



# Licensing Consolidation Project

# Quarterly Digest

February 2008 Issue 5

## Licensing Project Summary

The Michigan Department of Agriculture (MDA) has identified the Licensing Consolidation Project as its “1 Great” process improvement initiative during fiscal year 2008 as part of the Governor’s “1 Great, Super 8” initiative. Additional information can be found on the intranet (Director/Dept. Info - MDA’s 1 Great/Super 8). This selection reemphasizes the importance and support of this initiative, and raises the visibility of the great work MDA staff have done on this project to the Governor’s Office.

As process changes are identified and implemented - either through the transition of responsibility to the Central Licensing Unit or through the requirements gathering phase - it’s important for staff to remember that to improve and gain efficiencies means changing the way we operate. I’m excited about the Vision and Scope work that Action Team #2 has been working on because by documenting a Vision, we will all be better able to share, internally and externally, the Department’s direction on this project and the scope of that change. As we continue this project, we will be transitioning from operating as we had in the past and replacing it with the new vision.

- Brad Pagratis, Project Manager • [pagratisb@michigan.gov](mailto:pagratisb@michigan.gov) • 517-373-4261

### Action Team 1

#### Central Licensing Unit (CLU)

Team Leader: Rick Dethlefsen

Action Team #1 has developed a matrix describing the relationship between the Central Licensing Unit (CLU) and program desks with an emphasis toward food, nursery, and motor fuel licensing. Specifically, the team is working on when and where program desks need to interface and sign-off on licensing issues. In addition, work has been started to define timelines, responsibilities, and coordinating points of contacts within MDA starting with the aforementioned licenses.

The CLU was created in November 2007, with staff housed on the 6th floor of Constitution Hall adjacent to the Food and Dairy and Human Resources Divisions. The unit currently has responsibility for food service and food handlers licensing. Nursery licensing functionality will move into the unit during February 2008.

Perseverance is not a long race; it is many short races one after another.

- Walter Elliott

## Action Team 2 Development of IT System

Team Leader: Brad Pagratis

A vendor was selected in late October 2007 to work on developing MDA's vision/scope and requirements for a central licensing system. To date, significant time has been spent working with staff on understanding user roles and associated requirements. Action Team #2 has also spent a great deal of time working with the vendor on understanding and documenting the team's vision and scope for the system.

During these sessions, it's apparent that some significant process issues still need to be identified. Specifically, work needs to be done in determining how accounting and its systems would interface with a central licensing system and in understanding central licensing workflow and management needs.

Upcoming deliverables will provide more structure and insight into the remainder of the project.

## Action Team 3 Licensing Policy Team

Team Leader: Amy Epkey

Action Team #3 leader has recently been identified and is working on putting together an action plan.

## Action Team 4 Communication Plan

Team Leader: Thomas Benner

Action Team #4 finalized a survey of licensing customers relative to their needs. This report can be found on the intranet under "News, MDA Licensing Consolidation Project."

On Wednesday, February 20, 2008, a Full Team meeting was held in Constitution Hall to update license desk personnel and division management staff of the status of the license consolidation project. Brad Pagratis, Project Manager, reviewed the creation of the central licensing unit and the progress of the joint application development sessions with 45 staff in attendance.

## Action Team 5 Budget and Transition Planning

Team Leader: Barb Hensinger

Action Team #5 has created a cost share formula for FY08 that spreads the cost of staffing the central licensing unit across the Lab, PPPM, and FDD divisions. The team continues to discuss and explore funding options for subsequent phases of the project (development) along with longer term funding models for staffing.

## Action Team 6 Centralized Website

Team Leader: Matt Clara

FAQs have been received from nearly every program area, formatted in a standardized manner, and posted on the MDA internet site. Additional improvements to the licensing area of the web include the creation of a blog/feedback area where comments can be received regarding licensing project information. The team is currently focusing on following up on the creation of the new applications.

Not an MDA employee and want to receive updates on the project? Subscribe to the MDA Licensing Project Listserv. Go to [www.michigan.gov/mda](http://www.michigan.gov/mda), click on "Inside MDA," then click on "Programs and Services," and finally on "[Licensing Project Listserv Information](#)" to subscribe.