

**Meeting Summary**  
**Functional Area: Credentialing/Sanctioning & Reinstatement**



**Meeting: Unsatisfied Judgments Sub Team Meeting**  
**Date: June 17, 2008**  
**Time: 1 pm – 5 pm**  
**Location: CRM301**

**Meeting called by:** Angela Burrell

**Attendees:** Debra Gardner, Millicent Ford, Shirley Jeffers, Brenda Patron, Jackie Gardner, Angela Burrell, Natalya Khabinsky, Jim Davidson

**Preparation for meetings:**

Agenda for the sub team meeting on May 27th was distributed to team.

**Session Goals and Objectives:**

Document detailed process flow (scenario) for VASAP.

**Summary:**

- ❖ The team reviewed and defined scenario and requirements for VASAP

Scenarios included:

- 🚦 Comply Intervention Interview Requirement
- 🚦 Notify Customer of Intervention Interview Requirement
- 🚦 Notify Individual of VASAP Requirement
- 🚦 Post VASAP Completion Date
- 🚦 Post VASAP Enrollment Date

- ❖ The following scenarios were identified and will be defined in a future sub-team meeting with VASAP:

- 🚦 Evaluate Third DUI Offense
- 🚦 Ignition Interlock

- ❖ The team identified a number of research and “to do” opportunity:

1. Check for user codes for VASAP - Jackie
2. **Training Issue:** VASAP can put completion date on record 30 days in advance - CSMA
3. **PIO:** Restricted license expiration date will show as DL expiration date – Team
4. Review out-of-state customer Intervention Interview compliance requirements – Millicent
5. **DLG/FIELD COM:** Update procedures to indicate tellers should review order screen for VASAP enrollment date – Shirley Jeffers
6. **PIO:** All areas to have ability to view the same screens – Design Forum
7. **PIO:** Order information screen and compliance screens agree (cross reference these screens) – Design Forum
8. **PIO:** VASAP system warns technician of prior DUI convictions: One prior – advise of prior, Two Prior –

9. Provide a copy of RSTD letter to Jim Davidson (to be attached to Use Case) – Jackie G.

**Plans for Next Workshop:**

Next session will be held July 29<sup>th</sup> where we will continue discussion of VASAP processes

**Homework for Next Workshop:**

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

## Scenario Report with Requirements

**Package:** VASAP

<b>Detail:</b>			
Use Case Name:		Comply Intervention Interview Requirement	
Status:		Scripted	
Author:		Credential Team	
Created on:	6/17/2008	Modified on:	6/17/2008
Notes:	<p>This process is used to satisfy the Intervention Interview requirement of an individual that completed the interview with VASAP within the 60 day deadline</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Customer completes Intervention Interview within 60 days of issuance of II-01</li> <li>-See Alt Flow: Completed more than 60 days after issuance of notice</li> <li>-VASAP updates customer record on system to post Intervention Intervention completion date</li> </ul> <p>-Alt Flow: Completed more than 60 days after issuance of notice</p> <ul style="list-style-type: none"> <li>-VASAP updates customer record on system to post Intervention Intervention completion date after effective date of order</li> <li>-System requires payment of reinstatement fee to reinstate driving privilege</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Same as current process</li> </ul>		

**Linked Requirements:**

**Name:** System shall allow VASAP to update customer record to post Intervention Intervention completion date

**Notes:**

**Name:** System shall allow VASAP to edit Intervention Interview completion date

**Notes:** today, VASAP has to call Court Suspension to have completion date removed, before VASAP can post correct completion date

**Name:** System shall require payment of reinstatement fee to reinstate driving privilege when intervention interview completed more than 60 days after issuance of II-01

**Notes:**

Use Case Name:	Notify Customer of Intervention Interview Requirement		
Status:	Scripted		
Author:	Credential Team		
Created on:	6/17/2008	Modified on:	6/19/2008
Notes:	<p>This process is used to notify customer of an intervention interview requirement with VASAP as a result of two convictions of driving while suspended/revoked 46.2-301,</p> <p>This requirement is in accordance 46.2-355.1</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-System recognizes two convictions of 46.2-301 on a customer record</li> <li>-System updates customer record to post Intervention Interview requirement</li> <li>-System generates II-01 in overnight batch</li> <li>-Mail Clerk mails II-01 to customer via certified mail</li> <li>-System allows customer 60 days to completed Intervention Interview with VASAP</li> <li>-System updates customer record on day 61 to suspend customer's driving privilege</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Same as current process</li> </ul>		

**Linked Requirements:**

**Name: System shall allow customer 60 days to complete Intervention Interview with VASAP**

**Notes:** 46.2-355.1

**Name: System shall generate II-01 in overnight batch**

**Notes:**

**Name: System shall require Intervention Interview of individual who has been convicted of two driving while suspended/revoked offenses 46.2-301**

**Notes:** 46.2-355.1,

**Name: System shall update customer record on day 61 to suspend customer's driving privilege**

**Notes:**

**Name: System shall update customer record to post Intervention Interview requirement**

**Notes:**

Use Case Name:	Notify Individual of VASAP Requirement		
Status:	Scripted		
Author:	Credential Team		
Created on:	6/17/2008	Modified on:	6/17/2008
Notes:	<p>This process is used to notify customer of requirement to enroll in VASAP program as a result of a conviction of reckless driving, DUI, 18.2-271.1</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Conviction of reckless driving, DUI is posted to customer record</li> </ul>		

-Invoke Post Conviction  
 -System generates CV04, CV05, CV06, CV07, CV08, CV09, CV10, CV45, CV11, CV46, CV12, CV67, CV14, CV15, CV13, CV18, CV19, CV16, CV17, CV47, CV48, CV96, CV98 in overnight batch (table 1041)  
 -Mail Clerk mails CV orders via certified mail  
 -Mail Clerk mails CV96, CV98 via first class mail

Future:  
 -Same as in current

**Linked Requirements:**

**Name: Mail Clerk shall mail CV orders via certified mail**

**Notes:**

**Name: Mail Clerk shall mails CV96, CV98 via first class mail**

**Notes:**

**Name: System shall generate CV04, CV05, CV06, CV07, CV08, CV09, CV10, CV45, CV11, CV46, CV12, CV67, CV14, CV15, CV13, CV18, CV19, CV16, CV17, CV47, CV48, CV96, CV98 in overnight batch (table 1041)**

**Notes:**

<b>Use Case Name:</b>	Post VASAP Completion Date		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/17/2008	<b>Modified on:</b>	6/19/2008

**Notes:**

This process is used to update customer record to show customer has completed required VASAP programs 18.2-271.1

Current:  
 -Customer completes required VASAP program  
 -VASAP updates customer record to post VASAP completion date  
 -See Alt Flow: VASAP posts VASAP completion date AFTER court-ordered restriction end date  
 -See Alt Flow: VASAP completed prior to court-ordered restriction end date  
 -System requires VASAP completion date to be on or before court ordered restriction end date  
 -System revokes individual's driving privilege when VASAP completion date NOT posted to customer record prior to or on court ordered restriction end date (provided order issued July 1, 2005 and after)

Alt Flow: VASAP completed prior to court-ordered restriction end date  
 -System allows VASAP to enter VASAP completion date up to 30 days prior to court-ordered restriction end date  
 -System updates order to show RES status  
 -System updates order to SAT status on actual VASAP completion date

Alt Flow: VASAP posts VASAP completion date AFTER court-ordered restriction end date  
 -VASAP contacts Court Suspension Technician to advised VASAP completion date was not posted to customer record prior to court-ordered restriction end  
 -Court Suspension Technician contacts SSG to bring current license out of history

Future:

-Customer completes required VASAP program  
-VASAP updates customer record to post VASAP completion date  
-See Alt Flow: VASAP posts VASAP completion date AFTER court-ordered restriction end date  
-See Alt Flow: VASAP completed prior to court-ordered restriction end date  
-System requires VASAP completion date to be on or before court ordered restriction end date  
-System revokes individual's driving privilege when VASAP completion date NOT posted to customer record prior to or on court ordered restriction end date (provided order issued July 1, 2005 and after)

Alt Flow: VASAP completed prior to court-ordered restriction end date  
-System allows VASAP to enter VASAP completion date up to 30 days prior to court-ordered restriction end date  
-System updates order to show RES status  
-System updates order to SAT status on actual VASAP completion date

Alt Flow: VASAP posts VASAP completion date AFTER court-ordered restriction end date  
-System allows VASAP to post completion date AFTER court-ordered restriction end date  
-System recognizes actual completion date rather than received date  
-System shall NOT put license into history when VASAP completion date is posted to customer record after court-ordered restriction end date

**Linked Requirements:**

**Name: System shall allow VASAP to edit VASAP completion enrolled and VASAP completion dates**

**Notes:**

**Name: System shall allow VASAP to enter VASAP completion date up to 30 days prior to court-ordered restriction end date**

**Notes:**

**Name: System shall allow VASAP to post completion date AFTER court-ordered restriction end date**

**Notes:**

**Name: System shall allow VASAP to update customer record to post VASAP completion date**

**Notes:**

**Name: System shall NOT put license into history when VASAP completion date is posted to customer record after court-ordered restriction end date**

**Notes:**

**Name: System shall recognize actual VASAP completion date rather than received date**

**Notes:**

**Name: System shall require VASAP completion date to be on or before court ordered restriction end date**

**Notes:**

**Name: System shall revoke individual's driving privilege when VASAP completion date NOT posted to customer record prior to or on court ordered restriction end date (provided order issued July 1, 2005 and after**

