FGIS: An EPPC Journey

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FGISonline

A portfolio of interconnected business applications modernizing operations, digitizing recordkeeping and increasing traceability within the national inspection and weighing system.
Official Standards

- Factors/Methods/Tests

- Commodity
  - Grades
  - Grading Limits
  - Classing

- Rates/Fees

- Approved Equipment
Authorizations

- Organizations
  - Designations
  - Delegations
  - Cooperators
  - Official Service Points

- Equipment
  - Checktest Results
Licensing

- Licenses defined for particular commodities and functions
- Exams established to obtain particular license
- Multiple tests may be necessary to satisfy a particular exam.
- Managed Question/answer pool.

- Successful completion results in automatic addition of license to individual profile.
Service Delivery

- Inspection
- Weighing
- Certification
- Billing
- Volume Reporting
Quality Management

• System Performance
• Individual Performance
• Opinions and Referees
**Distributed Platform**

- **FGISonline** Distributed platform provides operational continuity for commodity loading operations
- Initially deployed in 2009
- FGIS has avoided dozens of outages since initial deployment without downtime.

**Commitment to Continuity**
Customer Focus

- Organizations register to obtain an FGIS customer number.
- Records made available through a variety of channels
  - Website
  - Emailed twice daily
  - Webservice
  - Elevator View
- Individual record verification
- Exploring methods to validate and authorize interested parties access to information.
- Exploring options to meet stakeholder requests for centralized result and certification access.
Modern & Secure

- Successfully upgraded to the current Microsoft technology suite in April
- Security Guidelines established by National Institute of Standards & Technology
- Independent 3rd party testing and verification
- Active Authority to Operate (ATO)
EPPC: Elimination of Pens, Paper, and Calculators

- Automation of information and work flow, integrating instrumentation and delivery of near-real time information to applicants
- Tailoring and enhancing business processes to support traceability from request through result, bill, certificate and report
- Common patterns to support monitoring and quality control
- Streamlining processes to increase efficiencies
At a glance, users will be presented with information targeted to their organization, role and location:

- What I am doing today?
- How I am currently performing?
- What’s the status of the equipment where I am working?
- When do I review the collected information?
Benefits

• Greater customer access to information
• Reduce manual data entry & error potential
• Faster, more accurate certification
• Traceable billing line items
Commitment to Continuity

- Commodities are moving 24x7x365
- We are on-site in many locations
- Internet Access not guaranteed.
- Continuity of operations is paramount
Every Minute Matters

- Customers use our results immediately (<30 seconds) to direct grain flow
- Cargo valued in the millions of dollars
- Customer impact in the $10k’s/hour
- Outage Resistant system design will allow fully offline operation, while providing near-real time information online when connectivity is available

Commitment to Continuity
Why now?

• Cost Avoidance
  – Service Delivery errors - $112k/year
  – Prefilling paper forms - $3.2 M/year
  – Eliminating manual processes – $1.2 M/year

• Continue focus on improved customer service and stakeholder engagement

• Technology is available
  – Blockchain / Microservices / Cloud / Mobile

Commitment to Continuity
Blockchain

• Exploring future for disconnected system
  – only pending blockchain pilot at USDA in FY18
  – support integrated instrumentation data collection

• USDA Blockchain Workshop – August 20, 2018
  – Secretary Purdue focused on appropriate use
Office/Organization Management

- Upgrading Customer Information Management (CIM)
- Enabling role/permission management
  - Roles: Role Manager, Service Requester, Service Request Preparer, Certificate Viewer, Bill Viewer, Inspector, Manager
- Contractual Service Agreement management
- Review license status, equipment status
- Service point request management
Certificate previewed, confirmed by Customer after preparation and review
Traceable Inspection

• All Samples will get an identifier/QR code
• Each portion will get an identifier/QR code
• Each inspection pan will get an identifier/QR code
Versioning & Reporting

- Information will be locked, logged and auditable at the point of collection.
- Information collected will be rolled up and aggregated.
- Logs, Bills, Certificates and Reports will be automatically created.
- Near-real-time result delivery
Upcoming

• Service Request
  – Targeting Beta training environment available in early FY19
  – Coordinating Production rollout for FY19

• Iterative functionality rollouts to establish workflow and add depth of service

Commitment to Continuity

Automate Across, Add Depth
Questions?

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