



Building Rural America
National Association of Credit Specialists
of the
USDA – Farm Service Agency
Information Technology Committee

THE INFORMATION TECHNOLOGY COMMITTEE MET AT THE CROWNE PLAZA HOTEL IN ROSEMONT, IL ON JUNE 28 – JULY 2, 2014, TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:

Resolution 1

CONCERN: FBP does not have the correct input fields to do a “Fast Track Pasture Loss Calculation” in the Emergency Loan Calculations credit action.

PROPOSED SOLUTION: Update the FBP Emergency Loan Calculations credit action to allow for correct entry of the Fast Track Pasture Loss Calculation.

Resolution 2

CONCERN: The process to allow customers access to the “Guest” Wi-fi in the county offices is too cumbersome to permit effective utilization of this resource. It can take multiple days to receive the necessary login information.

PROPOSED SOLUTION: Simplify and expedite the process to obtain login information for FSA customers who need internet access in the county offices.

Resolution 3

CONCERN: When viewing a customer profile print or total payoff print from DLM, it is unclear if a loan still has funds not advanced. 4-FLP, Paragraph 61 E, requires FSA-2425 – “Request to Cancel Undisbursed Loan Funds” to de-obligate funds that will not be disbursed to the borrower. It is common to have an undisbursed balance on annual operating loans and easy to miss the remaining loan funds that need canceled when determining the final payment amount. This presents a problem getting the producer's signature on the FSA-2425 if they have no other business with FSA.

PROPOSED SOLUTION: List LNFA (as on the 540 report) on the Customer Profile Screen under each loan that has funds not yet disbursed. This would alert the staff to do further research to determine the amount of loan funds to be canceled.

Resolution 4

CONCERN: It is our understanding that the Sharepoint Site is a secure website, however the policy is that files containing PII saved on the SharePoint site must be individually encrypted. This adds additional time for both the person saving and the person accessing the report.

PROPOSED SOLUTION: Establish a policy to insure that the SharePoint site is secure and thus additional encryption is not needed for items saved on the site.

Resolution 5

CONCERN: The printing mechanism in FBP is inadequate. It can take 10 minutes to print a balance sheet with schedules and a cash flow and several clicks to select options as one attempts to print.

PROPOSED SOLUTION: Streamline and simplify the process to print documents from FBP.

Resolution 6

CONCERN: FP and FLP use two completely different systems for EFT. This is redundant as we are one agency.

PROPOSED SOLUTION: Use the National Payment System software to disburse Farm Loan Program funds.

Resolution 7

CONCERN: County offices spend excess time creating routine application processing letters.

PROPOSED SOLUTION: Integrate "Data filled forms" into DLS, and further develop GLS, to generate borrower specific routine application and servicing correspondences and commonly used loan documents.

Resolution 8

CONCERN: The amount of interest paid on a loan cannot be looked up through DLS if the loan is paid in full.

PROPOSED SOLUTION: Allow users to access payment history for active and inactive loans.

Resolution 9

CONCERN: Currently we are unable to process a release of liability for a borrower/co-borrower in GLS. The lender must document in their file that the borrower has been released and the situation must be manually monitored to ensure that collection letters and notifications are not mailed to the party that has been released of liability. This also causes problems with FLP if a loss claim is paid and a federal debt is erroneously established for the party that has been released because a check of the automated system will not alert the user to that fact. This affects both FSA & RD guaranteed borrowers.

PROPOSED SOLUTION: There has been an RFA written regarding this issue in February 2006. It is currently ranked #3 Critical Project, but it has been at this ranking for a while. The IT programmers gave an estimate of 30 days to complete this programming of the project once the funds had been approved. The modification would go to testing, etc. before release to the field. Elevate the implementation of the FSA for the near future.

Resolution 10

CONCERN: Currently the system does not designate between good and bad faith determinations for youth loan who have been debt settled.

PROPOSED SOLUTION: There needs to be a different code for these two determinations in order to distinguish one from the other.

Respectfully submitted by the 2013/2014 Information Technology Committee,

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Tom Shelton, Zone B, Chairman

Becky Minter, Zone C

Tammy Jones, Zone D