: Conviction does not include suspension/revocation information
 -CS 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: 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 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:	10/25/2007
Notes:	<p>This process applies to the handling of Virginia convictions for out-of-state drivers 46.2-483</p> <p>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</p>		

-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:

Use Case Name:	Route Conviction Documents		
Status:			
Author:	Credential Team		
Created on:	10/29/2007	Modified on:	11/15/2007
Notes:	This process is used to route conviction documents from Mail Services to work		

	center
	Future:
Linked Requirements:	