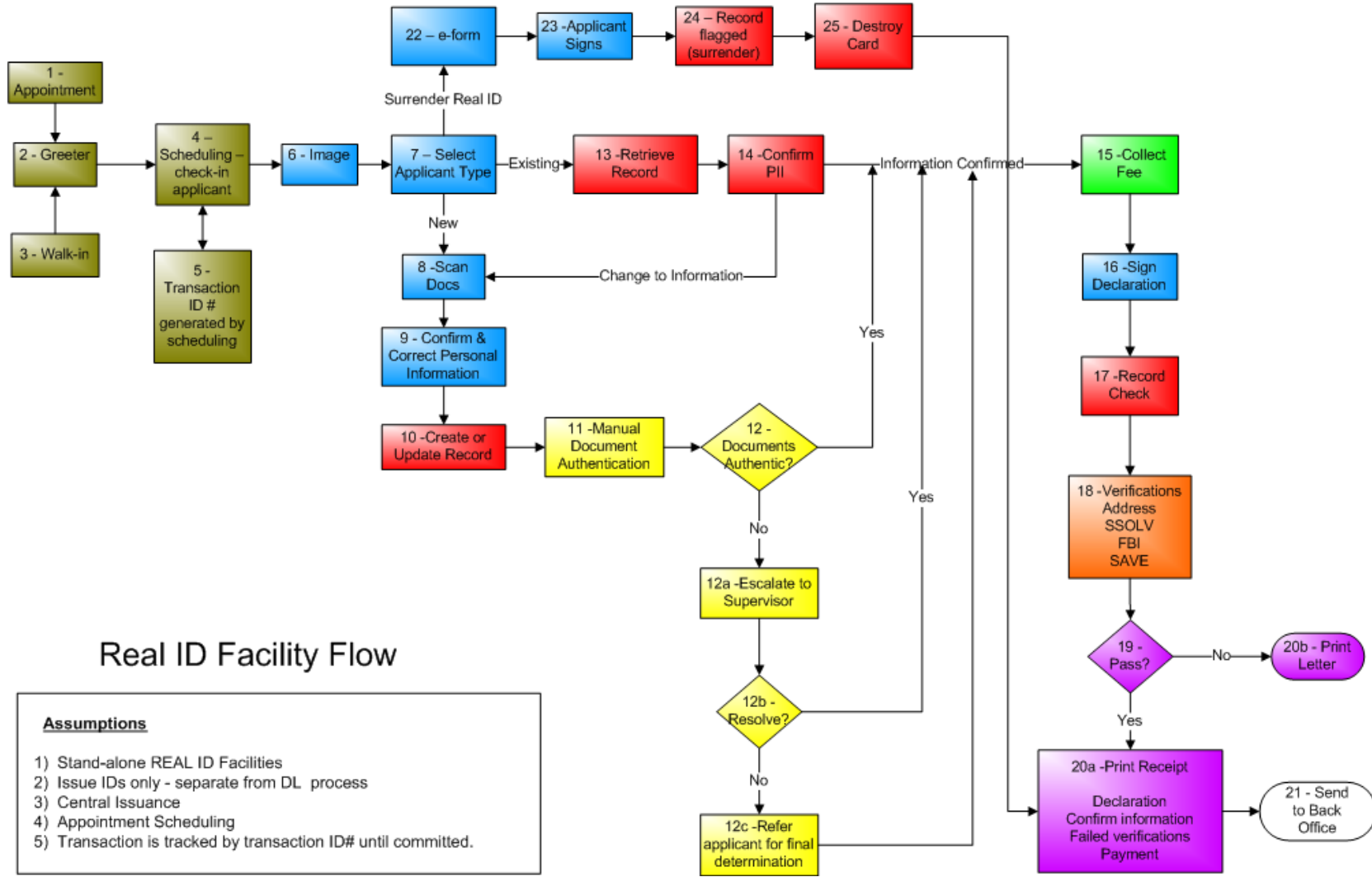


Attachment 1

Workflow Designs

NOTE: These workflow designs are for reference only and should not be considered exact specifications or requirements.

In the Facility



Real ID Facility Flow

Assumptions

- 1) Stand-alone REAL ID Facilities
- 2) Issue IDs only - separate from DL process
- 3) Central Issuance
- 4) Appointment Scheduling
- 5) Transaction is tracked by transaction ID# until committed.

H: Facility Application Workflow

Function: Facility Application Workflow Narrative
Process Flow: New or Renewal

Ref.	Title	Description
1	Appointment	Applicant makes an appointment for a REAL ID Center.
2	Greeter	The greeter checks in applicants with appointments or enters applicants who walk-in without an appointment.
3	Walk-in	Applicant walks into a REAL ID Center without an appointment.
4	Scheduling	The scheduling tool is used to check-in the applicant.
5	Transaction ID# generated	The scheduling tool generates the transaction ID.
6	Image	Full facial image is captured.
7	Select Applicant Type	Employee selects the type of applicant: First time applicant; Renewal; Corrected; Duplicate; Surrender
8	Scan Docs	For first time applicants, all required documentation must be scanned. For existing card holders, documentation required for a change of information is scanned.
9	Confirm & Correct Personal Information	The employee reviews the batch of scanned documents to confirm or correct the classification and data elements. All scanned images are quality checked.
10	Create or Update Record	A record is created or updated for the applicant.
11	Manual Document Authentication	Any required documentation is manually reviewed to determine authenticity.
12	Documents Authentic?	Are the documents authentic?
12a	Escalate to Supervisor	If there is a question about the authenticity of the documents, a supervisor is called to do a secondary review.
12b	Resolve?	Was the supervisor able to authenticate the documents?

12c	Refer applicant for final determination	If the supervisor was not able to authenticate the documents, the applicant must be referred to a Certified Document Authentication Specialist for a final determination.
13	Retrieve Record	If the applicant already holds a REAL ID, the employee retrieves the information from the record.
14	Confirm PII	The employee confirms the information on the existing record. If there is a change to the personally identifiable information, the applicant must provide any required documentation of the change. If there is no change to the information, the process skips to the collection of the fee.
15	Collect Fee	The appropriate fee is collected based on the type of application, (i.e. new, renewal, corrected, or duplicate).
16	Sign Declaration	The applicant must read and respond to the information presented on the signature pad screen. The applicant's electronic signature is captured.
17	Record Check	The system checks the REAL ID and DL databases to see if the applicant already has an existing record.
18	Verifications	All required verifications are completed and any problems resolved if possible.
19	Pass?	Were all the verifications successful?
20a	Print Receipt	A receipt is printed for the applicant that includes; <ul style="list-style-type: none"> <input type="checkbox"/> the declaration and legal language, <input type="checkbox"/> the confirmed personal information that will be printed on the card, <input type="checkbox"/> information about any incomplete verifications, <input type="checkbox"/> payment information.
20b	Print Letter	If there is any problem with the verifications that the applicant will have to address with another agency, a letter is printed with instructions for what the applicant needs to do to resolve the problem.
21	Send to Back Office	When the transaction is complete in the facility, the information is sent to the back office for further processing and/or forwarding to the issuance vendor.
22	e-form – Voluntary Surrender of REAL ID	If the applicant comes to a Real ID Center to surrender a REAL ID that was previously issued to them, they must complete the “Voluntary Surrender of REAL ID” form.
23	Applicant signs	The system captures the applicant's electronic signature on the form.
24	Record flagged	The applicant's record on the REAL ID database is flagged to indicate the card has been surrendered.
25	Destroy Card	The employee shreds the surrendered card.

CANCELLATION

Receive Notice of Cancellation from below

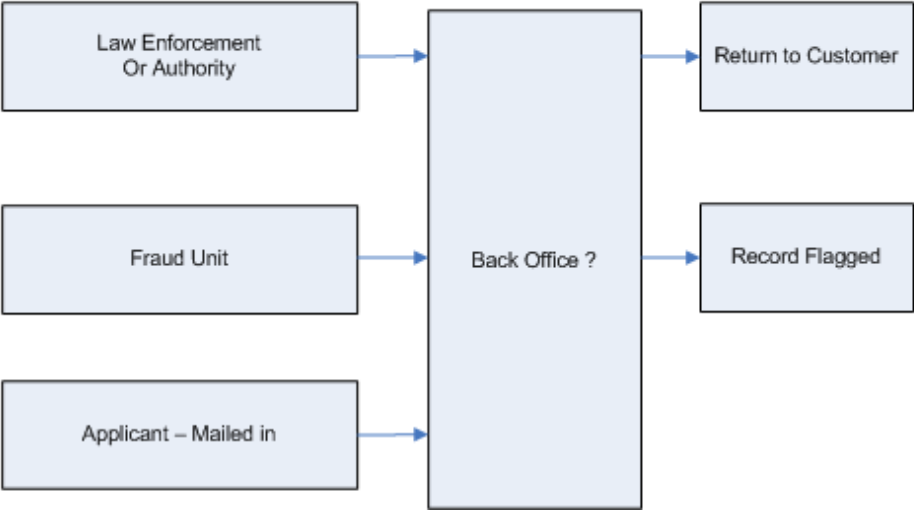
Cancelled



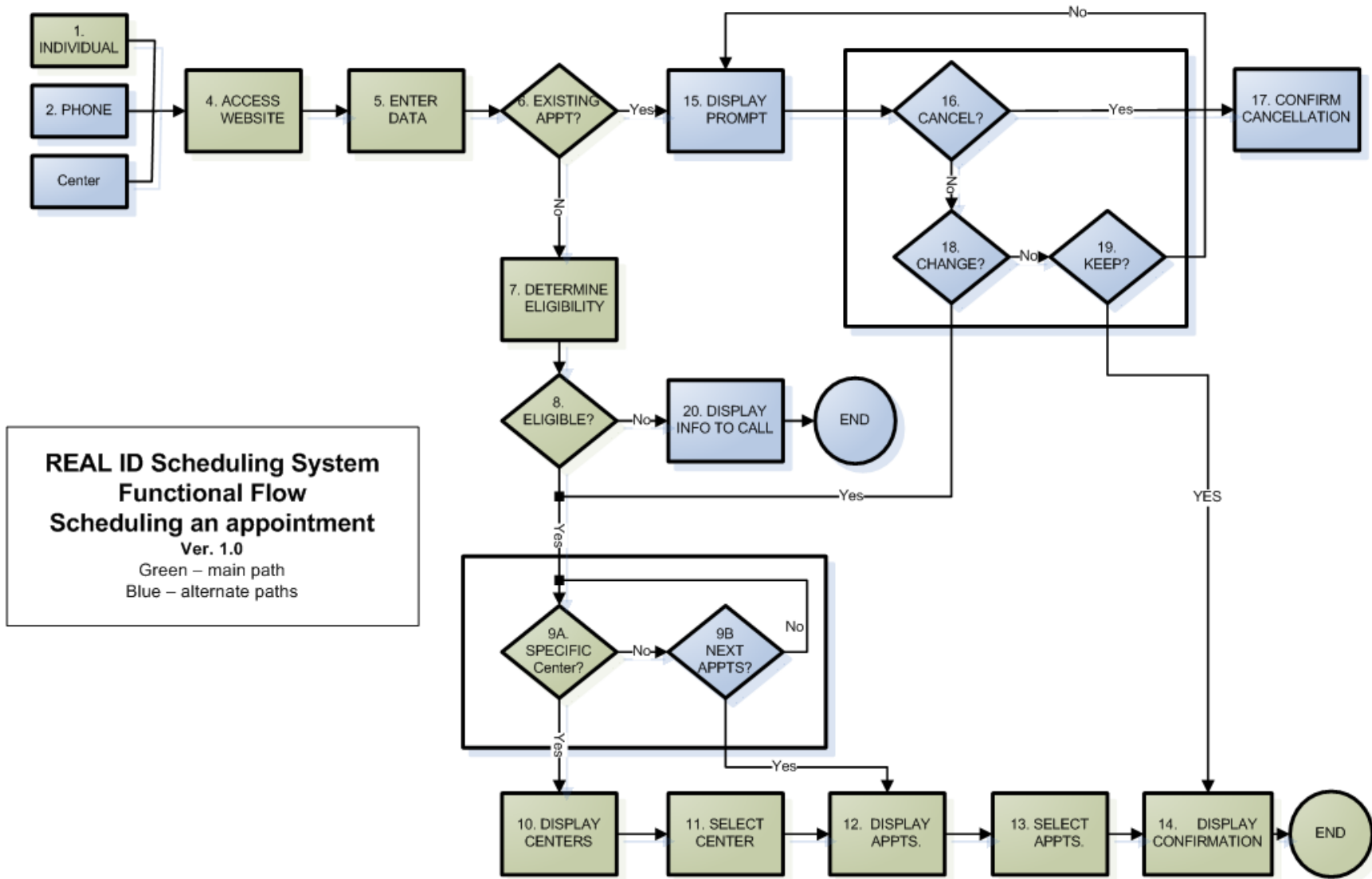
Surrendered



Invalidated



End of H: Facility Application Workflow



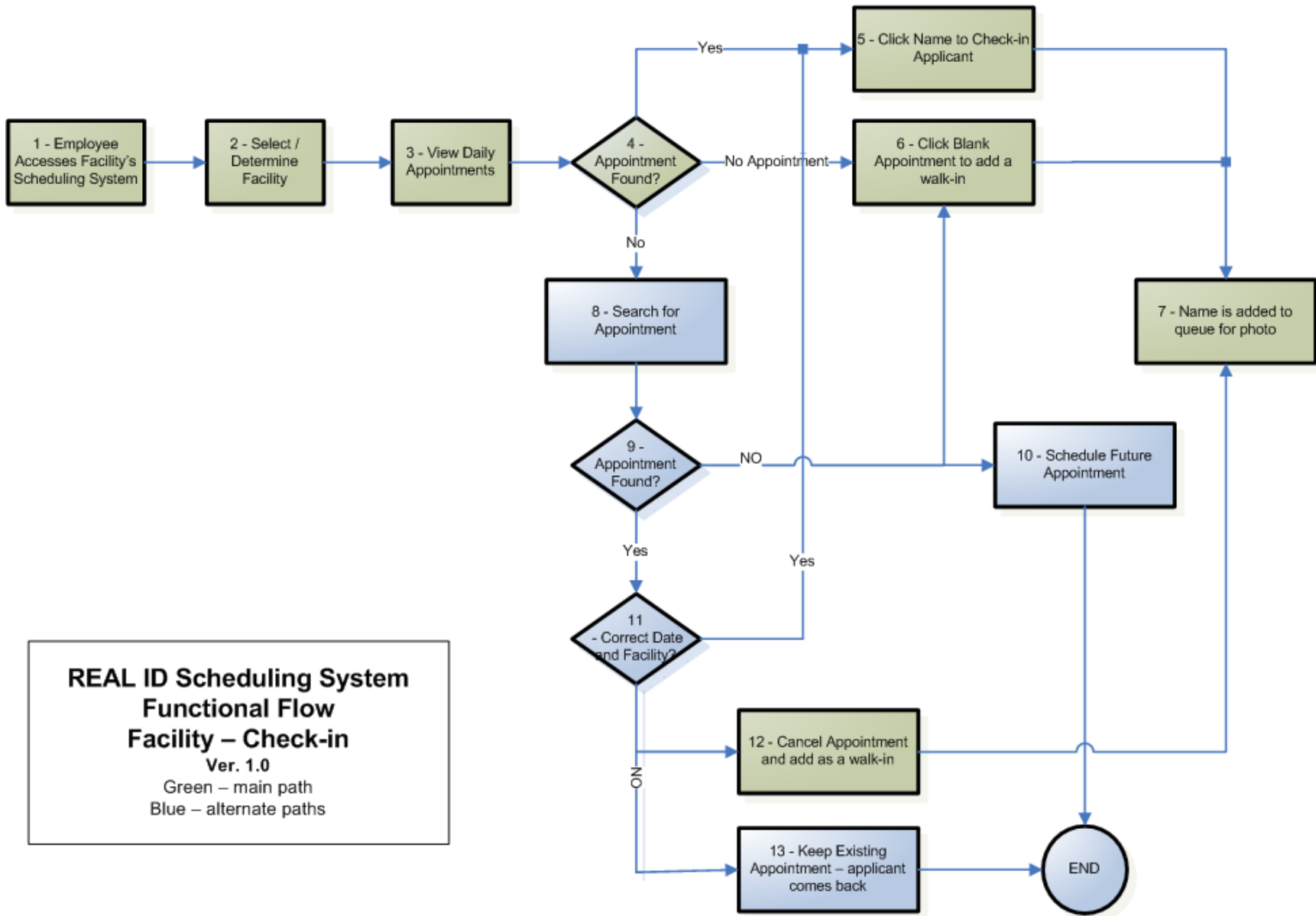
I: Appointment Scheduling Workflow

Function: Scheduling Workflow Narrative

Process Flow: Scenario 1: New Appointment

Ref.	Title	Description
1	Individual	An individual accesses the scheduling system through the internet.
2	Phone	An individual calls the appointment number and staff enters their information into the scheduling system.
3	Center	An individual walks into a center and staff enters their information into the scheduling system. This could be a future appointment or a same day walk-in appointment.
4	Access Website	The scheduling system is accessed through the internet.
5	Enter Data	Specific data elements or a combination of data elements are entered to determine eligibility for the appointment and to collect contact information.
6	Existing Appointment?	This is a decision box. If the individual already has an appointment at a REAL ID Regional Center, they cannot schedule another one. If no existing appointment is found, they continue through the process.
7	Determine Eligibility	Some of the information entered will be checked against business rules to determine if the individual is eligible to apply for a REAL ID. This could be a check against last name or DOB – TBD.
8	Eligible?	This is a decision box. If the information entered does not match the eligibility criteria, the person cannot schedule an appointment through the website. If the information they provided does match, they can continue through the process.
9 A&B	Specific Center or Next Appt.	The individual can choose if they would like to select an appointment by a specific center or if they want to view the next available appointments at all centers.
10	Display All Centers	If the individual chose to view by a specific center, the system will display the list of REAL ID Regional Centers.
11	Select Center	The individual must select one center from the list.
12	Display Appointments	Display a list of available appointments either for the selected facility or the next available appointment at each facility.
13	Select Appointment	The individual selects an appointment from the list.
14	Display Confirmation	Display a printable confirmation page with the appointment information and the address of the REAL ID Regional Center.
15	Display Prompt	If the individual already has an appointment at a REAL ID Regional Center, display a screen with this information and their options.
16	Cancel?	This is a decision box. The individual can choose to cancel their appointment.
17	Confirm cancellation	If the individual chose to cancel their appointment, display a printable confirmation of the cancellation.

18	Change?	This is a decision box. The individual can choose to change their appointment.
19	Keep?	This is a decision box. The individual can choose to keep their existing appointment.
20	Display Information to Call	If the individual was determined to be ineligible to apply for a REAL ID, the appointment system will not allow them to schedule an appointment. The system will display information asking them to call the appointment number, so an employee can determine if they qualify for an appointment under an acceptable exception process.



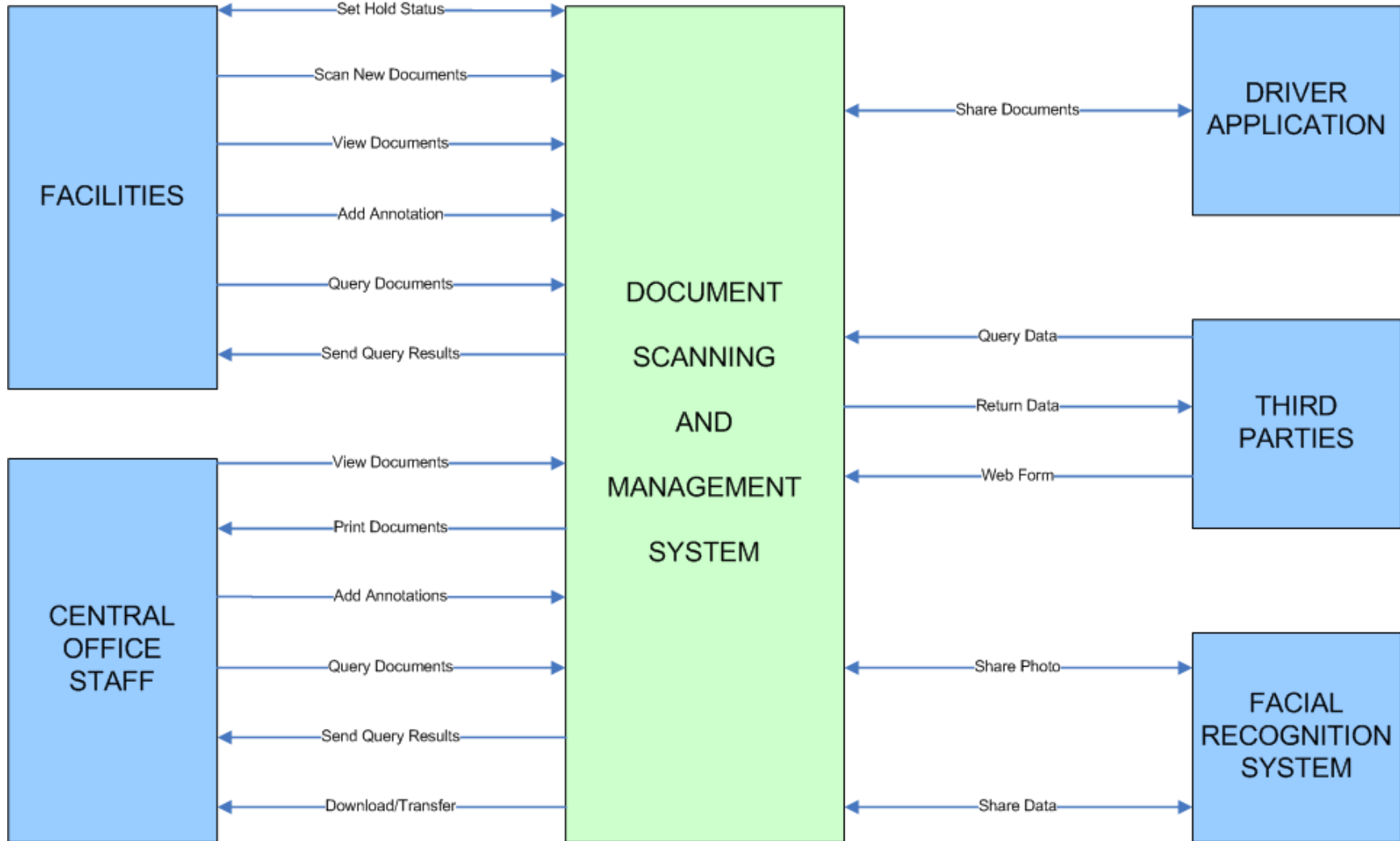
Appointment Scheduling Workflow
Facility Scheduling System (including customer Check-In)

Function: Scheduling
Process Flow: Facility Scheduling System

Ref.	Title	Description
1	Employee Accesses Facility's Scheduling System	Employee logs in and clicks on or in some way accesses the facility module of the scheduling system.
2	Select / Determine Facility	Either the systems knows which facility it is by the IP address or some other way or the employee selects the facility.
3	View Daily Appointments	The employee should be able to view the appointments for that facility for that day.
4	Appointment Found?	When an applicant comes in and gives their name, the employee should be able to find their appointment in the daily schedule.
5	Click Name to Check-in Applicant	The employee should be able to check-in the applicant with one click – either clicking their name or checking a box next to their name.
6	Click Blank Appointment to add a walk-in	The walk-in slots should be visible as blank appointment times. The employee should be able to click an available slot and enter the person's name to add them as a walk-in.
7	Name is added to queue for photo	When the applicant is checked-in, their name should be transferred to a queue to have the photo taken. The queue will not be built-in to the scheduling tool.
8	Search for Appointment	If the applicant says they had an appointment, but it does not show up in that facilities daily schedule, the employee should be able to search to see if they have the wrong date or facility.
9	Appointment Found?	The search should either return possible matches for the appointment or a message that the appointment could not be found.
10	Schedule Future Appointment	The employee should be able to schedule a future appointment for the applicant at any facility.
11	Correct Date and Facility?	If the appointment was found, was it for the correct date and/or facility.
12	Cancel Appointment and add as a walk-in	If the appointment was for a different date and/or facility, the employee should be able to cancel the existing appointment and add the applicant as a walk-in.
13	Keep Existing Appointment – applicant comes back	If the applicant chooses, they can just keep the appointment that they already have scheduled. The employee should be able to print a confirmation page to give to the applicant with all the information.

End of I: Appointment Scheduling Workflow

DOCUMENT SCANNING AND MANAGEMENT SYSTEM CONTEXT DIAGRAM

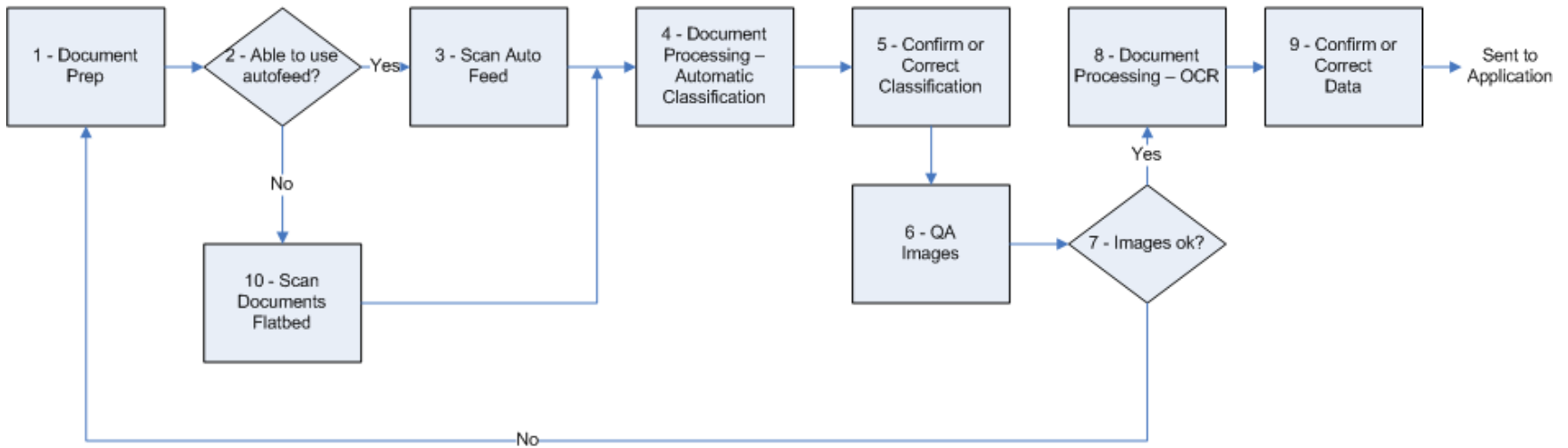


J: Document Management and Scanning

Function: Document Management
Process Flow: Document Scanning

Ref.	Title	Description
1	Document Prep	This includes any step necessary to prepare the document for scanning, including removing staples, inserting document in plastic sleeve, etc.
2	Able to use auto-feed?	Determine which scanner will be used. The auto-feed scanner will work in most cases. The flatbed is for exceptions.
3	Scan with Auto-feed	This is the actual scanning of the documents.
4	Document Processing – automatic classification	The documents are automatically classified by class and type by the Indicius software.
5	Confirm or correct classification	The employee will confirm the classification or change any that could not be determined.
6	QA images	The employee will quality check the scanned images at the same time they are reviewing the classification.
7	Images ok?	If there is a problem with any of the scanned images, that document can be rescanned.
8	Document Processing – OCR	The documents are processed through the OCR to extract the data.
9	Confirm or correct data	The employee will confirm the data extracted and make corrections as needed.
10	Scan documents - flatbed	If the applicant has a document that cannot be scanned with the auto-feed scanner, the employee will use the flatbed for the whole batch.

DOCUMENT SCANNING



Document Scanning

Document Types

Document Class

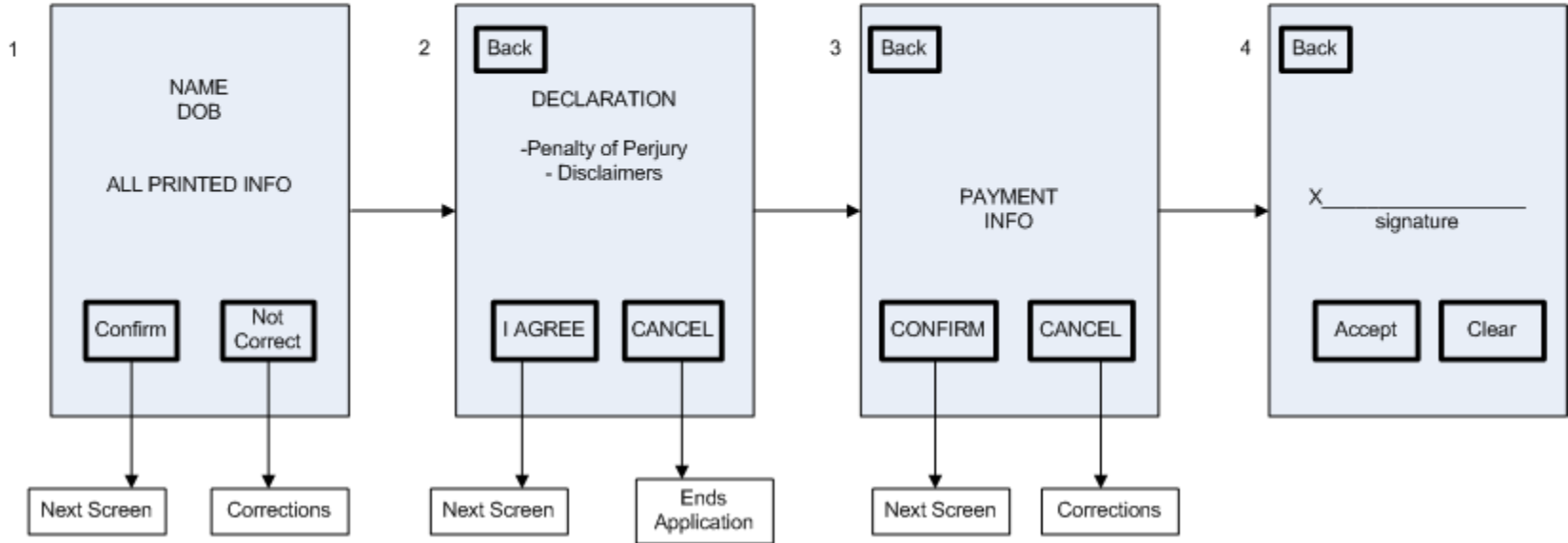
- Identity
- Address
- SSN
- Lawful Status
- Application
- Declaration
- Photo
- Internal

Document Type

- U.S. Passport
- U.S. Passport Card
- Birth Certificate
- Consular Report of Birth Abroad
- Permanent Resident Card
- Alien Registration Card
- Temporary Resident Card
- Employment Authorization Form
- Refugee Travel Document
- Notice of Action Status Change
- Foreign Passport with VISA
- I-94 Form
- Certificate of Naturalization
- Certificate of Citizenship
- REAL ID
- Social Security Card
- Affidavit
- SAVE Results
- SSA Letter
- Marriage License
- Divorce Decree
- Legal Name Change – court document
- Out-of-State DL
- Out-of-State ID
- Other Immigration Document
- Medical Report
- Cancelled Check
- Military DL or ID
- CDTP Certification Form
- Driver Education Certificate
- Photo
- Other

End of J: Document Management and Scanning

Declaration / e-Signature



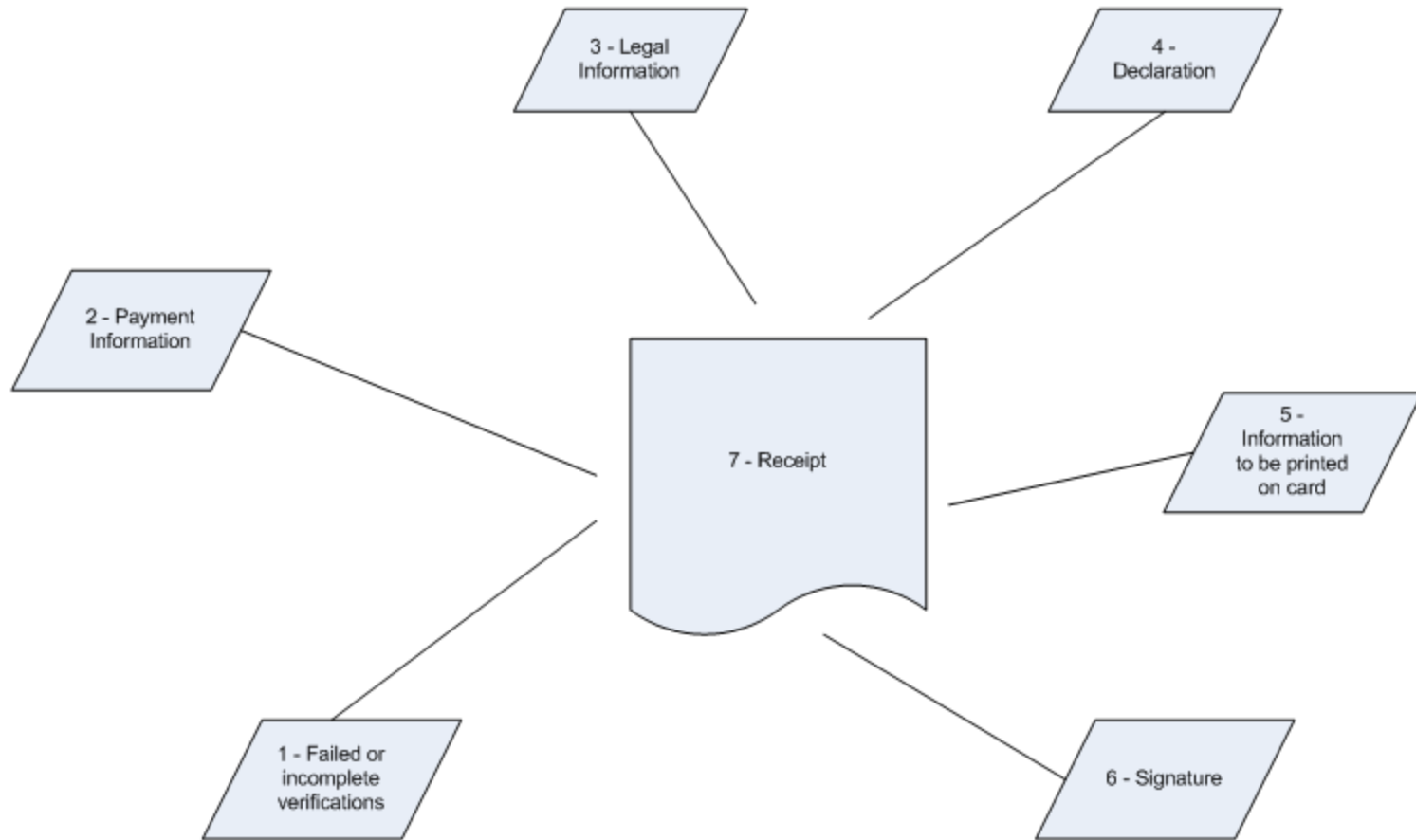
K: Electronic Declaration and Signature

Function: Declaration
Process Flow: Declaration & e-Signature

Ref.	Title	Description
1	Demographic information	<p>This screen will be used to allow the applicant to confirm the demographic information that will be printed on the card.</p> <ul style="list-style-type: none"> ❑ If all the information is correct, they select “Confirm”. ❑ If the information is not correct, they select “Not Correct” and the employee makes the corrections needed. After the corrections are made, the applicant is asked to review the information again.
2	Declaration	<p>This screen presents the declaration statement and all necessary legal language to the applicant.</p> <ul style="list-style-type: none"> ❑ They must select “I agree” to move to the next screen. ❑ If they select “Cancel”, it should exit the declaration flow and the employee will need to intervene, depending on the issue. <p>The back button returns the applicant to the Organ Donor screen.</p>
3	Payment Information	<p>This screen shows the fee collected and the method of payment.</p> <ul style="list-style-type: none"> ❑ The applicant selects “Confirm” if the information is correct. ❑ If the applicant selects “Cancel” the employee must correct the payment information. After the corrections are made, the applicant is asked to review the information again. <p>The back button returns the applicant to the Declaration screen.</p>
4	Signature	<p>This screen is for capturing the applicant’s signature.</p> <ul style="list-style-type: none"> ❑ After signing, the applicant must select “Accept” if the signature is okay. ❑ By selecting, “Clear” they are allowed to re-sign. <p>The back button returns the applicant to the Payment screen.</p>

Back Button – If the applicant uses the back button to return to a previous screen, they must complete all the following screens again.

Real ID – Receipt		
	5/13/08	



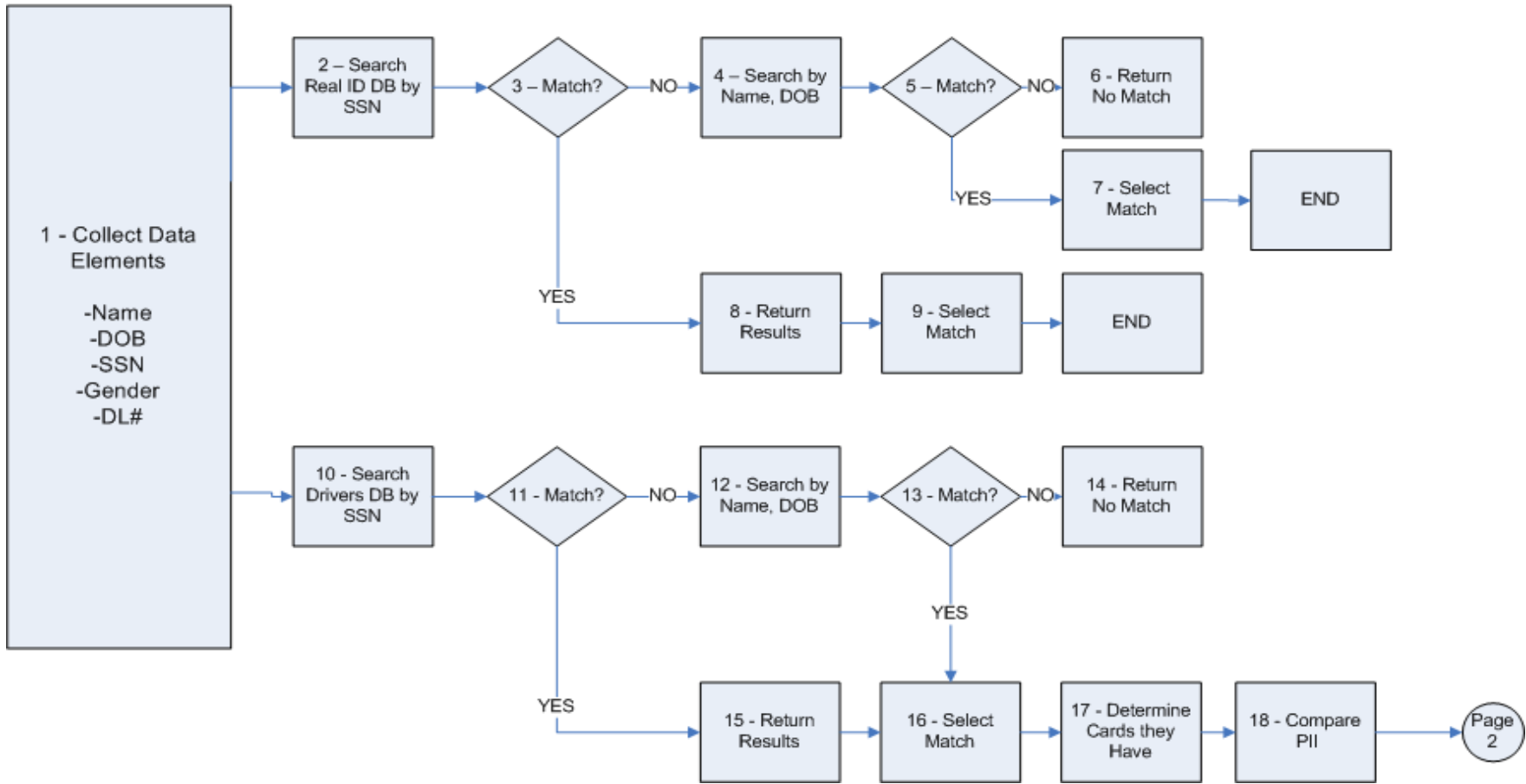
Function: Receipt
Process Flow: Information printed on receipt

Ref.	Title	Description
1	Failed or incomplete verifications	Information about the verifications submitted in the facility should be written to the receipt. This includes failed verifications, information to resolve issues, or notification that a verification could not be completed and will be submitted prior to issuance.
2	Payment information*	The fee amount and method of payment should be included in the information that is written to the receipt.
3	Legal information	Any legal notifications should be written to the receipt. <ul style="list-style-type: none"> • a statement that the fee collected is for ‘application’ for a Real ID and will not be refunded if the applicant’s information cannot be verified • the fee will be good for one year – if verifications cannot be completed within one year from payment, a new application fee would have to be collected to start over • a statement that the information the applicant has provided and confirmed will be printed on the card and if anything is incorrect the applicant will be responsible for paying a fee for a corrected card
4	Declaration	The declaration statement should be written to the receipt. “The information I have provided is true and correct under penalty of law.....”
5	Information to be printed on the card	All the information provided that will be printed on the card should be written to the receipt as confirmation.
6	Signature	The applicant’s signature, as provided in response to the information presented, should be written to the receipt.
7	Receipt	The receipt can be printed on a regular 8 ½ by 11 sheet of paper which will eliminate the need for a separate receipt printer.

*Note: Credit and debit card payments may require a second signature and a second receipt from the credit card machine.

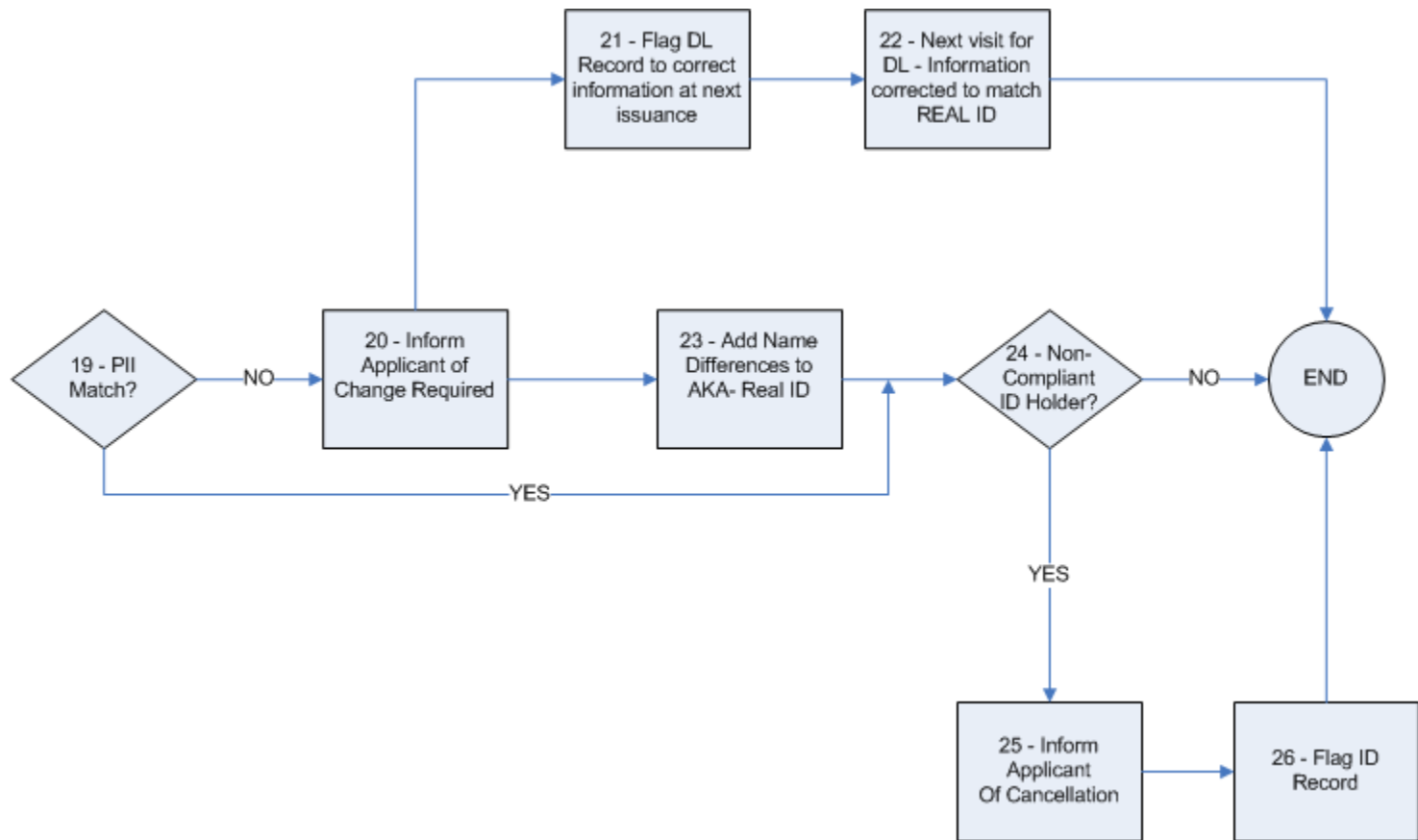
End of K: Electronic Declaration and Signature

VERIFICATIONS FLOW – ILSOS Record Check



FLOW CHART CONTINUED ON NEXT PAGE

L: Record Check Requirements



FLOWCHART CONTINUED FROM LAST PAGE

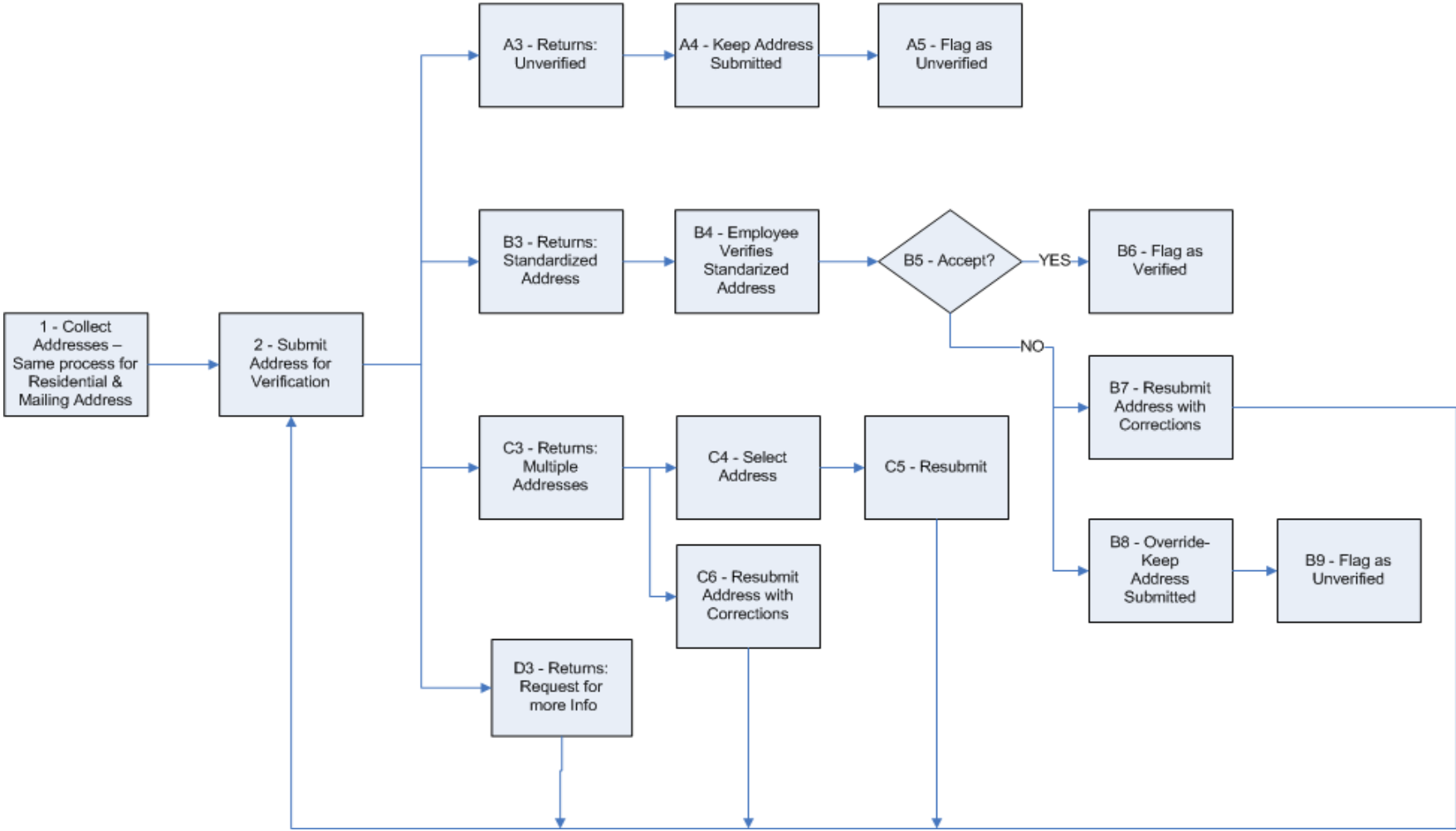
Function: ILSOS Record Check
Process Flow: Check information against REAL ID database and DL database

Ref.	Title	Description
1	Data Elements	The data elements needed for the record check are retrieved.
2	Search REAL ID DB by SSN	Search the REAL ID database by the Social Security Number.
3	Match?	Was the SSN found in the REAL ID database?
4	Search by Name, DOB	If the SSN was not found, search by name and date of birth.
5	Match?	Was the name and date of birth found in the REAL ID database?
6	Return No Match	If the name and date of birth were not found, return a message of no match found.
7	Select Match	If the name and date of birth were found, return results and employee selects the matching record.
8	Return Results	If the SSN was found on the REAL ID database, return the results for the employee to review.
9	Select Match	The employee selects the matching record.
10	Search Driver's DB by SSN	Search the Driver's database by the Social Security Number.
11	Match?	Was the SSN found in the Driver's database?
12	Search by Name, DOB	If the SSN was not found, search by name and date of birth.
13	Match?	Was the name and date of birth found in the Driver's database?
14	Return No Match	If the name and date of birth were not found, return a message of no match found.
15	Return Results	If the SSN was found on the Driver's database, return the results for the employee to review.
16	Select Match	The employee selects the matching record.
17	Determine Cards They Have	Determine if the applicant holds a current REAL ID, Driver License, or Non-compliant identification card.
18	Compare PII	Compare the personally identifiable information on all the records.
19	PII Match?	Does the information match?
20	Inform Applicant of Change Required	If the information does not match, explain to the applicant what changes will be required to their existing records.
21	Flag DL Record to correct information at	The system should set a flag on the DL record to require the information to be corrected when the applicant comes back to renew that card.

	next issuance	
22	Next visit for DL – information corrected to match REAL ID	When the applicant comes in for the next visit to a driver facility, the information in the driver database should be changed to match the REAL ID record.
23	Add Name Differences to AKA – REAL ID	If the names were not exactly the same on the matching records, the name from the DL database must be written as an AKA name for REAL ID.
24	Non-compliant ID Holder?	Does the applicant hold a current non-compliant ID?
25	Inform Applicant of Cancellation	If the applicant holds a current non-compliant ID, they should be informed that they will not be allowed to hold both the non-compliant ID and the REAL ID. The non-compliant ID will be cancelled.
26	Flag ID Record	The system should set a flag on the non-compliant ID record to reflect that it was cancelled, and to not allow future renewals as long as the applicant holds a valid REAL ID.

End of L: Record Check Requirements

ADDRESS VERIFICATION

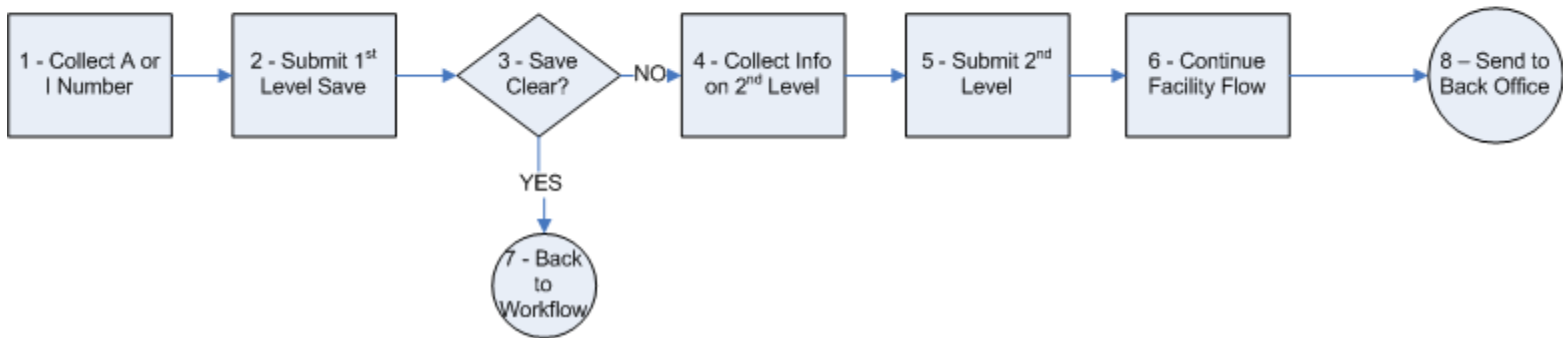


M: Verification Requirements

Function: Verifications
Process Flow: Address Verification

Ref.	Title	Description
1	Collect address	The applicant's residential and/or mailing addresses are collected.
2	Submit address for verification	The address or addresses are submitted for verification.
A3	Returns: Unverified	The address verification system returns a result of 'unverified'.
A4	Keep address as submitted	If the applicant confirms that the address was correct as they submitted it, it will be kept as-is.
A5	Flag as unverified	The flag on the address is set at unverified. This does not prevent issuance.
B3	Returns: standardized address	The address verification system returns a 'standardized address'.
B4	Employee verifies standardized address	The employee verifies that the standardized address is correct.
B5	Accept?	Should the standardized address be accepted?
B6	Flag as verified	If the standardized address is accepted, it is written to the applicant's record and the flag is set to 'verified'.
B7	Resubmit address with corrections	If the standardized address requires corrections, the corrected address is resubmitted for verification.
B8	Override – keep address as submitted	If the standardized address is not correct, the original address can be saved as originally submitted.
B9	Flag as unverified	The flag on the address is set at unverified. This does not prevent issuance.
C3	Returns: Multiple addresses	The address verification system returns multiple addresses.
C4	Select address	If multiple addresses are returned and one is correct, select the correct address.
C5	Resubmit	The selected address is resubmitted for verification.
C6	Resubmit address with corrections	If none of the returned addresses are correct, make corrections to the original address and resubmit for verification.
D3	Returns: Request for more information	If the address verification system returns a request for more information, provide the information and resubmit.

SAVE Verification

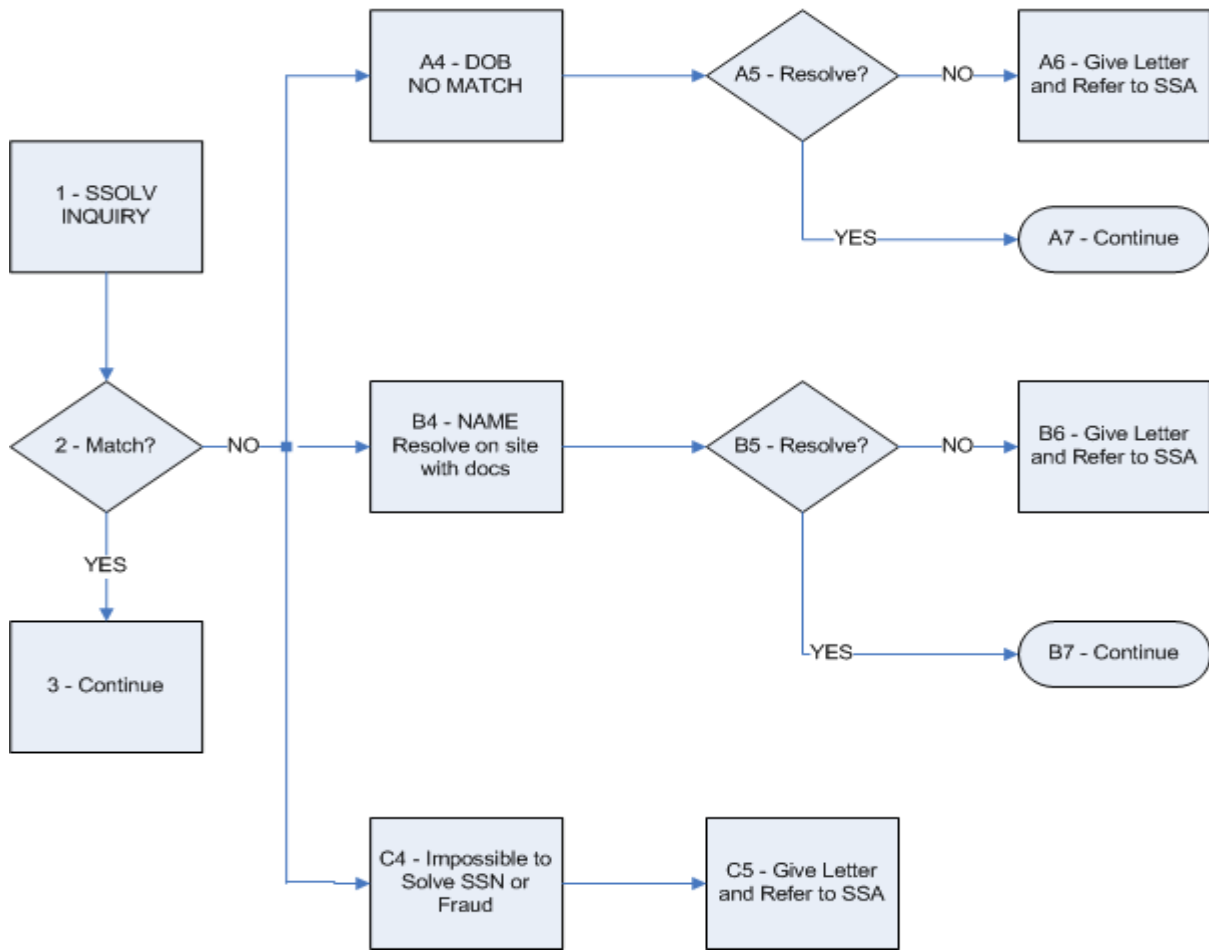


SAVE Verifications

Function: Verifications
Process Flow: SAVE Verification

Ref.	Title	Description
1	Collect I or A number	The applicant's I or A number is collected from the immigration document presented for proof of lawful presence.
2	Submit 1 st level SAVE	The employee submits the applicant's information for 1 st level SAVE verification.
3	SAVE clear?	Did the 1 st level SAVE verification come back clear?
4	Collect information for 2 nd level SAVE	If the 1 st level SAVE verification did not come back clear, collect the information needed for 2 nd level.
5	Submit 2 nd level	The employee submits the applicant's information for 2 nd level SAVE.
6	Continue facility flow	The transaction in the facility follows the normal flow to completion.
7	Back to workflow	If the 1 st level SAVE verification comes back clear, return to the normal facility workflow.
8	Send to back office	Once the 2 nd level SAVE has been submitted the facility process is completed and the transaction is sent to the back office to complete the SAVE verification.

SSOLV Verification – in the facility

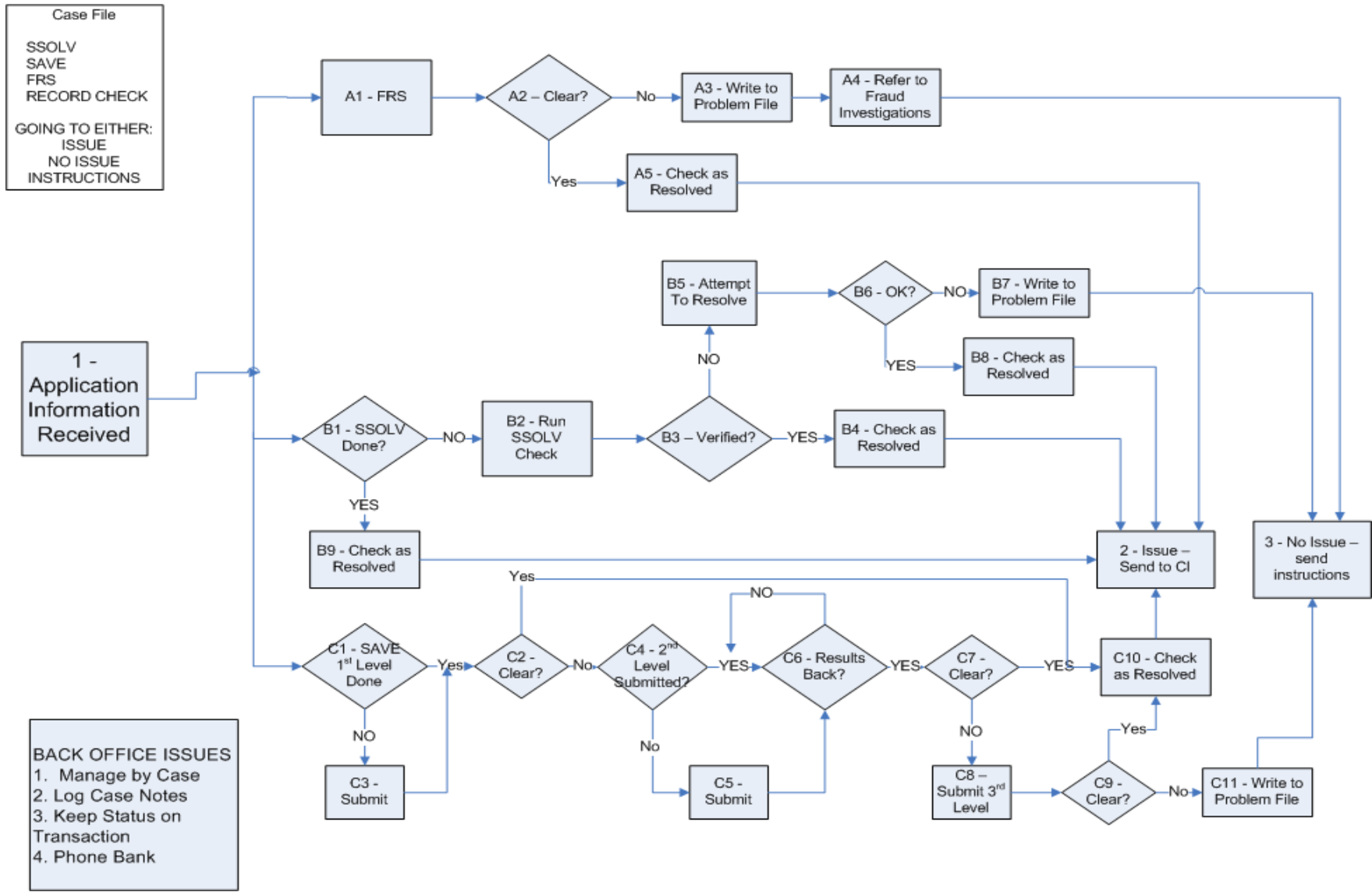


SSOLV Verifications

Function: Verifications
Process Flow: SSOLV Verification

Ref.	Title	Description
1	SSOLV Inquiry	A social security number inquiry is submitted to SSOLV for verification.
2	Match?	Did SSOLV return a match?
3	Continue	If a match was returned, the record is flagged as having a 'verified' SSN and the transaction continues through the rest of the workflow.
A4	DOB No Match	If a 'DOB No Match' is returned by SSOLV, the employee attempts to correct any data that may have been submitted incorrectly and resubmits.
A5	Resolve?	Was the 'DOB No Match' able to be resolved?
A6	Give letter & refer to SSA	If the problem could not be resolved, the applicant is given a letter explaining the problem and including instructions for addressing the problem with the Social Security Administration.
A7	Continue	If the problem was able to be resolved, the record is flagged as having a 'verified' SSN and the transaction continues through the rest of the workflow.
B4	NAME resolve on site with docs	If a 'NAME' problem is returned by SSOLV, the employee attempts to correct any data that may have been submitted incorrectly and resubmits.
B5	Resolve?	Was the 'NAME' problem able to be resolved?
B6	Give letter & refer to SSA	If the problem could not be resolved, the applicant is given a letter explaining the problem and including instructions for addressing the problem with the Social Security Administration.
B7	Continue	If the problem was able to be resolved, the record is flagged as having a 'verified' SSN and the transaction continues through the rest of the workflow.
C4	Impossible to solve SSN or fraud	If fraud is suspected or the problem is impossible to for the employee to resolve, the record is flagged as having an "unverified" SSN.
C5	Give letter & refer to SSA	The applicant is given a letter explaining the problem and including instructions for addressing the problem with the Social Security Administration. In the case of suspected fraud, the information is forwarded for further investigation.

Back Office Process Flow - Verifications



Function: Back Office Processing
Process Flow: FRS & Verifications

Ref.	Title	Description
1	Application Information Received	Applications are received from the REAL ID Centers to be processed.
2	Issue – Send to CI	When all processing is complete, the record is sent to the central issuance vendor for printing of the REAL ID card.
3	No Issue – send instructions	When one or more verifications could not be completed, instructions must be sent to the applicant as notification that the REAL ID card will not be issued.
A1	FRS	Images are processed through the facial recognition system.
A2	Clear?	Did the image clear the facial recognition system?
A3	Write to Problem File	If the image did not clear the facial recognition system, the information must be written to a problem file to create a notification to the applicant.
A4	Refer to Fraud Investigations	Suspected fraud cases are referred for further investigation.
A5	Check as Resolved	If the image cleared the facial recognition system, the FRS portion of the processing is marked complete for use in determining issuance.
B1	SSOLV done?	Was the SSOLV check completed in the facility?
B2	Run SSOLV Check	If the SSOLV check was not done, send it.
B3	Verified?	Did the SSOLV check come back verified?
B4	Check as Resolved	If the SSOLV check came back as verified, check SSOLV as complete for use in determining issuance.
B5	Attempt to Resolve	If the SSOLV did not come back as verified, attempt to resolve the problem.
B6	Ok?	Was the SSOLV problem resolved?
B7	Write to Problem File	If the SSN could not be verified through SSOLV, the information must be written to a problem file to create a notification to the applicant.
B8	Check as Resolved	If the SSOLV check came back as verified, check SSOLV as complete for use in determining issuance.
B9	Check as Resolved	If the SSOLV check came back as verified, check SSOLV as complete for use in determining issuance.
C1	SAVE – 1 st Level Done?	Was the SAVE check completed in the facility?
C2	Clear?	Was the 1 st level SAVE verification clear?

C3	Submit	If the 1 st level SAVE check was not submitted in the facility, submit it.
C4	2 nd Level Submitted?	If the 1 st level SAVE check could not be cleared, was a 2 nd level check submitted?
C5	Submit	If the 2 nd level SAVE check is required, but has not been submitted, submit it.
C6	Results Back?	Are the 2 nd level SAVE results back?
C7	Clear?	Was the 2 nd level SAVE verification clear?
C8	Submit 3 rd Level	If the 2 nd level SAVE verification did not clear, submit 3 rd level documentation.
C9	Clear?	Was the 3 rd level SAVE verification clear?
C10	Check as Resolved	If the SAVE check came back okay, check SAVE as complete for use in determining issuance.
C11	Write to Problem File	If the 3 rd level SAVE verification could not be cleared, the information must be written to a problem file to create a notification to the applicant.

End of M: Verification Requirements

O: Additional Technical Requirements

- there are no process flows included for this section -

End of O: Additional Technical Requirements