



Minutes

Name:	Colorado DRIVES County RC&I Sub-Committee		
Meeting Date:	April 24, 2019	Organizer:	Trina McCray
Meeting Time:	1:30 pm – 3:30 pm	Location:	Go To Meeting 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285

Purpose of Meeting

TBD

Attendance

<u>Member</u>	<u>Organization</u>	✓	<u>Member</u>	<u>Organization</u>	✓
Pam Nielsen Chair	Larimer County	✓	Jason Salazar Co-Chair	Denver County	✓
Diana Hall	Boulder County	✓	Tasha Gomez	Elbert County	✓
Sheri Davis	Douglas County	✓	Nicole Jaramillo	Alamosa County	
Lauren Silva	DOR-VSS	✓	Eric Shannon	DOR-Controller	✓
Brian Honeycutt	Broomfield County	✓	Wendi Milinazzo	Adams County	✓
Cindi Wika	OIT	✓			
Trina McCray	DOR-VSS	✓	Dylan Ikenouye	DOR-VSS	
Chris Hochmuth	DOR-VSS	✓	Kevin Wyatt	Jefferson	✓
Crystal Sandoval			Katya Eremich	DOR – VSS	
Amanda Ross			Sonia Sandoval	DOR-OIT	
Kayla Pacheco			Ted Trujillo	DOR	✓
Kevin Kihn	DOR-VSS	✓	Jenny Leigh Adler	DOR-VSS	✓
Michelle Martinez	DOR-OIT		Dallas Schroeder	Elbert	
Sheri Sewald		✓	Patti Bender	Jefferson	
Barbara Galitz	Boulder		Pam Samora	DOR	✓
Taylor Douglas			Jean Alberico	Garfield	



Minutes

Julie Fischer	√	Kelly Lundgrin	El Paso	
Tina Harris	√	Evan Scrutchins		√
Meredith Jordon	√	Kate Krist		
Jackie Harmon	√	Aarika Seat	Fast	√

Meeting Minutes

1. Call to Order

1.1. Roll Call – Trina McCray

2. Old Business

Approval of Previous meeting's Minutes (03/27/19 & 4/10/19)

- Held approval for next meeting

Past Action Items Review

Application Support Call Template – Sonia

- Held for next meeting

Repeat MH search process in daily communication (from March 13)

- Process needs to be addressed. Lauren Silva to follow up.

Additional Items

- Scoring sheet update to be shared next meeting by Jason Salazar
- Update on reviewing SQR's at last meeting – new SQR priority sheet will be tested at next SQR meeting

\$40,000 County Improvement Fund & Process – Pam & Jason

- Equipment Requests - NONE

DMV Proposal for Crediting of Vehicle Registration Fees and Taxes

Redraft review – Adam (Leave on agenda - Review after system stabilizes)

SQR

Testing/Production Update – Lauren

- 3 SQR's ready for testing. 10 assigned out that have failed – 61 have passed testing. Total of 63 county testers in DRIVES. Discussion on processing SQR's. Discussion on amount of testing being done and if the original submitter is contacted for updates. Question was raised about leaving original SQR's open for history tracking. When an SQR is resubmitted it goes back to the prioritization level that it was introduced. Follow up communication is going through SCA system. Discussion regarding user's access to SCA system.



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SQR Review, update on SQR Meetings – Lauren

- Transition to score sheet and taking on more tickets. Process is to review, verify, validate, gathering info and then prioritizing. Updates on the progress regarding the number of SQR's. Question was raised about developing training documents based on identified training issues. End user is always contacted at the end of the process, and at times it's identified that issues are selective to a small number of people. SQR's with common issues are linked together within one SQR. Suggestion for County Training Group to focus on training staff. Group is still being formalized to include counties and state staff.

SQR statistics – Sonia

Prioritizing SQR's - Urgent, Escalation, High etc. - Sonia

Scoping Document and Service Desk Process - Sonia

- Moved to next meeting

FAWG Committee Update – Kimberly

- New process has begun regarding financial items to be prioritized. Top 10 priority list was identified. Old financial group SQR's were sent out to FAWG committee members to address. Question was raised about a flowchart that shows verify and production process. Sonia to report, next meeting. 15514 is the SQR about refunds.

Record searches hitting NMVTIS versus Lexis Nexis searches – Jim

- Tabled for next meeting. Updated info will go out today as well as the Job Aide to send to dealers and financial organizations, if possible. Communications will have this document by COB today.

DPA - Mike

Title Complete Cards – Mike

- Pictures were shown of the DPA paper printing process. The prior recommendation has been reconsidered and savings will be minimal. At this time, not recommending the process be changed at this time. Work should be finalized for Arapahoe County this week, then El Paso and then Adams. Items from Track and Trace allowed data review. Reminder that stock pricing is negotiated by CCI. Projecting a huge savings through the stock pricing.

Preemie - Review proposal - Eric & Adam



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- Year of Service calculations are in question. Jason to work with Pam to better understand prior to moving forward with a recommendation to Governance. Discussion regarding calculation rules and CSTARS data conversion. Discussion to continue offline and make recommendations next RCI meeting.

New Business

Access Request processes and cancellations of accounts – Policy review, Process Flow and Job Aides Cindi

- Workflow document was displayed regarding creating access for a new hire at onboarding and an explanation given. Document showing off boarding process was also shown. Plan to walk through Access Request Form to discuss process for betterment. These recommendations will assist in the development of a portal to implement these requests electronically. Recommendations to be sent to Cindi and to be discussed at the next meeting in order to make recommendations to Governance. There is a job aide on DRIVES intranet but it isn't current. Move to next RCI meeting to May 9th.

Clerk Hire Fee – Kevin

- Tabled for next week

DV letter review

- Committee reviewed both the original and the suggested letter. Accepted the letter compiled by Sarah Werner. Will make recommendations to accept this letter to Governance – Trina to send with Agenda to Governance
- Letter from Veteran Affairs – Discussion to incorporate in DRIVES, possibly on DRIVES Intranet site. Pam to connect with Kyle Boyd regarding feasibility for maintaining a form such as this.

Lease Collection - Rule vs Legislation? SQR 12966

- Dealer Address is being changed to match the customer's address. Hoping something being developed in DRIVES to fix because taxes are being calculated based on the address. Test Cap SQR needs submitted.
- SQR list review



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3. Open Discussion – Evan, Jason, Julie, Nicole, Kevin, Lauren, Kayla, Terry, Brian to discuss the SOT issue offline
4. Public Testimony - NONE
5. Assignment of Action Items
 - 5.1. Amy get with Sonia CA ticket system training
 - 5.2. Flow Chart Amy and Sonia
 - 5.3. Pam set meeting for Preemie discussion
 - 5.4. Lauren work with Noelle on mobile home
 - 5.5. Jason working on Scoring sheet
 - 5.6. Pam work with Kyle
6. Next meeting – May 9th
7. SQR May 1st
8. Adjourn – motion by Tasha, 2nd by Wendi.

Next Meeting					
Date:	May 9, 2019	Time:	1:30 pm	Location	Go To Meeting 1 (872) 240-3412 Access Code – 264-104-285 https://global.gotomeeting.com/join/264104285
Purpose:	TBD				