**Notes:**

**Name: System shall update order to SAT status on actual VASAP completion date**

**Notes:**

Use Case Name:	Post VASAP Enrollment Date		
Status:	Scripted		
Author:	Credential Team		
Created on:	6/17/2008	Modified on:	6/19/2008

**Notes:**

This process is used to update customer record to show customer has enrolled in required VASAP programs  
18.2-271.1

**Current:**

- Customer contacts VASAP to enroll in required VASAP program
- VASAP updates customer record to show VASAP enrolled date, offense date, jurisdiction,
- See Alt Flow: VASAP data does not match DMV offense data
- System allows VASAP to post enrollment date prior to DMV posting conviction requiring VASAP
- System holds VASAP enrollment date until conviction is posted to customer record
- System automatically posts VASAP enrollment date to customer record once conviction is posted
- System generates reminder notice (RSTD) in overnight batch 90 days prior court-ordered restriction end date

**Alt Flow:**

- Alt Flow: VASAP data does not match DMV offense data
- Customer contacts VASAP regarding enrollment date
- See Alt Flow: Customer contacts DMV directly
- VASAP contacts Court Suspension Supervisor regarding missing VASAP enrollment
- Court Suspension Supervisor inquires into pre-compliance queue for enrollment data
- Court Suspension Supervisor updates customer record with enrollment
- Court Suspension Supervisor deletes customer data from pre-compliance queue

**Alt Flow:**

- Alt Flow: Customer contacts DMV directly
- DMV Teller contacts Court Suspension Supervisor regarding missing data
- Return to Normal Process

**Future:**

- Customer contacts VASAP to enroll in required VASAP program
- VASAP updates customer record to show VASAP enrolled date, offense date, jurisdiction
- See Alt Flow: One previous DUI convictions within 10 years on customer record
- See Alt Flow: Two or more previous DUI convictions within ten years
- See Alt Flow: VASAP data does not match DMV offense data
- System allows VASAP to post enrollment date prior to DMV posting conviction requiring VASAP
- System holds VASAP enrollment date until conviction is posted to customer record
- System automatically posts VASAP enrollment date to customer record once conviction is posted
- System generates reminder notice (RSTD) in overnight batch 90 days prior court-ordered restriction end date

-Alt Flow: VASAP data does not match DMV offense data

-System holds non-matching VASAP enrollment data in pre-compliance  
 -System recognizes when customer record is updated with related reckless driving, DUI conviction  
 -System pulls possible VASAP enrollment data from pre-compliance and puts into queue for review by Court Suspension Technician  
 -Court Suspension Technician reviews queue and matches to appropriate customer record  
 -Court Suspension Technician updates queue to delete VASAP enrollment data from pre-compliance and update customer record with VASAP enrollment data

Alt Flow: One previous DUI convictions within 10 years on customer record  
 -System determines customer record shows one previous DUI convictions within 10 years  
 -System automatically sends a warning message to VASAP advising customer has one previous DUI conviction  
 -System inquiries to VASAP "do you want to continue"?

-Alt Flow: Two or more previous DUI convictions  
 -System sends warning message to VASAP advising of two or more previous DUI convictions on record  
 -System inquiries to VASAP "do you want to continue"?

**Linked Requirements:**

**Name: System shall allow Court Suspension Technician to update queue to delete VASAP enrollment data from pre-compliance and update customer record with VASAP enrollment data**

**Notes:**

**Name: System shall allow VASAP to edit VASAP completion enrolled and VASAP completion dates**

**Notes:**

**Name: System shall allow VASAP to post enrollment date prior to DMV posting conviction requiring VASAP**

**Notes:**

**Name: System shall automatically post VASAP enrollment date to customer record once conviction is posted**

**Notes:**

**Name: System shall automatically send a warning message to VASAP advising customer has one previous DUI conviction**

**Notes:**

**Name: System shall Court Suspension Technician to review queue and matches to appropriate customer record**

**Notes:**

**Name: System shall determine customer record shows one previous DUI convictions within 10 years**

**Notes:**

**Name: System shall generate reminder notice (RSTD) in overnight batch 90 days prior court-ordered restriction end date**

**Notes:**

**Name: System shall hold non-matching VASAP enrollment data in pre-compliance**

**Notes:**

**Name: System shall hold VASAP enrollment date until conviction is posted to customer record**

**Notes:**

**Name: System shall inquire to VASAP "do you want to continue"?**

**Notes:**

**Name:** System shall pull possible VASAP enrollment data from pre-compliance and puts into queue for review by Court Suspension Technician

**Notes:**

**Name:** System shall recognize when customer record is updated with related reckless driving, DUI conviction

**Notes:**

**Name:** System shall send warning message to VASAP advising of two or more previous DUI convictions on record

**Notes:**

**Name:** System shall allow VASAP to update customer record to show VASAP enrolled date, offense date, jurisdiction

**Notes:**

