



MEETING PLAN

Name:	Colorado DRIVES County RCI		
Meeting Date:	May 22, 2019	Organizer:	Trina McCray
Meeting Time:	1:30 pm – 4:30 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>√</u>	<u>Member</u>	<u>Organization</u>	<u>√</u>
Pam Nielsen Chair	Larimer County		Jason Salazar Co-chair	Denver County	
Brian Honeycutt	Broomfield County		Tasha Gomez	Elbert County	
Sheri Davis	Douglas County		Nicole Jaramillo	Alamosa County	
Lauren Silva	DOR-VSS		Eric Shannon	DOR-Controller	
Cindi Wika	OIT		Wendi Milinazzo	Adams County	



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04.24.19 Meeting Agenda

1. Call to Order
 - 1.1. Roll Call – Trina McCray
2. Old Business
 - 2.1. Approval of Previous meeting's Minutes (03/27/19, 4/10/19, 04/24/19, 05/09/19)
 - 2.2. Past Action Items Review
 - 2.2.1. Correspondence options on DRIVES internet - Pam to reach out to Kyle
 - 2.2.1.1. Repository for county/state communication letters (Outages)
 - 2.2.2. Web page updates for E-Services - Jason
 - 2.3. Record searches hitting NMVTIS versus Lexis Nexis searches - Jim
 - 2.4. Title Application process Update - Jim
 - 2.5. Clerk Hire Fee (to charge or not to charge \$4.00 Dup Reg) - Kevin
 - 2.6. DV letter review
 - 2.6.1. Fee Credits on DV and Military - Nicole/Lauren
 - 2.6.2. VA Customer Communication Report - Kevin
 - 2.7. Outage letter further review and modification per Governance - Pam
 - 2.8. SQR
 - 2.8.1. Testing/Production Update – Lauren
 - 2.8.2. SQR Review, update on SQR Meetings – Lauren
 - 2.8.3. Application Support Call Template - Sonia
 - 2.8.4. Prioritizing SQR's - Urgent, Escalation, High etc. - Sonia
 - 2.8.5. CA Ticket Training - Amy & Sonia
 - 2.9. Access Request processes and cancellations of accounts - Cindi
 - 2.9.1.1. OIT Policy review
 - 2.9.1.2. Process Flow
 - 2.9.1.3. Form a job aid?
 - 2.10. Security level group definitions - Brandon Davis and Amy Harrison
 - 2.10.1. Clean up of Admin issues - Brandon Davis
 - 2.10.2. 3345192 - User security list - had at roll out - Brandon Davis
3. New Business
4. SQR Review if time allows
5. Open Discussion



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6. Public Testimony
7. Assignment of Action Items
8. Next meeting
9. Adjourn

Parking Lot Items for future meetings (scheduling pending):

1. DMV Proposal for Crediting of Vehicle Registration Fees and Taxes
 - 1.1. Redraft review – Adam (Leave on agenda - Review after system stabilizes)
2. Scoping Document and Service Desk Process - Sonia
- 3.
4. Flow Chart of SQR process - Amy & Sonia
5. Premie - Review proposal - Eric & Adam
6. Equipment Requests
7. SQR 14388 - PWD permit project



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