

Meeting Summary
Functional Area: Credentialing/Sanctioning & Reinstatement



Meeting: Special Plates Sub Team Meeting
Date: March 17, 2008
Time: 2pm – 4pm
Location: CRM131

Meeting called by: Angela Burrell

Attendees: Carolyn Easley, Yolanda Fleming, Terry Saunders, Sherrie Wells, LaTrice Ampy, Jim Davidson

Preparation for meetings:

Agenda for the sub team meeting on March 17th was distributed to team.

Session Goals and Objectives:

Document detailed process flows (scenarios) for Special Plates.

Summary:

- ❖ The team reviewed and defined scenario and requirements for Special Plates.

Scenarios included:

- 🚦 Review Requested Personalized Plates
- 🚦 Review Requested Personalized Plates (Word Committee)

- ❖ Additional scenarios to cover: Recall Personalized Plates

- ❖ To do and/or research opportunities:

1. CSI needs copies of the OBJ1, 2 and 3 (Terry)
2. Potential PIO: Today – OBJ3 prints for office purposes but is never mailed to the customer. Future – Allow the system to place “held” plates in a queue for review and eliminate the OBJ3. This would eliminate the waste of producing a letter that is never mailed.

Plans for Next Workshop:

Another sub team meeting will be scheduled to complete Special Plates processes and scenarios.

Homework for Next Workshop:

A report from EA is attached that shows Special Plates scenarios defined and their linked requirements. Please review and provide feedback ASAP.

Scenario Report with Requirements

Package: Special Plates

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|---|--|--------------|-----------|
| Detail: | | | |
| Use Case Name: | Recall Personalized Plates | | |
| Status: | Scheduled | | |
| Author: | DMVJ3D | | |
| Created on: | 2/5/2008 | Modified on: | 3/18/2008 |
| Notes: | This process is used to recall personalized license plates registered to a vehicle in Virginia that may be in violation of the agency's screening guidelines | | |
| Linked Requirements: | | | |
| Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines | | | |
| Notes: 46.2-713 | | | |

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|----------------|--|--------------|-----------|
| Use Case Name: | Review Requested Personalized Plates | | |
| Status: | Scripted | | |
| Author: | Credential Team | | |
| Created on: | 2/5/2008 | Modified on: | 3/18/2008 |
| Notes: | <p>This process is used to screen requested personalized plates that have been ordered, NOT produced, that may be in violation of the agency's screening guidelines 46.2-726, 46.2-713</p> <p>Current:</p> <ul style="list-style-type: none"> -Customer requests personalized license plate by mail, fax, internet, CSC, phone -System builds Manufactured Plate List of requested personalized license plate -Special Plates Technician manually reviews each Manufactured Plate list on system -Special Plates Technician places "Hold" indicator on questionable personalized plates -Special Plates Technician approves Manufactured Plate List for manufacturing by VCE -System places "Held" plates on next unapproved Manufactured Plate list -System generates OBJ3 letter in overnight batch -Special Plates Technician retrieves OBJ3 letters from SSG -Special Plates Technician researches system, internet sources, other reference materials to determine meaning of questionable plates -Special Plates Technician submits research findings to Special Plates Manager for review -Special Plates Manager reviews research findings -Special Plates Manager updates Manufactured Plate List and change "Hold" status to OBJ -See Alt Flow: Send Plate to Word Committee -See Alt Flow: Approve Plate -System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates) -System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future -Alt Flow: Send Plate to Word Committee -Special Plates Manager schedules monthly Word Committee Meeting to evaluate questionable plate requests | | |

-Invoke Review Questionable Personalized Plates (Word Committee)

Alt Flow: Approve Plate

- Special Plates Manager determines plates can be released
- Special Plates Manager submits approved paperwork to Special Plates Technician
- Special Plates Technician updates Manufactured Plate List to remove "Hold" status, approves plate list

Future:

- Customer requests personalized license plate by mail, fax, internet, CSC, phone
- System builds electronic Manufactured Plate List of requested personalized license plate by plate type
- Special Plates Technician manually reviews each Manufactured Plate list on system
- Special Plates Technician places "Hold" indicator on questionable personalized plates
- System builds queue of "held" plates for review by Special Plates Manager
- Special Plates Manager reviews queue of "held" plates
- Special Plates Manager updates queue and change "Hold" status to OBJ
- See Alt Flow: Send Plate to Word Committee
- See Alt Flow: Approve Plate
- System generates OBJ1/OBJ2 in real time (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System determines vehicle for objectionable plate is registered with temp tags, Invoke Issue License Plates
- Invoke Refund Fees
- System determines vehicle for objectionable plate has metal tags in temp tag field and reactivates plate
- System generates registration card and decals for reactivated license plate
- Special Plates Manager retrieves Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

