

Bureau of Agrichemical Management IT Project

Request

Modernize the Agrichemical Management Bureau's (ACM) IT systems using ACM Fund cash balance.

Background

- The ACM Bureau comprehensively reviewed its IT systems and processes (i.e. BAM-IT) beginning in 2012, with the goal of modernizing its legacy IT systems and improving program efficiency and effectiveness.
- Industry strongly supported the BAM-IT process and recommended funding the IT upgrade using ACM Fund cash balance as part of the RevEx Report.
- BAM-IT was shut down in 2016 with no explanation. It was the only RevEx recommendation not included in the 2017-2019 biennial budget.

Issues

- The ACM Bureau's primary IT systems are over 20 years old, obsolete and showing numerous signs of failure.
- The ACM Bureau's IT systems are so outdated—they were built before the Internet was mainstream—they have no ability to interface with the web and provide online services.
- DATCP cannot maintain these systems; they are housed on servers kept running with spare parts that are no longer being made. They also use Access 2010, which will not be supported by Microsoft starting in 2020.
- Migration of two licenses to DATCP's enterprise licensing system (CRM) has decreased efficiency, increased wait times and intensified industry frustration.
- **Bottom-line: antiquated and cumbersome licensing, reporting, and testing systems and processes are inconvenient, time-consuming, and costly to businesses and DATCP.**



Benefits of a modernized IT system

Industry/Business Benefits

- Integrated, user-friendly online portal account for businesses to manage all their ACM Bureau regulated activities—including certification, licensing, permitting, reporting, inspections and sampling, and investigation statuses for all pesticide, fertilizer and commercial feed programs—will be significantly more convenient for industry, saving time and money.
- Reduced wait-time, more convenient locations, and less paperwork for licenses, certifications, permits, product registrations, sample results and inspection reports means businesses can serve their customers sooner and improve their bottom-line.
- Increased accuracy and reduced frustration as a result of functional IT systems that can communicate with each other, minimize duplicate data entry, and reduce paperwork.

Farmer/Citizen Benefits

- More convenient pesticide certification testing locations
- Reduced wait-time for pesticide certification test results
- Ability to view investigation status on complaints and compliance history of licensees
- Easier Landscape Registry sign-up, with higher industry compliance

DATCP/State Benefits

- More efficient and effective use of office and field staff time
- Improved IT system and data security
- Reduced duplicate data entry and data entry errors
- Enhanced data analysis capabilities enables effective regulations and compliance assistance
- Ability for field staff to provide immediate inspection reports and educational materials