

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



**Meeting: Operating Authority Sub Team Meeting**  
**Date: June 24, 2008**  
**Time: 1 pm – 3 pm**  
**Location: CRM131**

**Meeting called by:** Angela Burrell

**Attendees:** David Dunston, Judy Petersen, Paul Pugh, Natalya Khabinsky, Jim Davidson

**Preparation for meetings:**

Agenda for the sub team meeting on June 16 was distributed to team.

**Session Goals and Objectives:**

Document detailed process flow (scenario) for Operating Authority

**Summary:**

- ✚ Deny/Suspend/Revoke CLP
- ✚ Notify CLP Holder of Pending Sanction
- ✚ Pay CLP Civil Penalty/Request Hearing

**Homework for Next Workshop:**

- ✚ Determine if DMV has authority to suspend driving privilege on day 31 of unpaid civil penalty – Judy
- ✚ Copy of Civil Penalty Letter – David

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:** OA

<b>Detail:</b>			
Use Case Name:	Deny/Suspend/Revoke CLP		
Status:			
Author:	Credential Team		
Created on:	6/24/2008	Modified on:	6/26/2008
Notes:	This process is used to deny/suspend/revoke a CLP based on grounds provided in 46.2-2011.24, 46.2-2133, 46.2-2005, 46.2-2109		
	Current: -Case Manager determines CLP should be denied/suspended/revoked based on		

violation 46.2-2011.24, 46.2-2133  
 -Case Manager prepares order of denial/suspension/revocation to CLP holder (allows 30 days to request hearing)  
 -Mail Clerk mails CLP order of denial/suspension/revocation via certified mail  
 -Case Manager updates record on day 31 to deny/suspend/revoke CLP

Future:  
 -Case Manager determines CLP should be denied/suspended/revoked based on violation 46.2-2011.24, 46.2-2133  
 -Case Manager updates customer record to post pending denial/suspension/revocation of CLP  
 -System generates CLP denial/suspension/revocation order in real time in Operating Authority Work Center  
 -Invoke Communicate with Party  
 -Mail Clerk mails CLP denial/suspension/revocation order via certified mail  
 -System updates customer record on day 31 to suspend/revoke CLP  
 -System generates IS-12 to LES to pull tags once CLP is revoked

**Linked Requirements:**

**Name: DMV shall suspend/revoke a CLP based on grounds provided in 46.2-2011.24, 46.2-2133**

**Notes:**

**Name: System shall allow Case Manager to update customer record to post pending /suspension/revocation of CLP**

**Notes:**

**Name: System shall allow customer 30 days to request hearing based on denial, suspension, revocation of CLP**

**Notes:**

**Name: System shall generate CLP /suspension/revocation order in real time in Operating Authority Work Center**

**Notes:**

**Name: System shall generate IS-12 to LES to pull for-hire tags once CLP is revoked**

**Notes:**

**Name: System shall hold pending CLP suspension/revocation in abeyance when hearing requested within 30 days of CLP revocation order**

**Notes:**

**Name: System shall NOT allow customer to request hearing once CLP denial, suspension, revocation order is greater than 30 days**

**Notes:**

**Name: System shall prevent future registration for all vehicles owned by suspended/revoked CLP holder**

**Notes:**

**Name: System shall update customer record on day 31 to /suspend/revoke CLP**

**Notes:**

Use Case Name:	Notify CLP Holder of Pending Sanction		
Status:			
Author:	Credential Team		
Created on:	6/24/2008	Modified on:	6/26/2008

**Notes:** This process is used to notify CLP holder of pending sanction against CLP 46.2-2011, 46.2-2132

**Current:**

- Operating Authority Case Manager prepares pc-generated notice to CLP holder advising of civil penalties owed (notice allows 30 days to pay civil penalties or ask for hearing)
- Mail Clerk mails civil penalty notice via certified mail

**Future:**

- Operating Authority Case Manager updates customer record to show civil penalties owed on CLP
- System builds queue of CLP holder assessed civil penalties
- Invoke Use Automated Work Flow
- System generates civil penalties notice in real time in Operating Authority Work Center
- System places customer stop on customer record on day 31 of assessment of civil penalties when civil penalty remains unpaid
- Invoke Communicate with Party
- Mail Clerk mails civil penalty notice via certified mail

**Note:** Judy is checking to determine if DMV has authority to suspend driving privilege on day 31 of unpaid civil penalty

**Linked Requirements:**

**Name:** Mail Clerk shall mail civil penalty notice via certified mail

**Notes:**

**Name:** System shall allow Operating Authority Case Manager to update customer record to show civil penalties owed on CLP

**Notes:**

**Name:** System shall build queue of CLP holder assessed civil penalties

**Notes:**

**Name:** System shall generate civil penalties notice in real time in Operating Authority Work Center

**Notes:**

**Name:** System shall place customer stop on customer record on day 31 of assessment of civil penalties when civil penalty remains unpaid

**Notes:**

<b>Use Case Name:</b>	Pay CLP Civil Penalty/Request Hearing		
<b>Status:</b>			
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/24/2008	<b>Modified on:</b>	6/26/2008
<b>Notes:</b>	<p>This process is used by CLP holder to pay civil penalty or to request a hearing</p> <p><b>Current:</b></p> <ul style="list-style-type: none"> <li>-CLP holder submits payment for civil penalty to Case Manager</li> <li>-See Alt Flow: CLP holder requests hearing</li> <li>-Case Manager manually closes pending file on CLP holder</li> <li>-Case Manager deposits payment into misc revenue</li> <li>-Process Ends</li> </ul>		

Alt Flow: CLP holder requests hearing  
-CLP submits request for hearing to Case Manager  
-Case Manager manually prepares paper file for Hearing Office  
-Case Manager forwards paper file to Hearing Office

Future:  
-CLP holder submits payment (credit card, check, money order via walk-in, internet, phone, etc) for civil penalty  
-See Alt Flow: CLP holder requests hearing  
-System updates customer record to show civil penalty has been paid  
-System builds queue of CLP holder who has paid civil penalty for review by case manager  
-Invoke Use Automated Work Flow  
-System removes CLP holder from queue of CLP holders assessed civil penalties  
-System removes customer stop from CLP holder record once civil penalty has been paid in full

Alt Flow: CLP holder requests hearing  
-Invoke Request Hearing

**Linked Requirements:**

**Name: CLP holder submits payment (credit card, check, money order via walk-in, internet, phone, etc) for civil penalty**

**Notes:**

**Name: System shall allow Case Manager to override placement of stop on CLP record after 31 days of assessment of civil penalty**

**Notes:**

**Name: System shall build queue of CLP holder who has paid civil penalty for review by case manager**

**Notes:**

**Name: System shall not place stop on CLP holder owing civil penalty when hearing requested is requested within 31 days of assessment of civil penalty**

**Notes:**

**Name: System shall remove CLP holder from queue of CLP holders assessed civil penalties**

**Notes:**

**Name: System shall remove customer stop from CLP holder record once civil penalty has been paid in full**

**Notes:**

**Name: System shall update customer record to show civil penalty has been paid**

**Notes:**

