



*Building Rural America*  
**National Association of Credit Specialists**  
of the  
**USDA – Farm Service Agency**

Information Technology Committee

**THE INFORMATION TECHNOLOGY COMMITTEE MET AT THE HILTON FRONTENAC HOTEL IN ST. LOUIS, MISSOURI ON JUNE 29, 2015, TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.**

**THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:**

**Resolution 1**

**CONCERN:** GLS will not allow an application to be input into the system unless the first-time lender has a Lenders Agreement on file and has been assigned a lender's ID/branch with the FSA office.

**PROPOSED SOLUTION:** Revise GLS to allow an application to be input into the system prior to the lender being assigned a Lender's ID/branch.

**Resolution 2**

**CONCERN:** When ordering money there needs to be a way in DLS to track use of funds.

**PROPOSED SOLUTION:** Add a dropdown box which allows you to select multiple expenses correlating to the expenses in FBP as to the use of funds and authorization. Also, make the information available on a report of the 1C transactions by borrower that we can generate periodically as needed by the approval official.

**Resolution 3**

**CONCERN:** We are continually getting notifications that software must be updated. We are required to leave the computers running at night so updates can be done at night but now it seems this has shifted to business hours along with virus scanning (which slows the PC to a glacial pace). Taking our time to run software updates and slowing our machines takes our time away tasks that directly impact program delivery. Virus scanning cannot be stopped and is outside the control of employee.

**PROPOSED SOLUTION:** It should be recommended to IT to schedule essential updates for non-business hours by location (i.e. – time-zone specific). If, in some limited cases, that cannot be done, we propose the employee be given the ability to schedule the update/scan to run at end of day when employee departs or during lunch.

#### **Resolution 4**

**CONCERN:** Payment Due date does not appear on the Customer Management Farm Business Plan loan schedule in DLM.

**PROPOSED SOLUTION:** Revise the schedule to include the payment date.

#### **Resolution 5**

**CONCERN:** The FSFL checklist is lengthy and must be completed manually. It would seem it could be added to DLM and be completed there.

**PROPOSED SOLUTION:** Add the FSFL checklist to DLM.

#### **Resolution 6**

**CONCERN:** Customers want to pay FSA program and application fees with a debit or credit card.

**PROPOSED SOLUTION:** Provide offices with the ability to accept fees by use of credit or debit card. Any transaction/swipe fees would be passed on to the customer.

#### **Resolution 7**

**CONCERN:** We need to print a receipt for FSFL payments. In the case where they are lost or fail to print properly there is no way to reprint the receipt.

**PROPOSED SOLUTION:** Add a means (i.e. – a hyperlink) to be able to reprint the FSFL payment receipt if needed.

#### **Resolution 8**

**CONCERN:** The beginning cash section of the Farm Business Plan in cash flow section continues to be extremely slow and cumbersome.

**PROPOSED SOLUTION:** Correct software issues to improve the speed under this section.

### **Resolution 9**

**CONCERN:** When printing using Adobe in Farm Business Plan it requires an extra step to complete the printing.

**PROPOSED SOLUTION:** Revise software to do a more direct print command on items that are being printed in reports section of Farm Business Plan.

### **Resolution 10**

**CONCERN:** There would be considerable time savings in the Farm Business Plan if the Credit Presentation could be duplicated when processing Streamline or subsequent OLS in same production cycle.

**PROPOSED SOLUTION:** Allow the Credit Presentation to be duplicated in the above situations.

### **Resolution 11**

**CONCERN:** ITS just began putting size limits on our H drives and office shared drives. While the agency is moving toward a paperless environment we are limited to 10 gb per user and 30 gb per office shared space. Many of us already exceed these limits. We have been told for years that we are not to delete anything, and now we are told to delete the old files and keep it under 10gb. So we either delete or to keep the data, it now has to be stored on a CD or DVD. With today's low cost of storage this is unreasonable. We have terra bit drives on most servers and have sufficient space without incurring any additional cost.

**PROPOSED SOLUTION:** Change the harddrive limit to reflect what is needed in the county office. Some don't use much at all, and others use quite a bit.

1. Remove the limits, but follow up with concrete direction as to what needs to be kept/stored and what can be legally deleted. As of now the County Office does not have sufficient direction on what to keep or what to delete regarding electronic files.
2. Set up a simple archive system for long term storage with clear direction on what should be stored and what and when files can be deleted.
3. Provide direction on a file structure to orderly store and easily retrieve information if needed for both near-term and long-term.

### **Resolution 12**

**CONCERN:** It is time consuming and inefficient to continually fill in application and closing forms with the same information like name and address.

**PROPOSED SOLUTION:** Provide a solution where the information can be entered or input once and used to automatically data fill in the application and closing forms.

### **Resolution 13**

**CONCERN:** When printing loan packages from Farm Business Plan in duplex, if the pages for each section are not even, the report may have balance sheet info on one page and the back page will have income/expense info.

**PROPOSED SOLUTION:** Insert a page break between the reports when necessary.

### **Resolution 14**

**CONCERN:** It would be a huge time savings and less confusion for managers when developing performance plans if there was a drop down menu in EmpowHR for Elements and then from the Element chosen, a dropdown menu for Standards. The only thing that would need to be created and individualized would be the measures and results.

**PROPOSED SOLUTION:** Create drop down menus in EmpowHR for Performance Elements and Standards in line with 5-PM.

### **Resolution 15**

**CONCERN:** There is no notification in DLM if an account is not properly linked or a number has been put in incorrectly.

**PROPOSED SOLUTION:** Send a notification or flag before a paper check is to be issued.

Respectfully submitted by the 2014/2015 Information Technology Committee.

LeAnn Gibbs, Zone A, Chairperson

Mark Moser, Zone B

Becky Minter, Zone C

Tammy Jones, Zone D

