

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: November 28, 2007
Location: Room 730E

Meeting called by: Angela Burrell

Attendees: Ed Ryder, Ronnie Hall, Jacquelyn Mines, Brenda Patron, Millicent Ford, Shirley Jeffers, Barbara Shaw, Doug Burris, Gerrit Labuschagne, Norma Gates, Robert Palmer, Ruth Lipp

Preparation for meeting:

Workshop minutes from November 14th and agenda for workshop on November 28th were distributed to team.

Session Goals and Objectives:

Document detailed processes flows (scenarios) for CAIS Convictions.

Summary:

- ❖ The team reviewed and defined scenarios and requirements for CAIS Convictions.
Scenarios include:
 - 🚦 Format CAIS Convictions
 - 🚦 Match Conviction Data to Customer Record
 - 🚦 Post Amended Conviction Data

- ❖ Peter Carr with the Data Quality Team spoke to the group about information they've collected regarding the CAIS process. He shared a "working document" on some of the data collected. Peter, Theresa Gonyo and Deb Kroeger (both co-leads for the Data Quality Team) will be invited to our next meeting with the courts tentatively scheduled for 12/19 to share more detailed information.

- ❖ The team identified several "research" or "to do" opportunities:
 1. Courts would like DMV to initiate conversation between State Police/DMV/Courts to discuss the use of a uniform code table for convictions. This will aid in convictions being posted correctly on a customer's record. (Millicent)
 2. Supreme Court will discuss internally how to post "Fail to Pay Full Time Attention" so that it's comparable to a DMV conviction. **Today:** There is no comparable conviction code therefore this conviction never hits the customer record. Most cases it's written under local codes in order for the localities to get money. **Problem:** Because this conviction never hits the record, DMV loses out on fees (abuser) and is unable to properly adjust the customer's points and/or future actions. (Courts)
 3. Issue: When the courts submit conviction data that is incomplete, DMV is unable to use it. **Possible Solution:** Courts could tighten up edits to require certain data fields to be completed in order to transmit conviction data
 4. Courts will look into providing contact persons for all courts via email to assist DMV with information

- and/or needs that require contact with the court to eliminate the need for a phone call. (Ruth Lipp)
5. In conjunction with #4, DMV will ensure that all work centers have work center email accounts to accommodate this electronic communication. Procedures will be establish to handle this mailbox (Jackie Mines)
 6. What data is stored in the barcodes on the driver's license? (Jim Davidson)
 7. Courts will look into the Deferred Disposition process. (Ruth Lipp)
 8. DSA will verify if DMV does not update CSS based on address data transmitted through CAIS. (Page 37 of the CAIS to CSS Data Quality Issues)? (Millicent)

Plans for Next Workshop:

S&R team will meet with Medical Review Services to complete BTL, Transgender and Sun-shading process flows.

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 CAIS Convictions scenarios defined in the workshop and their linked requirements.

Scenario Report with Requirements

Package: CAIS

| | |
|----------------|--|
| Detail: | |
| Use Case Name: | Format CAIS Convictions |
| Status: | |
| Author: | Credential Team |
| Created on: | 11/28/2007 Modified on: 11/29/2007 |
| Notes: | <p>This process is used to format incoming original CAIS convictions.</p> <p>Current:</p> <ul style="list-style-type: none"> -Supreme Court submits 3 tapes of convictions and 1 output Social Security tape. -IT scheduling update table on system to include tape numbers. -DMV sends 4 tapes to VITA by courier. -DMV schedule/initiates runs job. -VITA returns the tapes to DMV by courier. -DMV returns the tapes to Supreme Court by courier. -DMV captures all original data from tapes submitted by the Supreme Court. -System converts Supreme Court format into DMV format. -System also retains original Supreme Court formatted data. <p>Future:</p> <ul style="list-style-type: none"> -Supreme Court electronically submits 1 file to system. -DMV runs job in overnight batch process. -DMV electronically returns Social Security file to Supreme Court. -DMV captures all original data from file submitted by the Supreme Court. -System converts Supreme Court format into DMV format. |

Linked Requirements:

Name: DMV shall electronically return Social Security file to Supreme Court.

Notes:

Name: Supreme Court shall electronically submit 1 file to DMV.

Notes:

Name: System shall allow DMV to electronically return Social Security file to Supreme Court.

Notes:

Name: System shall allow DMV to run job.

Notes:

Name: System shall capture all original data from file submitted by the Supreme Court.

Notes:

Name: System shall convert Supreme Court format into DMV format.

