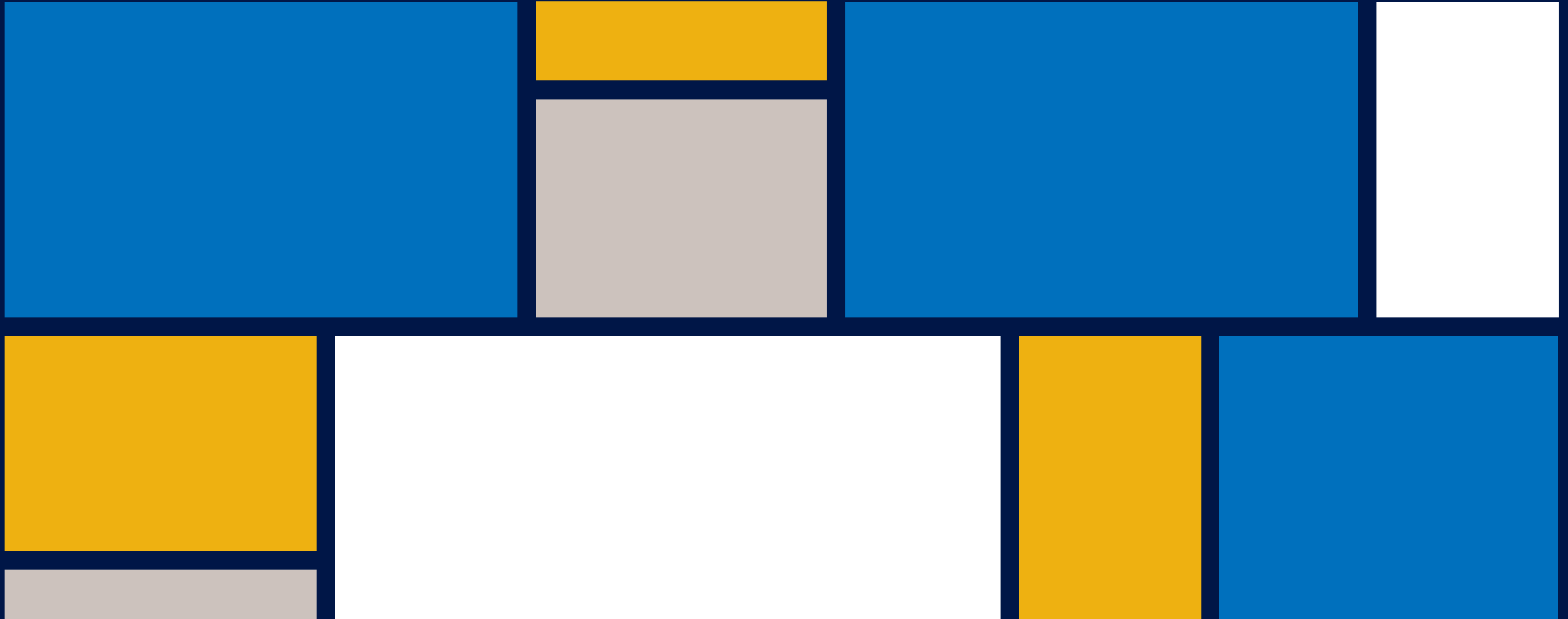# SCORE State User Training

9/13/2023

U.S. Department of Transportation

Federal Motor Carrier Safety Administration

Agenda

Process Overview – 10mins

Demo – 50mins

- System Access
- State Site Overview
- Assignments Dashboards
- Reviews Workflow
- Action Plan Workflow
- Action Plan Implementation Workflow
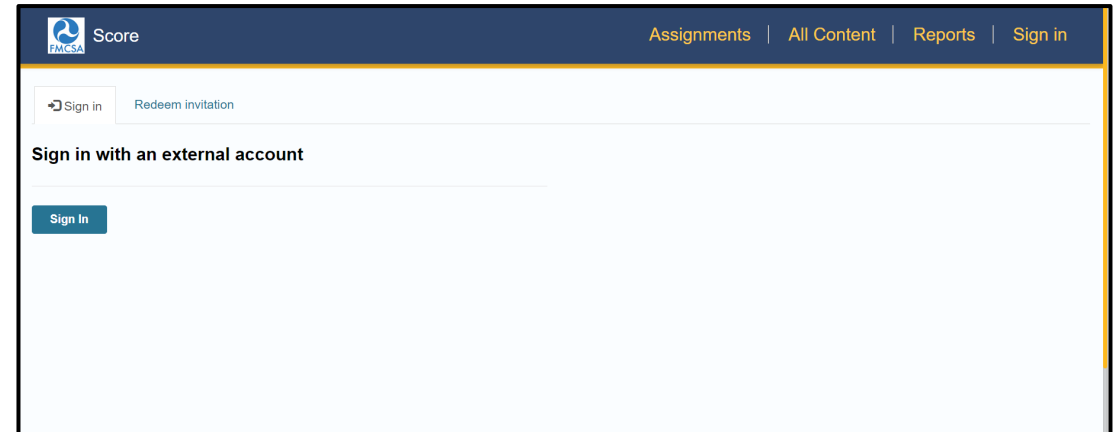- Reports Module

Questions – 15mins

Training Scope

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

SCORE State Site

- SCORE is a web-based system used to track States' implementation of Commercial Drivers' License (CDL) regulations.

- 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 assigned to 1 or more of the 51 jurisdictions. Division users can only create and review content for the jurisdictions that they have been 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 only 1 jurisdiction. State users will use the site to collaborate on the 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
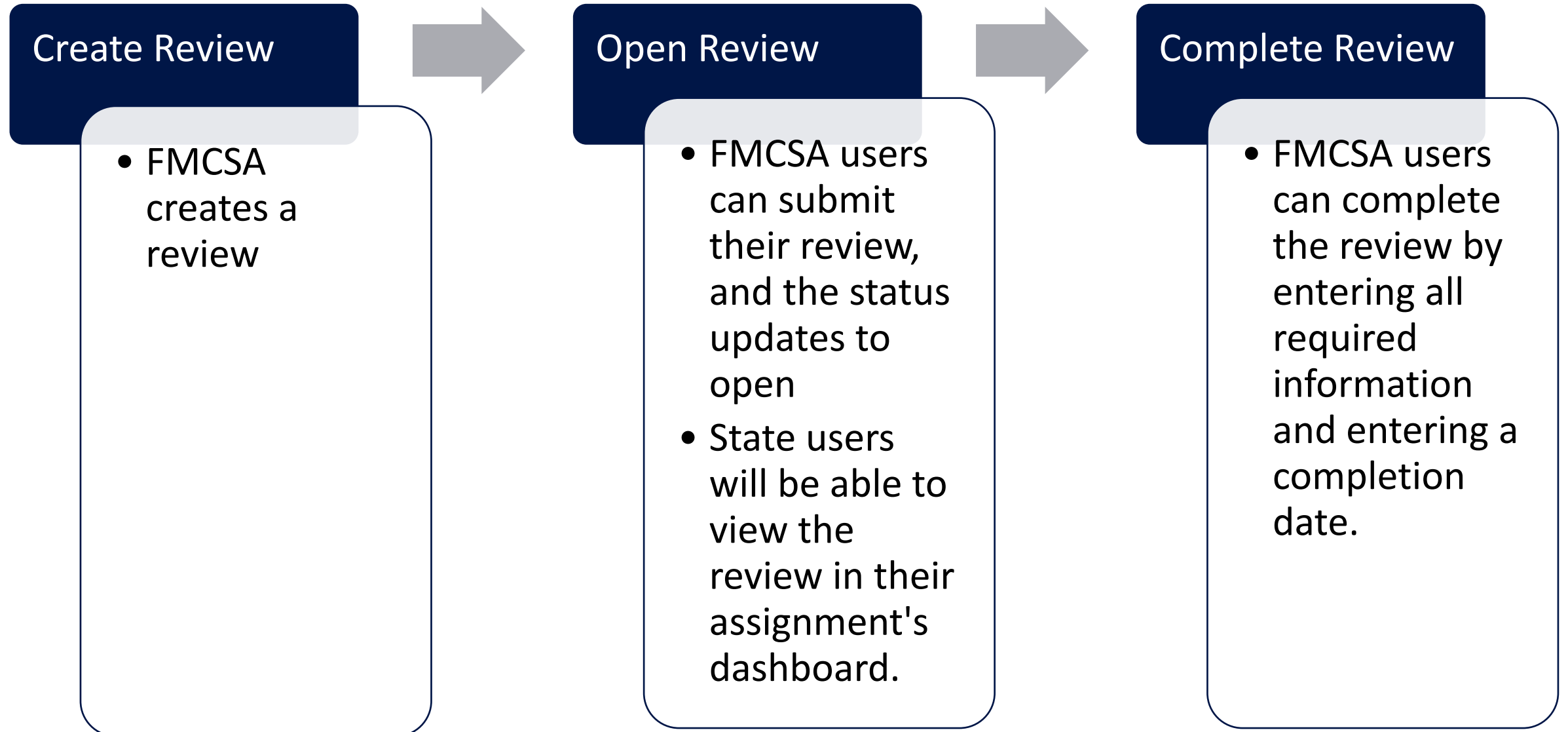
Action Plans

- State users can submit action plans to FMCSA users for approval within the system
- 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 users
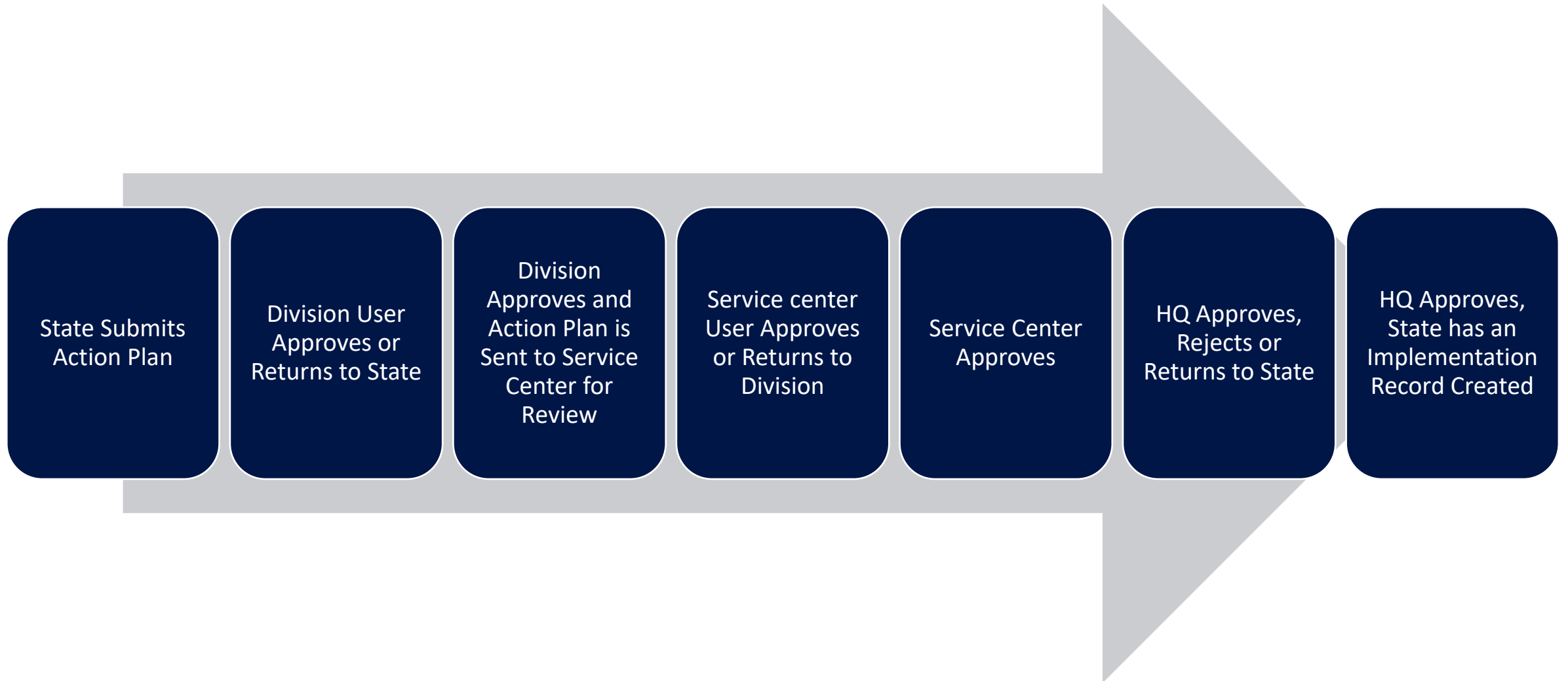- Upon approval of the implementation the finding record will be closed
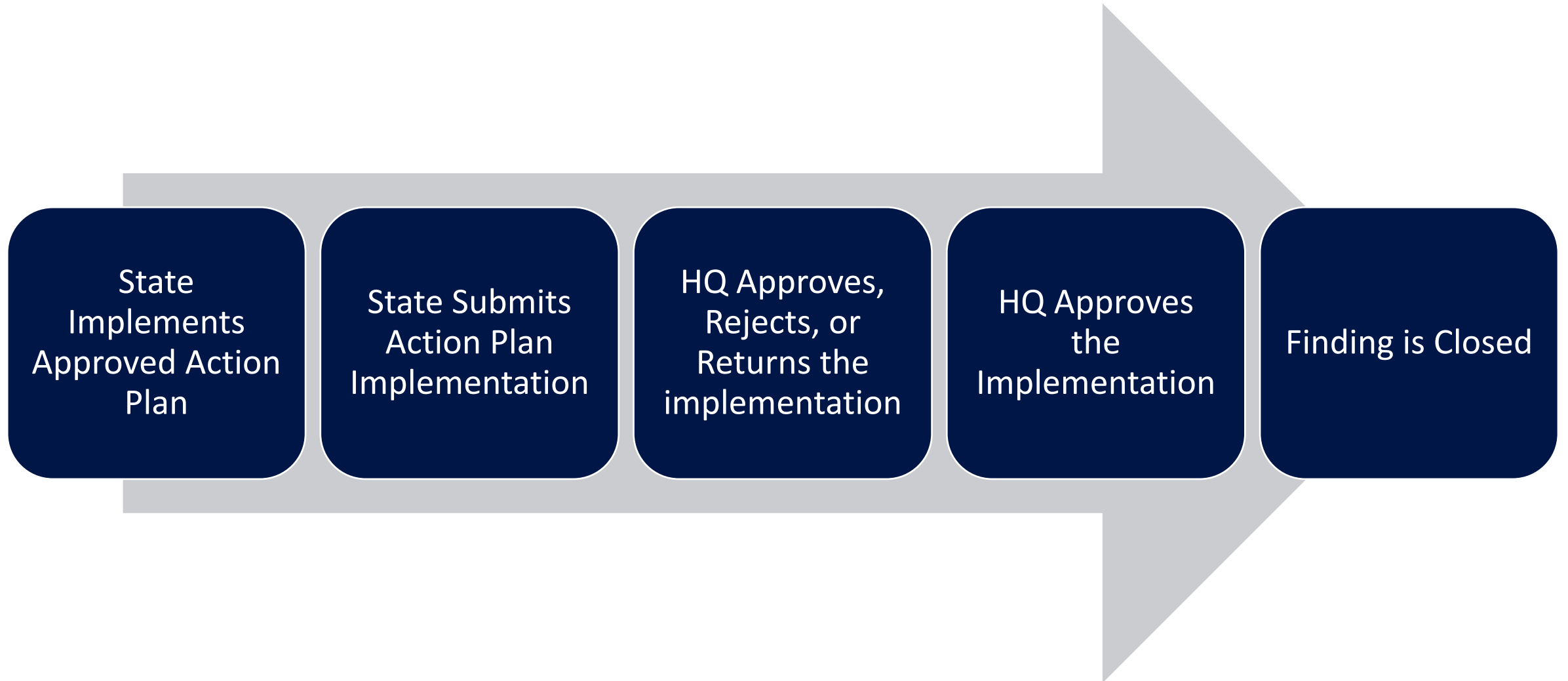
Review Workflow Overview

Create Review

- FMCSA creates a review

Open Review

- FMCSA users can submit their review, and the status updates to open
- State users will be able to view the review in their assignment's dashboard.

Complete Review

- FMCSA users can complete the review by entering all required information and entering a completion date.

Action Plan Workflow Overview

Action Plan Implementation Overview

State Implements Approved Action Plan

State Submits Action Plan Implementation

HQ Approves, Rejects, or Returns the implementation
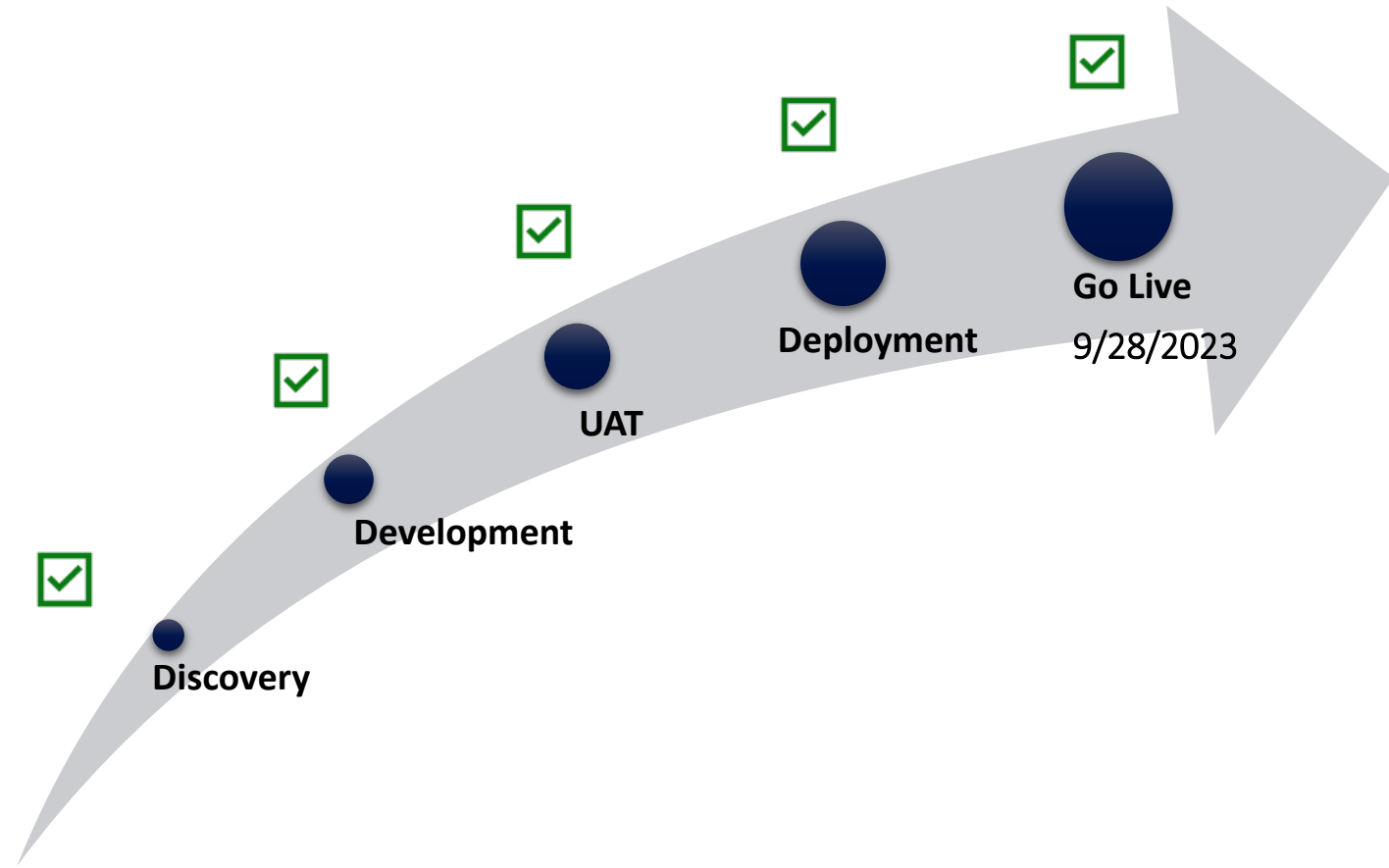
HQ Approves the Implementation

Finding is Closed

System Status

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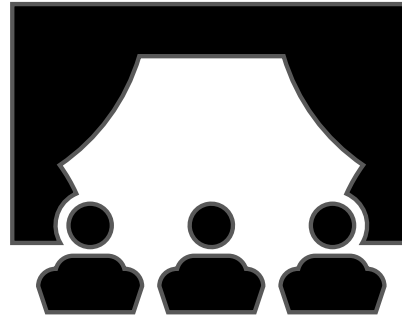   - ✓ STG
    - ✓ PROD
- ✓ User Training
- ✓ Go Live

Discovery

Development

UAT

Deployment

Go Live
9/28/2023

Resources

Quick Links

- 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