THE INFORMATION TECHNOLOGY COMMITTEE MET AT THE HOLIDAY INN BY THE BAY HOTEL IN PORTLAND, MAINE ON JUNE 21, 2010 TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:

Resolution 1

CONCERN: The new imaging system is supposed to improve things at Finance Office, but the county office staff still faxes information with no feedback.

PROPOSED SOLUTION: It would be beneficial if an email could be sent by the lead tech when the problem is assigned, which confirms that it was received, who was assigned, and estimated time of completion. A general question phone number would be helpful.

Resolution 2

CONCERN: The reporting of FLP Marketing and Outreach events has become a problem and is causing double reporting for the field staff. The Outreach Staff (OS) created OTIS to track outreach events including accountability for the use of the funding. OTIS also has the capability to report events that would fall under Office of External Affairs (OEA) or Farm Loan Program (FLP) Marketing. Although FLP Marketing activities would not be a violation of the notice, it did not include FLP Marketing activities within the scope of the notice. OTIS has the ability to sort reports based on different criteria which would allow the C/O staff to plan and organize personnel to cover all events, whether Outreach, OEA, Recruitment or FLP Marketing activities. The OS indicated on June 30, 2009 in an email that OTIS cannot be used for FLP.

PROPOSED SOLUTION: The proposed solution is that Phase 3 of OTIS be written to include all types of events whether it would be an OS, OEA, Recruitment, or FLP Marketing event such as lender visits, meetings, etc. Without one tool (OTIS) to track ALL events that the county office employees attend, it causes confusion and duplicate reporting for the field. Also, we would like reports sorted by the personnel attending the

event. In other words, it would be important to have one report that would show ALL outreach/marketing/recruitment activities completed by each person in the field.

Resolution 3

CONCERN: When inputting the lender information in GLS, on the initial application screen you must update the information, and then go back into the update application screen to select the lender type if other than SEL. The user could miss updating the lender type causing the lender to default to an SEL.

PROPOSED SOLUTION: Activate the lender type field on the initial application screen so that it can be selected prior to updating.

Resolution 4

CONCERN: In National Receipts and Receivables System (NRRS), the State Office Specialists cannot select by county office and must choose by schedule number.

PROPOSED SOLUTION: When searching for a certain Schedule of Deposit, add a selection to allow the State Office to choose a county before choosing a schedule number or allow the State Office a choice of either by County Office or by Schedule of Deposit Number.

Resolution 5

CONCERN: In the National Receipts and Receivables System, when you view a list of receivables for a producer, it only shows their Unpaid or Current Balance and not the "Original Amount" of the receivable. You have to click on select in order to view information about the receivable, which can become time-consuming if multiple receivables exist.

PROPOSED SOLUTION: Add a column to the Receivable Search Results to show Original Amount of the receivable.

Resolution 6

CONCERN: The Financial Inquiries Reports for the National Payment System (NPS) and National Receipts & Receivables System (NRRS) do not match the Hyperion (FWADM) Reports.

PROPOSED SOLUTION: The Financial Inquiries Reports and the Hyperion (FWADM) Reports need to match each other.

Resolution 7

CONCERN: The NRRS System will not allow both Regular Payments and Extra Payments to be applied to the same FLP Loan Number from the same check.

PROPOSED SOLUTION: NRRS should allow processing of multiple payment types on the same receipt.

Resolution 8

CONCERN: Remote accessibility of original signed documents to enable more loan making and servicing activities to be accomplished over greater distances in a timely manner.

PROPOSED SOLUTION: Electronic storage of original signed documents and the ability for customers to sign documents electronically; and, amend Handbook 3-FLP paragraph 342 to include these capabilities.

Resolution 9

CONCERN: In DLM, there is a Per Package (All) button for every section in the Checklist which can be very time-consuming to use for applicants with multiple loan requests.

PROPOSED SOLUTION: Add a Per Package (All Sections) button.

Resolution 10

CONCERN: In DLS, under the "SI Other" for Subordinations, there is a drop-down box to choose the type of security for the subordination, and DLS allows only one selection. The security type for Subordinations can be multiple.

PROPOSED SOLUTION: Change selection options to check boxes to allow for multiple security types.

Resolution 11

CONCERN: The process for sending borrower accounts to "Recycle Bin" is very cumbersome and time-consuming. Currently we start at the Locator Screen; then to General Information to Save & Update, and return to Locator Screen in order to send the file to the Recycle Bin.

PROPOSED SOLUTION: Add an option to the General Information which allows the file to the Recycle Bin.

Resolution 12

CONCERN: When making Eligibility Determinations, Farm Business Plan automatically enters the current date when the hyperlink is selected.

PROPOSED SOLUTION: Allow for a manual entry of date.

Resolution 13

CONCERN: The 540 Report is a very good tool to manage our portfolio; however it does not provide sub-totals and grand totals for each section and columns.

PROPOSED SOLUTION: Add totals to the 540 report as follows: - Subtotal the Interest, Principal, and Payment Status columns for each area of the 540 report such as "Borrowers with Loans 90 days or more past due", B's with loans less than 90 days past due, Require Attention, Ahead or on Schedule. - Add a total loan on the last page of the 540 report to show totals for Interest, Principal, and Payment Status columns to include all borrowers both current, ahead, behind, etc.

Resolution 14

CONCERN: The applicant's personal debts are entered on the Balance Sheet for each debt. All personal debts for the Cash Flow have to be re-entered under Owner Withdrawal. This is time-consuming and creates a possibility of input errors.

PROPOSED SOLUTION: Program the Farm Business Plan so that when the personal debts are entered in the Balance Sheet that they automatically also pre-fill the Cash Flow, Owner Withdrawal, eliminating duplicate entries and possibility of errors.

Resolution 15

CONCERN: DLS-LS has an option to enter the information for the "Notification to Potential Purchasers"; however, there is no ability to print a report or produce a mailing with this information. As we have to generate quarterly mailings to these people it would reduce time and duplication and may allow one central mailing instead of one per FLP office which would reduce costs if a report can be generated.

PROPOSED SOLUTION: Modify DLS-LS to allow a report to be generated in a format to allow for mail merge.

Resolution 16

CONCERN: When Farm Program payments are issued, they are by farm number and by crop and program often leading to many checks for very small amounts.

PROPOSED SOLUTION: If an assignment is on file, all payments on each farm should be consolidated into one check and paid to the assignor.

Resolution 17

CONCERN: In DLS-LS, it takes too long to enter a completed activity and add the next due date.

PROPOSED SOLUTION: Add a next due date option to the completed activity screen.

Resolution 18

CONCERN: In DLS-LS, there is no place to record to which the work is assigned. This feature in MAC was very useful in managing the office workload.

PROPOSED SOLUTION: Add an optional "assigned to" box to workflows in DLS-LS. Also, create a report option to allow the user to pull reminder reports by the "assigned to" box.

Resolution 19

CONCERN: The DLM application report does not total the dollars approved which would be very useful for county offices.

PROPOSED SOLUTION: Modify the DLM application report to provide the amount approved by loan type and by county.

Resolution 20

CONCERN: Currently in DLS there is no place to attach/record a partial release or subordination filing with the original security filing. This makes tracking security activities associated to a security instrument confusing.

PROPOSED SOLUTION: Add an affected security instrument button to the SI Other workflow. Allow it to open up the SI Mortgage or SI Financing Statement workflow to

record the partial release or subordination filing information under the appropriate security instrument.

Resolution 21

CONCERN: The automatic due date for the YEA generated by DLS does not always follow the borrowers operating cycle.

PROPOSED SOLUTION: Allow the ability to manually change the YEA due date to coincide with borrowers operating cycle in accordance with 1FLP.

Resolution 22

CONCERN: Presently the 540 report reflects the delinquencies of borrowers who have no servicing actions remaining and the Agency is barred from further actions.

PROPOSED SOLUTION: Exclude these accounts from the total delinquency by creating a new flag.

Resolution 23

CONCERN: The same checklist is used for all loans in DLM; however, youth loans have very few applicable items.

PROPOSED SOLUTION: When the application is for a youth loan, have all non-applicable items default to NA.

Resolution 24

CONCERN: Currently there is no automated method of tracking Reconsiderations on Direct or Guaranteed loan making applications.

PROPOSED SOLUTION: Add an automated method of tracking Reconsiderations in DLM and GLS.

Resolution 25

CONCERN: In Pay.Gov, the borrower directs the application of payments.

PROPOSED SOLUTION: Require FLP office that services the account to apply funds to the correct loan in accordance with regulations in 4FLP.

Resolution 26

CONCERN: The application packets are a great idea. However, they cannot easily be printed as two-sided documents. If printed two-sided, one form is printed on the back side of another form.

PROPOSED SOLUTION: Blank pages should be inserted at appropriate points so the packets can be easily printed as two-sided documents.

Resolution 27

CONCERN: Application does not have a place on page 2 for the Co-Applicant to list their employer.

PROPOSED SOLUTION: Add a block for Name and Address of Employer like it is listed on page 1 of the application.

Resolution 28

CONCERN: Printing reports in FBP is a tedious process and time consuming with repeated steps.

PROPOSED SOLUTION: In the reports menu provide an option to select all of the reports you want printed and then able to print all of them with one button.

Resolution 29

CONCERN: Form 2015 "Debt Verification" does not have a space to indicate the frequency of payment, which can lead to incorrect cash flows and loan schedules.

PROPOSED SOLUTION: On form FSA 2015 Part B, item 1, K: insert a field which requires the number of payments per year.

Resolution 30

CONCERN: Guaranteed lenders are required to provide the name, address, social security number, membership percentage and so forth for each member of an entity. However, the application form does not include a space for this information.

PROPOSED SOLUTION: Add a section similar to page 2 of form FSA 2001 to the guaranteed application forms.

Resolution 31

CONCERN: When making changes to the existing loan schedule you have to save before making changes to the new loan schedule section in the FBP as the changes will be lost in the section in which the save option is not used.

PROPOSED SOLUTION: When making changes to loans listed in the schedules, allow the save & update button to save all changes.

Resolution 32

CONCERN: The DLM checklist does not include forms CCC-10, UCC-12, effective financing statement or CNS1, which may be required items for perfecting a security interest.

PROPOSED SOLUTION: Add these items to the DLM checklist.

Resolution 33

CONCERN: The new FLP Loan Application Package (FSA 2001 FO/OL) is now available on the FSA Employees website; however, it is not available to the public. This means that an applicant would still need to search for each form individually.

PROPOSED SOLUTION: Post the FLP Loan Application Package (FSA 2001 FO/OL) on the FSA Public website so that an applicant can easily access all the required forms.

Resolution 34

CONCERN: Form 2580, Part B box 6: "Did the Borrower provide any information. If No, go to part D." Part B, box 8 "Date FSA 2516 was sent to Borrower" must be completed even if "No" is selected in box 6. Box 8 can be easily overlooked due to its placement on the form after box 6.

PROPOSED SOLUTION: Move box 8 to Part A for form FSA 2580.

Resolution 35

CONCERN: The new version of Agcredit due to be deployed as DLS Phase 2 Part 2, which was demoed at the convention, does not allow the user to delete a category or delete multiple activities at one time. These functions are currently available and to

remove them in this "updated" version of Agcredit would reduce the effectiveness of the program.

PROPOSED SOLUTION: Add the "delete a category" and "delete multiple activities" to the new Agcredit.

Resolution 36

CONCERN: There is no option to amend a deposit in NRRS. If a receipt is incorrectly entered, the only way to correct the schedule of deposit is to delete the deposit, delete the receipts on the deposit and re-enter all the information.

PROPOSED SOLUTION: Add an amend check option to NRRS.

Resolution 37

CONCERN: When entering FLP receipts, NRRS does not verify borrower information (name and ID number) against SCIMS, which can led to errors and delayed postings of payments to borrower accounts. Additionally, the collections are not reflected in Financial Inquires as they are not validated against SCIMS.

PROPOSED SOLUTION: Correct NRRS so that it verifies borrower information on FLP receipts with SCIMS.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NONADOPTION:

Resolution 38

CONCERN: The Direct Loan System Loan Servicing will not show the county office workflow reminders (follow-up dates) of any task UNTIL they are within 60 days of being due. MAC's reports showed all follow-up workflow dates of items to be completed. The reminders (behind the scenes) that do not show on reports make workload scheduling with the county office staff a real problem. There are more and more demands and less staff, making scheduling and utilization of staff very important.

PROPOSED SOLUTION: Create a Hyperion report that will show:
1. ALL incomplete activities in DLS for each workflow item such as:
   a. Report sorted by Field Visits should show ALL of the field visits that are to be completed between 2 specified dates.
2. An option to determine the dates for the reports to show open items, such as viewing all incomplete field visits between June 1st and August 30th.

3. An option to show ALL workflow activities for the county office on one report, between 2 specified dates.

Resolution 39

CONCERN: In AgCredit, Chart 12, (Page 3 of 3), Box 18, "Wait for B's Response to FSA 2521, 2522, & DALR$" does not have an applicable outcome for reconsideration. It appears the only way to get to reconsideration from the denial of loan servicing is to follow Outcome 4 (for Box 18) for an Appeal Request. If we follow that leg to the Appeal Chart (14), Reconsideration is the outcome for Box 3.

PROPOSED SOLUTION: Add one additional Outcome Box (under Chart 12, Page 3 of 3, Box 18, Wait for Bs Response to FSA 2521, 2522, & DALR$) titled Reconsideration and have it flow similar to the Box 18, Outcome 4 Borrower Requests an Appeal.

Resolution 40

CONCERN: AgCredit provides access to not only a nationwide list of full names, addresses, and social security numbers, but also the ability to make changes in any customer file. The first issue is a PII concern. The second has lead to mis-entries (choosing the wrong borrower with a similar or same name), adversely affecting both the account incorrectly changed, but also the intended account which did not get updated.

PROPOSED SOLUTION: Remove PII data.
  1. Restricting access to accounts within one's service area.

Resolution 41

CONCERN: There is a problem with certain borrowers when the borrower transfers from one state to another state. It doesn't happen in every case and seems to happen whenever the borrower has a paid in full loan, or a guaranteed loan along with open loans. Finance Office seems to have some kind of work-around solution which takes a very long time and a lot of follow-ups for the County Office in order to process the transfer

PROPOSED SOLUTION: The programmers could write a script to fix the problem in borrower transfers from one state to another.

Resolution 42

CONCERN: The present classification system in the FBP allows for an operation that has a liquidity ratio of less than 1:1, a debt to asset ratio of over 1:1. Negative term debt coverage or negative return on assets and still have a classification score of 1 or 2. In some cases a classification could have multiple criteria mentioned above and still score a 2.

PROPOSED SOLUTION: If an operation fails to meet a minimum standard and scores a 4 on any of the rating criteria the file will be documented indicating the weakness and the overall rating cannot exceed a 3 or "Acceptable" Rating. The 8N will not reflect anything above a 3.

Respectfully submitted by the 2009/2010 Information Technology Committee,

_____   _____
LeAnn Gibbs, Zone A   Bill McAnally, Zone B

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Jeremey Burner, Zone C   Theresa Windham, Zone D
                                                                      Chairperson