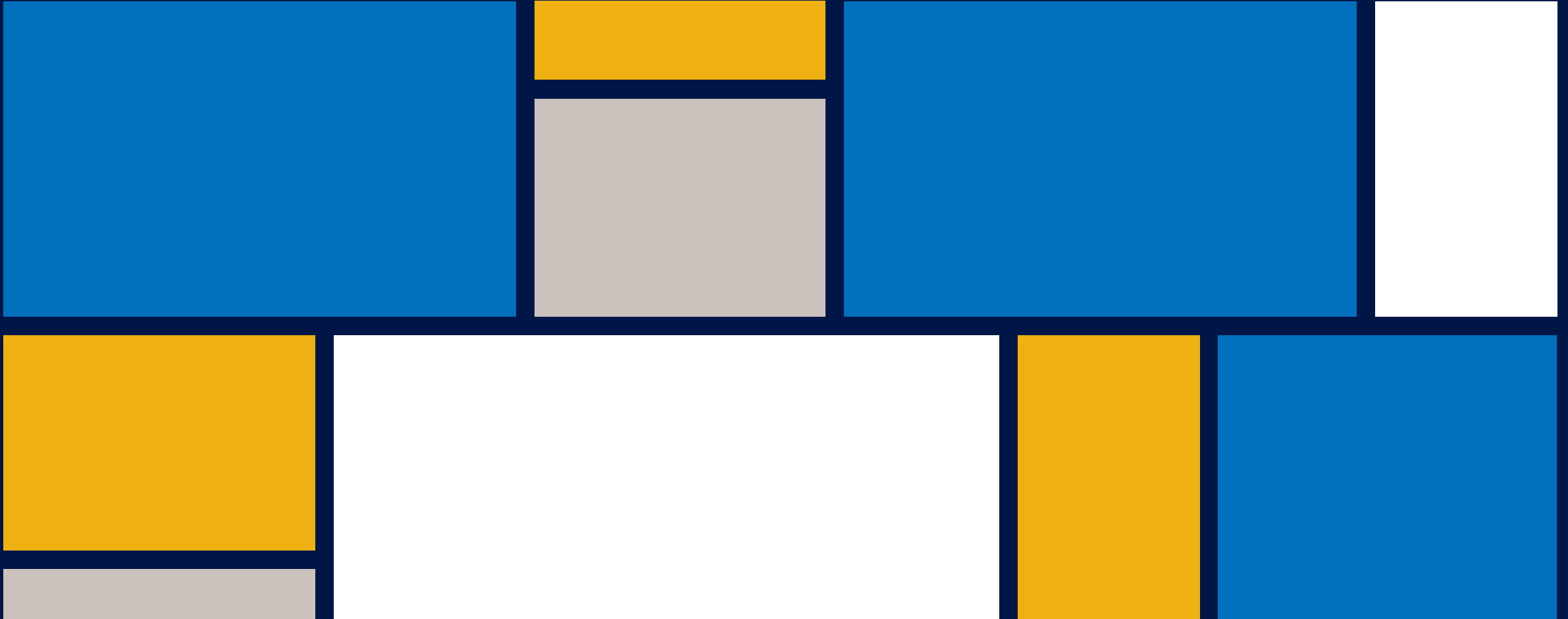


SCORE FMCSA User Training

9/12/2023



U.S. Department of Transportation
Federal Motor Carrier Safety Administration



Agenda

Process Overview – 10mins

Training Demo – 10mins

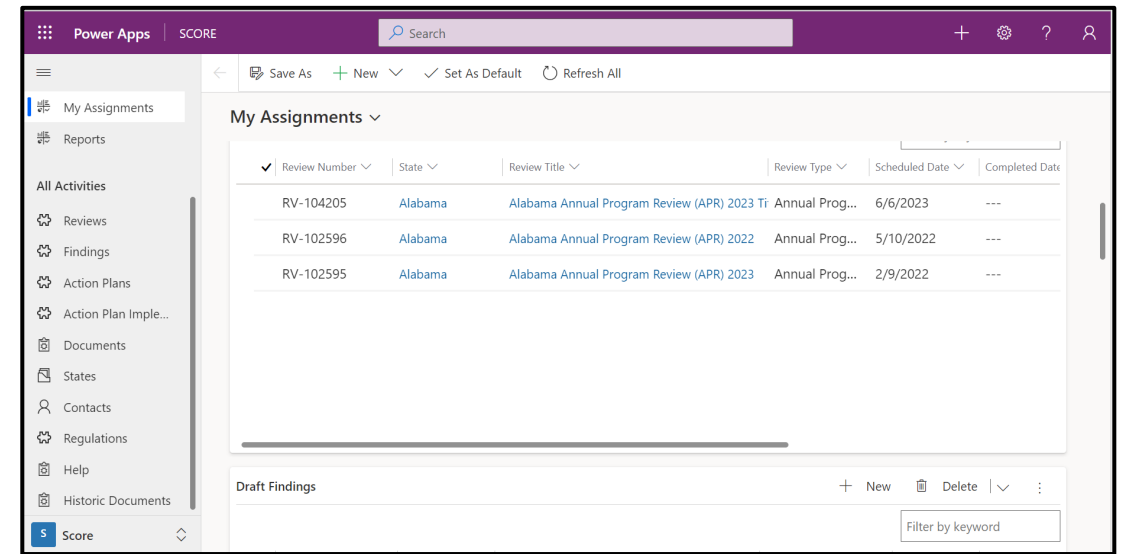
Questions – 15mins

Training Scope

- SCORE Application
- SCORE State Site
- SCORE User Groups
- Content Types
- Review Workflow Overview
- Findings Workflow Overview
- Action Plan/Action Plan Workflow Overview
- State Site Demo
- Resources
- Help

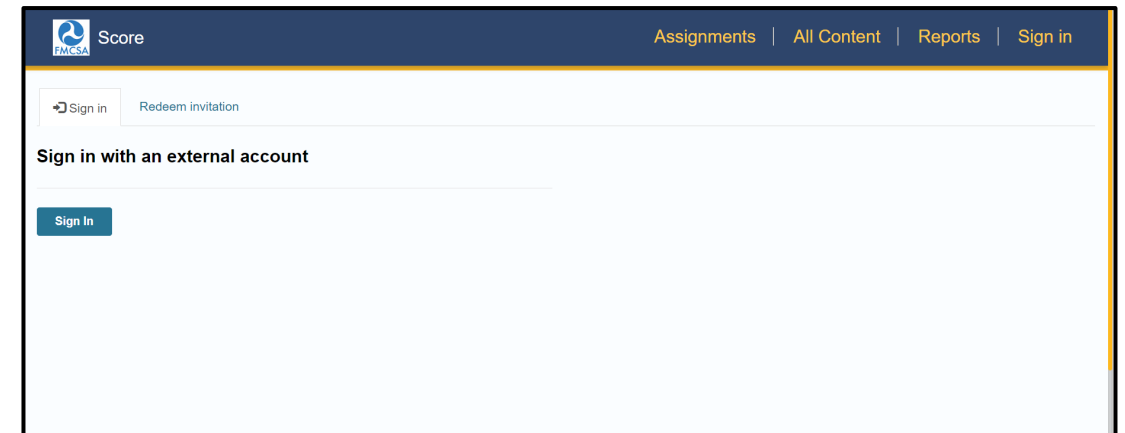
SCORE Application Overview

- The new State Compliance Records Enterprise (SCORE) system was built within the PowerApps platform
- The application incorporates business logic and workflow capabilities to automate FMCSA tasks
- Users will be able to process reviews, findings, action plans and action plan implementations
- FMCSA users will be accessing the application at: <https://fmcsa-score.crm9.dynamics.com/>



SCORE State Site

- State users will be able to collaborate on reviews, and submit action plans and action plan implementations to FMCSA using the site
- State users are required to have Login.gov credentials to access the site
- State users will access the system using this link: score.fmcsa.dot.gov



SCORE User Groups



Division

Division users are typically assigned to 1 jurisdiction. Division users can only create and process content for the state that they are assigned.



Service Center

Service Centers users are assigned to 1 of the 4 Service Centers. Service Centers users can only create and review content for the Service Center that they have been assigned.



HQ

HQ users are assigned to all jurisdictions. HQ users can create and review content for all 51 jurisdictions. HQ is the only user group that can approve implementations.



State User

State users are assigned to only 1 jurisdiction. State users will use the state site to collaborate on content.



Administrator

FMCSA Administrators have additional privileges that include changing regulations, deactivating content, sending out alerts, and managing user access.

Content Types

Reviews

- FMCSA users can create and share reviews with the state
- Reviews types include APR, STR, CDLIS, Legal Review, Other

Findings

- FMCSA users can create a finding and submit to HQ for review
- Upon approval the finding will be shared with the state users

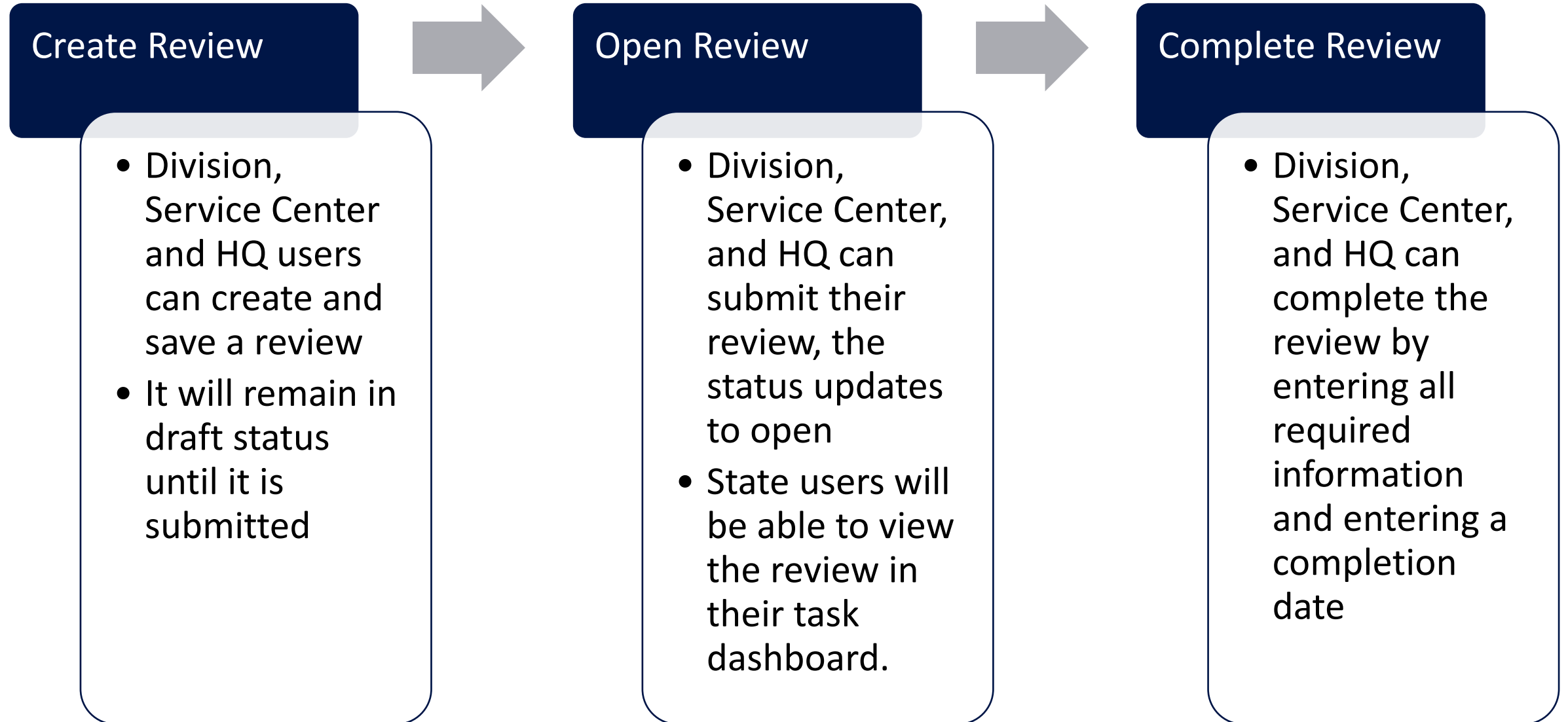
Action Plans

- State users can submit action plans to FMCSA users for approval through the state site
- Upon approval the State users can submit an implementation record

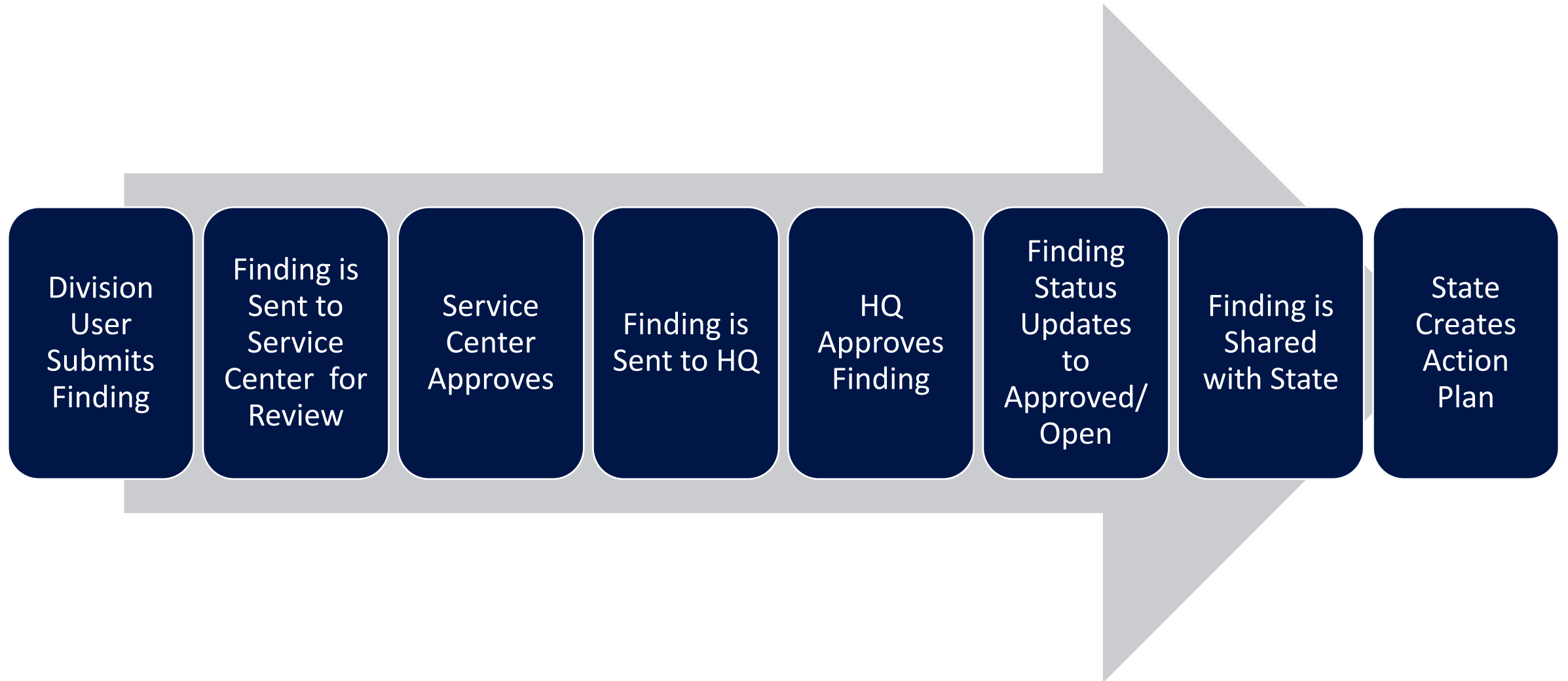
Action Plan Implementations

- When the state user completes implementing their action plan, they can submit an action plan implementation to FMCSA
- Upon approval of the implementation the finding record will be closed

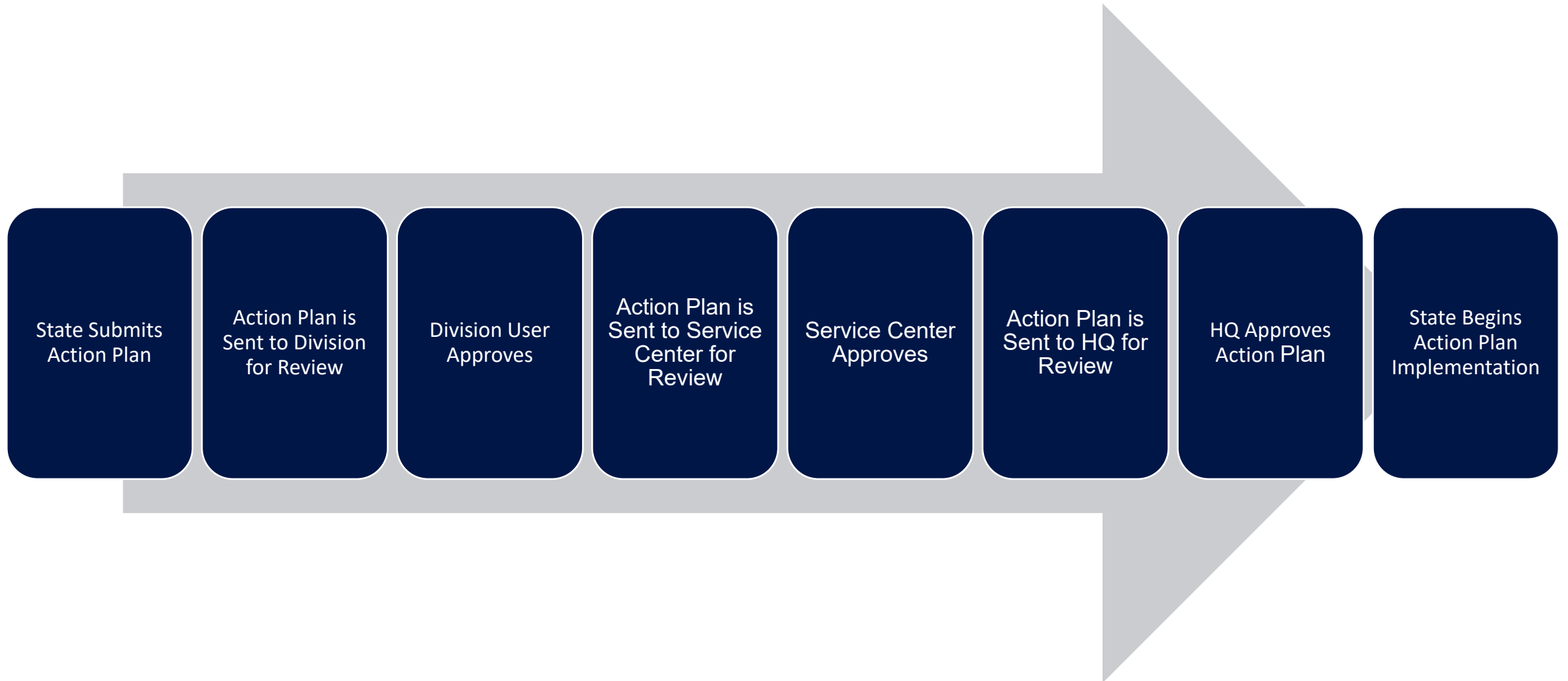
Review Workflow Overview



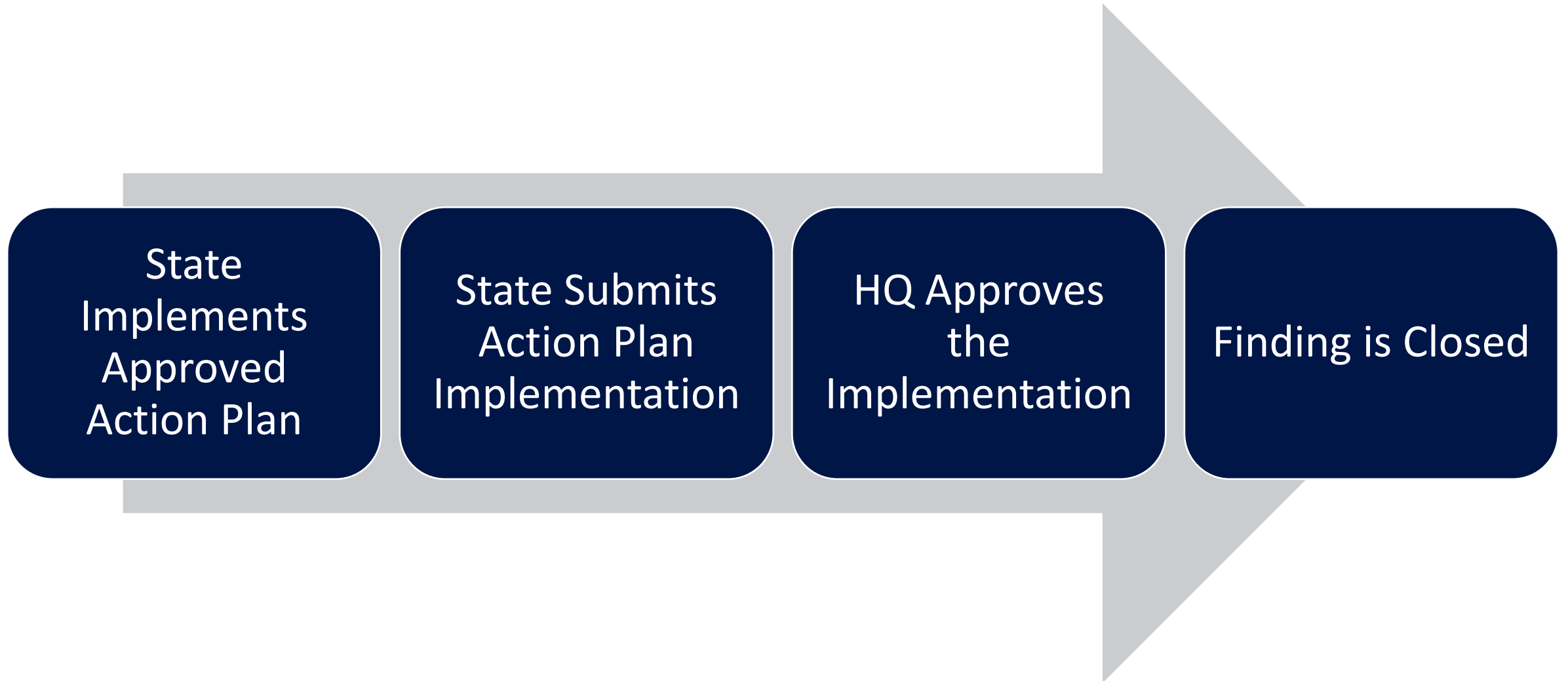
Finding Workflow Overview



Action Plan Workflow Overview

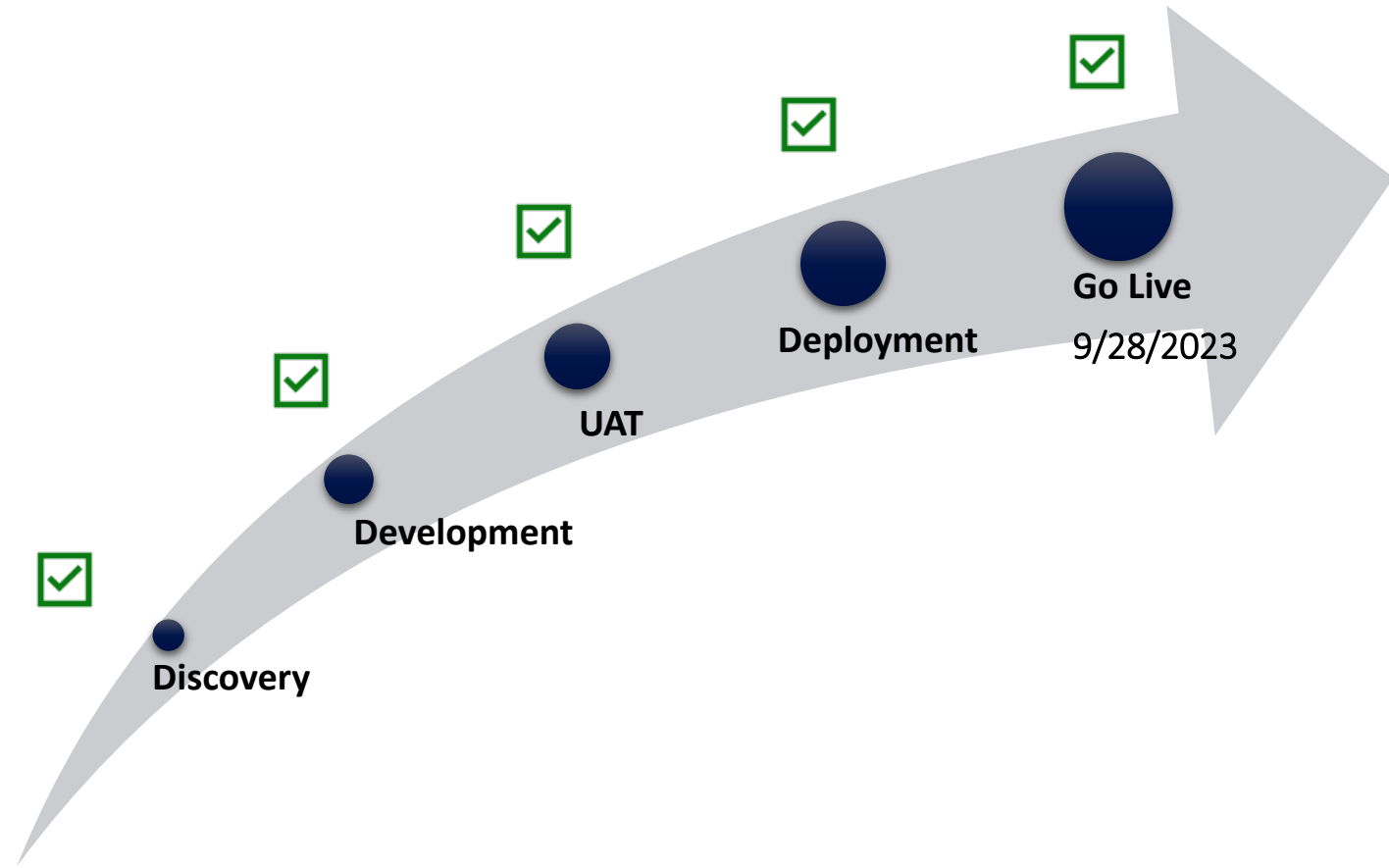


Action Plan Workflow Overview Continued



System Status

- ✓ Discovery
- ✓ Development
- ✓ User Acceptance Testing
 - ✓ UAT Signoff
- ✓ Deployment
 - ✓ STG
 - ✓ PROD
- ✓ User Training
- ✓ Go Live



Resources

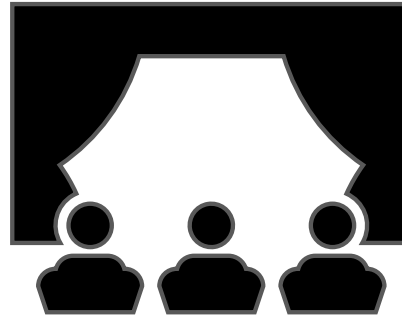
Quick Links

- FMCSA User Access Link: <https://fmcsa-score.crm9.dynamics.com/>
- State User Access Link: score.fmcsa.dot.gov
- FMCSA User Guide
- State User Guide

For assistance contact SCORE support at:

FMCSA-SCORE-Support@dot.gov

Demo



Questions

