

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: BPR Workshop
Date: February 13, 2008
Time: 9am – 12pm
Location: CRM730E

Meeting called by: Angela Burrell

Attendees: Millicent Ford, Jackie Mines, Brenda Patron, Shirley Jeffers, Jill Parrish, Ronnie Hall, Donyale Walker

Preparation for meetings:

Agenda for workshop on February 13th was distributed to team.

AM Session Goals and Objectives:

Document detailed process flows (scenarios) for Findings.

AM Summary:

- ❖ The team reviewed and defined scenario and requirements for Findings.
Scenario included:
 - 🚩 Post Finding (DC-576) Underage Alcohol Violations
 - 🚩 Post Juvenile Findings (DC-577)

- ❖ The team identified an additional process that needs to be documented and shared through out several processes. “Delete Convictions”

Plans for Next Workshop:

It has been determined by the team that all Finding flows are identified. Experts will alert CSI immediately regarding additional processes. Therefore, the S&R team will proceed on to Stops. Appropriate Subject Matter Experts will be notified.

Homework for Next Workshop:

A report from EA is attached that shows ALL Findings scenarios defined and their linked requirements.

Scenario Report with Requirements

Package: Findings

Detail:			
Use Case Name:	Post Finding (DC-576) Underage Alcohol Violations		
Status:	Identified		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	2/14/2008

Notes:

This process is used when the court has found facts sufficient to find an individual guilty of violating the possession of alcohol statute under 4.1-305 (a finding, NOT a conviction), individuals between 18 and 21 years of age.

Current:

- Mailroom receives paper findings
- See ALT Flow: Received by fax
- Mailroom Technician sorts mail
- Court Suspension (CS) Technician picks up court documents from mailroom
- CS Technician checks conveyor for additional court documents
- CS Technician separates court documents into appropriate categories: Separate amended, originals, forms with license attached, form by form numbers (DC-576)

- CS Technician check for judges signature, period of time and finding date
- See ALT Flow: Incomplete Document
- See Alt Flow: Amended finding

- CS Technician reviews customer record for conviction with same case number
- Invoke Delete Juvenile Finding
- CS Technician post finding to customer record
- System post finding order to customer record (JV10, JV11)
- CS Technician prepares for scanning for On Base
- Invoke Image Document
- CS Technician indexes to record.
- Invoke Communicate with Customer

ALT Flow: Incomplete Document:

- CS Technician returns document to court
- CS Technician updates Access Data Base to indicate document returned to court
- CS Technician checks Data Base in two weeks verifying information has been sent back

Alt Flow: Amended finding

- CS Technician reviews document and customer record to determine data elements that have been changed
- CS Technician updates customer record as appropriate

Future:

- General District/Circuit Court electronically transmits Finding to DMV.
- See Alt Flow: Court submits paper Finding
- System post finding to the customer record
- See Alt Flow: No Record Found
- See Alt Flow: Duplicate Record Found
- See Alt Flow: Possible Non-Match
- Invoke Communicate with Customer

- Alt Flow: Court submits paper Finding
- Invoke Image Document
- Invoke: Return Incomplete Document to Court
- System builds electronic queue for Findings
- CS Technician reviews findings in queue and matches to customer record on system
- CS Technician posts finding to customer record
- Return to Normal Process

Alt Flow: No Record Found

- Invoke Create Customer Account

Alt Flow: Possible Non-Match
 -System builds electronic queue of possible non-matches
 -CS Technician reviews queue to determine reason for non-match
 -CS Technician resolves non-match

Alt Flow: Duplicate Record Found
 -Invoke Resolve Duplicate Customer Record

Linked Requirements:

Name: Court shall submit Juvenile Findings electronically
Notes:

Name: System shall accept electronic Juvenile Finding from court
Notes:

Name: System shall accept facsimile copies of Juvenile Findings
Notes:

Name: System shall allow CP Technician to resolve non-match in queue based on set criteria
Notes:

Name: System shall build electronic queue for Juvenile Findings
Notes:

Name: System shall build electronic queue of possible non-matches
Notes:

Name: System shall calculate juvenile denial/suspension period of time based on finding and age of customer
Notes:

Name: System shall capture days of suspension
Notes:

Name: System shall capture suspension begin and end date
Notes:

Name: System shall match Juvenile Finding in queue to customer record
Notes:

Name: System shall NOT generate juvenile finding orders for (JV03, JV04, JV07, JV08, JV09)
Notes:

Name: System shall post Juvenile Finding received from the court to customer record
Notes: 16.1-278.9

Name: System shall update customer record to post juvenile finding
Notes:

Use Case Name:	Post Juvenile Findings (DC-576)		
Status:	Identified		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	2/13/2008
Notes:	This process is used by a Juvenile and Domestic Relations Court to deny a juvenile's driving privileges for certain traffic (Alcohol-related & Firearm-related, or Drug offense, Truancy and Bomb threat) and non-traffic offenses if the		

juvenile is at least 13 years of age at the time of the offense. Virginia Code 16.1-278.9,

Current:

- Mailroom receives paper convictions
- See ALT Flow: Received by fax
- Mailroom Technician sorts mail
- Conviction Processing (CP) Technician picks up court documents from mailroom
- CP Technician checks conveyor for additional court documents
- CP Technician separates court documents into appropriate categories: Separate amended, originals, forms with license attached, form by form numbers (DC-576)

- CP Technician check for judges signature, period of time and finding date
- See ALT Flow: Incomplete Document
- NOTE: Missing offense date is NOT required
- See Alt Flow: Amended juvenile finding
- CP Technician manually calculates suspension period based on finding and age of customer
- CP Technician indicates suspension period on DC-576 (suspension end date and days of suspension)
- CP Technician reviews customer record for conviction with same case number
- Invoke Delete Conviction
- CP Technician post juvenile finding to customer record
- System post juvenile finding order to customer record (JV03, JV04, JV07, JV08, JV09)
- CP Technician prepares for scanning for On Base
- Invoke Image Document
- CP Technician indexes to record.

- System does NOT print orders

ALT Flow: Incomplete Document:

- CP Technician returns document to court
- CP Technician updates Access Data Base to indicate document returned to court
- CP Technician checks Data Base in two weeks verifying information has been sent back

Alt Flow: Amended juvenile finding

- CP Technician reviews document and customer record to determine data elements that have been changed
- CP Technician updates customer record as appropriate

Future:

- Juvenile Court electronically transmits Juvenile Finding to DMV.

See Alt Flow: Court submits paper Juvenile Finding

- System post juvenile finding to the customer record
- See Alt Flow: No Record Found
- See Alt Flow: Duplicate Record Found
- See Alt Flow: Possible Non-Match
- System calculates denial/suspension period of time

- Alt Flow: Court submits paper Juvenile Finding
- Invoke Image Document
- Invoke: Return Incomplete Document to Court
- See Alt Flow: Incomplete document
- System builds electronic queue for Juvenile Findings
- CP Technician reviews juvenile findings in queue and matches to customer

record on system
 -CP Technician posts juvenile finding to customer record
 -Return to Normal Process

Alt Flow: No Record Found
 -Invoke Create Customer Account

Alt Flow: Possible Non-Match
 -System builds electronic queue of possible non-matches
 -CP Technician reviews queue to determine reason for non-match
 -CP Technician resolves non-match

Alt Flow: Duplicate Record Found
 -Invoke Resolve Duplicate Customer Record

Linked Requirements:

Name: Court shall submit Juvenile Findings electronically

Notes:

Name: System shall accept electronic Juvenile Finding from court

Notes:

Name: System shall accept facsimile copies of Juvenile Findings

Notes:

Name: System shall allow CP Technician to resolve non-match in queue based on set criteria

Notes:

Name: System shall build electronic queue for Juvenile Findings

Notes:

Name: System shall build electronic queue of possible non-matches

Notes:

Name: System shall calculate juvenile denial/suspension period of time based on finding and age of customer

Notes:

Name: System shall capture days of suspension

Notes:

Name: System shall capture suspension begin and end date

Notes:

Name: System shall match Juvenile Finding in queue to customer record

Notes:

Name: System shall NOT generate juvenile finding orders for (JV03, JV04, JV07, JV08, JV09)

Notes:

Name: System shall post Juvenile Finding received from the court to customer record

Notes: 16.1-278.9

Name: System shall update customer record to post juvenile finding

Notes:

Use Case Name:

Post Juvenile Findings (DC-577)

Status:	Identified		
Author:	Credential Team		
Created on:	1/28/2008	Modified on:	2/14/2008
Notes:	<p>This process is used by a Juvenile and Domestic Relations Court to deny a juvenile's driving privileges for certain non-traffic (curfew violations, court-ordered supervision and probation) if the juvenile is at least 13 years of age at the time of the offense. Virginia Code 16.1-278.8(9), 16.1-278.5(b)(2)</p> <p>Current:</p> <ul style="list-style-type: none"> -Mailroom receives paper convictions See ALT Flow: Received by fax -Mailroom Technician sorts mail -Conviction Processing (CP) Technician picks up court documents from mailroom -CP Technician checks conveyor for additional court documents -CP Technician separates court documents into appropriate categories: Separate amended, originals, forms with license attached, form by form numbers (DC-577) <ul style="list-style-type: none"> - CP Technician check for judges signature, period of time and finding date -See ALT Flow: Incomplete Document <p>NOTE: Missing offense date is NOT required</p> <ul style="list-style-type: none"> -See Alt Flow: Amended juvenile finding -CP Technician manually calculates suspension period based on finding and age of customer -CP Technician writes suspension period on DC-577 (suspension end date and days of suspension) -CP Technician reviews customer record for conviction with same case number -Invoke Delete Conviction -CP Technician post juvenile finding to customer record -System post juvenile finding order to customer record (JV01, JV02)) -CP Technician prepares for scanning for On Base -Invoke Image Document -CP Technician indexes to record. -Invoke Communicate with Customer <p>ALT Flow: Incomplete Document:</p> <ul style="list-style-type: none"> -CP Technician returns document to court -CP Technician updates Access Data Base to indicate document returned to court -CP Technician checks Data Base in two weeks verifying information has been sent back <p>Alt Flow: Amended juvenile finding</p> <ul style="list-style-type: none"> -CP Technician reviews document and customer record to determine data elements that have been changed -CP Technician updates customer record as appropriate -Invoke Communicate with Customer <p>Future:</p> <ul style="list-style-type: none"> -Juvenile Court electronically transmits Juvenile Finding to DMV. See Alt Flow: Court submits paper Juvenile Finding -System post juvenile finding to the customer record -See Alt Flow: No Record Found -See Alt Flow: Duplicate Record Found -See Alt Flow: Possible Non-Match -System calculates denial/suspension period of time -Invoke Communicate with Customer 		

-Alt Flow: Court submits paper Juvenile Finding
-Invoke Image Document
-Invoke: Return Incomplete Document to Court
-See Alt Flow: Incomplete document
-System builds electronic queue for Juvenile Findings
-CP Technician reviews juvenile findings in queue and matches to customer record on system
-CP Technician posts juvenile finding to customer record
-Return to Normal Process

Alt Flow: No Record Found
-Invoke Create Customer Account

Alt Flow: Possible Non-Match
-System builds electronic queue of possible non-matches
-CP Technician reviews queue to determine reason for non-match
-CP Technician resolves non-match

Alt Flow: Duplicate Record Found
-Invoke Resolve Duplicate Customer Record

Linked Requirements:

Name: Court shall submit Juvenile Findings electronically

Notes:

Name: System shall accept electronic Juvenile Finding from court

Notes:

Name: System shall accept facsimile copies of Juvenile Findings

Notes:

Name: System shall allow CP Technician to resolve non-match in queue based on set criteria

Notes:

Name: System shall build electronic queue for Juvenile Findings

Notes:

Name: System shall build electronic queue of possible non-matches

Notes:

Name: System shall calculate juvenile denial/suspension period of time based on finding and age of customer

Notes:

Name: System shall capture days of suspension

Notes:

Name: System shall capture suspension begin and end date

Notes:

Name: System shall generate orders for JV01 and JV02

Notes:

Name: System shall match Juvenile Finding in queue to customer record

Notes:

Name: System shall NOT generate juvenile finding orders for (JV03, JV04, JV07, JV08, JV09)

Notes:

Name: System shall post Juvenile Finding received from the court to customer record
Notes: 16.1-278.9

Name: System shall update customer record to post juvenile finding
Notes:
