

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



**Meeting: VASAP Sub Team Meeting**  
**Date: August 25, 2008**  
**Time: 1 pm – 4 pm**  
**Location: CRM301**

**Meeting called by: Angela Burrell**

**Attendees:** Debra Gardner, Millicent Ford, Ronnie Hall, Brenda Patron, Angela Burrell, Natalya Khabinsky, Jim Davidson

**Preparation for meetings:**

Agenda for the sub team meeting on August 25th was distributed to team.

**Session Goals and Objectives:**

Review previously defined use cases for VASAP:

- ✚ Comply Ignition Interlock Requirement
- ✚ Impose Ignition Interlock Requirement
- ✚ Post Ignition Interlock Installation

**Summary:**

The team identified additional use cases:

- ✚ Alert VASAP of Change in Vehicle Ownership for Customer with Ignition Interlock Requirement
- ✚ Impose VASAP attendance/completion requirement

A meeting has been scheduled with DMV representatives for Friday, September 5<sup>th</sup>, to define the current processes for these use cases. This will assist the team during the meeting with Debra Gardner to begin defining future state processes for these use cases.

Attached is a report from EA for all use cases in the VASAP package. Please review and let Angela, Jim or Natalya know if you have questions or concerns.

# Scenario Report with Requirements

**Package:** VASAP

Use Case Name:	Comply Ignition Interlock Requirement		
Status:	Scripted		
Author:	Credential Team		
Created on:	8/5/2008	Modified on:	8/27/2008
Notes:	<p>This process is used by VASAP to indicate customer is no longer required to have ignition interlock on their vehicle</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-VASAP Representative updates customer record with ignition interlock removal date</li> <li>-System updates DUI order with ignition interlock removal date</li> <li>-System maintains ignition interlock "F" restriction on customer record until customer obtains a driver's license without ignition interlock "F" restriction</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-VASAP Representative updates customer record with ignition interlock removal date</li> <li>-System updates DUI order with ignition interlock removal date</li> <li>-System maintains ignition interlock "F" restriction on customer record until customer obtains a driver's license without ignition interlock "F" restriction</li> <li>-INVOKE ReIssue License</li> </ul> <p><b>Note:</b> VASAP has recommended creating a form for the VASAP vendor to provide to the customer once ignition interlock is removed. This will direct the customer to DMV for a reissued driver's license without ignition interlock restrictions</p>		

**Linked Requirements:**

**Name:** System shall allow VASAP Representative to update customer record with ignition interlock removal date

**Notes:**

**Name:** System shall maintain ignition interlock "F" restriction on customer record until customer obtains a driver's license without ignition interlock "F" restriction

**Notes:**

**Name:** System shall update DUI order with ignition interlock removal date

**Notes:**

Use Case Name:	Comply Intervention Interview Requirement		
Status:	Scripted		
Author:	Credential Team		
Created on:	6/17/2008	Modified on:	8/21/2008
Notes:	This process is used to satisfy the Intervention Interview requirement of an individual that completed the interview with VASAP		

Current:

- Customer completes Intervention interview within 60 days of Requirement Notice/Suspension Order issuance (II-01)
- See Alt Flow:** Post incorrect completion date
- See Alt Flow:** Completed more than 60 days after issuance of notice
- VASAP Representative post Intervention Interview completion date to customer record

-**Alt Flow:** Post incorrect completion date

- VASAP Representative calls Court Suspension Technician
- Court Suspension Technician delete incorrect data
- VASAP Representative post correct completion date.

-**Alt Flow:** Completed more than 60 days after issuance of notice

- VASAP Representative post Intervention Interview completion date after effective date of order
- System requires payment of reinstatement fee to reinstate driving privilege

-**Alt Flow:** Post incorrect completion date

- VASAP Representative calls Court Suspension Technician
- Court Suspension Technician delete incorrect data
- VASAP Representative post correct completion date.

Future:

- Customer completes Intervention interview within 60 days of Requirement Notice/Suspension Order issuance (II-01)
- Alt Flow:** Completed more than 60 days after issuance of notice
- VASAP Representative post Intervention Interview completion date to customer record

Alt Flow: Customer completes Intervention Interview more than 60 days after issuance of notice

INVOKE Suspend Driving Privilege

INVOKE Reinstate Driving Privilege

**Linked Requirements:**

**Name: DMV shall notify customers of Intervention Interview requirement.**

**Notes:** 46.2-355.1A

**Name: DMV shall notify customer to report to VASAP within sixty days of the Intervention Interview Notice/Suspension order date (IL-01)**

**Notes:** 46.2-335.1A

**Name: System shall allow VASAP to update customer record to post Intervention Interview 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 when they key data incorrectly. Court Suspension deletes incorrect date to allow VASAP to post correct completion date.

**Name: System shall not prevent intervention interview for any subsequent offenses committed in violation of 46.2-301**

**Notes:** 46.2-355.1E

**Name: System shall require reinstatement fee when interventon interview is completed 61 or more days after issuance of Requirement Notice/Suspension Order (IL-01)**

**Notes:**

**Name: System shall suspend the driving privilege of any person who fails to complete and pay the required fe for an intervention interview within the sixty-day period.**

**Notes:** 46.2-355.1C

Use Case Name:	Evaluate Third DUI Offense		
Status:	Scheduled		
Author:	Credential Team		
Created on:	6/17/2008	Modified on:	7/2/2008
Notes:			
<b>Linked Requirements:</b>			

Use Case Name:	Impose Ignition Interlock		
Status:	Scripted		
Author:	Credential Team		
Created on:	6/17/2008	Modified on:	8/27/2008
Notes:	<p>This process is used when ignition interlock is required by the court or DMV as a condition of restricted privileges or restoration 46.2-391.01, 46.2-391C, 18.2-270.1 and 18.2-271.1C</p> <p>Current:</p> <ul style="list-style-type: none"><li>-System receives a DUI conviction</li><li>-System adds ignition interlock on customer record when DUI first -court ordered, DUI 2nd within 10 years - court ordered, DUI 2nd within 5 - DMV ordered even if not court ordered, DUI 3rd - DMV ordered even if not court ordered, 3 DUI's within 10 year period - DMV ordered</li></ul> <p><b>Note:</b> Ignition interlock applicable to offenses on or after July 1, 2001</p> <p>Future:</p> <p><b>Preceded by Post/Delete/Amend Conviction</b></p> <ul style="list-style-type: none"><li>-System determines court requires ignition interlock</li><li>-<b>See Alt Flow:</b> DUI Conviction WITHOUT Ignition Interlock requirement</li><li>-System updates customer record with ignition interlock requirement order</li><li>-System generates ignition interlock order (correspondence: CV-06, CV-07, CV09...) in overnight batch</li><li>-Mail Clerk mails ignition interlock order via certified mail</li></ul> <p><b>Alt Flow:</b> DUI Conviction WITHOUT Ignition Interlock requirement</p> <ul style="list-style-type: none"><li>-System determines customer record contains DUI 2nd offense within five years, DUI 3rd or subsequent offense, or three DUI's within 10 years</li><li>-System imposes ignition interlock requirement</li></ul>		

**Linked Requirements:**

**Name: System shall determine customer record contains DUI 2nd offense within five years**

**Notes:**

**Name: System shall determine customer record contains DUI 3rd or subsequent offense**

**Notes:**

**Name: System shall determine customer record contains three DUI offenses within 10 years**

**Notes:**

**Name: System shall impose ignition interlock requirement for customer who receive a DUI 2nd offense in five years**

**Notes:**

**Name: System shall impose ignition interlock requirement for customers who receive DUI 3rd or subsequent offense**

**Notes:**

**Name: System shall impose ignition interlock requirement for three DUI offenses received in a ten year period**

**Notes:**

**Name: System shall impose ignition interlock requirement on convictions received from courts when the judge ordered ignition interlock with DUI first offense**

**Notes:**

<b>Use Case Name:</b>	Notify Customer and Post Intervention Interview Requirement		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/17/2008	<b>Modified on:</b>	8/12/2008
<b>Notes:</b>	<p>This process is used to notify customer of an intervention interview requirement with VASAP as a result of two convictions while driving privileges are suspended/revoked for violations of 46.2-301.</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-System recognizes two 46.2-301 convictions on a customer record</li> <li>-System post Intervention Interview requirement to customer record</li> <li>-System generates Requirement Notice/Suspension Order (II-01) in overnight batch</li> <li>-Mail Clerk mails Requirement Notice/Suspension Order (II-01) to customer via certified mail</li> <li>-Invoke Communicate with Party</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 Requirement Notice/Suspension Order (II-01)**

**Notes:**

**Name: System shall require customers who receive two convictions while driving on a suspended or revoked license to attend an Intervention Interview 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 Customer of VASAP Requirement		
Status:	Scripted		
Author:	Credential Team		
Created on:	6/17/2008	Modified on:	8/21/2008
Notes:	<p>This process is used to notify customer of requirement to enroll and successfully complete an ASAP 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> <li>-Invoke Post Conviction</li> <li>-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)</li> <li>-Mail Clerk mails CV orders via certified mail</li> <li>-Mail Clerk mails CV96, CV98 via first class mail</li> <li>-Invoke Communicate with Party</li> </ul> <p>Future:</p> <p><b>Preceded by Post/Delete/Amend Conviction</b></p> <ul style="list-style-type: none"> <li>-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)</li> <li>-Mail Clerk mails CV orders via certified mail</li> <li>-Mail Clerk mails CV96, CV98 via first class mail</li> <li>-Invoke Communicate with Party</li> </ul> <p>INVOKE Communicate with Party</p>		

**Linked Requirements:**

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

**Notes:**

**Name: Mail Clerk shall mail 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:**

Use Case Name:	Post Ignition Interlock Installation		
Status:	Scripted		
Author:	Credential Team		
Created on:	7/29/2008	Modified on:	8/27/2008
Notes:	This process is used to update customer record to show ignition interlock has been installed on vehicles owned or operated by customer required to have ignition		

interlock as a condition of restricted privileges or restoration

**Current:**

- Customer visits VASAP office with court order or DC-266 to request installation of ignition interlock
- VASAP representative enrolls customer in program
- VASAP Representative schedules appointment with vendor for ignition interlock installation
- Customers takes vehicle to vendor location
- VASAP Vendor installs Ignition Interlock
- VASAP Vendor notifies VASAP representative that ignition interlock has been installed on specific vehicles owned or operated by customer
- VASAP representative updates system to show ignition interlock has been installed on specific vehicles (customer number, make, model and year)
- System updates ignition interlock file with data (customer number, make, model and year)
- See Alt Flow:** DUI Conviction NOT on customer record
- Ignition interlock file matches data (customer number, make, model and year) to customer record with DUI conviction/order
- System updates customer record to show ignition interlock installed on specific vehicles
- System updates DUI order to show ignition interlock installed

**Alt Flow:** DUI Conviction NOT on customer record

- System creates duplicate record with data (customer number, make, model and year) when DUI conviction is received
- Customer record is updated with DUI conviction/order information*
- System puts duplicate vehicle ignition interlock requirements in ignition interlock file*

*NOTE: System does NOT read ignition interlock file to satisfy ignition interlock requirement when DUI conviction/order is posted to customer record. This causes issues for customer, VASAP and CSC because ignition interlock requirement is NOT satisfied on customer record when customer has complied with DMV requirements*

**Future:**

- Customer visits VASAP office with court order or DC-266
- Customer requests ignition interlock device installation
- VASAP representative enrolls customer in ignition interlock program
- VASAP Representative schedules appointment with VASAP vendor for ignition interlock installation
- Customers takes vehicle(s) to VASAP vendor location
- VASAP Vendor installs Ignition Interlock
- VASAP Vendor notifies VASAP Representative that ignition interlock device has been installed on specific vehicle(s) owned or operated by customer
- VASAP representative updates customer record with ignition interlock information (VIN, install date )
- System allows VASAP Representative to post ignition interlock install date prior to DMV receiving conviction requiring interlock
- System holds ignition interlock installation date until conviction is posted to customer record
- System automatically posts ignition interlock installation date to customer record once conviction is posted
- System updates DUI order to show ignition interlock install date

**Linked Requirements:**

**Name: System shall allow VASAP Representative to post ignition interlock install date prior to DMV receiving conviction requiring interlock**

**Notes:**

**Name: System shall allow VASAP representative to update customer record with ignition interlock information**

**Notes:** (VIN, install date )

**Name: System shall automatically post ignition interlock installation date to customer record once conviction is posted**

**Notes:**

**Name: System shall hold ignition interlock installation date until conviction is posted to customer record**

**Notes:**

**Name: System shall update DUI order to show ignition interlock install date**

**Notes:**

<b>Use Case Name:</b>	Post VASAP Completion Date		
<b>Status:</b>	Scripted		
<b>Author:</b>	Credential Team		
<b>Created on:</b>	6/17/2008	<b>Modified on:</b>	8/21/2008
<b>Notes:</b>	<p>This process is used to update customer record to show customer has completed required VASAP programs 18.2-271.1</p> <p><b>Current:</b></p> <ul style="list-style-type: none"><li>-Customer completes required VASAP program</li><li>-VASAP Representative updates customer record to post VASAP completion date</li><li>-See Alt Flow: VASAP Representative posts VASAP completion date AFTER court-ordered restriction end date</li><li>-See Alt Flow: VASAP completed prior to court-ordered restriction end date</li><li>-System requires VASAP completion date to be on or before court ordered restriction end date</li><li>-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)</li></ul> <p><b>Alt Flow: VASAP completed prior to court-ordered restriction end date</b></p> <ul style="list-style-type: none"><li>-System allows VASAP Representative to enter VASAP completion date up to 30 days prior to court-ordered restriction end date</li><li>-System updates order to show RES status</li><li>-System updates order to SAT status on actual VASAP completion date</li></ul> <p><b>Alt Flow: VASAP Representative posts VASAP completion date AFTER court-ordered restriction end date</b></p> <ul style="list-style-type: none"><li>-VASAP Representative contacts Court Suspension Technician to advised VASAP completion date was not posted to customer record prior to court-ordered restriction end</li><li>-Court Suspension Technician contacts SSG to bring current license out of history</li></ul> <p><b>Future:</b></p> <ul style="list-style-type: none"><li>-Customer completes required VASAP program</li></ul>		

-VASAP Representative updates customer record to post VASAP completion date  
-See Alt Flow: VASAP Representative 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 Representative 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 Representative 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 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 allow VASAP Representative to edit VASAP enrollment 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:	8/25/2008
Notes:	<p>This process is used to update customer record to show customer has enrolled in required VASAP programs 18.2-271.1</p> <p>Current:</p> <ul style="list-style-type: none"> <li>-Customer contacts VASAP Representative to enroll in VASAP program</li> <li>-VASAP Representative post VASAP enrollment date, offense date, and jurisdiction to customer record</li> <li>-See Alt Flow: VASAP data does not match DMV offense data</li> <li>-System allows VASAP Representative to post enrollment date prior to DMV receiving conviction requiring VASAP</li> <li>-System holds VASAP enrollment date until conviction is posted to customer record</li> <li>-System automatically posts VASAP enrollment date to customer record once conviction is posted</li> <li>-System generates reminder notice (RSTD) in overnight batch 90 days prior court-ordered restriction end date</li> </ul> <p>-Alt Flow: VASAP data does not match DMV offense data</p> <ul style="list-style-type: none"> <li>-Customer contacts VASAP regarding enrollment date</li> <li>-See Alt Flow: Customer contacts DMV directly</li> <li>-VASAP Representative contacts Court Suspension Manager regarding missing VASAP enrollment</li> <li>-Court Suspension Manager inquires into pre-compliance queue for enrollment data</li> <li>-Court Suspension Manager updates customer record with enrollment</li> <li>-Court Suspension Manager deletes customer data from pre-compliance queue</li> </ul> <p>-Alt Flow: Customer contacts DMV directly</p> <ul style="list-style-type: none"> <li>-DMV Teller contacts Court Suspension Manager regarding missing data</li> <li>-Return to Normal Process</li> </ul> <p>Future:</p> <ul style="list-style-type: none"> <li>-Customer contacts VASAP Representative to enroll in required VASAP program</li> <li>-VASAP Representative post VASAP enrollment date, offense date and jurisdiction to customer record</li> <li>-<b>See Alt Flow:</b> Two or more previous DUI convictions within ten years</li> <li>-<b>See Alt Flow:</b> VASAP data does not match DMV offense data</li> <li>-System allows VASAP Representative to post enrollment date prior to DMV receiving conviction requiring VASAP</li> <li>-System holds VASAP enrollment date until conviction is posted to customer record</li> <li>-System automatically posts VASAP enrollment date to customer record once conviction is posted</li> <li>-System generates reminder notice (RSTD) in overnight batch 90 days prior court-ordered restriction end date</li> <li>-Invoke Communicate with Party</li> <li>-Process Ends</li> </ul> <p>-<b>Alt Flow:</b> Two or more previous DUI convictions</p> <ul style="list-style-type: none"> <li>-System determines customer record shows two previous DUI convictions within 10 years</li> </ul>		

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

**-Alt Flow:** VASAP data does not match DMV offense data  
**INVOKE** Inquire Party

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

**Linked Requirements:**

**Name:** System shall allow Court Suspension Technician to review queue  
**Notes:**

**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 add enrollment date, offense date and jurisdiction to customer record  
**Notes:**

**Name:** System shall allow VASAP to post enrollment date prior to DMV receiving VASAP conviction requirement  
**Notes:**

**Name:** System shall allow VASAP Representative to edit VASAP enrollment completion date  
**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 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 to 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 put into queue for review by Court Suspension Technician**

**Notes:** 45 days alert

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

**Notes:**

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

**Notes:**