Notes:

Name: System shall provide capability for DMV to accept electronic conviction data from the Supreme Court

Notes: 46.2-383

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| Use Case Name: | Match Conviction Data to Customer Record | | |
| Status: | | | |
| Author: | Credential Team | | |
| Created on: | 11/28/2007 | Modified on: | 11/29/2007 |
| Notes: | <p>This process is used to find the customer on system to match with incoming conviction data.</p> <p>Current:</p> <ul style="list-style-type: none">-System uses Supreme Court data to research DMV system to find appropriate customer record according to match criteria. (Valid customer number: 1st seven positions of last name including suffix, 3 position of first name and full dob, gender; Invalid customer number: full last and first name, dob, gender)-System determines that conviction code is on DMV system <p>Alt Flow: Conviction code does not exist on table 2033</p> <p>Alt Flow: Incorrect conviction data</p> <p>Alt Flow: Conviction data not appropriate to post</p> <p>Alt Flow: No match on customer record</p> <p>Alt Flow: Duplicate records</p> <p>Alt Flow: Conviction code does not exist on table 2033</p> <ul style="list-style-type: none">-System builds an error report of conviction data-System holds the data for retrieval/correction-Work center Technician reviews the error report and consult with Division Manager to determine the conviction should be added <p>Alt Flow: Incorrect conviction data</p> <ul style="list-style-type: none">-Division Manager request SSG to add new conviction to table 2033 <p>Alt Flow: Incorrect conviction data</p> <p>Alt Flow: Conviction data not appropriate to post</p> <ul style="list-style-type: none">-Work center Technician determines the code is incorrect-Work center Technician corrects code-Work center Technician updates the record with correct conviction <p>Alt Flow: Conviction data not appropriate to post</p> <ul style="list-style-type: none">-Manager determines conviction data should not be posted-no further action taken <p>Future:</p> | | |

-Supreme Court submits electronic conviction data
 -System uses Supreme Court data to research DMV system to find appropriate customer record according to match criteria. (Valid customer number: 1st seven positions of last name including suffix, 3 position of first name and full dob, gender; Invalid customer number: full last and first name, dob, gender)
 -System determines that conviction code is on DMV system
 Alt Flow: Conviction code does not exist on table 2033
 Alt Flow: Incorrect conviction data
 Alt Flow: Conviction data not appropriate to post
 Alt Flow: No match on customer record
 Alt Flow: Duplicate records

Linked Requirements:

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|----------------|-------------------------------------|--|--|
| Use Case Name: | Post Amended Conviction Information | | |
|----------------|-------------------------------------|--|--|

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| Status: | | | |
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|---------|-----------------|--|--|
| Author: | Credential Team | | |
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|-------------|------------|--------------|------------|
| Created on: | 11/28/2007 | Modified on: | 11/29/2007 |
|-------------|------------|--------------|------------|

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|--------|--|--|--|
| Notes: | <p>This process is used to amend a conviction previously posted to customer record. (excluding fines and cost)</p> | | |
|--------|--|--|--|

Current:

- Courts submits paper document amending conviction information previously posted to customer record.
- Work center Technician reviews the amended conviction to ensure CAIS docket number matches the docket number on customer record.

Alt Flow: Docket number does not match

- Work center Technician obtains original screen prints of conviction data and other associated screens
- Work center Technician determine the changes.
- Work center Technician updates customer record to change/delete amended conviction data.
- Work center Technician obtains screen prints of amended conviction data and other associated screens.

Add Invoke information

Alt Flow: Docket number does not match

- Work center Technician contacts the court to verify conflicting information
- Work center Technician updates record using the amended conviction data.

Future:

- Courts electronically submit amended conviction information previously posted to customer record.
- System accesses customer record based on docket number

Alt Flow: Docket number does not match

- System will determine the new information and make the appropriate changes
- System to automatically capture the original/amended conviction data

Add Invoke information

- System generates revised correspondence to customer advising amended data

Alt Flow: Docket number does not match

- System builds queue of non-matching amended convictions.

-Work center Technician reviews the queue to determine reason for non-match.
-Work center Technician updates the queue to indicate reason for non-match.
-Work center Technician sends non-match queue back to Supreme Court.

Linked Requirements:

Name: System shall access customer record based on docket number

Notes:

Name: System shall allow Courts to electronically submit amended conviction information previously posted to customer record.

Notes:

Name: System shall automatically capture the original/amended conviction data

Notes:

Name: System shall build a queue of non-matching amended convictions.

Notes:

Name: System shall determine amended conviction information and make the appropriate changes

Notes:

Name: System shall generate revised correspondence to customer advising amended data

Notes: