FDR & The Administrator’s FIFTEEN

What is FDR?

Where is FDR today and where is it going?

Administrator’s FIFTEEN

How does my agency access the FDR Toolbox?
Included in membership

Computer-based training

Updated regularly

Fully-narrated, self-paced, modularized eLearning in multiple formats

Part of an overall Fraud Strategy that includes People, Processes, and Technology

Much more than document training!
Document Modules

Security Features
Birth Certificates
Vehicle Documents
DLs and IDs
Travel Documents
Social Security Cards
Immigration Documents

Military IDs
Canadian Documents
Mexican Documents
Counterfeits and Alterations
High-Quality Counterfeits (L1 & L2)
Introduction to Covert Features
People and Processes Modules

Introduction to Fraud

People and Actions

Expanding the Review

Law Enforcement and the DMV

Internal Fraud for Staff

Internal Fraud for Managers

External Fraud (in progress)

Administrator’s “Fifteen” (in progress for 2014 release)
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From

Fraudulent Document Recognition Level 1
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To

Fraud Detection & Remediation
People, Processes, Technology
Fraud Detection & Remediation Level I

Internal Fraud Course

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Fraud Detection & Remediation Level I
Jurisdiction-Only Supplement
Internal Fraud for Managers

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Administrator’s “FI FTEEN”

Fighting
Fraud
Through
Engineering
Education
Networking
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FRAUD DETECTION & REMEDIATION LEVEL II

Administrator’s FIFTEEN

Fighting Fraud Through Engineering, Education, and Networking

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IMPORTANT NOTE: Throughout this course, you will see a number of items noted with the icon. All of the notations are presented in a single "Fraud Resource Links" attachment. You can access, save, and distribute this resource (and a number of original documents) by clicking the Attachments tab in the upper right.

ENGINEERING
- Products
- Processes
- Procurement

EDUCATION
- Staff
- Customers
- “Users” of Your Products

NETWORKING
- Local Partnerships
- Federal Partnerships
- Vendors
- Regional, National, and International Fraud Communities
Standards and Best Practices

In addition to reviewing any legislative requirements, a good practice in the beginning analysis of current (or planned) products and processes is to seek out existing standards that may exist. Reviewing established baselines can greatly diminish the need for independent research.

When published standards do not exist, reviewing best practices and lessons learned from others in the community can prove to be very valuable.

AAMVA actively manages a number of standards, best practice guides, and model legislation on a host of DMV operational issues. These are housed on the AAMVA website in convenient categories, with links included in this course's Attachments.
Product Performance Analysis

Once the information about how your product compares to existing standards, there are innumerable decisions to be made.

To aid in this process, the North American Security Products Organization (NASPO) and the Document Security Alliance (DSA) have crafted a comprehensive Guidance Document to help agencies assess their product security needs, available solutions, and cost/benefit analysis tools.

The information and decision trees can be applied to documents, security features, and other DMV product offerings.

More information about NASPO and DSA are included later in this course.
Much like the product itself, the driver's license issuance process rightly garners significant attention because of the high level of exposure to fraud. The unfortunate fact remains that ALL processes within DMV operations are at risk to fraudulent activity.

Even lower-profile programs present opportunities for both internal and external parties to manipulate processes for personal gain and put the agency at risk.

Consider the opportunities for bribery, extortion, and other nefarious activities that may exist in programs dealing with products or services of value. It quickly becomes clear that functions within driver, vehicle, adjudication, IRP, tags, dealer services, emissions & safety inspection and licensure all are vulnerable to attack...with some providing opportunities for surprisingly high financial and public safety risks.

*Click the arrows in the upper right to learn more.*
1. Internal Controls

Internal controls can be defined as mechanisms that provide reasonable assurance that basic business objectives are targeted.

2. Code of Ethics

Fraud deterrence can be built directly into an organization’s code of ethics. Although many codes

3. Clear Policies and Procedures

Ethics policies should clearly detail what is considered illegal, improper, and fraudulent behavior. The best

4. Establish Hotlines

Because whistle-blowers expose a large percentage of frauds, hotlines encourage employees to report

5. Background Checks

Conducting background and credit checks (to the extent allowed by your agency) on employees who

6. Separate Duties

It is critical to separate financial tasks among several employees. The person who signs checks, for example,

7. Institute Job Rotations

According to the Association of Certified Fraud Examiners, job rotation and mandatory vacations

8. Audit

Internal audits play an important role in evaluating the effectiveness of internal controls. As an independent function
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Education

Staff

Educating staff is paramount in the fight against fraud. This education should take place on a host of topics, from:

1. Staff - Tools

One of the most noteworthy tools that has become available to AAMVA members is FREE access to Genuine Document Databases. AAMVA has partnered with Keypoint Technologies and ID Scientific to provide access to valuable information.

2. Partners - Law Enforcement

Educating partners about your products and anti-fraud programs can bring great improvements to daily working relationships. The most prevalent DMV partnership is often:

- The Driver's License
- The Identity
- The Law Enforcement

Keeping relationships with law enforcement is critical in ensuring the success of your program.

3. Education - Customers and Other Users

Educating customers and other users about DMV products is routinely done by a number of jurisdictions. Most commonly, these jurisdictions prepare materials for users that help them understand documents and the security features that they can use to authenticate them. This has proven to be a valuable initiative to many agencies when appropriate levels of information are communicated to those that rely upon DMV products.
AAMVA

Unquestionably, participation within the AAMVA community

Law Enforcement

Most agencies do not have the resources to place law enforcement officers inside their field locations. There are however, circumstances where an enforcement officer is needed.

ICE

In particular, ICE has dedicated significant and specific resources to partner with DMVs through their Document and Benefit Fraud Task Force and the Homeland Security Investigations Forensic.

Associations and other entities

There are many associations and entities that focus on fraud issues. Some are attuned to the global problems created by fraud, while others concentrate on specific sources of fraud.

Topic-specific networking

Facial Rec

Vendors

Associate Member Directory
Vendor white papers
FDR & The Administrator’s FIFTEEN
Future of Administrator’s FIFTEEN

• Focused Supplements

• Trends

• New Resources

• Optimize Delivery
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Access to the FDR Toolbox & the Administrator’s FI FTEEN

AAMVA website

Use/ create AAMVA credentials

Choose the implementation package

Download

Distribute

Admin 15 release January 2014
How Do I Get FDR and GDR?

Administrator’s FIFTEEN

Fraud Detection & Remediation
People, Processes, Technology

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