-Alt Flow: Send Plate to Word Committee

- Special Plate Manager updates queue to indicate requested plate is being reviewed by Word Committee
- System builds queue for review by Word Committee
- Special Plates Manager schedules monthly Word Committee Meeting to evaluate questionable plate requests
- Invoke Review Questionable Personalized Plates (Word Committee)

Alt Flow: Approve Plate

- Special Plates Manager determines plates can be released
- Special Plates Manager updates queue to approved "Held" plate
- System releases plates on Manufactured Plate List

Linked Requirements:

Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines

Notes: 46.2-713

Name: System shall add objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

Notes:

Name: System shall allow Special Plate Manager to update queue to indicate requested plate is being reviewed by Word Committee

Notes:

Name: System shall allow Special Plates Manager to retrieve Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry

Notes:

Name: System shall allow Special Plates Manager to review queue of "held" plates

Notes:

Name: System shall allow Special Plates Manager to update queue and change "Hold" status to OBJ

Notes:

Name: System shall allow Special Plates Manager to update queue to approve "Held" plate

Notes:

Name: System shall allow Special Plates Technician to place "Hold" indicator on questionable personalized plates

Notes:

Name: System shall allow Special Plates Technician to review each Manufactured Plate list on system

Notes:

Name: System shall build electronic Manufactured Plate List of requested personalized license plate by plate type

Notes:

Name: System shall build queue for review by Word Committee

Notes:

Name: System shall build queue of "held" plates for review by Special Plates Manager

Notes:

Name: System shall determine vehicle for objectionable plate has metal tags in temp tag field and reactivates plate

Notes:

Name: System shall generate OBJ1/OBJ2 in real time (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)

Notes:

Name: System shall generate registration card and decals for reactivated license plate

Notes:

Name: System shall release plates on Manufactured Plate List

Notes:

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|----------------|--|--------------|-----------|
| Use Case Name: | Review Requested Personalized Plates (Word Committee) | | |
| Status: | | | |
| Author: | Jim Davidson | | |
| Created on: | 3/17/2008 | Modified on: | 3/18/2008 |
| Notes: | This process is used to review questionable personalized license plates referred to the Word Committee by the Special Plates Manager | | |

Current:

- Special Plates Manager builds manual list of questionable personalized license plates on a monthly basis
- Word Committee meets to review questionable plates on list
- Word Committee approves questionable plate for manufacture
- See Alt Flow: Deny Plate
- Special Plates Manager/Representative updates Manufactured Plate List to remove "Hold" indicator
- Special Plates Manager/Representative updates QUIPS system to indicate plate was referred to Word Committee and Committee's decision

Alt Flow: Deny Plate

- Word Committee determines questionable plate is in violation of the agency's screening guidelines
- Special Plates Manager/Representative updates Manufactured Plate List to change "Hold" indicator to "Obj"
- Recalled Plate, Invoke Recall Personalized Plate
- System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

Future:

- Word Committee meets to review questionable plates in queue
- Special Plates Manager/Representative updates queue to release plate for manufacturing
- See Alt Flow: Deny Plate
- See -System generates OBJ1/OBJ2 in overnight batch (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future
- System removes "Hold" indicator from Manufactured Plate List

Alt Flow: Deny Plate

- Special Plates Manager./Representative updates queue to mark questionable plate as "OBJ"
- System generates OBJ1/OBJ2 in real time (OBJ1 - customer has temp tags, metal tags must be issued, OBJ2 - customer has existing metal plates)
- System determines vehicle for objectionable plate is registered with temp tags, Invoke Issue License Plates
- Invoke Refund Fees
- System determines vehicle for objectionable plate has metal tags in temp tag field and reactivates plate
- System generates registration card and decals for reactivated license plate
- Special Plates Manager retrieves Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry
- System adds objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

Linked Requirements:

Name: DMV shall deny/recall personalized plates determined to be in violation of the agency's screening guidelines

Notes: 46.2-713

Name: System shall add objectionable plates to "No-No Table (1088)" to prevent issuance of plate in the future

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Name: System shall allow Special Plate Manager to update queue to indicate requested plate is being reviewed by Word Committee

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Name: System shall allow Special Plates Manager to retrieve Objectionable Plates Report to include customer information (make, model of vehicle) date of review, requested plate, plate interpretation, Word Committee vote), recall, customer inquiry

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Name: System shall allow Special Plates Manager to review queue of "held" plates

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Name: System shall allow Special Plates Technician to place "Hold" indicator on questionable personalized plates

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Name: System shall allow Special Plates Technician to review each Manufactured Plate list on system

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Name: System shall build queue for review by Word Committee

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Name: System shall build queue of "held" plates for review by Special Plates Manager

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Name: System shall generate registration card and decals for reactivated license plate

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Name: System shall release plates on Manufactured Plate List

Notes: