



BRIDGE Modernization Analysis

As-Is Architecture Assessment



Version 0.5.1 (Final Draft)

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VERSION HISTORY

Version	Implemented By	Revision Date	Approved By	Approval Date	Reason
0.1	The Evolvers Group	07/20/2021			Initial version with Common section, Egg Law, Structural Pest, Seed.
0.2	The Evolvers Group	07/26/2021			Added Weights and Measures, Grain Warehouse, Hemp sections. Moved the Business Requirements/Rules to Excel (see Appendix A). Updated the Introduction.
0.3	The Evolvers Group	08/02/2021			Added HMPC, Agricultural Enforcement, Pesticide sections. Updated the Business Requirements/Rules in Excel (see Appendix A). Updated the Introduction. Added "About the Agency" section. Moved High-Level Context Diagram towards the end of the document.
0.3.1	The Evolvers Group	08/06/2021			Added Agriculture Pesticide rules. Moved rules from Excel into Word.
0.4	The Evolvers Group	08/09/2021			Added Organics, Plant Quality, GO TEXAN/State Fair, Prescribed Burn Board
0.4.1	The Evolvers Group	08/11/2021			Addressed all review comments.
0.4.2	The Evolvers Group	08/13/2021			Addressed most review comments.
0.5.0 (final draft)	The Evolvers Group	08/16/2021			Addressed most review comments. Added Gap Analysis sections for each program. Added Reports.

Version	Implemented By	Revision Date	Approved By	Approval Date	Reason
0.5.1	The Evolvers Group	08/18/2021			Addressed all review comments Added section 4 Application and Data Stores Added "Agriculture Commodity Boards" under section 3 Added descriptions for all business process models Added info about ETLs

1 Introduction

This Business Architecture document, captures the Business Capabilities Analysis, Business Process Analysis, Business Domain Model, Use Case Model, Business Applications Portfolio Model, Business Requirements, Business Rules, and list of pain points and wish-lists, for the Programs related to the Texas Department of Agriculture (TDA) programs.

1.1 Project Overview

BRIDGE is an [REDACTED] based mission-critical system for the Texas Department of Agriculture. It interfaces with the Comptroller's financial system, the treasury, an online payment system, and other state system components.

The present system was developed over the course of 20+ years. The time has come to update the system based upon technological changes and to realign the system to better meet the needs of the various programs with the TDA.

The TDA intends to upgrade the system, whether purchased externally or programmed internally.

1.2 Project Objective

As part of the modernization of the system, TDA would like to create a system map of BRIDGE and its interfacing applications, and document the basic functions for system modernization that will meet the needs of TDA programs that are BRIDGE dependent.

The project's objective is to provide information technology assessment services of TDA's legacy system (i.e., BRIDGE) to reach the following goal:

Goal 1: "As-Is" Mapping of BRIDGE and its major interfacing applications

The objectives of the project are as follows:

- As-Is system Mapping of BRIDGE and its Interfacing Applications
- Basic functions for system modernization that will meet the needs of TDA programs that are BRIDGE dependent
- Deliver quality assured artifacts within or before scheduled delivery dates
- A final report describing functional requirements as currently implemented.

Note: This report only details the information germane to the "As-Is" portion of TDA's BRIDGE legacy modernization project (*see table below*).

Table 1-1 The business areas relevant to the “As-Is” portion of TDA’s BRIDGE legacy modernization project.

Division	Program/Dept.
Legal Services	Enforcement
Financial Services	Accounting
Trade & Business Development	GO TEXAN Program
Agriculture Consumer Protection	Licensing Department
	Structural Pest Control Service (SPCS) Program
	Consumer Protection Department
	Aquaculture Program
	Cotton Stalk Destruction Program
	Egg Quality Program
	Grain Warehouse Program
	Handling & Marketing of Perishable Commodities (HMPC) Program
	Organic Certification Program
	Agricultural Pesticide Program
	Pesticide Product Registration
	Hemp Program
	Plan Quality Program
	Seed Quality Program
Weights & Measures Program	
Regional Operations	Field Inspectors

2 About the Agency

The Texas Legislature established the Texas Department of Agriculture (TDA) in 1907. The agency's key objectives are to promote production agriculture, consumer protection, economic development, and healthy living with value-added services and initiatives such as:

Consumer Protection

- Regulates all weights and measures devices, such as grocery store scales and retail price scanners, to ensure consumers are charged advertised prices
- Regulates pesticide use and application from residential to commercial use
- Certifies organically-produced products to help ensure consumers have a reliable supply of organic products

Production Agriculture

- Protects crops, such as citrus and cotton, from harmful pests and diseases
- Facilitates trade and market development of agricultural commodities ranging from livestock to crops to ensure Texas remains the nation's leader in the production of cattle, cotton, hay, sheep, wool, goats, mohair, and horses
- Provides financial assistance to farmers and ranchers in the form of loan guarantees, interest rate reductions, and even grants for young farmers
- Administers grant funds for agricultural research to develop new technologies
- Advocates for policies at the federal, state, and local level that are beneficial to the \$106 billion agriculture sector, which comprises 10% of the Texas economy

Healthy Living

- Administers the National School Lunch and Breakfast programs for Texas school children
- Fights obesity in Texas through a statewide campaign highlighting the 3E's of Healthy Living - Education, Exercise, and Eating Right
- Administers assistance to feed the hungry through the Texans Feeding Texans initiative

Economic Development

- Provides tools for communities to attract businesses and pursue other economic development opportunities
- Offers infrastructure grants to rural communities
- Leads in the development of statewide broadband services
- Administers the Certified Retirement Community program to attract retirees to the second leading retirement state in the U.S.
- Markets Texas products, cultures, and communities through the GO TEXAN branded campaign

TDA's mission is to partner with all Texans to make Texas the nation's leader in agriculture, fortify our economy, empower rural communities, promote healthy lifestyles, and cultivate winning strategies for rural, suburban, and urban Texas through exceptional service and the common threads of agriculture in our daily lives.

Headquartered in Austin, TDA also has five regional service offices, two sub-offices, three laboratories, and five livestock export facilities.

The agriculture commissioner oversees the agency and is elected every four years. Elected in 2014, the current commissioner is Sid Miller.

Reporting to the executive team are three administrative offices and five divisions comprised of various programs and departments as well as five regional satellite offices and two laboratories.

Essentially, programs administrate regulatory functions while departments provide some form of administrative support.

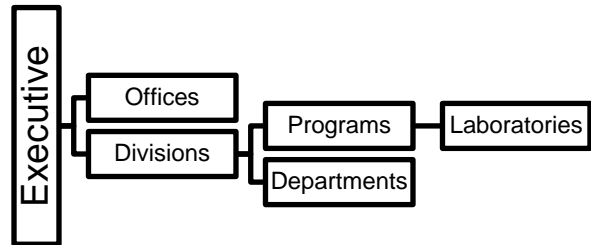


Figure 2-1 Overview of the administrative hierarchy.

2.1 Executive Team

TDA is led by Sid Miller, the Commissioner of Agriculture. Deputy Commissioner Jason Fearneyhough reports to Commissioner Miller and leads five Assistant Commissioners, each responsible for the various offices and divisions within the agency.

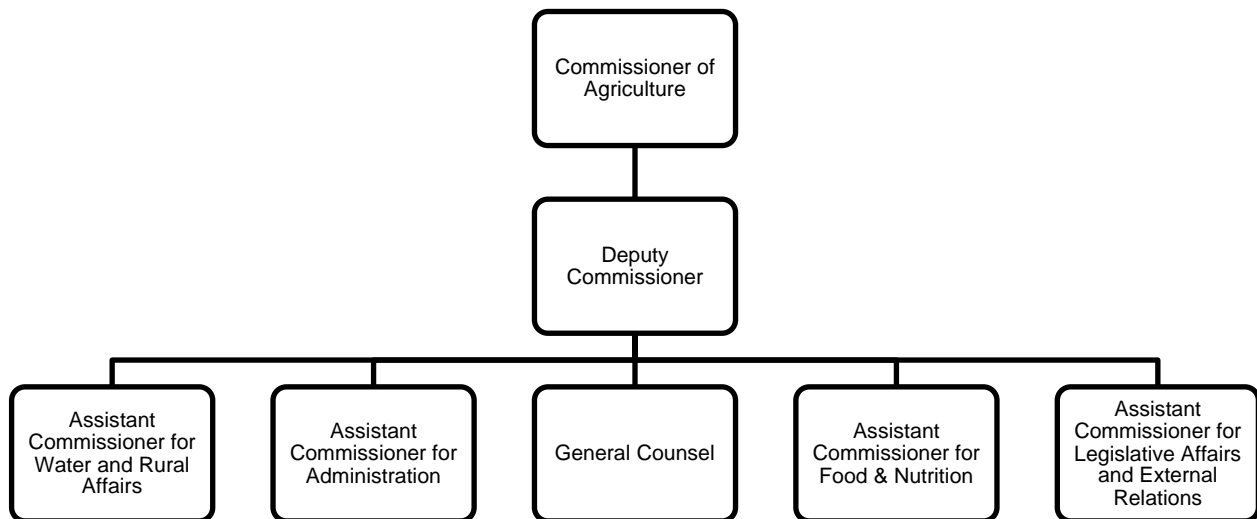


Figure 2: TDA Executive Team

2.2 Office of Policy and Legislative Affairs

The Legislative Affairs Division provides support to the Commissioner and the agency by monitoring and analyzing federal and state legislative and regulatory activities that affect Texas Agricultural producers and consumers as well as studying issues that affect rural Texas. The division maintains relations with federal, state, local, and foreign governments on a wide range of agricultural and rural issues and works with these levels of government as well as private organizations to address common issues.

2.3 Office of Communications

The Office of Communications is responsible for providing media information, public information, and internal support services for the Texas Department of Agriculture. Division staff members keep the public informed of TDA activities and agriculture issues via traditional and social media channels.

2.4 Office of Internal Audit

The Office of Internal Audit provides independent, objective assurance and consulting services using a risk-based approach to add value and improve the operations of the Texas Department of Agriculture.

Assurance Services include financial, compliance, economy and efficiency, and effectiveness audits, as well as certain investigations. Consulting Services include advisory and related client service activities such as counsel, advice, facilitation, and training. The nature and scope of these services are agreed upon with the client. Follow-up audit work is also performed to assess the implementation status of corrective actions taken in response to prior internal and external audit findings and recommendations.

The Office of Internal Audit serves as a central point for the coordination of and oversight for all external audit activities affecting the Texas Department of Agriculture.

2.5 Food and Nutrition Division (FND)

The Food and Nutrition Division administers 12 federal child and special nutrition and more than \$2.5 billion in federal money annually used to fund the programs for the State of Texas.

These nutrition programs exemplify "eating right" for Texans of every age and background and help them build a bridge to success. TDA supports providers of nutrition assistance by helping ensure accountability and the efficient use of taxpayer dollars to nourish Texans in need. By striving to put Texans on the path to wellness through TDA nutrition programs and ensuring those programs operate with efficiency and accuracy, Food and Nutrition works to fulfill its mission – Feeding the Hungry and Promoting Healthy Lifestyles.

The Executive Team oversees the entire Food and Nutrition division and includes the Assistant Commissioner, Administrators, as well as eight sections, each led by a director.

2.6 Information Technology (IT) Division

IT is responsible for all agency computer hardware and software. The Application Development department provides application analysis, design, and development services for new systems, as well as support for existing systems. The Computer Operations department provides Help Desk services and hardware and software support, including local area network (LAN) and wide area network (WAN) maintenance.

2.7 Legal Services Division

2.7.1 Legal Affairs

The Legal Affairs group is responsible for providing legal services and counsel to all TDA programs and divisions. Legal Affairs is also responsible for enforcement of the department's regulatory functions, including prosecutions and settlements, and is the liaison with the Texas Attorney General.

2.7.2 Enforcement

The Enforcement section investigates violations of state and federal pesticide, herbicide, and Right-to-Know laws and regulations. In addition, Enforcement investigates violations of consumer laws and programs, including plant quality, seed quality, weights and measures, commodity warehouses, egg quality, and the Agricultural Protective Act.

2.7.3 General Counsel

The General Counsel section provides legal counsel to TDA executive staff, divisions and programs, and a variety of boards and advisory committees.

2.7.4 Public Information Office

The Public Information Office manages all public information requests received by the department.

2.8 Administrative Services Division

The Administrative Services Division is organized into four departments and provides support functions to the agency.

2.8.1 Human Resources

Human Resources oversee all personnel matters including benefits administration, state classification plan, payroll, leave accounting, and staff development. Human Resources also ensures that TDA personnel practices comply with state and federal regulations.

2.8.2 Support Services

Support Services manages all of the agency's facility-related resources, including space management, vehicle, mailroom, supply, warehouse, and telephone services. Support Services Technicians work directly with Texas farmers and ranchers through special projects, such as the State Fair, the Family Land Heritage program, producer programs, and livestock shows.

2.9 Financial Services Division

Financial Services supports TDA programs by performing financial duties in the areas of accounting, budget, purchasing, contracting, accounts payable, and payroll.

2.9.1 Budget

Budget develops and oversees the agency budget as well as monitors expenditures and reimbursement of both federal and state grant funds. The Budget department also develops planning initiatives, such as the Legislative Appropriations Request, the Operating Budget, and works with agency programs to manage revenue and expenditures. They are also responsible for providing reports such as agency performance measures and cost recovery revenue forecasts.

2.9.2 Accounting

Accounting manages the agency's general ledger, prepares the Annual Financial Report, administers cash management, and develops agency financial reports. TDA receives and distributes grant funds, and Accounting provides additional oversight to grant program disbursements and reporting.

2.9.3 Accounts Payable

Accounts Payable processes payments to conform with state and federal statutes and regulations, performs encumbrance accounting, issues annual IRS 1099s to vendors, and handles all billing inquiries.

2.9.4 Payroll

Payroll reviews employee time and attendance records, prepares payroll, implements deductions in compliance with requests and orders, and files related IRS reports. Payroll works directly with employees to solve payroll-related problems consistent with state and federal requirements.

2.9.5 Purchasing

The Purchasing and Contracting department handles all purchasing and contract development efforts and oversees compliance with state and federal procurement requirements. TDA's Historically Underutilized Businesses (HUBs) outreach program works to increase education and experience among diverse small businesses, making them more competitive in TDA's procurement processes.

2.10 Trade & Business Development Division

2.10.1 Grants

Community Development Block Grant (TxCDBG) Program for Rural Texas

The primary objective of the Community Development Block Grant program is to develop viable communities by providing decent housing and suitable living environments in addition to expanding economic opportunities, principally for persons of low to moderate incomes.

Eligible applicants are non-entitlement cities under 50,000 in population and non-entitlement counties that have a non-metropolitan population under 200,000 and are not eligible for direct CDBG funding from HUD may apply for funding through any of the Texas CDBG programs.

2.10.2 Marketing and International Trade

Provides tools for communities to attract businesses and pursue other economic development opportunities. Offers infrastructure grants to rural communities. Leads in the development of statewide broadband services. Administers the Certified Retirement Community program to attract retirees to the second leading retirement state in the U.S. Markets Texas products, cultures, and communities through the GO TEXAN branded campaign.

2.10.3 Office of Rural Affairs

Texas Agricultural Finance Authority (TAFa)

Provides financial incentives to individuals to establish or enhance their farm or ranch operation or to establish an agriculture-related business.

TAFa was created in 1987 (through HB 49) as a public authority within the Texas Department of Agriculture. The program is designed to provide financial assistance for the expansion, development, and diversification of production, processing, marketing, and exporting of Texas agricultural products.

TAFa is guided by rules and regulations written in the Texas Constitution, Texas Agriculture Code, Chapters 44 and 58, and the Texas Administrative Code, Chapter 28. The Commissioner of Agriculture, along with the assistance of the Board of Directors administer and provide guidance through the Texas Agricultural Finance Authority.

Texas State Office Of Rural Health (SORH)

Supports access to quality health services for all rural Texans, promoting infrastructure and workforce development.

Dedicated to serving the health needs of rural Texas, SORH staff work with local health care providers and other partners to support access to quality health care for rural Texans. SORH works to support rural health providers by providing technical assistance with finance, operations, and quality through a variety of grant programs, workshops, and one-on-one assistance. Additional resources include educational awards that are available to individual clinicians and health care institutions, information and referral, funding resources, and assistance with medical license applications.

2.11 Agriculture Consumer Protection Division

TDA's Agriculture Consumer Protection (ACP) division is tasked with consumer protection efforts that promote success, unity, and prosperity for the people of Texas providing for a fair and equitable marketplace for Texas businesses by:

- Working with producers to ensure they receive quality seeds
- Ensuring the accuracy of weights and measures; price verification (scanners); scale veracity for everything from jewelry scales to truck and cattle scales; Licensed Service Company/Technician Reports of Service Repair or Calibration to keep licensed scales up to NIST and TDA standards
- Protecting against the movement of harmful pests into Texas
- inspecting grocery store scales for accuracy
- Ensuring eggs meet specific quality standards
- Verifying that nursery and floral products sold in Texas are free from harmful pests and diseases
- Mandating that pest control applications are performed safely by qualified individuals
- Registering EPA-approved pesticide products for consumer safety
- Providing agriculture producers with the resources and support they need
- Ensuring that planting seed sold in Texas is truthfully labeled and meets the highest standards
- Licensing and training pesticide applicators
- Overseeing worker protection
- Registering pesticides for sale in the state
- Working to minimize unnecessary impacts to agriculture while enhancing the protection of endangered and threatened species as mandated by federal law
- Organic Certification: working with producers, handlers for certification for participation in USDA NOP certification
- Industrial Hemp Program: working with producers, handlers, labs, and processors for licensing and registration for hemp production

2.11.1 Licensing Department

Licensing is responsible for performing data entry for BRIDGE, responding to client information requests, performing quality assurance for BRIDGE, ensuring data quality, ensuring the mailing out of all BRIDGE generated correspondence, and benchmarking BRIDGE related processes.

2.11.2 Structural Pest Control Service (SPCS) Program

TDA's Structural Pest Control Service licenses and regulates pest management professionals who apply pesticides in and around structures.

SPCS Mission: SPCS will provide exceptional customer service to the public and the industry, enhance the educational and professional standards of license holders and ensure the health, safety, and welfare of the public.

2.11.3 Cotton Stalk Destruction Program

The mission of the Cotton Stalk Destruction Program is to suppress boll weevil and pink bollworm populations in Texas. TDA works with the Texas Boll Weevil Eradication Foundation.

Dates for cotton stalk destruction depend on the location of the Pest Management Zone. An extension request can be submitted electronically on the TDA website (Form RCD-901E) by email or fax.

2.11.4 Egg Quality Program

Enforces egg quality and grade standards by licensing and inspecting egg packers, wholesalers, and distributors.

2.11.5 Grain Warehouse Program

Protects depositors of grain stored in a public grain warehouse through financial reporting, on-site financial risk assessment, and inspections.

2.11.6 Handling & Marketing of Perishable Commodities (HMPC) Program

Protects and assists producers and produce dealers from unscrupulous individuals and businesses who do not pay for produce sold or handled in Texas. TDA licenses individuals and businesses who purchase perishable Texas commodities on credit to help safeguard the producers.

2.11.7 Organic Certification Program

Organic Certification Program

Ensures the integrity of organic agriculture products produced and manufactured in Texas by providing certification to Texas producers and businesses.

Organic Cost Share Reimbursement Program

Provides cost-share assistance to producers, processors, distributors, or other handlers of organic agricultural products.

2.11.8 Agricultural Pesticides Program

TDA is the lead state agency tasked with regulating the distribution and use of pesticides, as well as monitoring compliance and investigating complaints of pesticide misuse.

Ensures the compliance and enforcement of state and federal pesticide laws for the distribution and use of pesticides in Texas. Persons who purchase, use, or apply restricted and state-limited-use pesticides for the production of agricultural commodities must be certified by TDA

2.11.9 Pesticide Product Registration Program

Registers pesticide products to be sold and distributed in Texas to ensure both federal and state requirements are met. Evaluates and submits special pesticide registrations to EPA when needed to protect Texas commodity groups.

2.11.10 Hemp Program

The 2018 Farm Bill legalized the commercial production of hemp and authorized states to submit state plans to administer hemp programs. Texas House Bill 1325 was signed into law in June 2019 and authorizes the production, manufacture, retail sale, and inspection of industrial hemp crops and products.

This also includes products for consumable hemp products which contain cannabidiol (CBD), as well as other edible parts of the hemp plant. The Texas Department of Agriculture opened the hemp licensing and permit application process online on March 16, 2020.

2.11.11 Plant Quality Program

Helps to protect consumers and the plant industry by regulating agricultural products through:

Nursery Floral Licensing

Any business that grows or distributes plants with the intent to sell in one or more permanent locations needs a nursery floral license for each location.

Phytosanitary Inspections of Plant Products

Protection for Texas Agriculture is ensured through phytosanitary inspections of plant products grown in nurseries, fields, or greenhouses, including their premises, growing media, containers, or packaging. Pest-free products are issued a phytosanitary certificate or permit for shipment to pest-free areas if requested by a grower and/or shipper.

Growing season inspections are conducted to determine freedom from pests of field crops and vegetable plants.

Quarantine Enforcement

Quarantine inspections are conducted to monitor quarantined pests that could be introduced into Texas from out-of-state agricultural shipments or transported from quarantined to pest-free areas of Texas.

Nursery plants, fruits, vegetables, hay, sod, or any other article that can harbor a quarantined pest are inspected to ensure that they are free of quarantine pests and meet the import requirements of Texas.

Road station inspections are conducted to ensure that the articles entering into pest-free areas from quarantined areas are free of pests. Plants imported from foreign countries for propagation are monitored through Federal Post-entry quarantine inspections. Federal permits are issued for soil, plant pests, noxious weeds, or biological control organisms brought into the state for experimental use.

Inspection Stations

Another key part of protecting Texas agriculture is the operation of inspection stations on the major roadways into Texas. At these road stations, TDA inspectors physically examine inbound agricultural products for invasive pests or diseases and check to ensure all state phytosanitary laws are met. This helps keep invasive pests and plant-borne diseases out of Texas.

Three Regions of the TDA conduct 72 Hour or Non 72 Hour road stations

- Region 2 Located in Van and Terrell
- Region 3 Located in Orange
- Region 5 Located in Riviera and Falfurrias

Pest Monitoring

Pest Surveys are conducted on quarantine pests in cooperation with state and federal agencies as needed. Examples of pests surveyed are Imported Fire Ant, Gypsy Moth, Karnal Bunt, Sweet Potato Weevil, Japanese Beetle, etc. Annual pest surveys are necessary for export certification of Texas agricultural products.

Citrus Budwood Certification Program

Protects Texas citrus from viral diseases by ensuring an adequate supply of virus-free budwood.

Citrus Nursery Stock Program Certification Program

Under the provision of citrus nursery stock certification regulations, any person who propagates citrus nursery stock in Texas is required to hold a current certificate for a certified citrus nursery. Also, any person who propagates citrus nursery stock for the purpose of sale must hold a current nursery/floral license.

Reporting

Plant Quality is responsible for reporting the following performance measures on a monthly, quarterly, and annual basis:

- Number of nursery/floral establishment inspections conducted
- Number of Stop Sales
- Road station: Inspection hours
- Road station: Number of Vehicles transporting regulated articles found in compliance
- Number of Acres inspected
- Number of state/federal quarantine inspections
- Number of Fruit Fly Traps checked

2.11.12 Seed Quality Program

Seed Law Program

Monitors the labeling of seed packages to ensure that consumers receive the quality and type of seed they paid for, that the seed will germinate or sprout as stated on the label and that the seed will produce the kind of plants represented.

Seed Quality Program

Ensures consumers are buying the highest quality of seed available by implementing requirements on labeling, administering laboratory testing, and ensuring proper implementation of seed laws

2.11.13 Weights and Measures Program

Protects consumers and businesses by ensuring that weights and measures devices perform within acceptable tolerances.

2.11.14 Metrology Laboratory, Giddings

The Weights and Measures program operates a Metrology Laboratory located in Giddings. All weights and measures calibrations are documented and traceable to the International System of Units (SI) through the National Institute of Standards and Technology (N.I.S.T.). The Giddings Metrology Laboratory is recognized by NIST in Mass Echelon III and Volume Echelon Transfer II.

The Metrology Lab conducts mass and volumetric calibrations on field test standards used by both Licensed Service Companies and TDA Inspectors and other customers that utilize commercial weighing or measuring devices as described in Agriculture Code §13.113.

The facility has a 3-ton overhead crane to load and unload large weights, manual and powered hoists, a forklift, and a compact utility loader to move prover trailers, etc.

2.12 Regional Operations

2.12.1 Regional Offices

TDA maintains regional offices for the five separate regions within the state of Texas:

- **Region 1:** West Texas Regional Office, Lubbock
- **Region 2:** North Texas Regional Office, Dallas
- **Region 3:** Gulf Coast Regional Office, Houston
- **Region 4:** South Central Regional Office, San Antonio
- **Region 5:** Valley Regional Office, San Juan

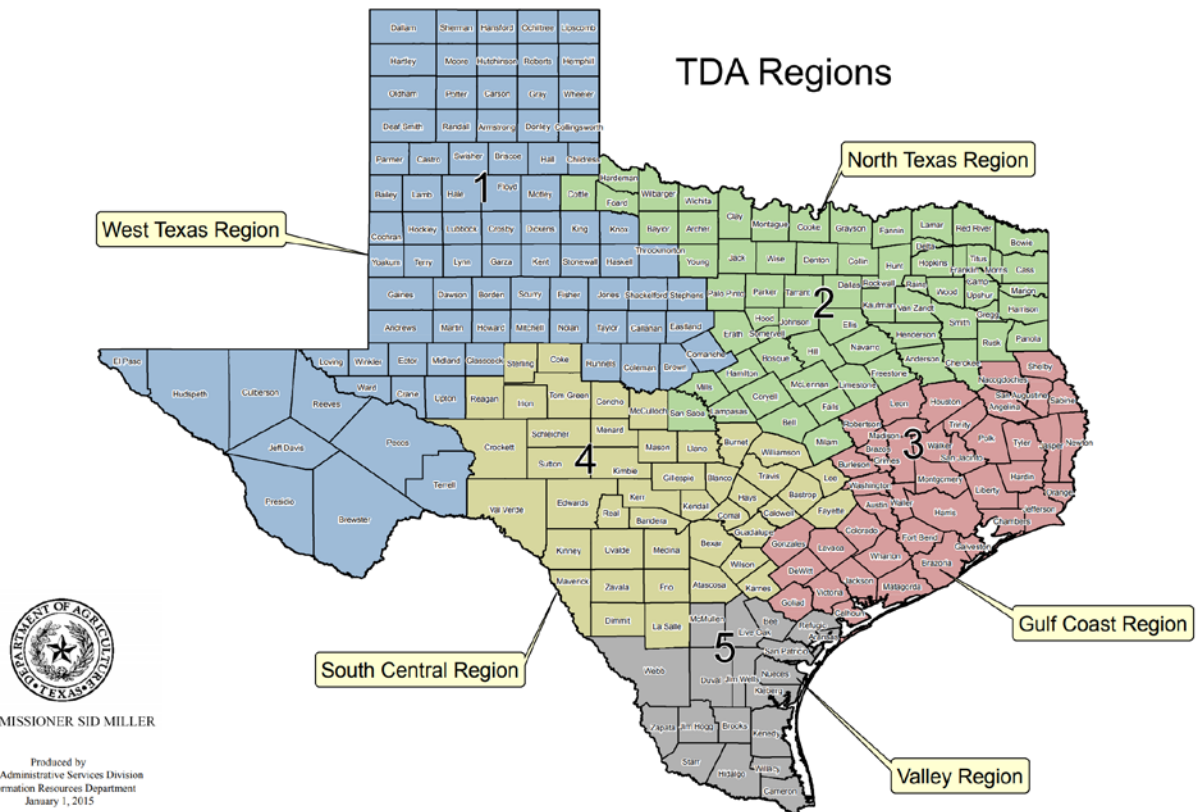


Figure 3: Regional Offices

Each regional office is designed to provide localized assistance to serve a wide range of customer needs and a convenient way for customers to conduct one-on-one business with TDA. Though all of the regional offices provide a similar array of services, each is also unique, reflecting the diversity of the state and the special needs of their clients.

2.12.2 Field Inspectors

Based out of TDA’s regional offices, field inspectors work throughout Texas to perform inspections for the various regulatory programs under the ACP Division, such as measuring the amount of stored grain in silos; inspecting plant products, quarantine enforcement, and pest monitoring; conducting inspections to monitor quarantined pests that could be introduced into Texas from outside agricultural shipments or transported from quarantined to pest-free areas of the state; or inspecting beehives for fire ants.

3 Program and Department Business Processes

TDA's responsibilities are divided among various Programs. Each Program is a separate functional area, mostly independent from other Program areas. A TDA Program is responsible for one or more Categories.

This section documents all of the business functional requirements, business process flows, and use cases, specific to each category. However, if there are business processes that span multiple programs or categories, the functionality will be captured as a separate common section, and then included by reference in each of the relevant categories.

3.1 Common

This section includes information that applies to more than one program.

3.1.1 Business Capabilities Analysis

The common objective is to implement the different legislative acts of the State of Texas related to agricultural production, distribution, and sale of produce along with enforcing compliance. TDA is headed by the Texas Agriculture Commissioner.

The common activities involve issuing licenses to parties involved in agricultural activities, inspecting their activities, renewing and revoking licenses, charging fees for issuing licenses, and other activities.

The common financing part is the collection of fees from licensees, examinees, fines, and financial support from the USDA.

3.1.2 Business Process Models

BP-COM-01	Submit by Mail or Online
BP-COM-02	Submit by Mail or Email
BP-COM-03	Submit by Mail
BP-COM-04	Submit Online
BP-COM-05	Submit by Email
BP-COM-06	Common Application Pre-Processing
BP-COM-07	Receive Response from TDA
BP-COM-08	Send via Mail
BP-COM-09	Complaint Processing
BP-COM-10	Submit Incident
BP-COM-11	Background Check
BP-COM-12	Perform Inspection
BP-COM-13	Make Payment Online
BP-COM-14	Continuing Education Training
BP-COM-15	Submit Insurance

Many applications have the option of being done online, or they may be submitted by filling out a form which is then mailed in. Some must be done online while others must be done through the mail.

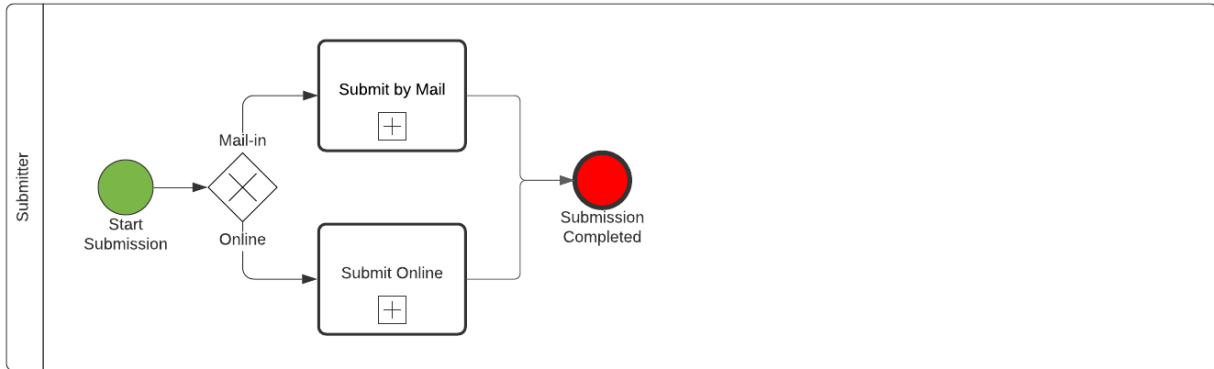
Currently, online applications are done using eApply, which is accessible through the TDA home page. Not all forms have been implemented in eApply, even though they would benefit from an online implementation.

The following common diagrams are used as sub-processes for each Account Category to describe the process that is followed by an applicant to initiate the application process.

Submit by Mail or Online

In many cases, a document submitter has a choice to submit the documents either by mail or online.

Submit by Mail or Online
(Sub-Process)

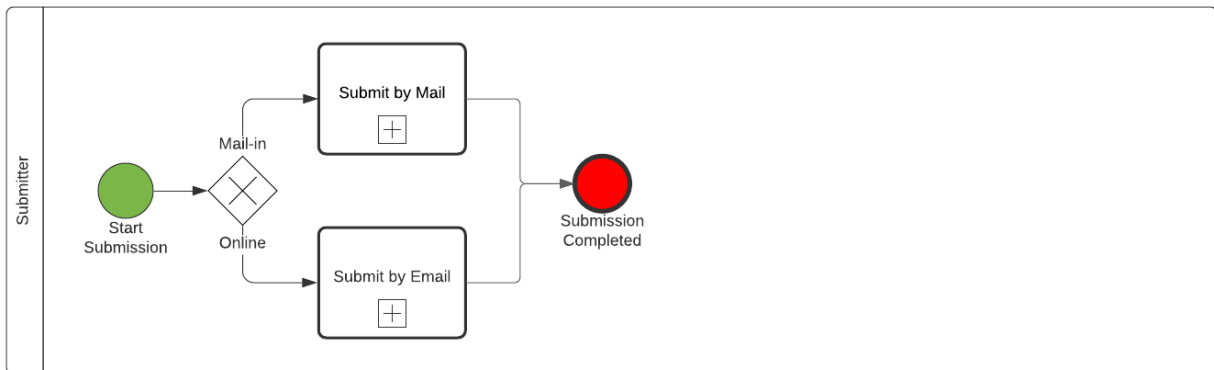


BP-COM-01: Submit by Mail or Online

Submit by Mail or Email

In some cases, a document submitter has a choice to submit the documents either by mail or email.

Submit by Mail or Email
(Sub-Process)

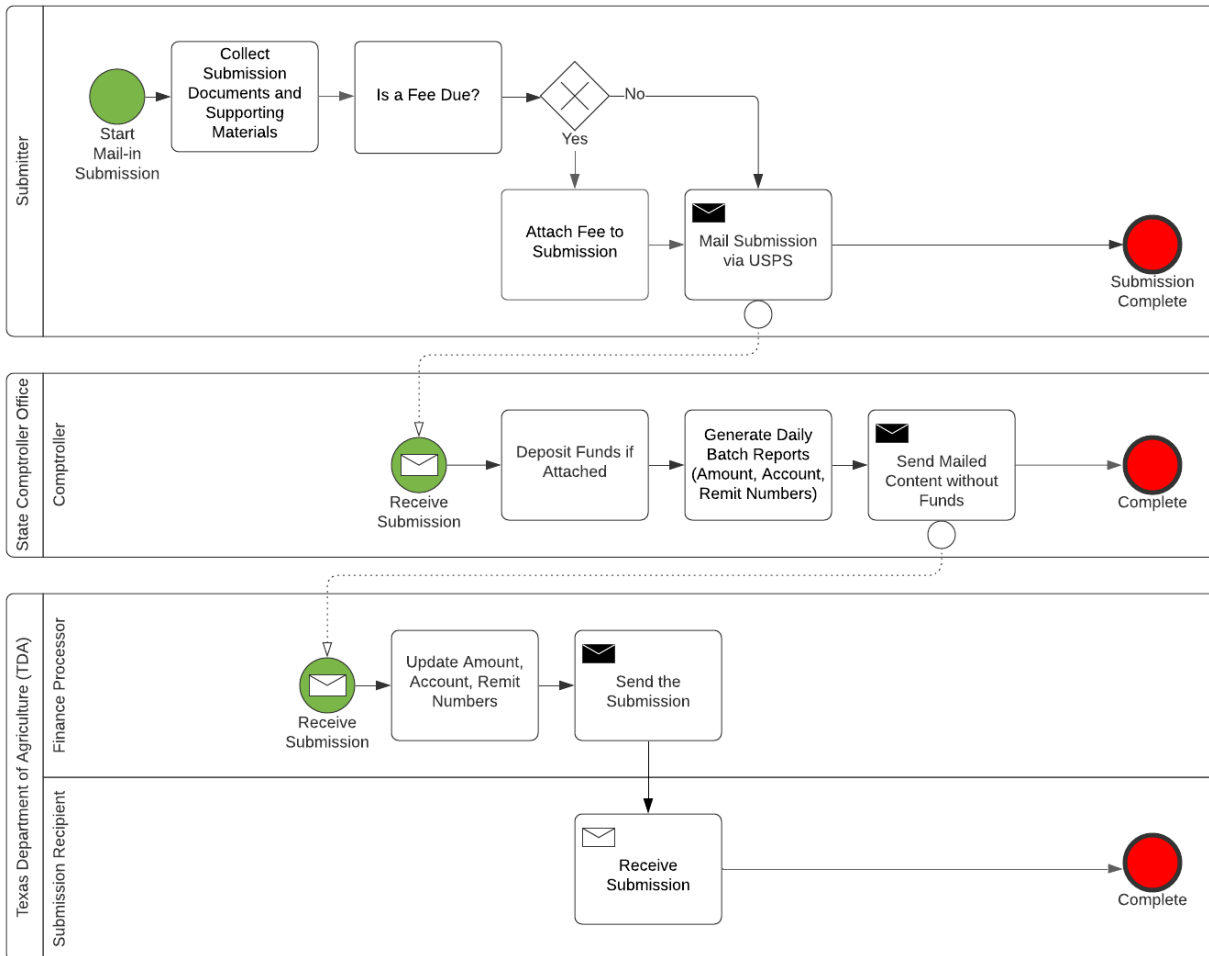


BP-COM-02: Submit by Mail or Email

Submit by Mail

Many documents can be sent by mail. The current process includes mailing payment if required, which is initially received by the Comptroller's Office. After being processed by the Comptroller's Office, the documents are then forwarded on to TDA Finance without the funds being attached. Once TDA Finance is finished with their processing, the documents are then forwarded on to a Licensing or Program processor for additional processing.

Submit by Mail (Sub-Process)

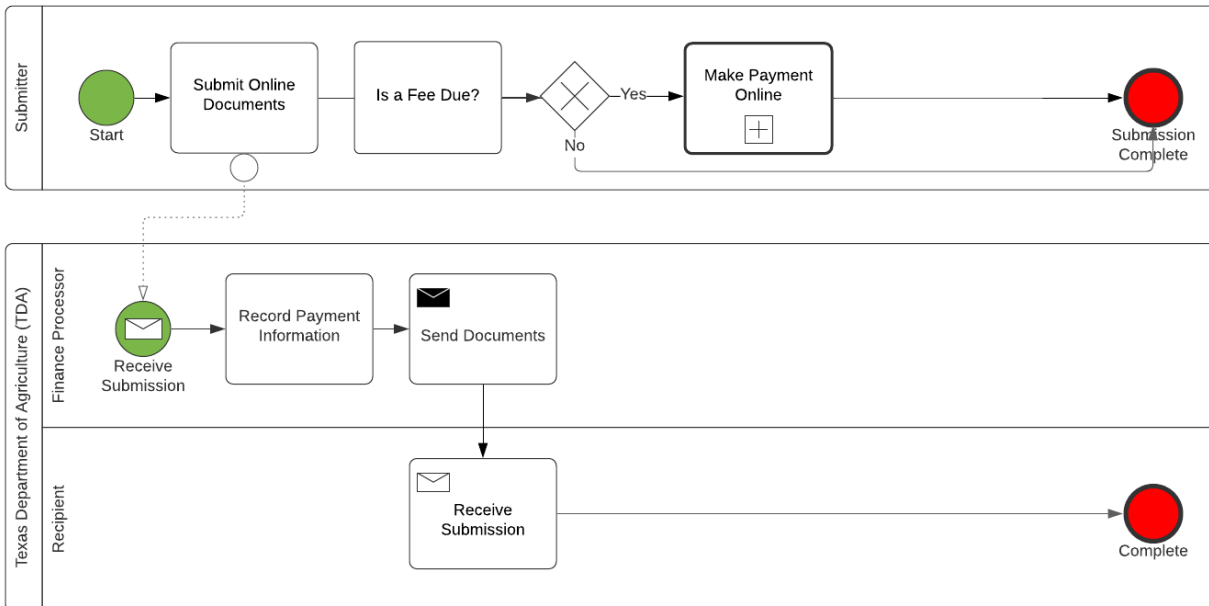


BP-COM-03: Submit by Mail

Submit Online

Documents can be submitted online. The current process includes online payment which is recorded after which it is sent to the recipient for further processing.

Submit Online (Sub-Process)

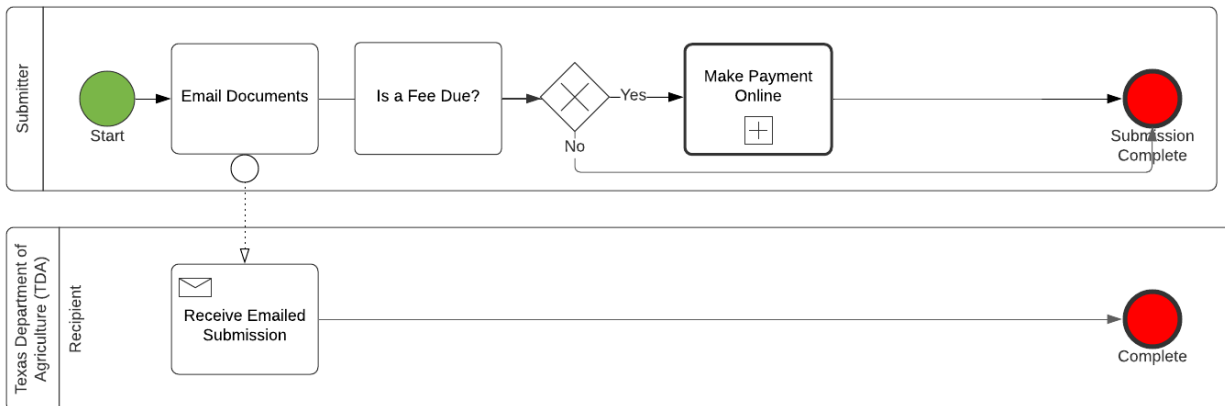


BP-COM-04: Submit Online

Submit by Email

Documents can be submitted by email. The current process includes online payment which is recorded after which it is sent to the recipient for further processing.

Submit by Email (Sub-Process)

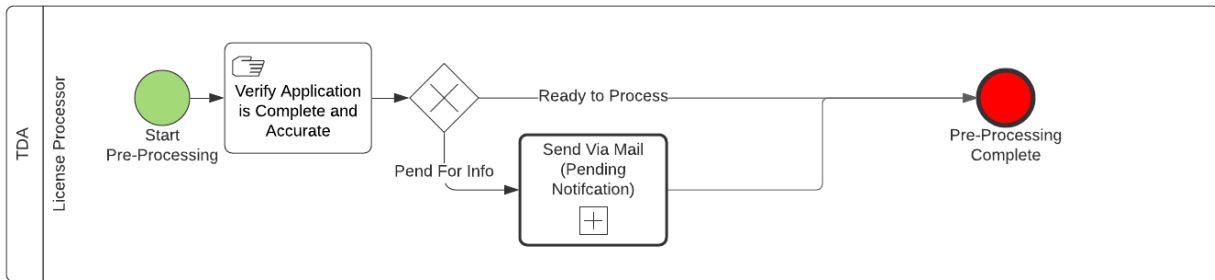


BP-COM-05: Submit Email

Common Application Pre-processing

Most of the application processes begin with the same initial steps. The current process includes manual steps that include changing all letters to upper case, modifying the address to match USPS formatting, and ensuring that required fields have been supplied. All of these steps should be handled at the time that the applicant is entering the information. TDA Licensing should not need to do this manual activity. We are leaving a step in the process to allow for any additional verification that may need to be done manually.

Common Application Pre-processing
(Sub-Process)



This process currently begins by manually correcting basic input, such as uppercasing all characters, and modifying the address to match USPS conventions. This could be handled by software during the form entry by the user. With modern data entry software, it is possible that there may not be a need for a manual verification at all. In that case, this entire sub-process would be unnecessary.

BP-COM-06: Common Application Pre-Processing

Receive Response from TDA

The applicant in most of the programs receives a document or message or notice from TDA. Depending on the response received, the applicant responds or gets completed with the application.

Receive Response From TDA
(Sub-Process)

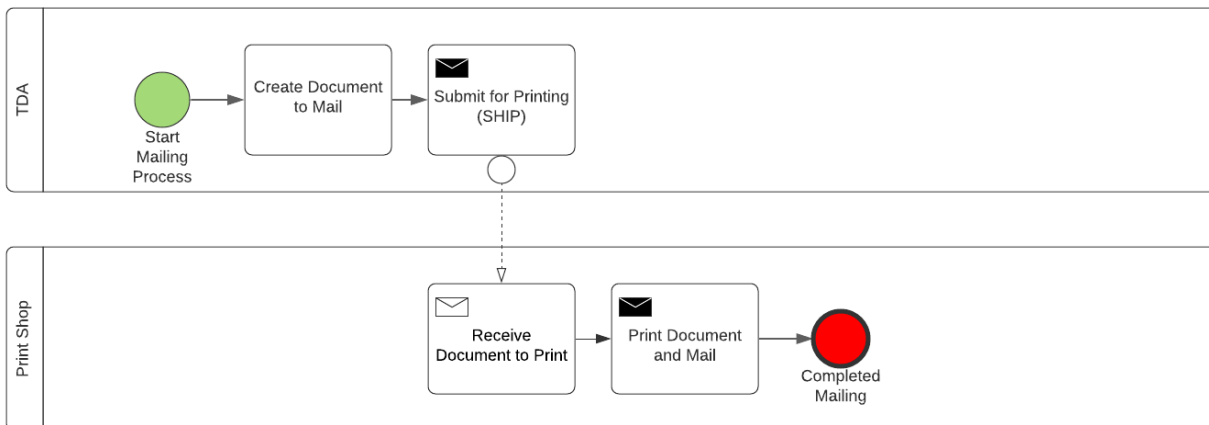


BP-COM-07: Receive Response from TDA

Send via Mail

TDA uses a 3rd party mailing service that is contracted by the state of Texas. The current implementation uses the SHIP API to submit documents to the 3rd party service for printing. The service then prints the documents and mails them to the recipient.

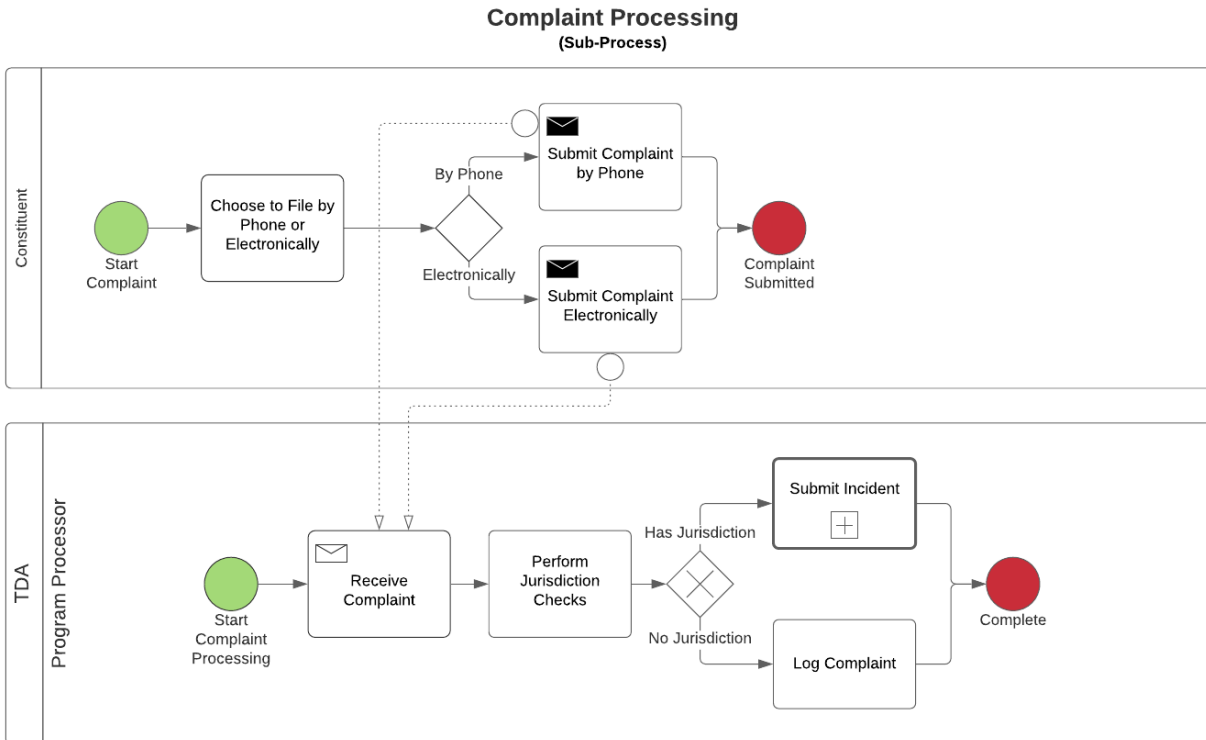
Send via Mail
(Sub-Process)



BP-COM-08: Send via Mail

Complaint Processing

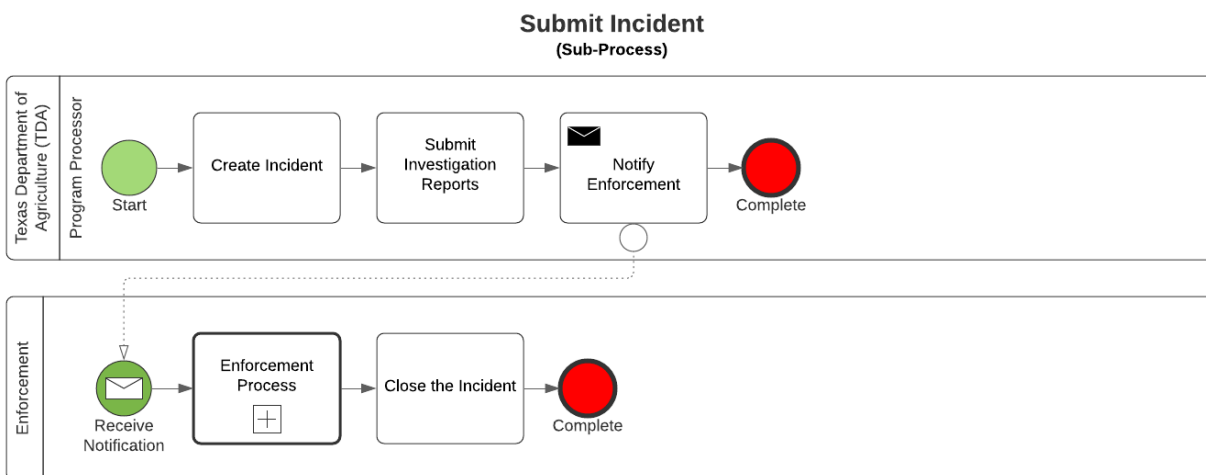
A common complaint process is available for all TDA programs. It is primarily used by the SPCS, Agricultural Pesticide, and Weights & Measures programs, as these programs are the most likely to receive complaints from constituents.



BP-COM-09: Complaint Processing

Submit Incident

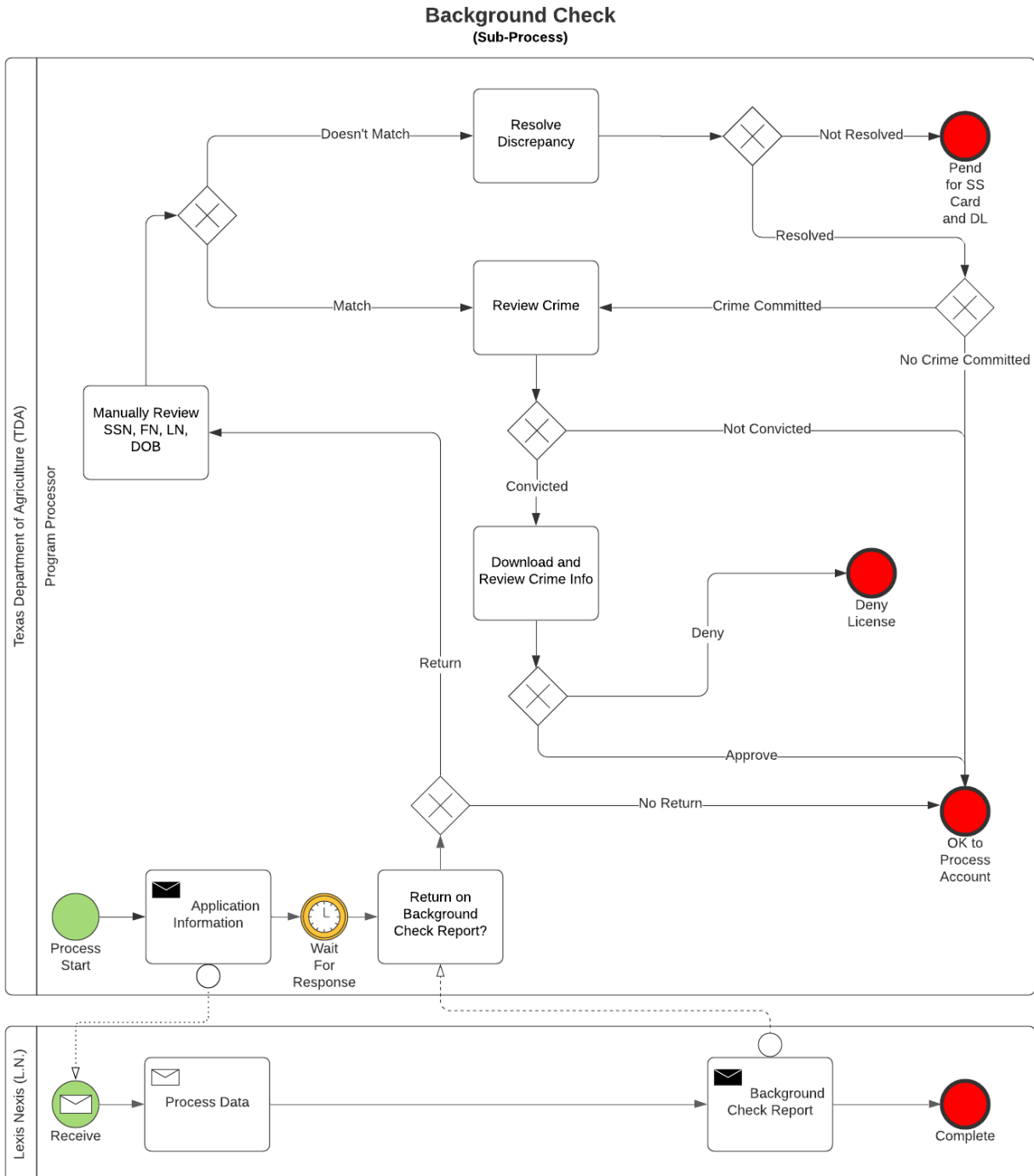
Most of the applications trigger an incident being submitted which depends on the report which was received before it. As part of incidents, an investigation report is made and send to Enforcement who processes it and closes the incident.



BP-COM-10: Submit Incident

Background Check

Some programs require a background check for an applicant to be approved. This background check uses LexisNexis to produce a background check report.

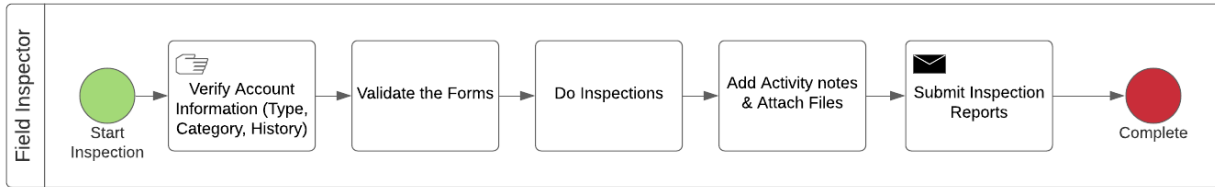


BP-COM-11: Background Check

Perform Inspection

Some programs require that inspections are done to ensure that there is compliance with the legal requirements and rules that apply to the program. This diagram shows the typical process that is followed as part of performing the inspections.

Perform Inspection
(Sub-Process)

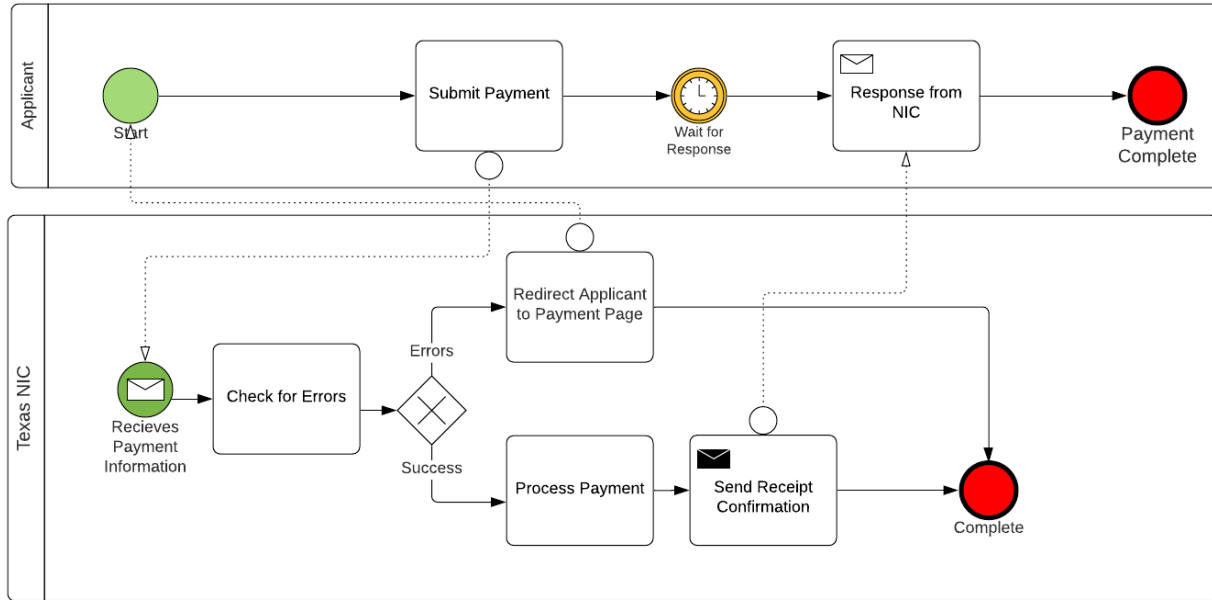


BP-COM-12: Perform Inspection

Make Payment Online

Most of the applications allow the applicant to submit their payment online. This sometimes causes errors that are sent over to the applicant or successfully process the receipt of the payment.

Make Payment Online (Sub-Process)

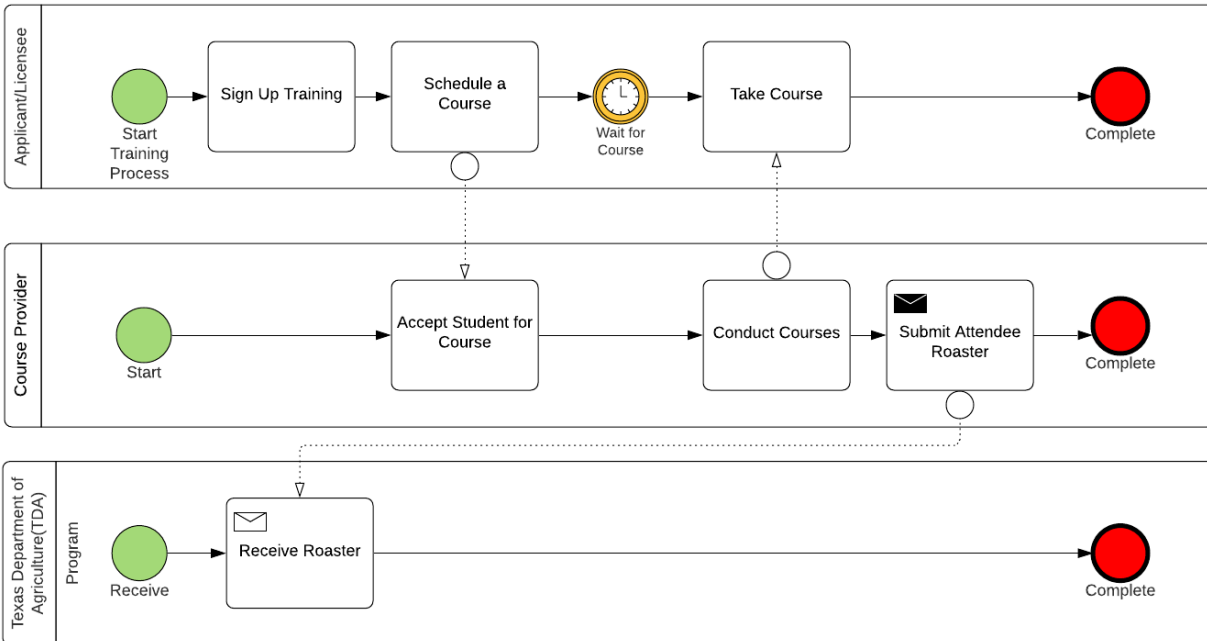


BP-COM-13: Make Payment Online

Continuing Education Training

Most of the applications require continuing education training as part of their process. The current process includes manual steps that include signing up for training and scheduling a course by the applicant. These courses are conducted by a course provider who provides its roster to TDA so that applicants can view it on their end.

Continuing Education Training (Sub-Process)

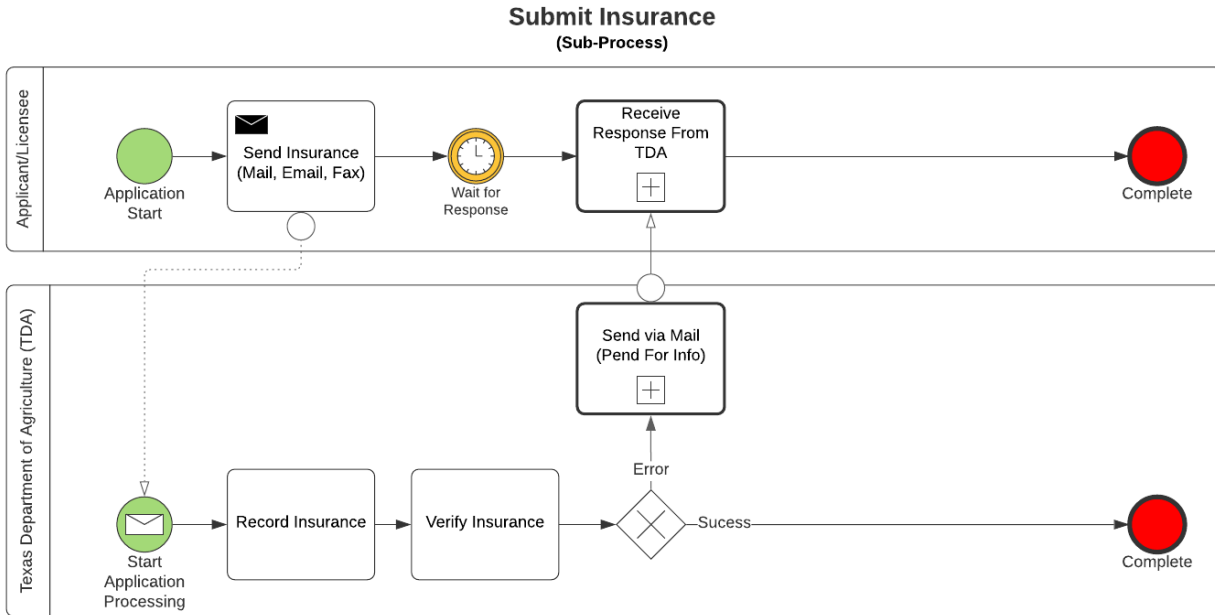


Currently there is not a way for licensees to check their training with TDA to see if they have all of the training required for each Program. For the future implementation, it would be useful to track all CEU training and provide a system for checking CEU training credits.

BP-COM-14: Continuing Education Training

Submit Insurance

Most of the applications require applicants to submit Insurance documentation to receive their license. The current process requires applicants to send their insurance information to TDA for verification; if verified, they manually attach that to the account.



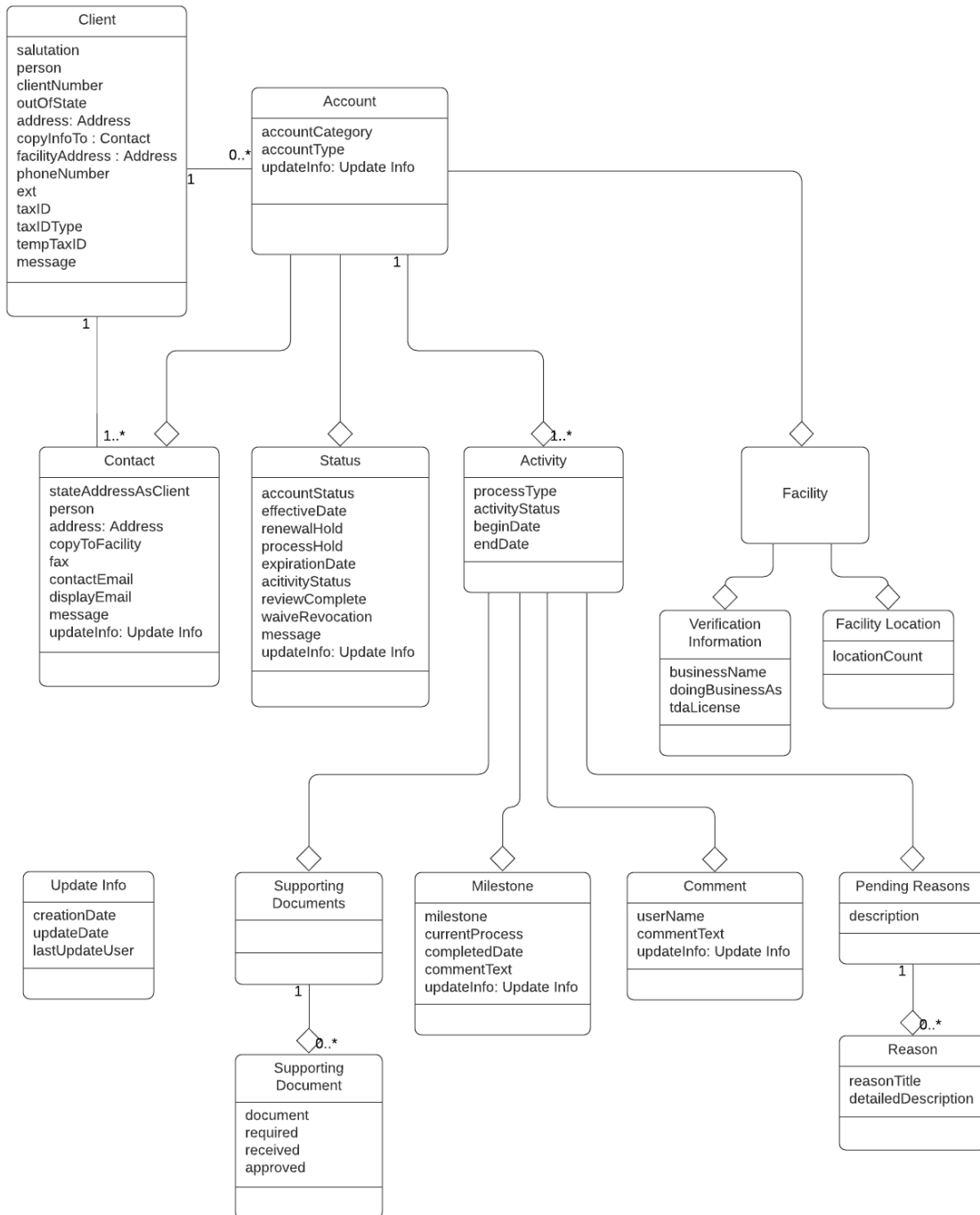
BP-COM-15: Submit Insurance

3.1.3 Business Requirements

Please refer to the “Common Processes” section in the Word document attached under [Appendix A: All Business Rules](#).

3.1.4 Business Domain Model

Common Across Accounts



DM-COM-01: Common across Accounts

People & Addresses

Person	Address
firstName middleName lastName suffix title phone email	streetAddress city state zipCode

Common Across HMPC, Go Texan, Pesticide CEU, Seed, Plant Quality

Bond	Agent	Partners
bondType companyName bondNumber bondAmount effectiveDate updateInfo: Update Info	name agentAddress city state zipCode phoneNumber ext updateInfo: Update Info	partnerRole salutation firstName middle lastName title taxID phoneNumber emailAddress mailingAddress city state zipCode message updateInfo: Update Info

Other Common

Fee	Payment Information	Signature	
feeExempt waiveFee waiveLateFee lockBoxBatchNumber registrationAmount lockBoxRemitNumber lateFee originalRemitAmount remainingRemitBalance totalAccountFee updateInfo: Update Info	card electronicCheck updateInfo: Update Info	applicantName title	
	<th>Insurance</th> <td></td>	Insurance	
	companyName policyNumber policyLimit effectiveDate expireDate		

DM-COM-02: People, Addresses, Bond, Agent, Partners, Fee, Insurance

3.1.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Web-based Licensing	The majority of the license applications are paper-based along with supporting documents.	Enable a web-based interface for all licensing programs, so users have the flexibility to upload the documents and make corrections promptly.	The paper-based application process is currently time taking and keeps the license application on hold till the TDA receives documentation.	2, 3, 6, 7, 9
2	Store the documents in an electronic format	Applications and other documents are converted to electronic files and placed in a shared network drive.	Ability to store the files in digital format and able to edit faster with minimal errors and a chance to rectify the errors in the same form.	Storing the documents by using software by scanning the documents manually is a time-consuming process and requires huge effort when there are multiple documents from many applicants	1, 4, 8, 9, 10
3	Acknowledgment and Delivery Methods	All the licenses and corresponding documents are being sent through USPS.	Sending licenses via e-mail or using a web portal ensures faster and safe delivery. Ability to send licenses across different countries by enabling the licenses to be sent in electronic format.	Sending licenses via USPS might delay the process.	1, 2, 3, 5, 9, 10
4	Payment Methods	Money orders are sent along with license applications.	Recommended to have complete online payments. This keeps track of up-to-date payment transactions for licenses and renewals. Receipt acknowledgments are faster.	Some license processes still use money orders or checks which could not be accurate with the up-to-date payments.	4
5	Automatic Triggers	Generate Invoices for renewals. All the acknowledgments, pending letters, receipts are manual.	Set a threshold (e.g. 60 days), to automatically alert the applicant on upcoming due dates. Triggers can be either email or SMS messages, or web portal notifications.	All the notification processes are manual and include human effort which is time-consuming.	3

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
6	Pending documentation	TDA contacts the applicant for any missing or supporting documentation.	Within the web-based portal, users can only submit the application when all the required documents are uploaded.	Supporting documents are missed or incorrect documents are sent along with the paper application which could delay the application processing.	3
7	Automating Background check process.	Currently, the results from Lexis Nexus and DPS are manually checked, and a decision or further action is made.	When background check results are sent back to TDA and, employee input is required, only those applicants that meet certain criteria based on fuzzy logic (with a derived set of rules and percentages) are developed which helps in making the decision.	Currently, when the background check results are sent to TDA, a review of the results is made and then the application is further processed. This process involves more time and manual effort.	6
8	Customer Support	All the customer communications are either e-mail or phone-based.	Enable a chat portal/ notification message to alert the applicants on any acknowledgment or missing information	Customer communication is entirely either through phone, mailing letters, and e-mails.	3, 9
9	Validation Checks	TDA associates must manually compare and fix the spell checks, postal abbreviations, and sentence casing.	Set automatic rules to pick the map coordinates and fix the wordings.	Currently, the TDA employees have to invest a lot of time in fixing the issues manually.	7

Action Plan Tasks

1. **Be Paperless** – Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Process Automation** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-Correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or map coordinates for all the locations within the accounts.
8. **Category-Based Reports** – Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.

3.2 Egg Quality

The mission of the Egg Quality Program is to ensure that the eggs sold to Texas consumers meet TDA and USDA quality standards.

3.2.1 Business Capabilities Analysis

The TDA Egg Quality Program is tasked with ensuring that eggs sold to Texas consumers meet specific quality standards. This is achieved via the following regulatory processes:

- TDA inspects eggs at packing plants, distribution centers, and retail outlets.
- TDA licenses the following people and businesses that participate in the Texas egg industry:
 - any person who buys or sells eggs in this state for the purpose of resale
 - each separate facility where eggs are graded and/or stored, packed, or processed
 - any person who first establishes the grade, size, and classification of eggs offered for sale or sold in this state
 - any egg brokers

TDA charges fees ranging from \$100 to \$2,700 based on the classification of the licensee in addition to fees levied per case of eggs. One case is equal to 30 dozen eggs.

Licensees must submit to TDA monthly and quarterly egg reports containing the number of cases produced, packed, processed per week. Inspectors look to see if these reports are submitted at the prescribed time as part of their inspection process. No reports or missing reports within two years is cause for fine.

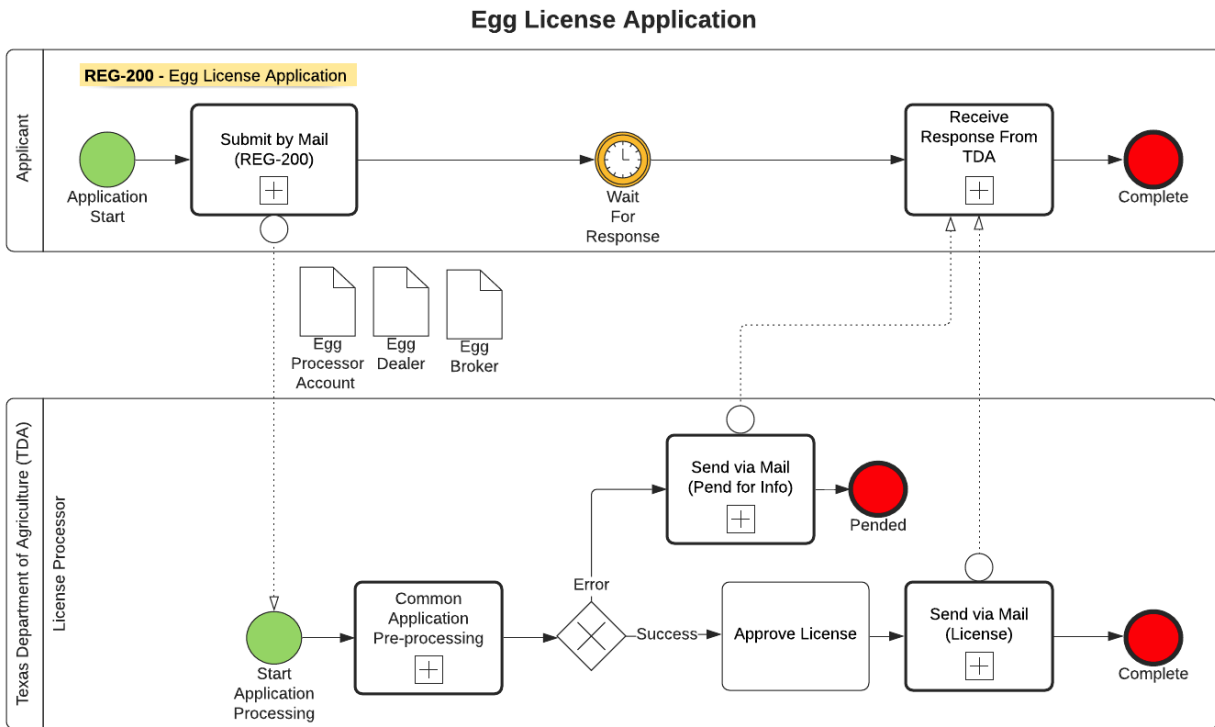
Licenses are valid for one year and expire on the anniversary date if not renewed. TDA earns additional revenue from penalties levied against violators of this law.

3.2.2 Business Process Models

BP-EGG-01	Egg License Application
BP-EGG-02	Egg Reports
BP-EGG-03	Egg Quality Inspection

Egg License Application

Egg Quality law requires that all egg producers, dealers, and brokers acquire a license. Registration is not required for grocery and convenience stores, although accounts are still maintained for inspections. The following diagram describes the process that is followed to acquire a license for an egg producer, egg dealer, or egg broker.

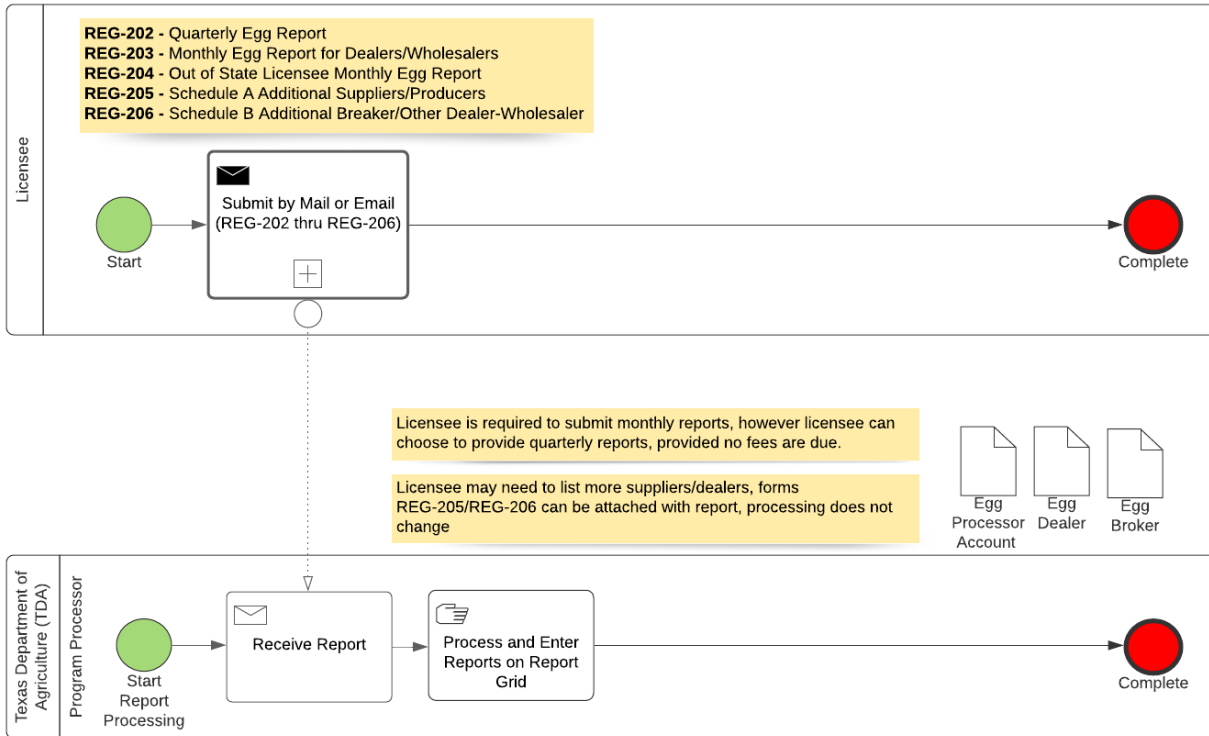


BP-EGG-01: Egg License Application

Egg Reports

The egg producers, dealers, and brokers are required by law to send quarterly, monthly reports. The below diagram shows the process followed after receiving the reports from an applicant and TDA checking whether any fees are due, depending on which program specialist does further processing.

Egg Reports

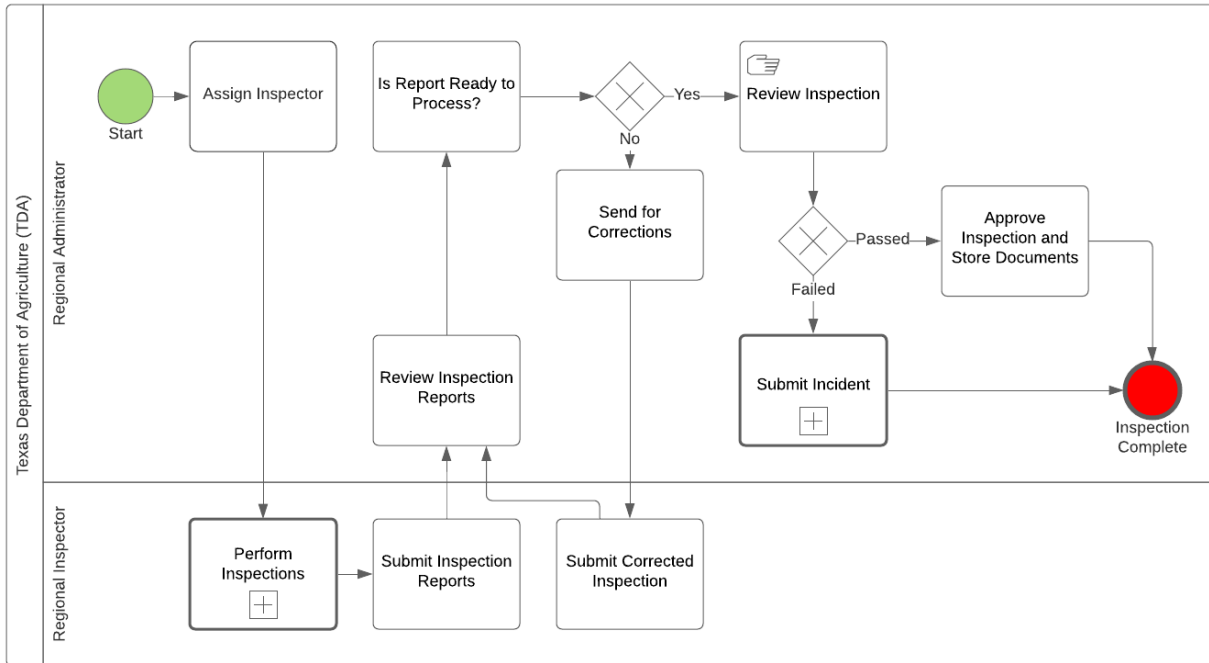


BP-EGG-02: Egg Reports

Egg Quality Inspection

TDA inspects eggs for quality. The below diagram shows the process followed when field inspectors perform an inspection and submit the report to a program specialist who reviews the inspection for violations; if no violations, then the inspection is approved.

Egg Quality Inspection

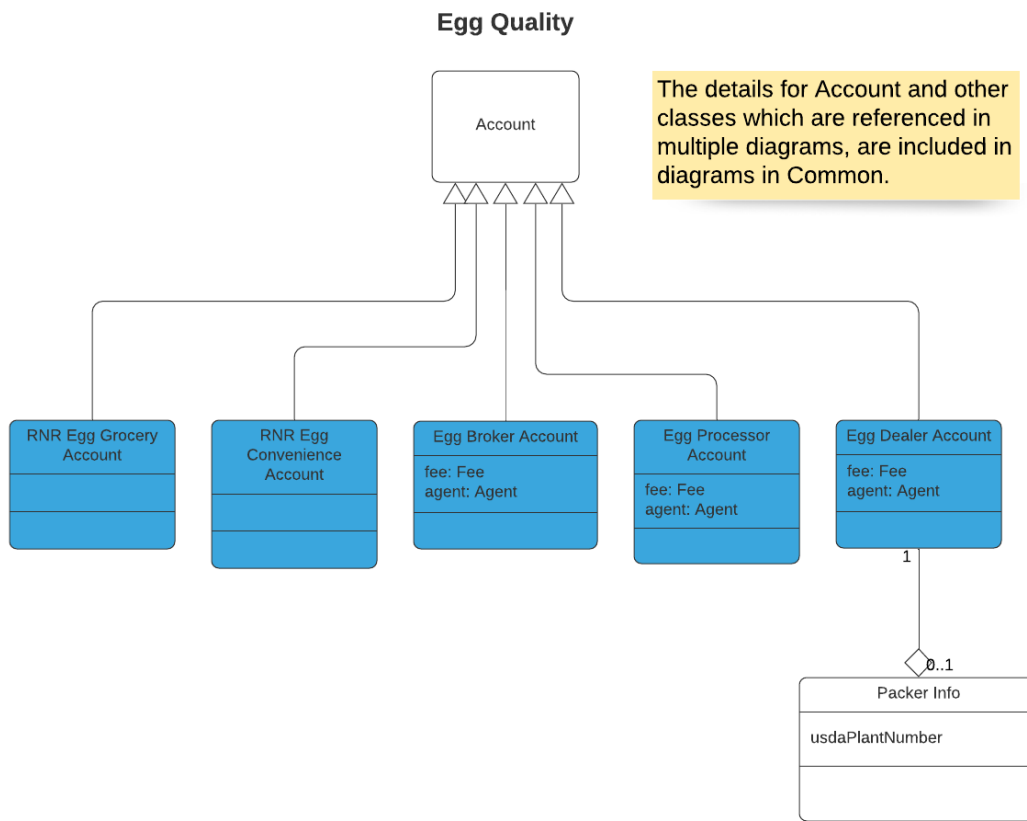


BP-EGG-03: Egg Quality Inspection

3.2.3 Business Requirements

Please refer to the “Egg Quality” section in the Word document attached under [Appendix A: All Business Rules](#).

3.2.4 Business Domain Model



DM-EGG-01: Domain Model - Egg Law

3.2.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Submitting Application online	Only through the mail, paper forms should be sent to TDA, along with the fee checks	Ability to allow individuals to submit the Egg quality licensing application online and also make a fee payment online	Sending reports and fees through mails is time-consuming, takes days or even weeks sometimes. Online reporting and fee payments are more secure than mail, due to mail theft risks.	2, 3
2	Monthly and Quarterly Egg Reports are received either physically from Licensing (because checks from Licensee for monthly/quarterly fees are attached), or by mail or e-mail (without payments attached).	No Online reporting and fee payment options are available today	Monthly and quarterly Egg Quality Reports AND payments shall be managed online. Licensee shall have access to the online reports.	Sending Applications through mails is time-consuming, takes days or even weeks some time. Online applications are more secured compared to Mail applications due to Mail theft risks.	5, 6, 9
3	In BRIDGE, create a tab within Account that will automatically populate a Report tab.	Reports cannot be accessed through the BRIDGE today for egg quality application	Need feature or additional tab to access reports through BRIDGE for the particular application	Tracking reports shall be easy through BRIDGE. Having physical reports on paper can result in loss of data if not stored properly.	7, 8
4	Inspections forms can be more formatted and need to be flexible to updates.	Current inspections forms are less user friendly	Inspection forms should be modified to make them more flexible and user-friendly to update	Makes the update process time consuming and Increased risk of errors	2, 7

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.
13. **Auto Unused Tab Removal Feature** – An auto unused tab removal feature needs to be installed while printing information.
14. **Updating the Exam Hand** – Updating the Exam Hand to work across all systems.
15. **Application Inconsistency Removal** - Making code changes to fix the application inconsistency and make it available to be working as expected by the end-user.

3.3 Structural Pest Control Services (SPCS)

3.3.1 Business Capabilities Analysis

TDA's SPCS issues licenses and regulates pest management professionals who apply pesticides in and around structures. Fees are charged to structural pest control applicants, licensees, examinees, and continuing education providers.

TDA is also tasked with developing a clear, factual, and balanced information sheet with information on:

- (1) the pest control industry
- (2) chemicals used in structural pest control
- (3) general health and safety issues relating to structural pest control
- (4) precautions to take before, during, and after application
- (5) steps to take if a misapplication, including an underapplication or overapplication, is suspected
- (6) any other matters determined by the department

SPCS Mission: provide exceptional customer service to the public and the industry, enhance the educational and professional standards of license holders, and ensure the health, safety, and welfare of the public.

Licensed individuals must pass the appropriate examination for each of the categories they apply for.

Each individual not previously qualified by examination in the category or categories for which the license is requested must pass an appropriate examination.

For the Technician license application, the submission must specify the examination category desired and include payment of the fee(s) for each exam requested prior to the scheduled examination session. These requirements also apply for Certified Applicator applications when applying for Structural Fumigation, because additional documentation beyond the application needs to be approved.

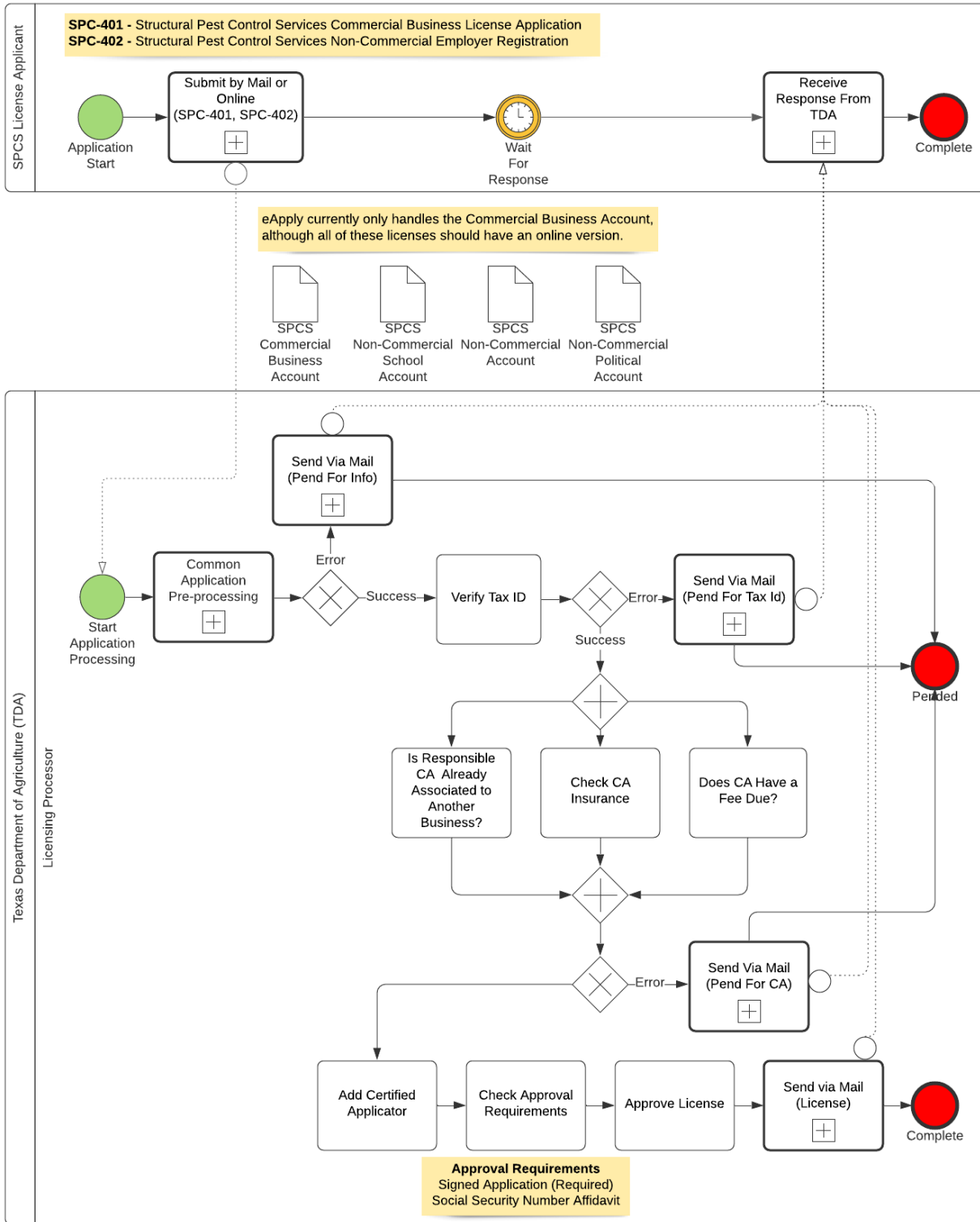
The Commissioner has the authority to suspend licenses on written complaints. This Department maintains a list of all individuals who hold an active pesticide applicator license. The list is updated every Monday. Licenses that expire during the week and are not renewed will not be on the report next week due to the weekly update timeframe.

3.3.2 Business Process Models

BP-SPCS-01	SPCS Business License Application
BP-SPCS-02	SPCS Apprentice License Application
BP-SPCS-03	SPCS Technician License Application
BP-SPCS-04	SPCS Certified Applicator License Application
BP-SPCS-05	SPCS Technician and Certified Applicator License Change Application
BP-SPCS-06	SPCS Renewal Application
BP-SPCS-07	SPCS Inspection Approval
BP-SPCS-08	SPCS Strategic Planning Inspection
BP-SPCS-09	SPCS Strategic Planning Insurance
BP-SPCS-10	SPCS Training Course Approval
BP-SPCS-11	Non-Commercial CA/Tech Training Course Approval
BP-SPCS-12	SPCS Add to Employer

SPCS Business License Application

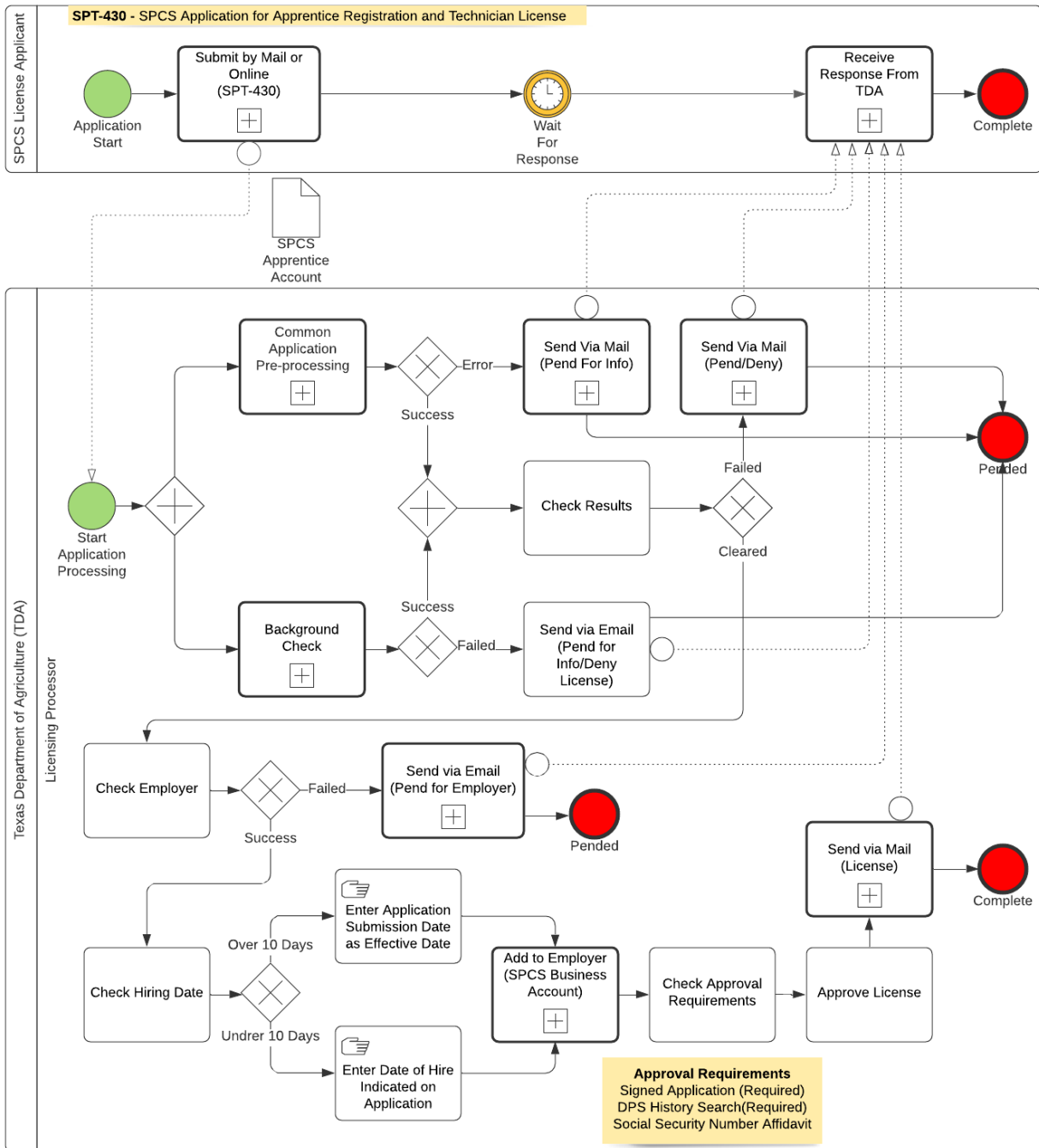
SPCS Business License Application



BP-SPCS-01: SPCS Business License Application

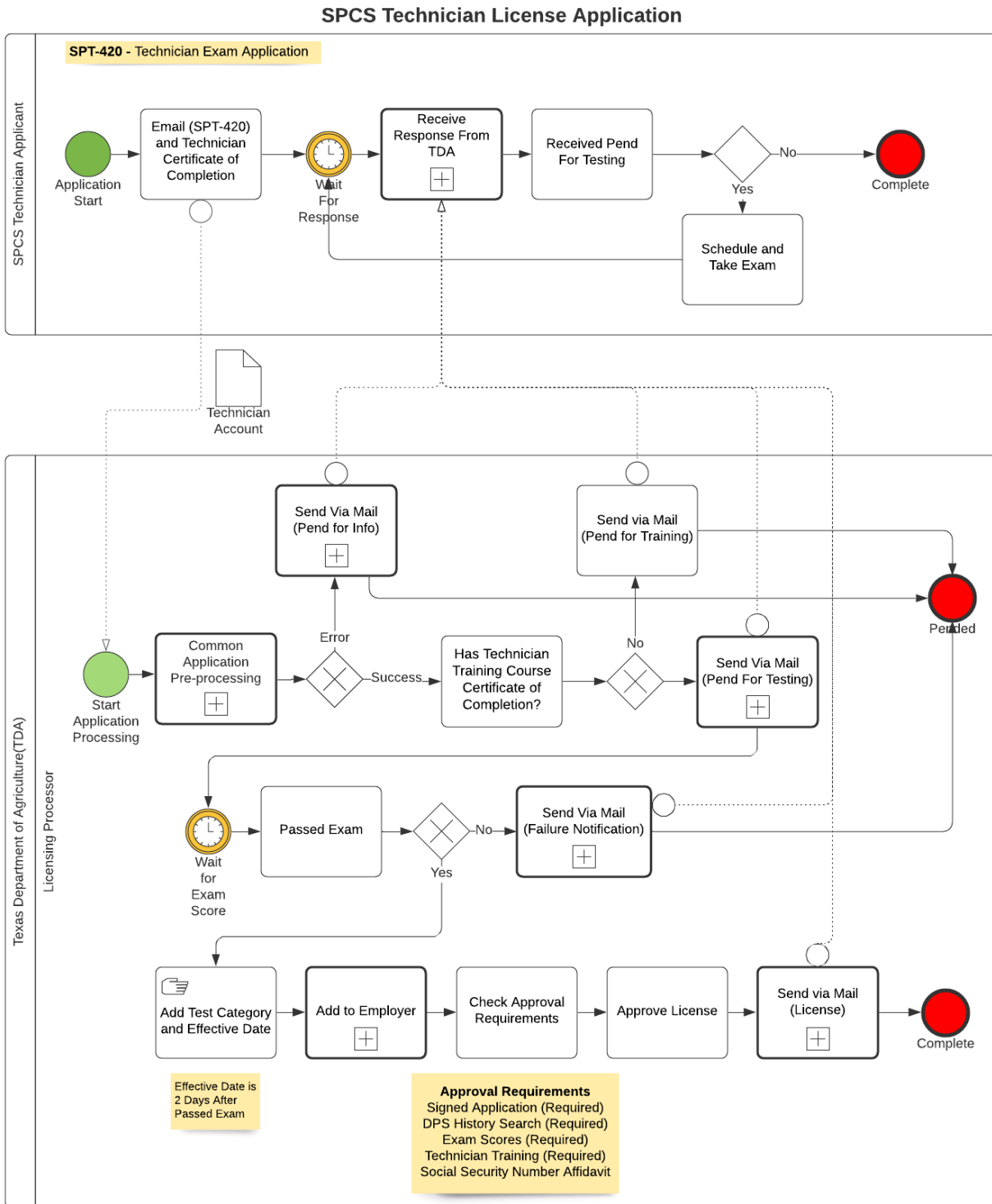
SPCS Apprentice License Application

SPCS Apprentice License Application



BP-SPCS-02: SPCS Apprentice License Application

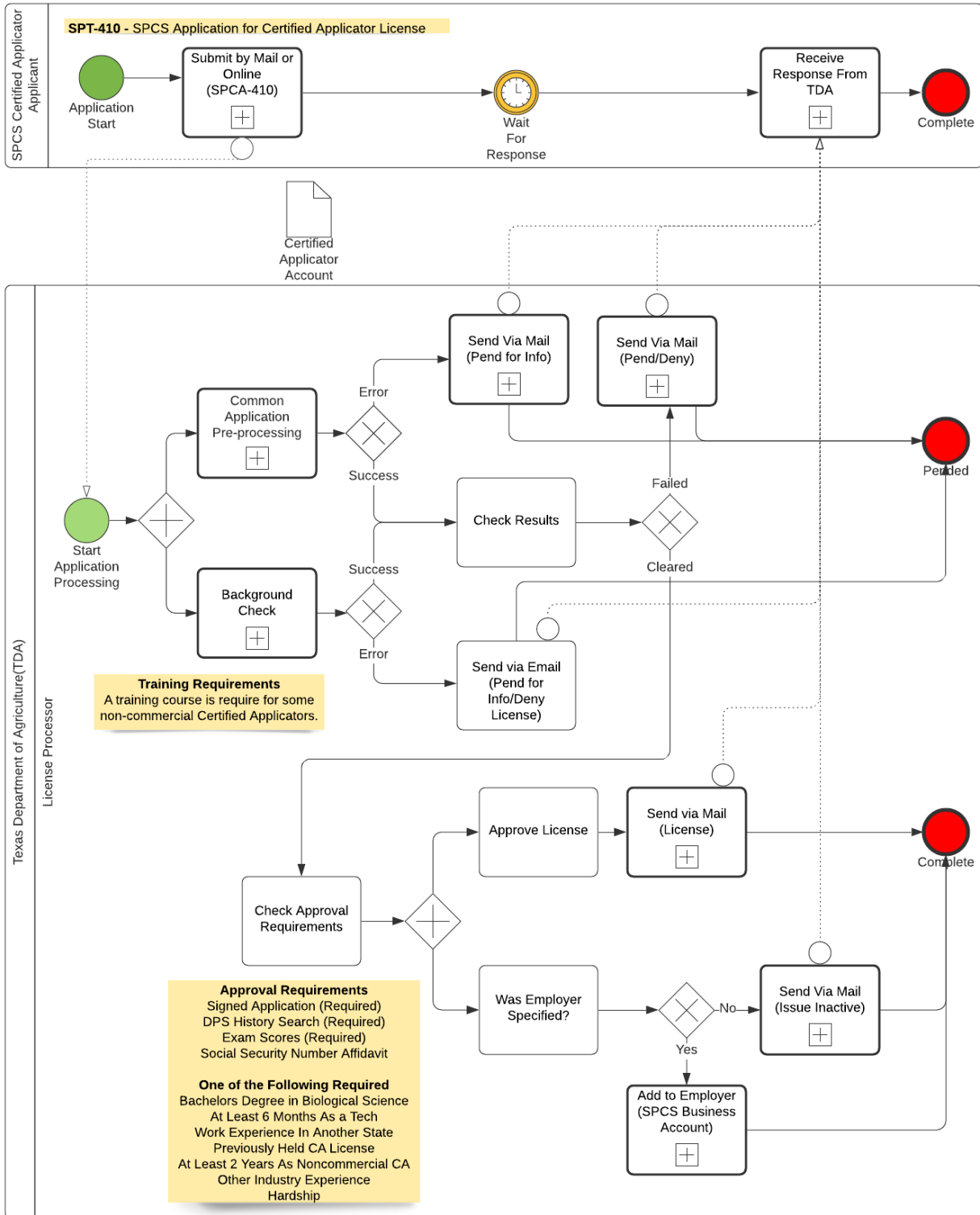
SPCS Technician License Application



BP-SPCS-03: SPCS Technician License Application

SPCS Certified Applicator License Application

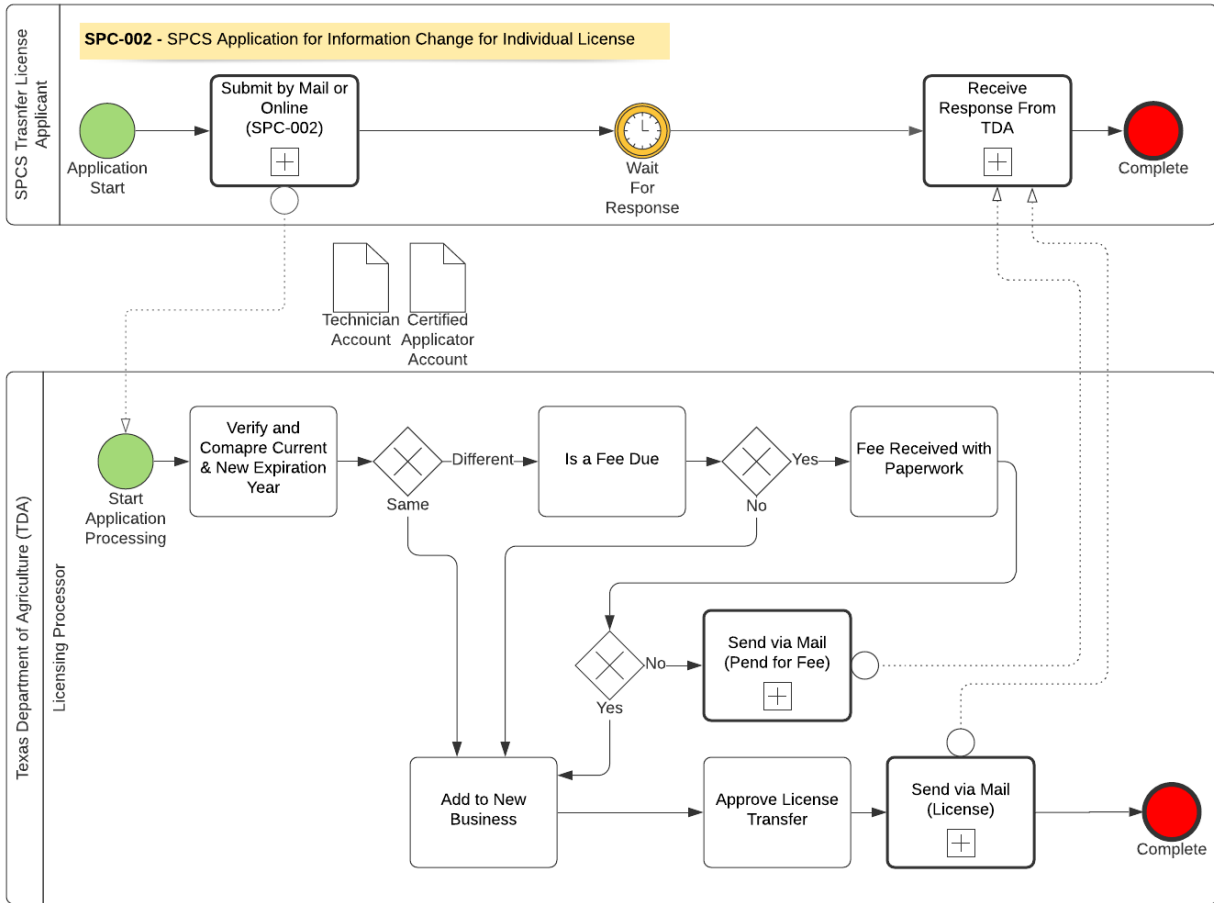
SPCS Certified Applicator License Application



BP-SPCS-04: SPCS Certified Applicator License Application

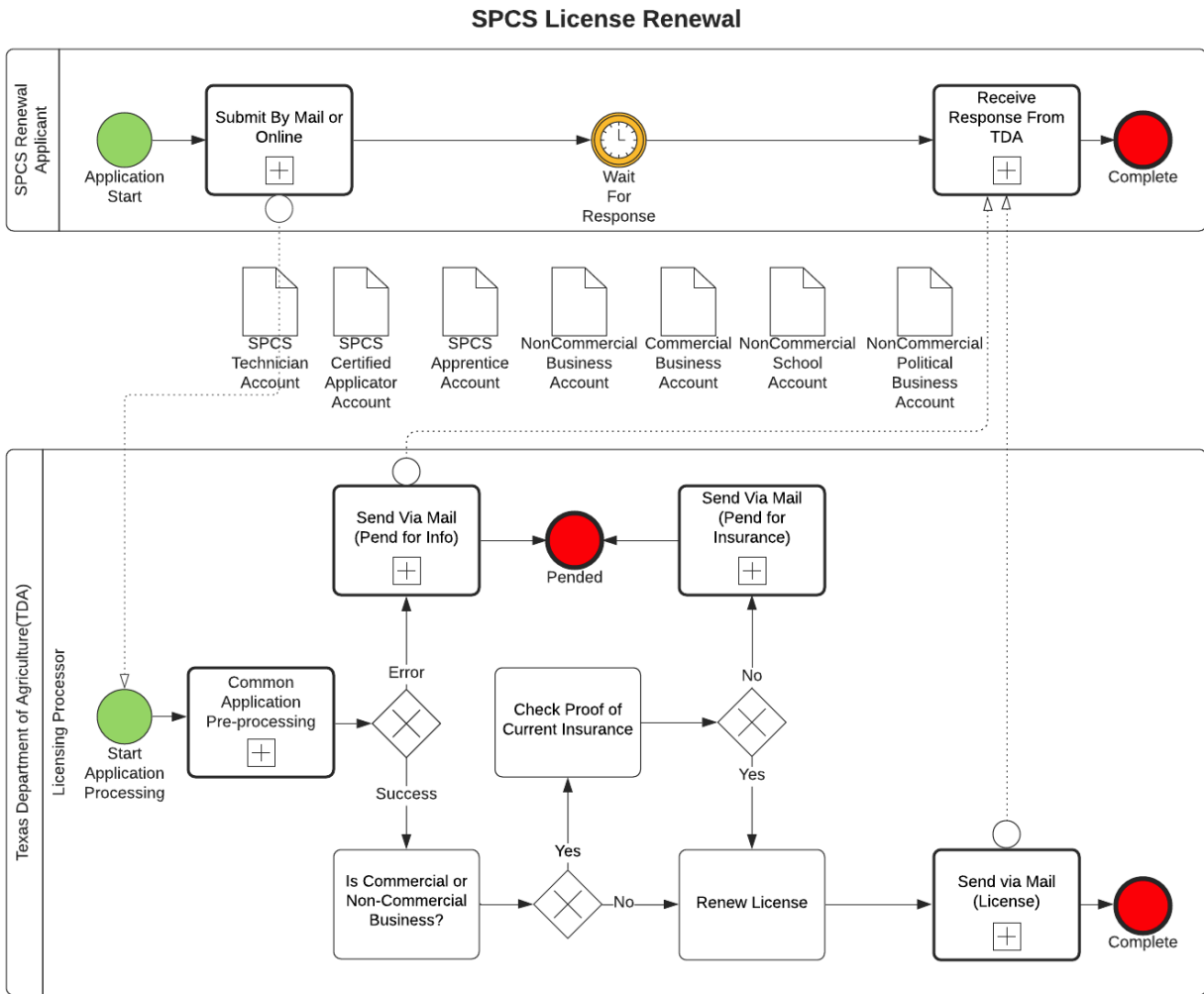
SPCS Technician and Certified Applicator License Change Application

SPCS Technician and Certified License Change Application



BP-SPCS-05: SPCS Technician and Certified Application License Change Application

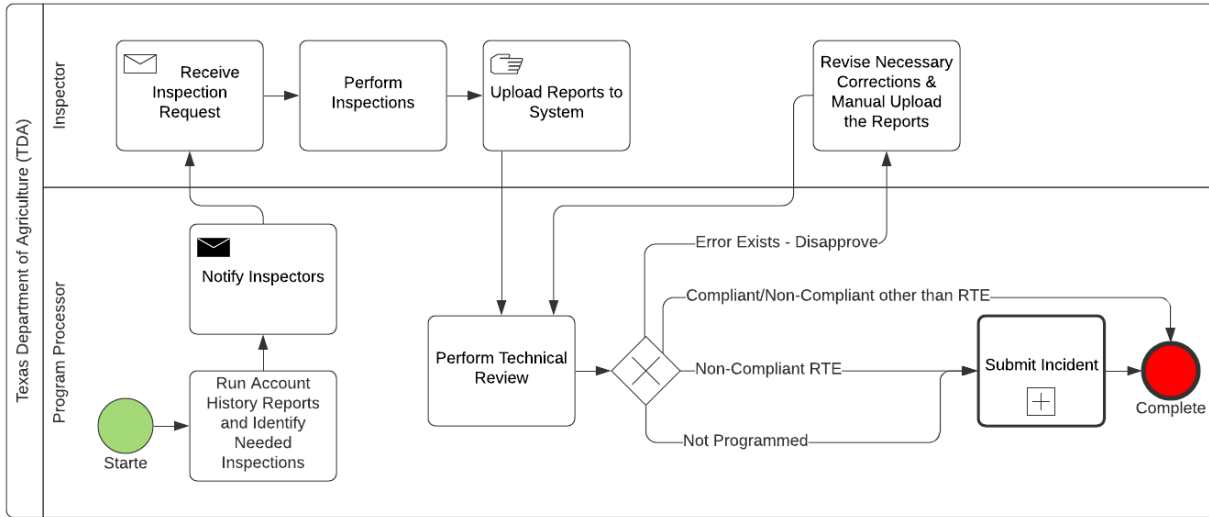
SPCS License Renewal



BP-SPCS-06: SPCS License Renewal

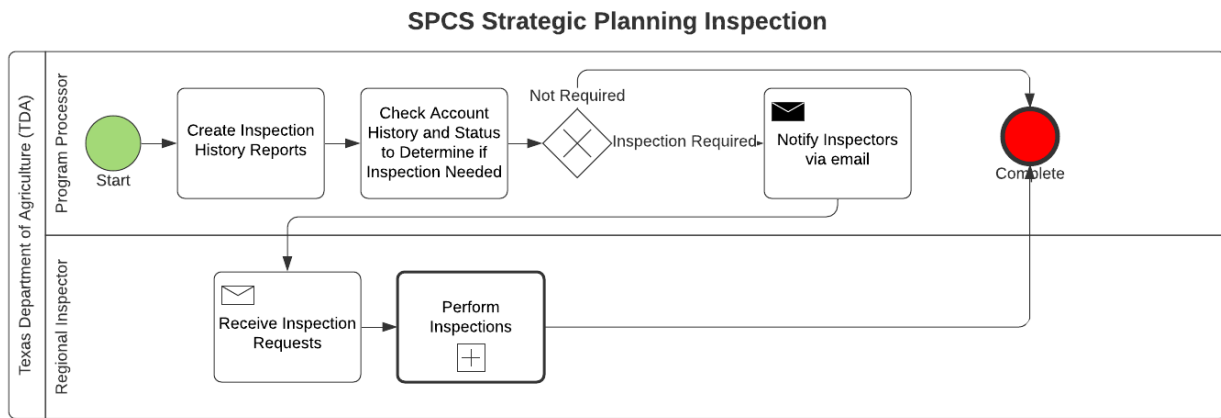
SPCS Inspection Approval

SPCS Inspection Approval (Sub-Process)

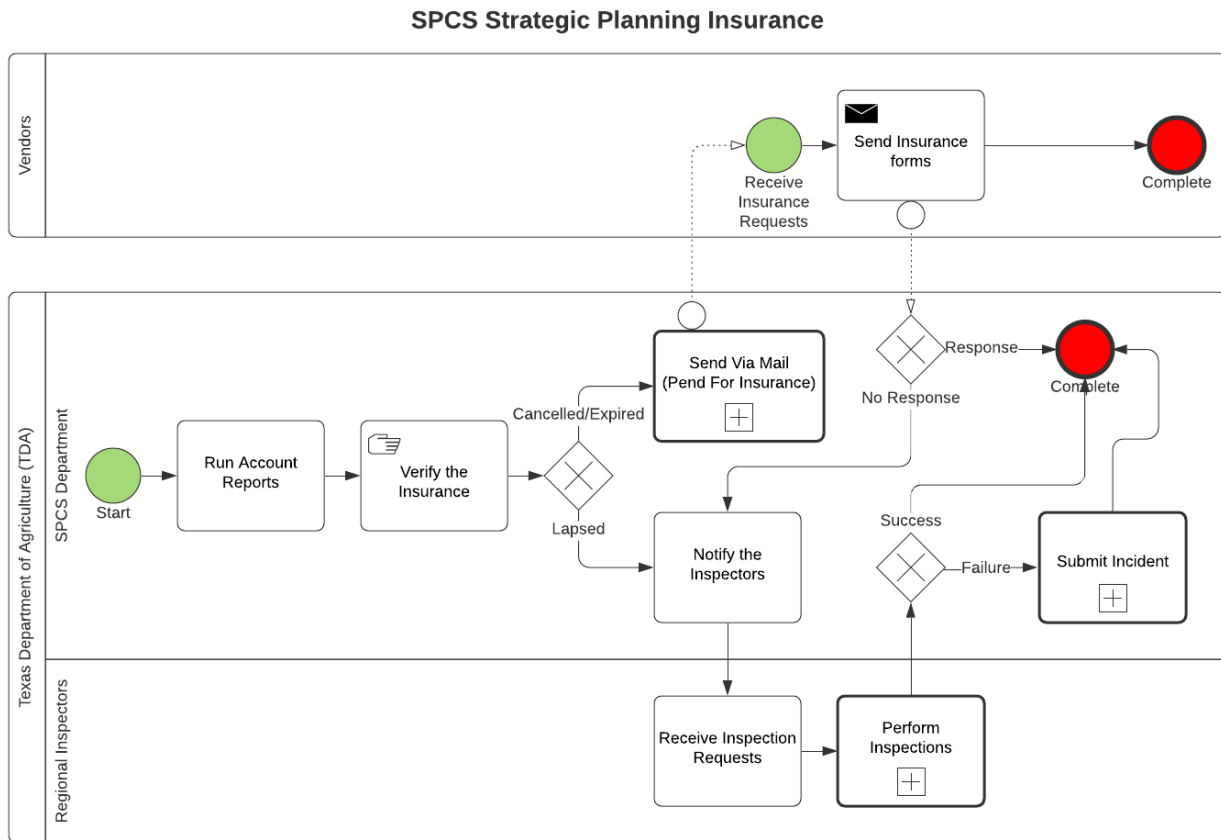


BP-SPCS-07: SPCS Inspection Approval

SPCS Strategic Planning Inspection



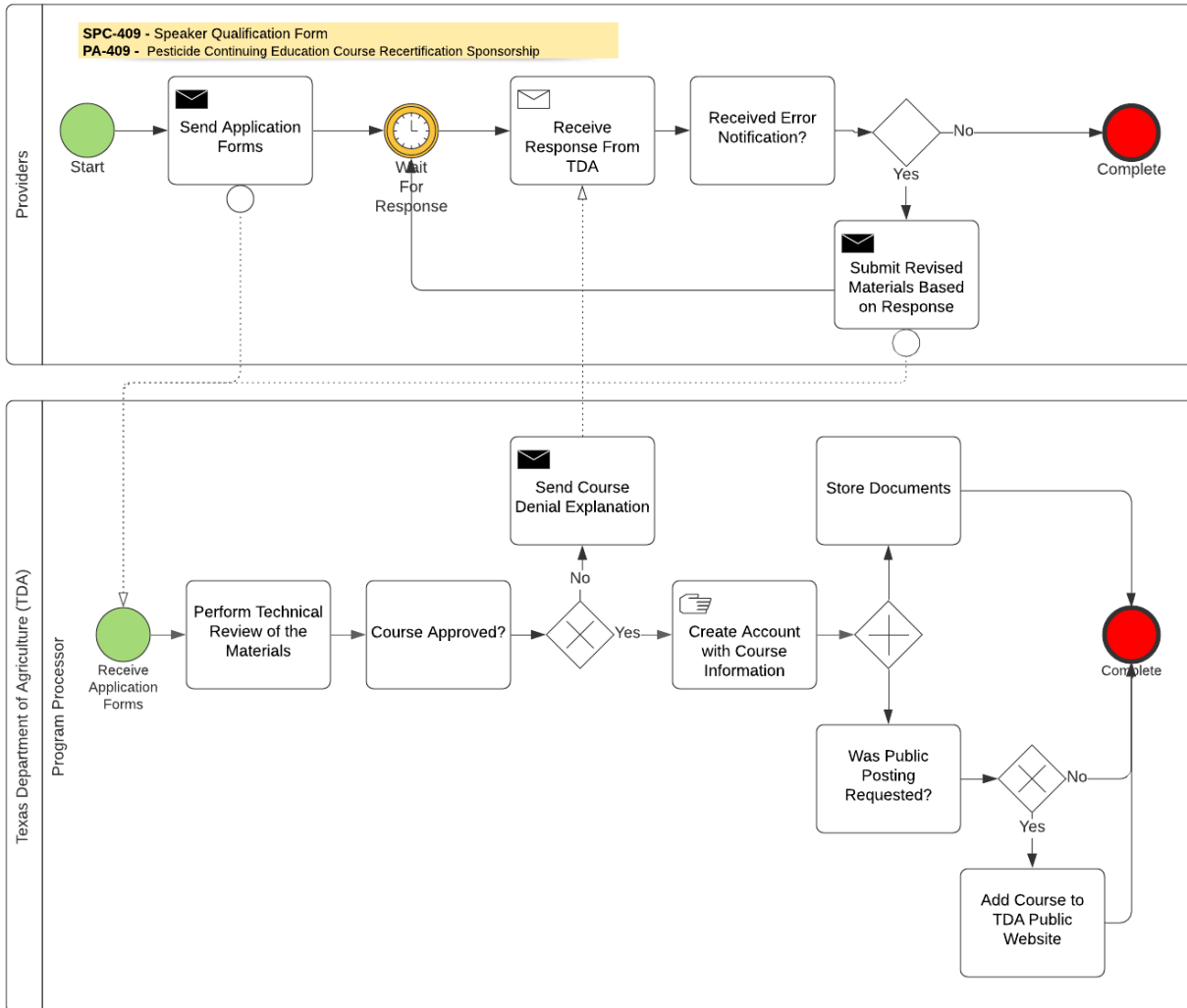
BP-SPCS-08: SPCS Strategic Planning Inspection



BP-SPCS-09: SPCS Strategic Planning Insurance

SPCS Training Course Approval

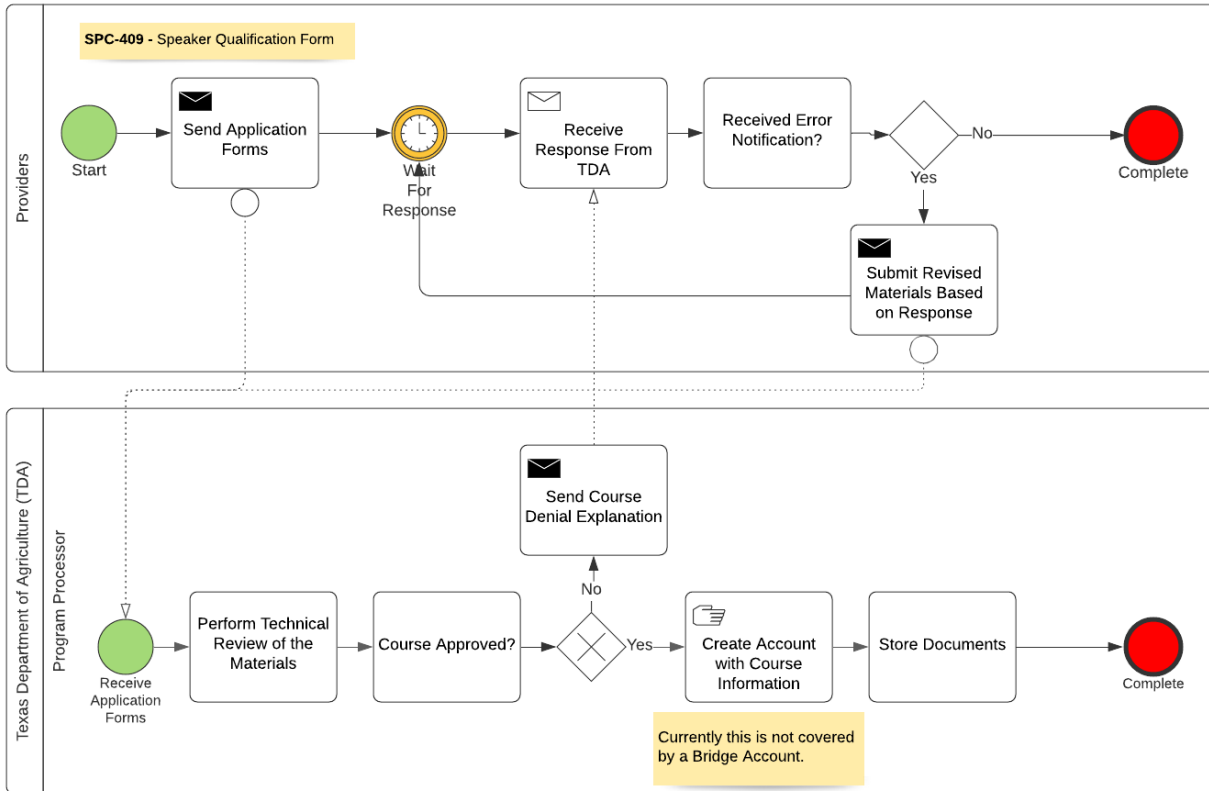
SPCS Training Course Approval



BP-SPCS-10: SPCS Training Course Approval

SPCS Non-Commercial CA/Tech Training Course Approval

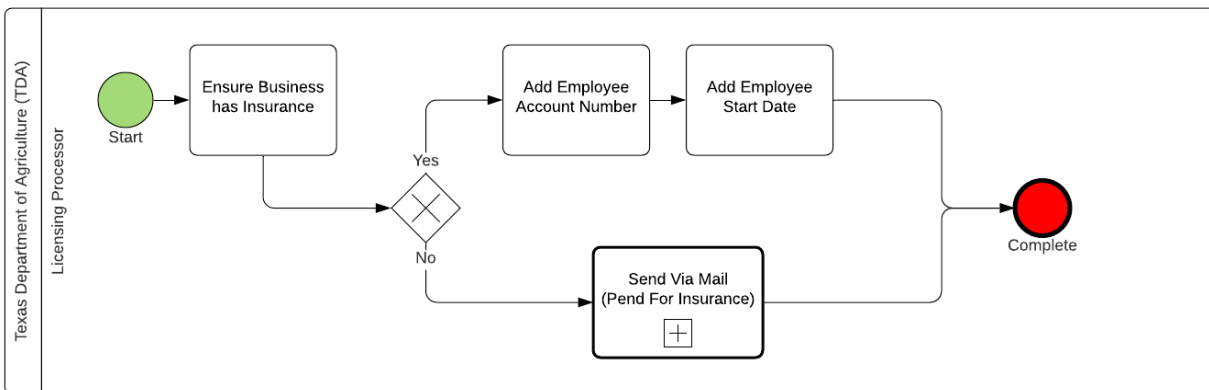
SPCS Non-Commercial CA/Tech Training Course Approval



BP-SPCS-11: SPCS Non-Commercial CA/Tech Training Course Approval

SPCS Add to Employer

SPCS Add to Employer (Sub-Process)



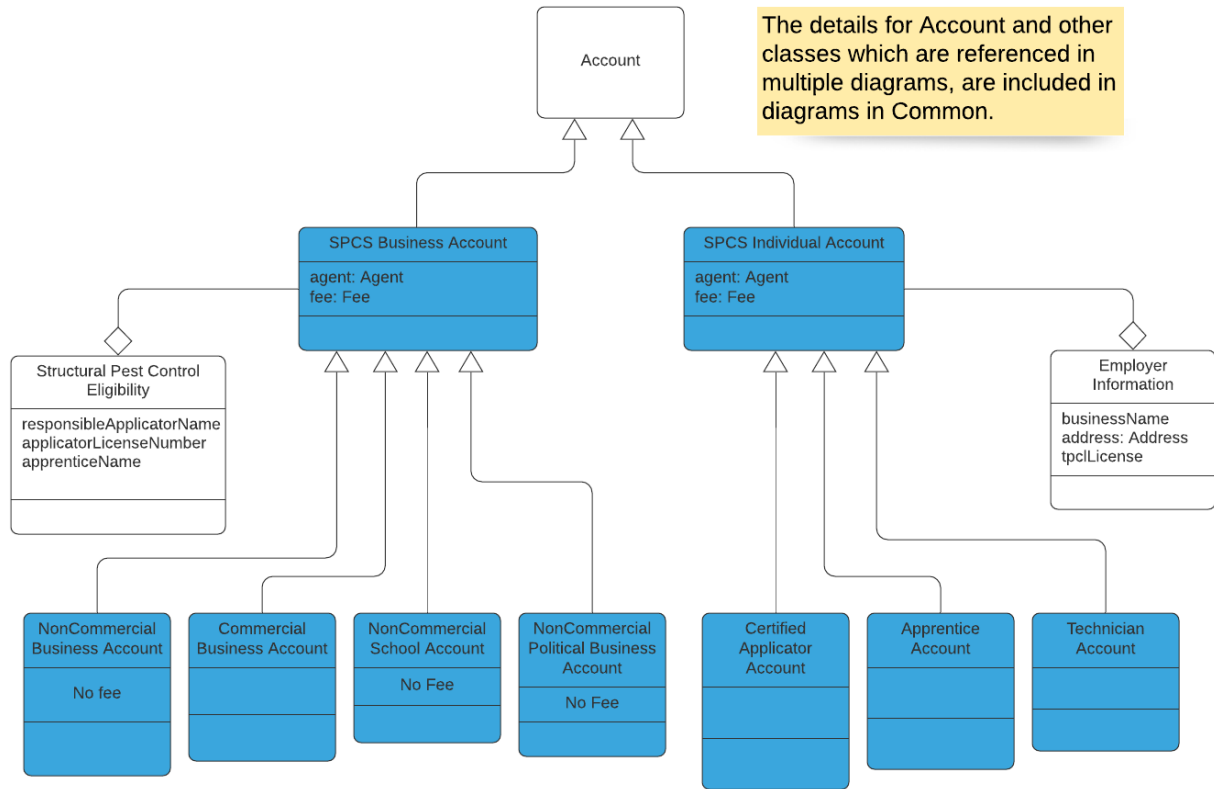
BP-SPCS-12: SPCS Add to Employer

3.3.3 Business Requirements

Please refer to the “Structural Pest Control Services (SPCS)” section in the Word document attached under [Appendix A: All Business Rules](#).

3.3.4 Business Domain Model

Structural Pest Control Services



The details for Account and other classes which are referenced in multiple diagrams, are included in diagrams in Common.

DM-SPCS-01: Structural Pest Control Services

3.3.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	To send automated notifications to the Licensee	Only through the mail, there are no auto-generated emails sent to notify licensees today.	Ability to send the notifications via auto-generated email.	Sending Notifications through mails is time-consuming, takes days or even weeks some time. Email notifications are more secured compared to Mail notifications due to mail theft risks. Email is an inexpensive system compared to postal mail	3
2	Ability to edit Licensee information like address and phone numbers & add/remove employees.	Only TDA SMEs can do the updates today.	Provide the ability to licensees to edit and update their information	The process of sending information needs to be updated to the SMEs and wait for the response back can be time-consuming. Providing incorrect or incomplete information can cause delays in the update. Giving the ability to licensees to update their information can make the update process faster and accurate.	4, 5, 7

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
3	Tracking fees for new and renewed application	No way to store this information in the system	Need Database to store this information	Tracking is difficult Having documentation on paper can result in loss of data if not documented properly.	2
4	Clearer indication when a license was renewed or issued	Currently, there is no proper data management for license issuing and renewal	Need proper data management with the help of database	Lack of data management may cause loss of important data	3, 10
5	CEU Providers should have the ability to enter their course dates and rosters into reporting portal once a course is approved.	Today there is no way for CEU providers to enter information into the current TDA system	CEU providers should have access to the TDA system where they can update course approved information	Sending information to SMEs to make the updates to each application once a course is approved and waiting for them to complete the information would be time-consuming and cause delays in the process	4, 5, 9
6	Inspections forms can be modified with more ease and timeliness. Rules and statutes change, and forms need to be flexible to updates. Ideally, changes could be implemented in 90 days.	Current inspections forms are less user friendly	Inspection forms should be modified to make them more flexible and user-friendly to update	Makes the update process time consuming Increased risk of errors	1, 4, 7
7	Ability to allow for revision of inspections instead of full re-entry for correction.	In case of error, Inspection forms need to be re-entered	Instead of re-entering, existing forms can be updated with correct information.	Multiple entries for the same record can cause data inconsistency Time-consuming and rework	4, 7

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
8	Ability to allow inspectors to add documentation to the system such as paper (scanned) and electronic records.	Inspectors have no access to upload documentation to the system today.	Allow inspectors to upload or attach required inspection forms or other related documents	Not having documents uploaded and saved on the system may cause loss of data	1, 4
9	Unified system to create tracking numbers for agency incidents, as well as complaints. Ideally, the system would have a mechanism to add documentation.	Currently, there is no system to track incidents or complaints online	Need a system or application to manage complaints and incidents online	Manual processes can be time-consuming and cause delayed responses.	4, 7
10	Reporting tools should allow flexibility in building requirements for queries.	Currently, there is no option to query specific data in reports	Multiple criteria should be available to query only specific information in the reports	Not having the option to query specific data on the reports can cause delayed processing	11

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.

3.4 Seed Quality

The Seed Quality Programs help ensure that anyone from a backyard gardener to a multi-acre farmer receives the highest quality of seed available. To achieve this objective TDA runs Seed Certification Program, Seed Law Program, and Seed Arbitration.

3.4.1 Business Capabilities Analysis

The Seed Certification Program: The Mission of the Seed Certification Program is to create and make available a source of seeds and vegetative propagating materials of crops and plants grown, conditioned, certified, and distributed to insure genetic purity and identity in relation to TDA standards. This program:

- Licenses Certified Growers
- Registers Plant Breeders
- Conducts field inspections on certified seed production
- Inspects conditioning plants
- Monitors variety purity by testing certified hybrid production samples through grow-outs in Puerto Rico and Costa Rica
- Prints and issues certification labels

The Seed Law Program: The Mission of the Seed Law program is to monitor the labeling of seed packages to help ensure that consumers receive the quality and type of seed they pay for, that the seed will germinate or sprout as stated on the label, and will produce the kind of plants represented. This program:

- Performs seed sampling regulatory activities
- Performs laboratory analysis and field grow-out testing on seed samples
- Issues Vegetable Seed License
- Issues Permit numbers for reporting seed sales under the Reporting System
- Prints and issues Texas Tested Seed Fee Labels
- Investigates seed complaints
- Ensures seed is not contaminated with noxious weed seed.

Seed Arbitration: Arbitration is a hearing before the Seed Arbitration Board to determine a dispute between the purchaser and labeler or seller of seed sold in Texas regarding the failure of seed to produce or perform as represented by the warranty or by the label, or as a result of negligence.

Seed Complaints filed under Seed Arbitration Law

The State Seed and Plant Board acts as the Seed Arbitration Board for complaints filed for arbitration. Funding for this program comes from fees for licenses, seed inspection fees, field inspection fees, and testing fees.

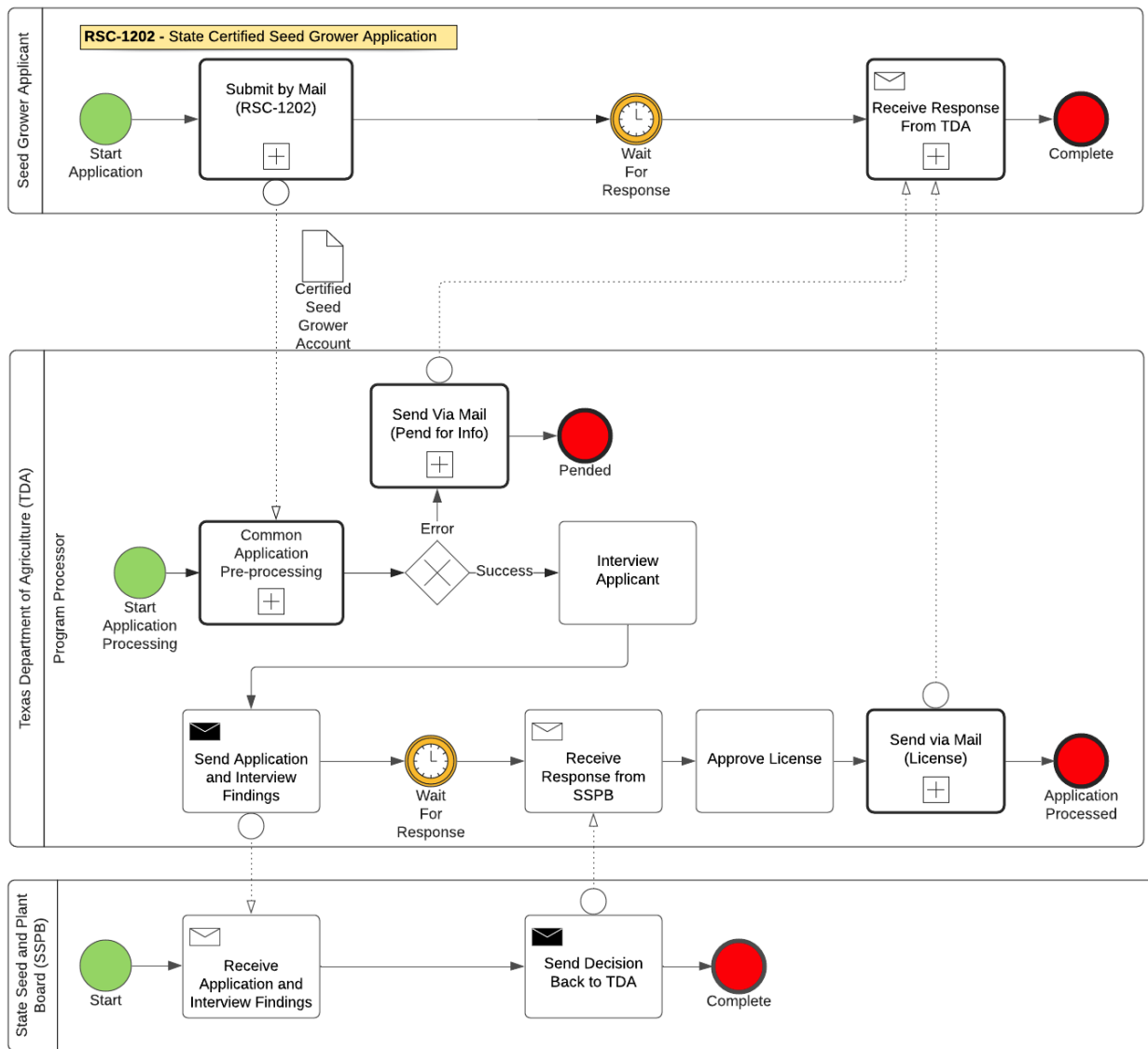
3.4.2 Business Process Models

BM-SEED-01	Seed Grower Application
BM-SEED-02	Seed Testing Request
BM-SEED-03	Compliance with Seed Law
BM-SEED-04	Seed Certification Field Inspection
BM-SEED-05	Seed Certification Labels

Seed Grower Application

A seed grower in Texas may be certified by the state of Texas as a certified seed grower. The following diagram describes the processes that are followed for a seed grower to become certified.

Seed Grower Application

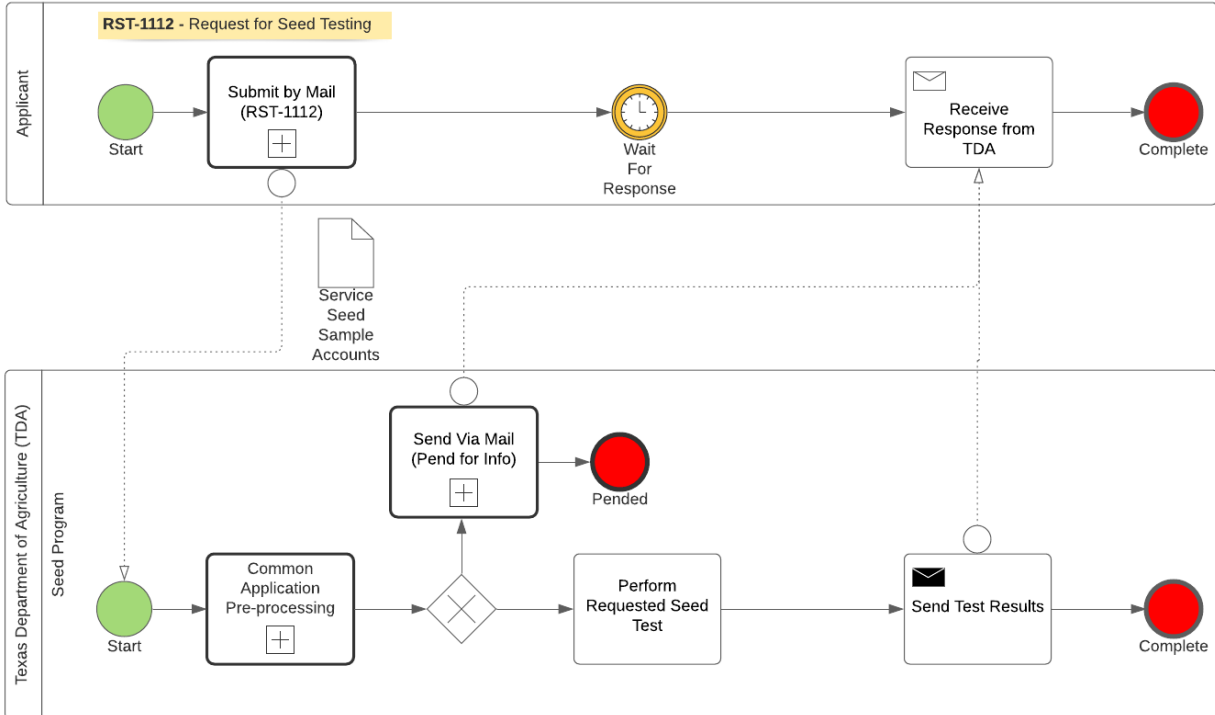


BP-SEED-01: Seed Grower Application

Seed Testing Request

A Seed Grower needs to submit a request to TDA for seed testing. The following diagram describes the process that is followed for seed testing and receive seed test results back to the applicant.

Seed Testing Request

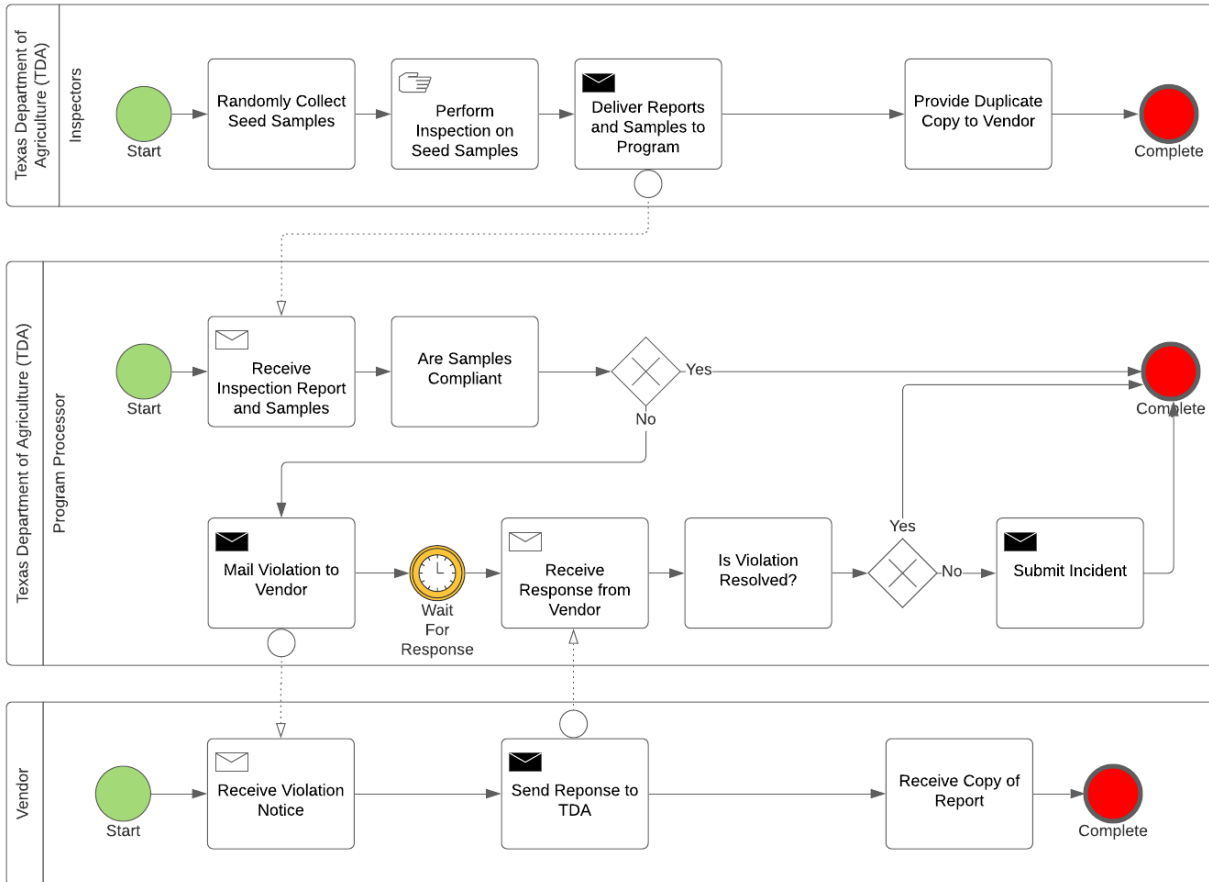


BP-SEED-02: Seed Testing Request

Compliance with Seed Law

A Seed Grower needs to be compliant with the state of Texas Seed Law. The following diagram describes the process that is followed to check if the applicant is compliant under the Law or not.

Compliance with Seed Law

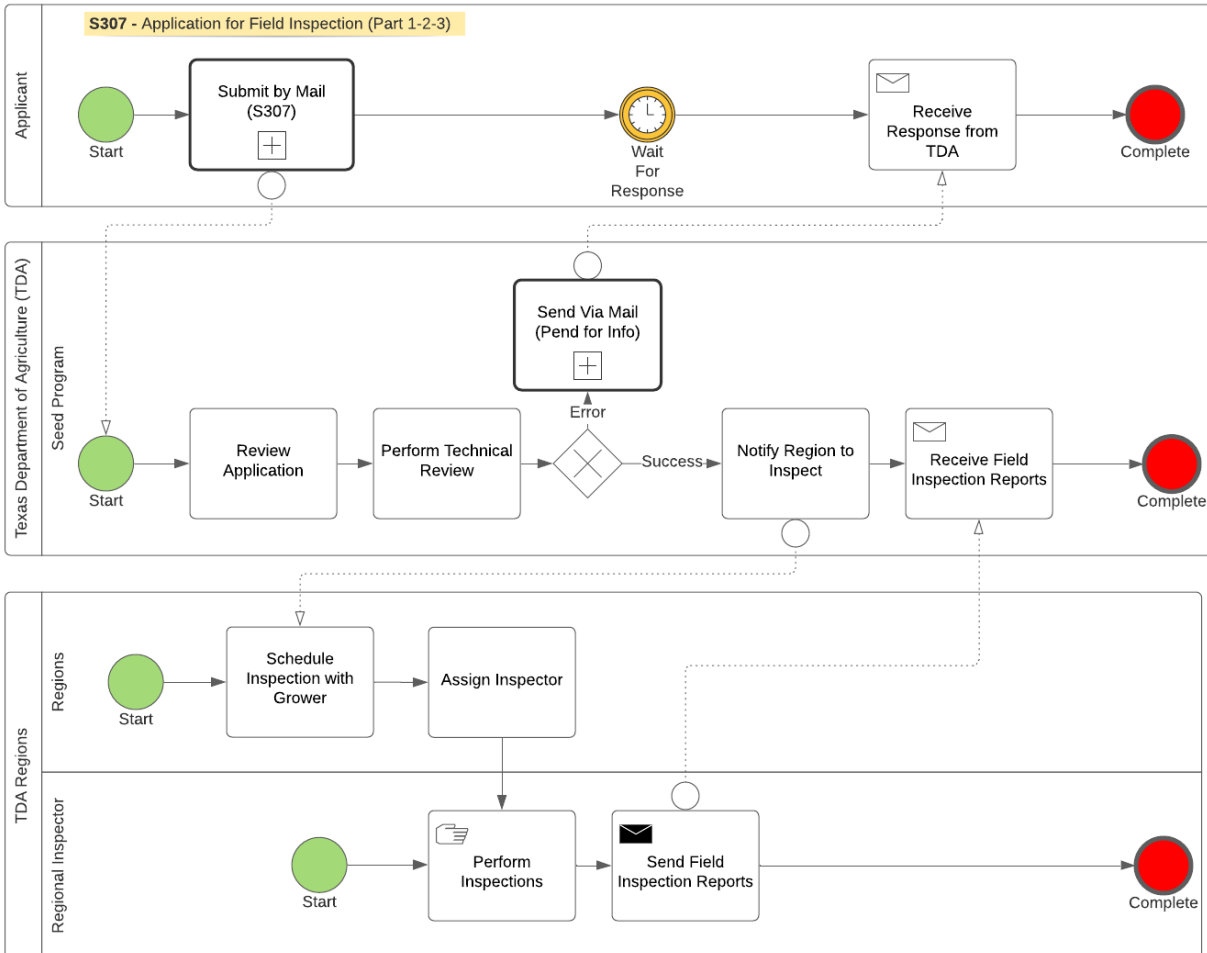


BP-SEED-03: Compliance with Seed Law

Seed Certification Field Inspection

A Certified Grower may choose to have its seed certified by the state of Texas through field inspections. The following diagram describes the process that is followed to submit the required materials for certification, and the processes followed for certification to be approved.

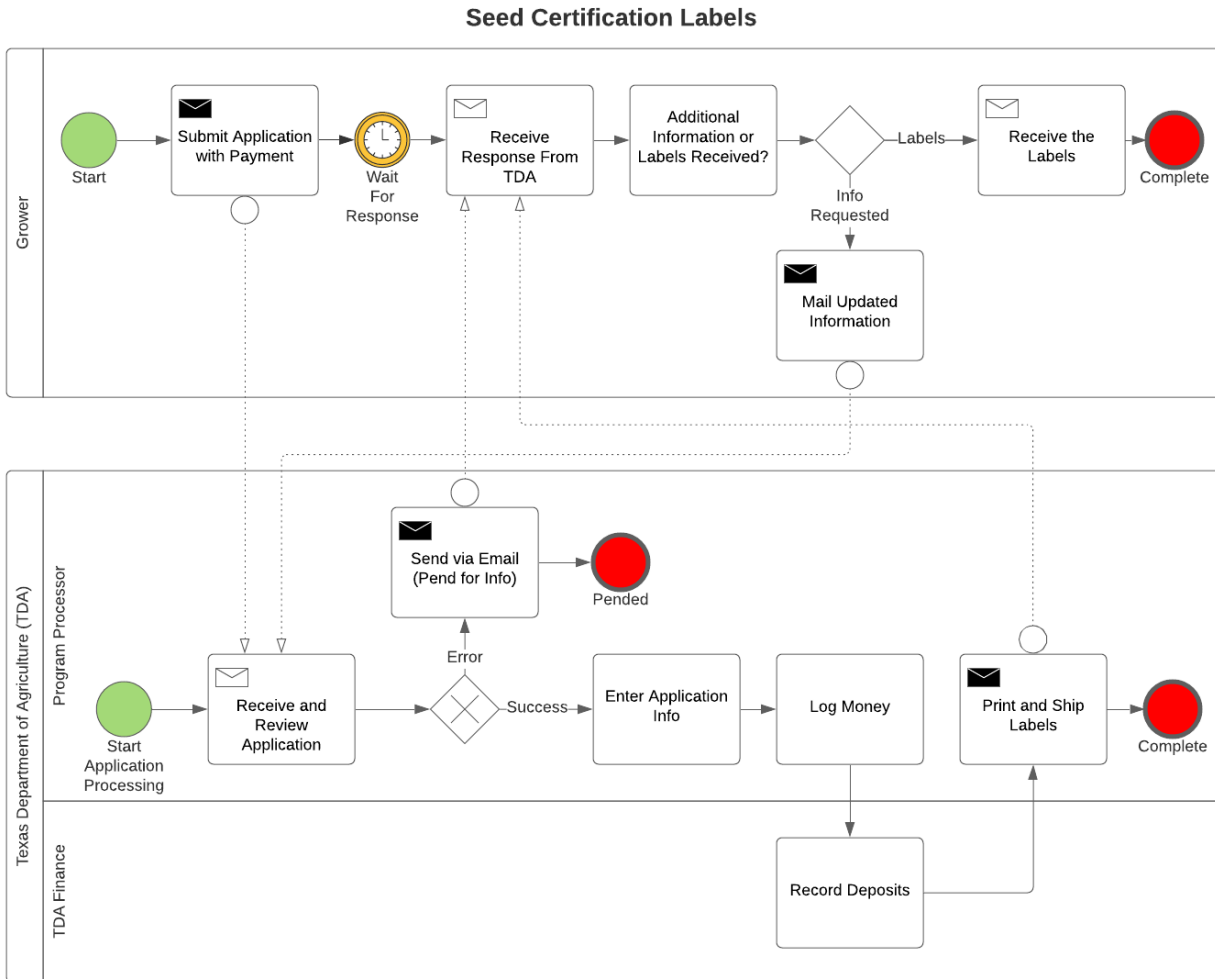
Seed Certified Field Inspection



BP-SEED-04: Seed Certified Field Inspection

Seed Certification Labels

A Certified Seed Grower may request Certified Seed Labels for inspected certified fields. The following diagram describes the process that is followed to submit the required materials for certification labels, and the processes followed for certification labels to be approved.

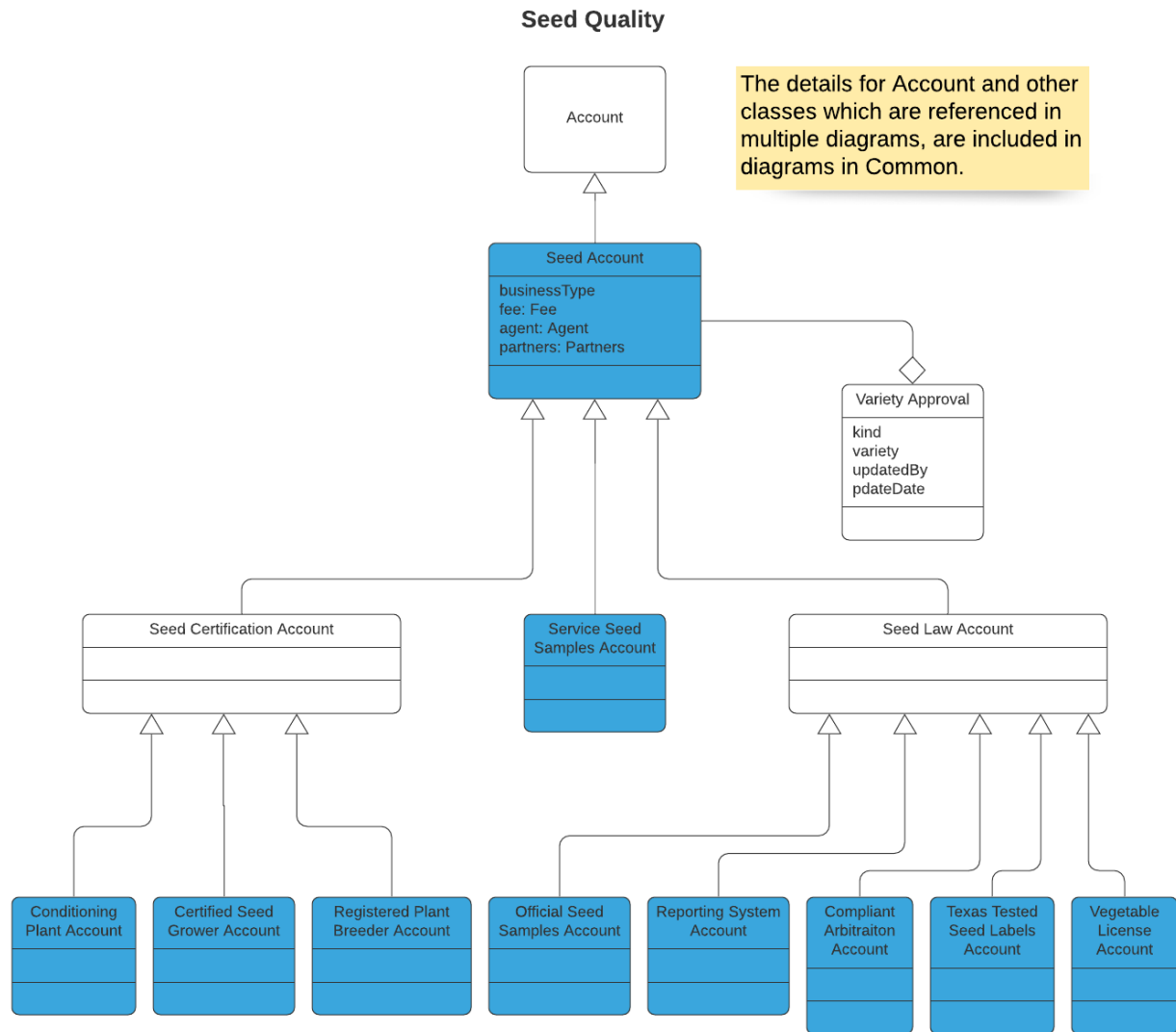


BP-SEED-05: Seed Certification Labels

3.4.3 Business Requirements

Please refer to the “Seed” section in the Word document attached under [Appendix A: All Business Rules](#).

3.4.4 Business Domain Model



DM-SEED-01: Seed Quality

3.4.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Application security	The majority of the Seed process is handled through ██████████ application which poses huge cybersecurity risks.	Build a new application with technologies like (Java / Python) that supports multi-tasking and runs on cross-platforms.	The current application is in ██████████ and it does not support multitasking. Difficulty in memory access when address more than half GB of RAM. OS does not support automatic Interrupt requests ordering and is to be handled by the one who is using the application. DOS is a single process system with no security and gives complete control of the PC to the user program.	1, 4
2	Automatic Document Reader	Application forms received to the TDA are checked and the details are entered manually into the program	Document Reader reads the application and fetches the details and, populates it into the respective forms automatically as per the program requirements.	Currently, the forms that are completed and mailed are read manually and the details are entered into the system. Manual errors or spelling errors can cause the processing to delay and involve multiple people to update the information and get that rechecked.	1, 4, 8

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
3	Uploading Inspection Information to Seed System	The field inspection information from the forms is being uploaded to BRIDGE.	Data entry or further processing of an application can be done directly in the seed system that makes the process a lot faster.	The field inspectors are uploading it to BRIDGE and that needs to be checked by the seed lab team and then data entry has to be done in the seed system.	4
4	Table Mappings	In the application, the TTV codes for specific companies are in an excel sheet.	Automatic fetching of the TTV codes from the system where the company name and its corresponding TTV codes are configured in a database and are retrieved when just the company name is entered. This helps in excluding the possibility of not entering incorrect codes or having no codes when the information or the spreadsheet is lost.	All the TTV codes for respective companies are maintained in an excel sheet that might not be a good practice when the number of companies increases and the spreadsheet is accessed by multiple people simultaneously.	4, 8, 11
5	Payment Methods	Money orders/checks are sent along with the application.	Recommended to have complete online payments. This keeps track of up-to-date payment transactions for licenses and renewals. Receipt acknowledgments are faster.	The entire payment process used by the Seed system still uses money orders or checks which could not be accurate with the up-to-date payments. All acknowledgment letters are manual.	2, 3

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.
13. **Auto Unused Tab Removal Feature** – An auto unused tab removal feature needs to be installed while printing information.

3.5 Weights and Measures

Protects consumers and businesses by ensuring that weights and measures devices perform within acceptable tolerances.

3.5.1 Business Capabilities Analysis

The purpose of the Weights and Measures program is to protect consumers and businesses by ensuring that equity prevails in all commercial transactions involving determinations of quantity.

TDA inspects weighing and measuring devices to ensure performance within acceptable tolerances in addition to inspecting packaging to enforce net content and labeling regulations. The agency's Weights and Measures program provides standards for private industry that discourage unfair and dishonest commerce. TDA also adopts rules and regulations to help eliminate fraud and misrepresentation in commercial transactions. TDA's field staff inspects a wide variety of measuring devices to protect consumers from overcharges.

Weights and Measures is responsible for regulating the following:

- Licensed Service Companies & Technicians
- The Metrology Lab
- Packages
- Public Weighers
- Weights & Measures Devices
- Price Verification of Scanners

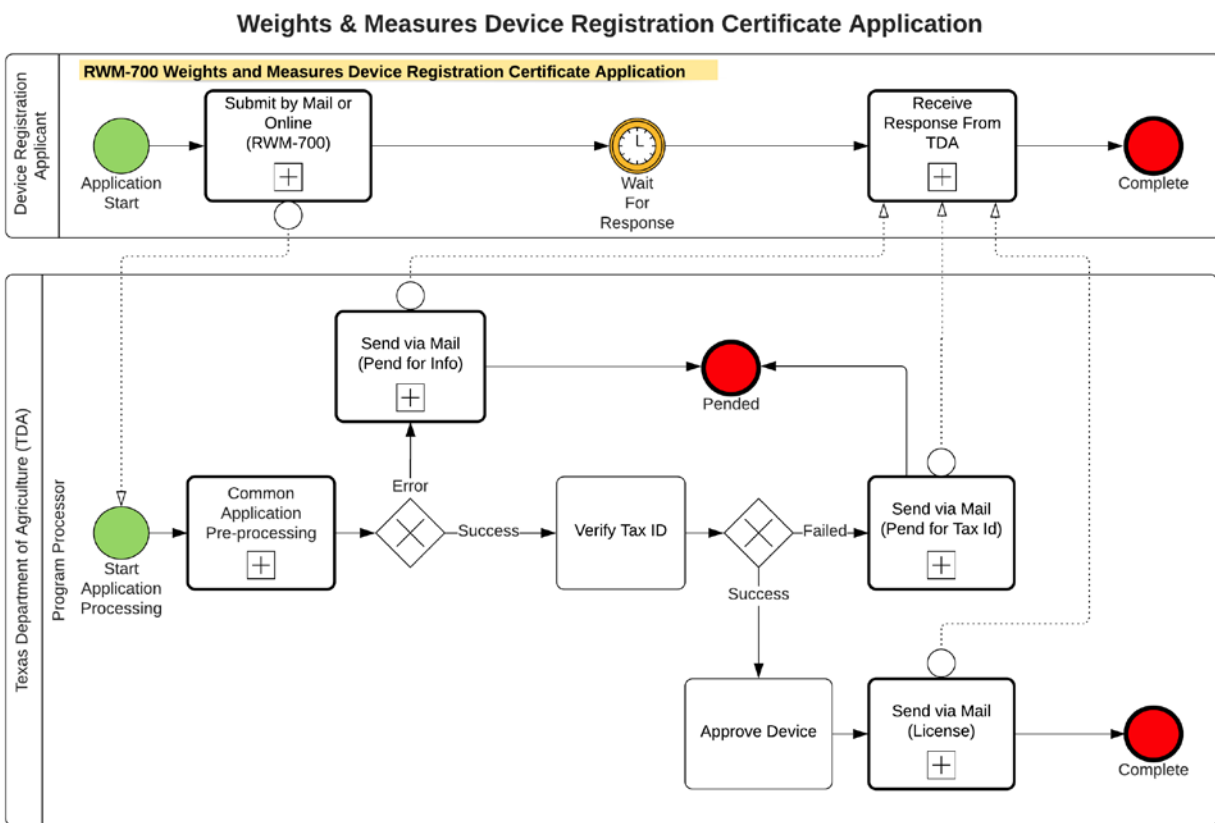
Additionally, to facilitate ease of public access to data, the following informational reports are provided through the [Weights & Measures Reports/Publications](#) page on TDA's website.

- Listing of Service Companies
- Service Technicians
- Weights and Measures Enforcement Actions Report
- Weights and Measures Device Report
- Device Inspection History Previous Fiscal Year
- Device Inspection History Current Fiscal Year

3.5.2 Business Process Models

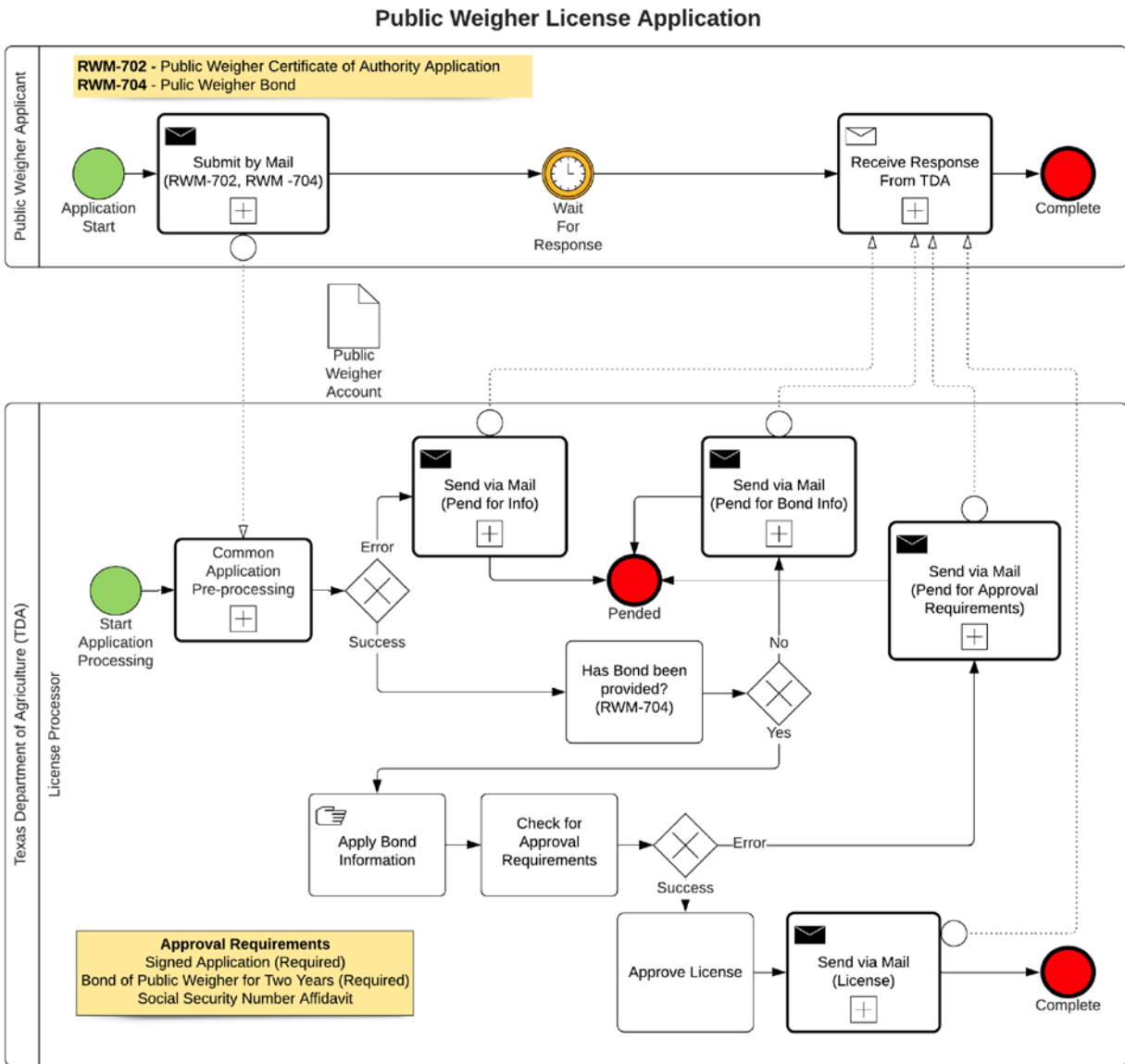
BP-WM-01	Device Registration Certificate Application
BP-WM-02	Public Weigher License Application
BP-WM-03	Licensed Certified Technician License Application
BP-WM-04	Licensed Certified Company License Application
BP-WM-05	Customer Information Sticker
BP-WM-06	Weights and Measures Complaints
BP-WM-07	Package Inspection
BP-WM-08	Weights and Measures Quote Inspections
BP-WM-09	Price Verification Inspection
BP-WM-10	Scales Approval Inspection
BP-WM-11	Create Weights and Measures Incident

Device Registration Certificate Application



BP-WM-01: Device Registration Certificate Application

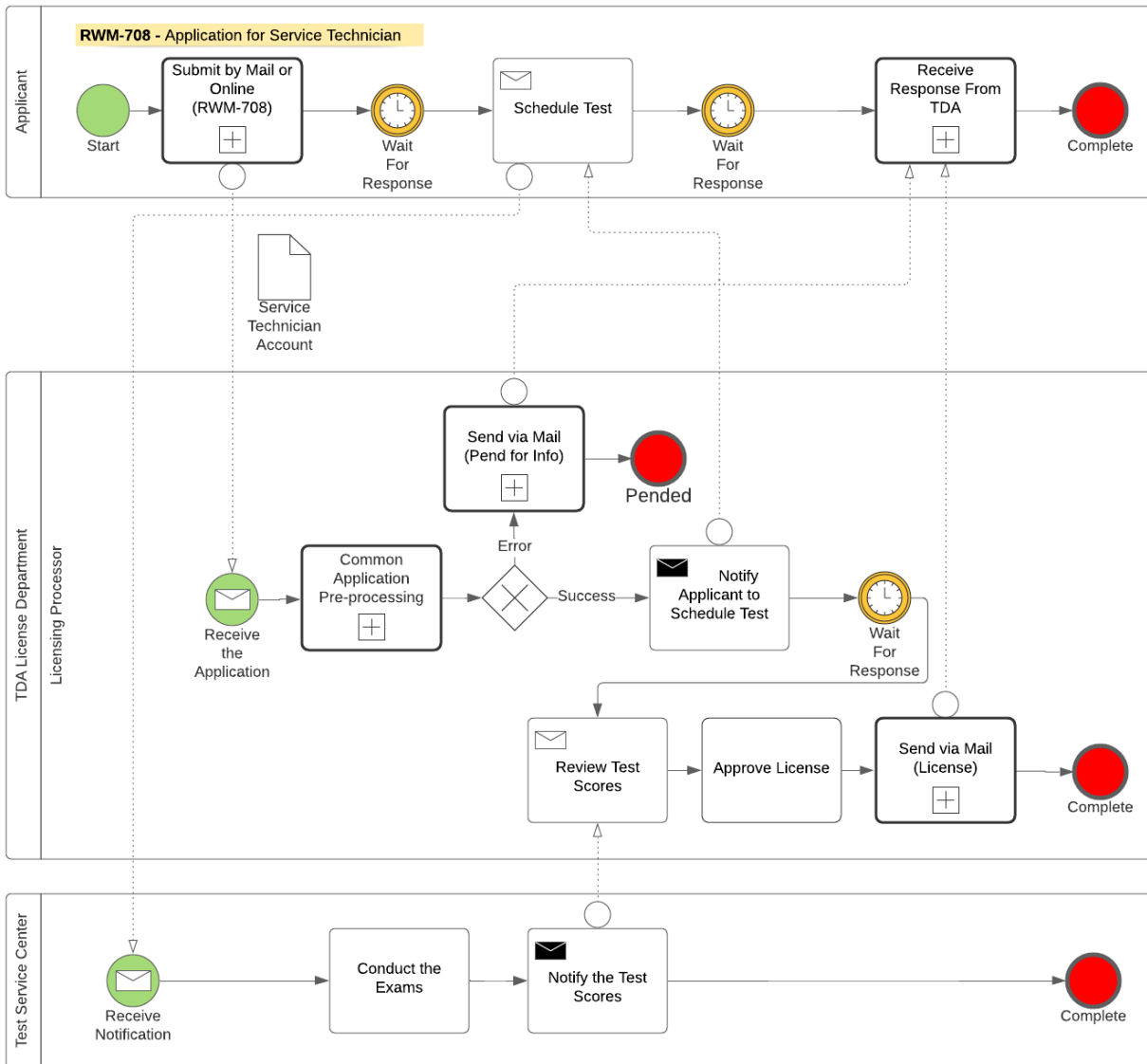
Public Weigher License Application



BP-WM-02: Public Weigher License Application

Licensed Certified Technician Application

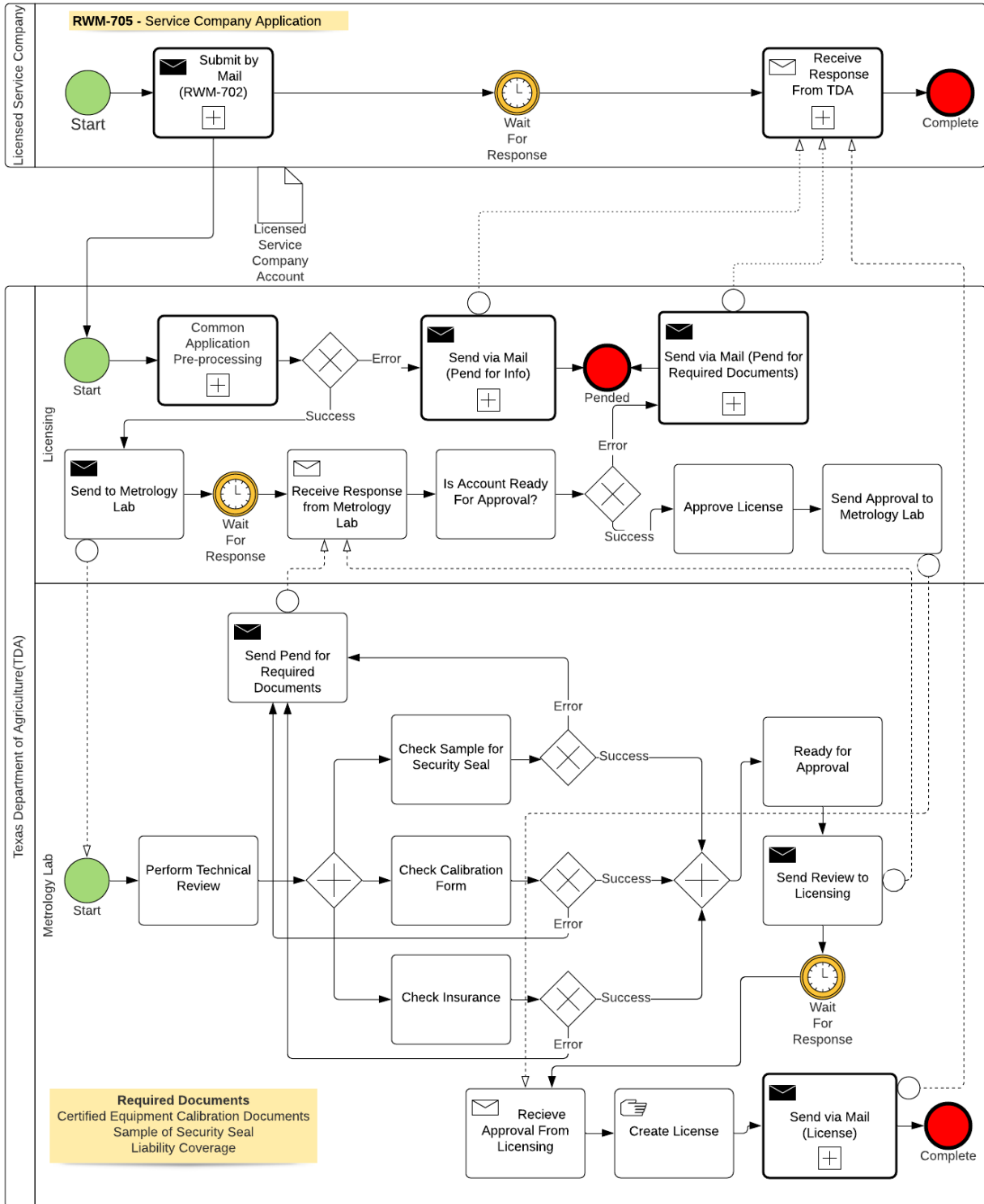
Licensed Certified Technician Application



BP-WM-03: Licensed Certified Technician Application

Licensed Certified Company Application

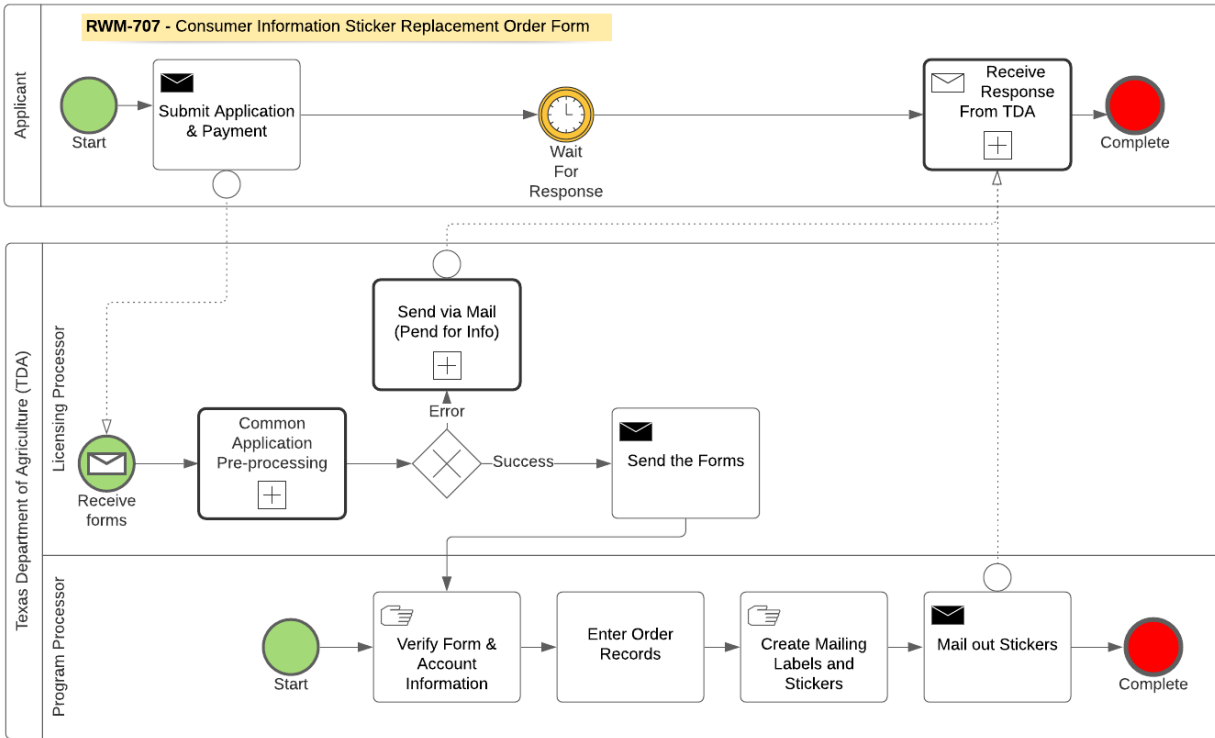
Licensed Certified Company Application



BP-WM-04: Licensed Certified Company Application

Customer Information Sticker

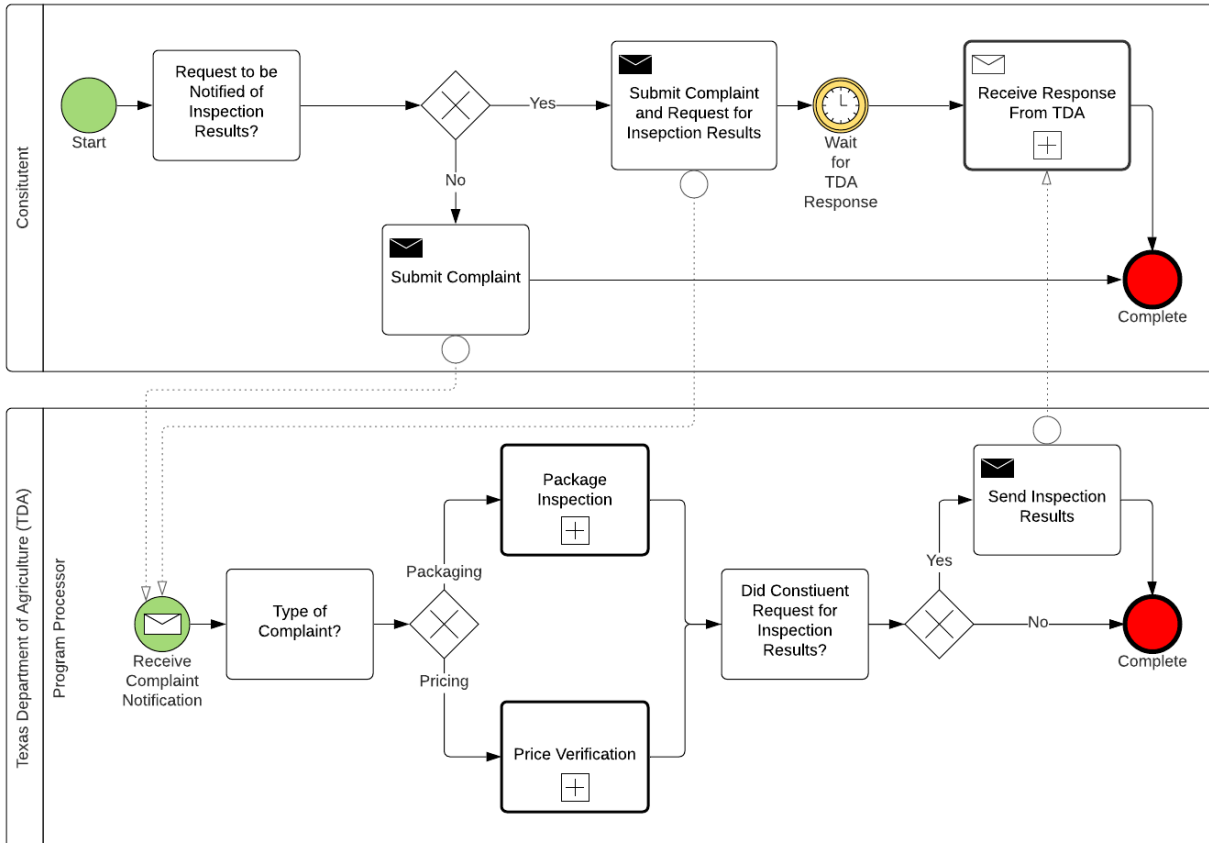
Customer Information Sticker



BP-WM-05: Customer Information Sticker

Weights and Measures Complaints

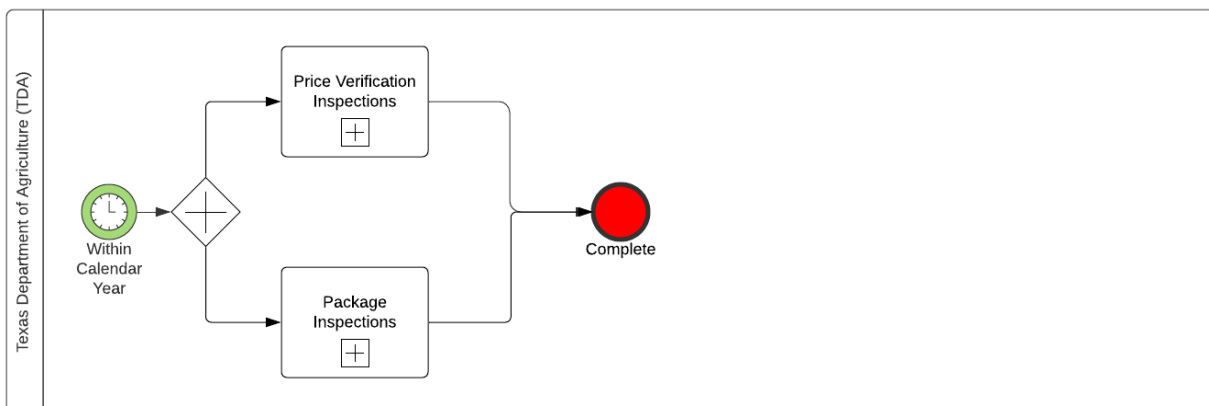
Weights and Measures Complaints



BP-WM-06: Weights and Measures Complaints

Weights and Measures Quota Inspections

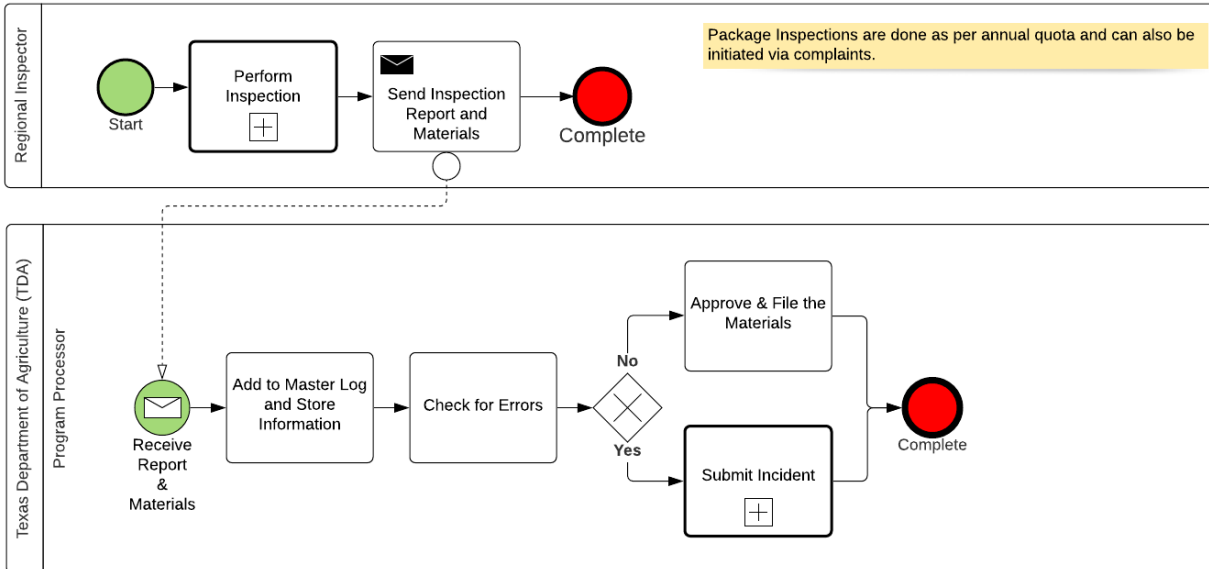
Weights & Measures Quota Inspections



BP-WM-07: Weights and Measures Quota Inspections

Package Inspection

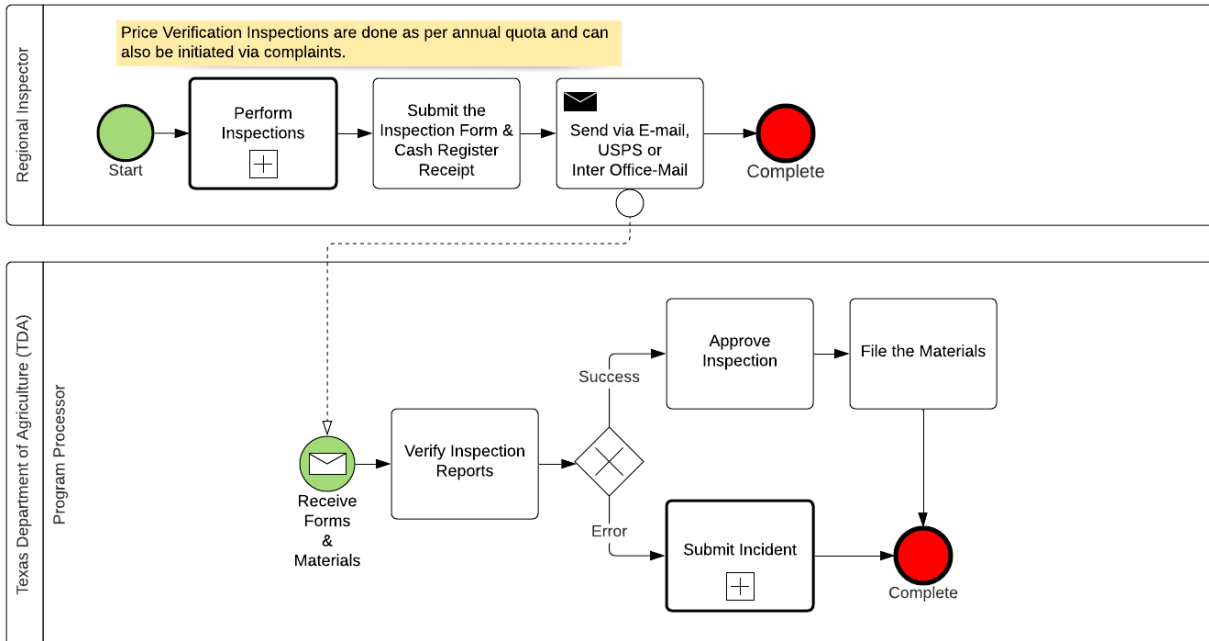
Package Inspection (Sub-Process)



BP-WM-08: Package Inspection

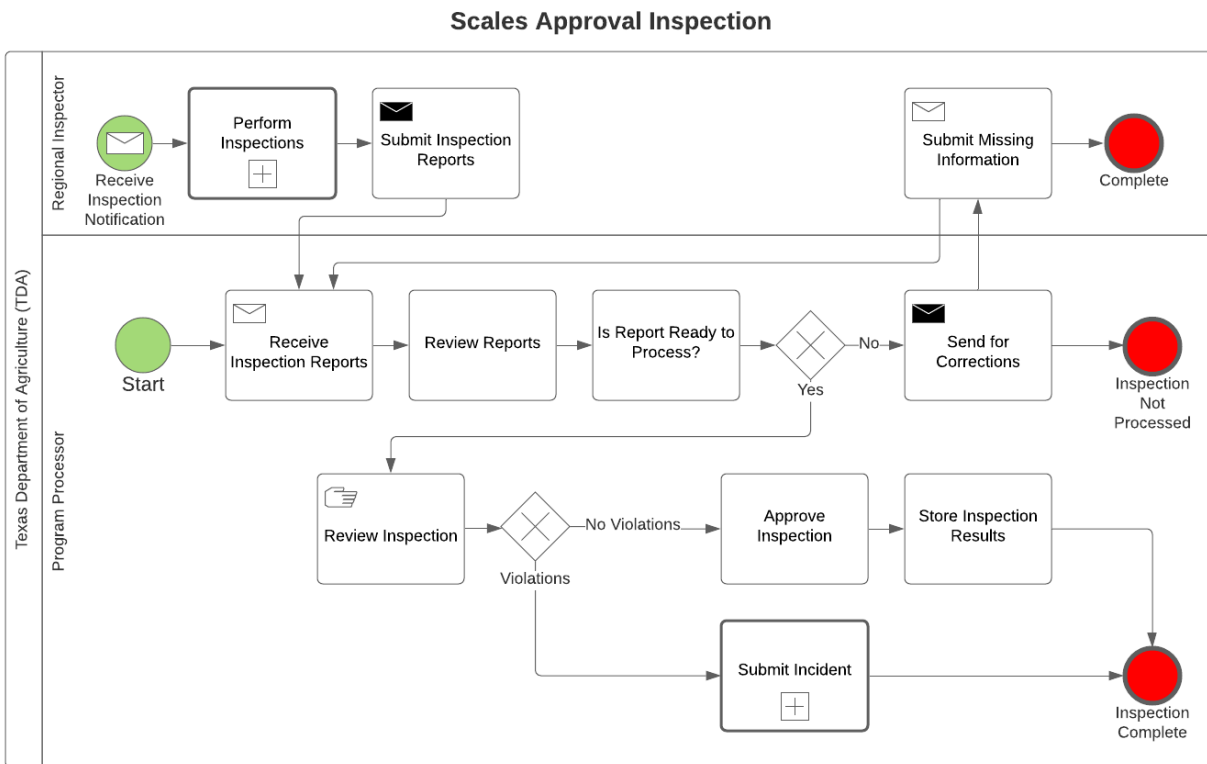
Price Verification Inspection

Price Verification Inspection (Sub-Process)



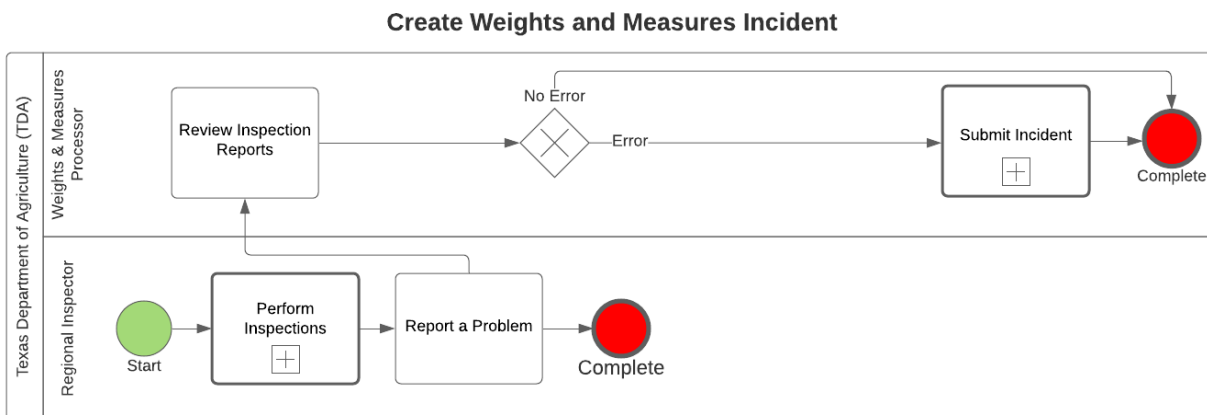
BP-WM-09: Price Verification Inspection

Scales Approvals Inspection



BP-WM-10: Scales Approvals Inspection

Create Weights and Measures Incident



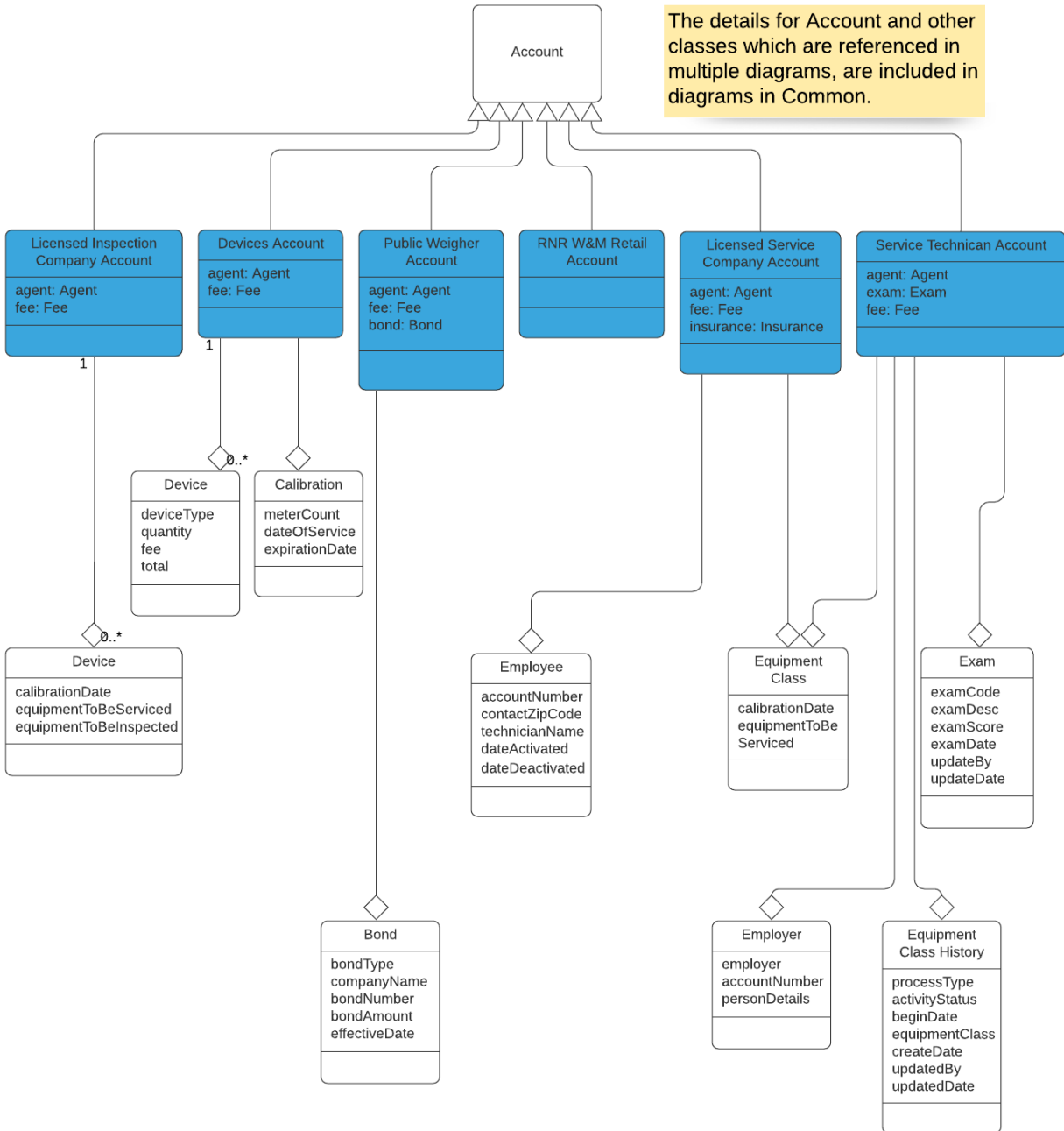
BP-WM-11: Create Weights and Measures Incident

3.5.3 Business Requirements

Please refer to the “Weights and Measures” section in the Word document attached under [Appendix A: All Business Rules](#).

3.5.4 Business Domain Model

Weights and Measures



DM-WM-01: Weights and Measures

3.5.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Ability to fill out the RWM-780 reporting form online for LSCs and LST to directly enter their service reports.	Currently, all LSCs and LST sends the RWM-780 reporting forms through Mail or email to TDA	TDA shall provide the ability for LSCs and LST to fill out and upload the Forms and Documents online.	Sending forms or documents through the mail is time-consuming, takes days or even weeks sometimes. Managing forms and documents through mail can be risky due to Mail theft risks.	2, 3
2	Ability to Include information from the reports into BRIDGE into relevant accounts.	Only SMEs can do the updates Manually today.	The System shall provide the ability to auto inserts the report data to bridge for the particular application.	The process of manually entering report data into the system is very time-consuming and may result in an error or incorrect data entry. Incorrect or incomplete information can cause delays in the update. Having the ability to pull the report data to bridge for the particular application can make the process more accurate.	6

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
3	To provide the ability for licensees to fill out CIS order form & make payment online be accessed by the Licensee.	Currently, CIS forms and the required fees can only be mailed out to TDA by licensees	TDA shall allow licensees to order the stickers online by filling out the CIS order form and also allow them to do online payment.	Sending forms through the mail is time-consuming, takes days or even weeks sometimes. Managing forms and payments through mail can be risky due to Mail theft risks. Online payments are the most secure way to manage transactions. Adding a tab called within Licensee BRIDGE account that annotates CIS order and the fulfilling of that order can be an option to avoid that.	2, 3
4	Ability to manage multiple orders on one application for large corporations to make it easy to track and identify.	Currently, one application can only handle one request for a particular company. If a licensee wishes to order another application for the same company, then a new application process needs to be started.	TDA shall provide applicants to add more than one request to one order. The system shall be designed in such a way that for one big corporation, multiple licenses orders can be added and maintain in one application only	Maintaining all the orders from one company in one application can reduce the repetition of data and easy to manage applications and maintenance processes.	2, 3, 4, 12
5	Ability to list multiple sites to receive CIS and only make one payment to cover them all (inclusive of the individual site's Account number).	Currently, the CIS can be ordered only per site and payment can be made only for that site.	TDA shall provide the ability to licensees to order the CIS for multiple sites together in a single application and also make payments for all of them together.	Maintaining all the orders for CIS in one application can reduce the repetition of data and easy to manage payments and maintenance processes.	2, 3

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
6	Adding all the required document list in the 'supporting documents' dropdown, include all elements of an application that are needed to approve the application	Currently, not all documents are listed in the dropdown, and applicants need to be informed separately for additional documents.	Adding additional required document list to the application.	Currently, not all documents are listed in the dropdown and applicants need to be informed separately for additional documents which could cause delayed in the application processes.	3, 5, 8

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.
13. **Auto Unused Tab Removal Feature** – An auto unused tab removal feature needs to be installed while printing information.
14. **Updating the Exam Hand** – Updating the Exam Hand to work across all systems.
15. **Application Inconsistency Removal** - Making code changes to fix the application inconsistency and make it available to be working as expected by the end-user

3.6 Grain Warehouse

The purpose of the Grain Warehouse Program is to protect producers who deposit agricultural commodities in public storage and ensure the financial integrity of the industry. Warehouse regulation is intended to ensure that warehousemen maintain the quantity and quality of grain stored for farmers and other depositors.

3.6.1 Business Capabilities Analysis

The inspection program administers and enforces laws relating to grain storage and requires that any entity which stores grain for the public has to have either a TDA or a USDA-issued license. This allows TDA to ensure that Texas producers have a safe and solvent warehouse for their commodities.

TDA requires public grain warehouses to be licensed and post a security to protect grain depositors. When the department becomes aware of potential violations involving the storage and handling of grain or the possible insolvency of a public grain warehouse, TDA protects the interests of grain depositors by suspending operations to prevent further movement of pending an investigation.

Investigations are conducted by TDA inspectors to measure grain in storage; verify accuracy of accounts for grain depositors, sellers & buyers; and analyze storage, handling, and financial records to ensure that warehouse operators are in compliance with the state’s public grain warehouse laws and regulations.

The Grain Warehouse Law provides depositors with the following protections:

- Licensed warehouses are required to post a bond or other security in the amount of 10 cents per bushel (minimum \$35,000; maximum \$500,000). Bond proceeds may be used to reimburse grain depositors in whole or in part when a warehouse operator fails to meet grain storage obligations
- Licensed warehouses must carry insurance for the full market value of all grain storage obligations.
- Licensed grain warehouses are required to meet certain net worth requirements. If the licensee does not meet those requirements, additional bonding must be obtained.
- Licensed warehouses are subject to random, unannounced examinations by TDA inspectors to verify grain obligations.
- If a grain warehouse becomes insolvent, grain stocks on hand plus the warehouse bond or other security may be used to settle depositor storage claims filed with the department.

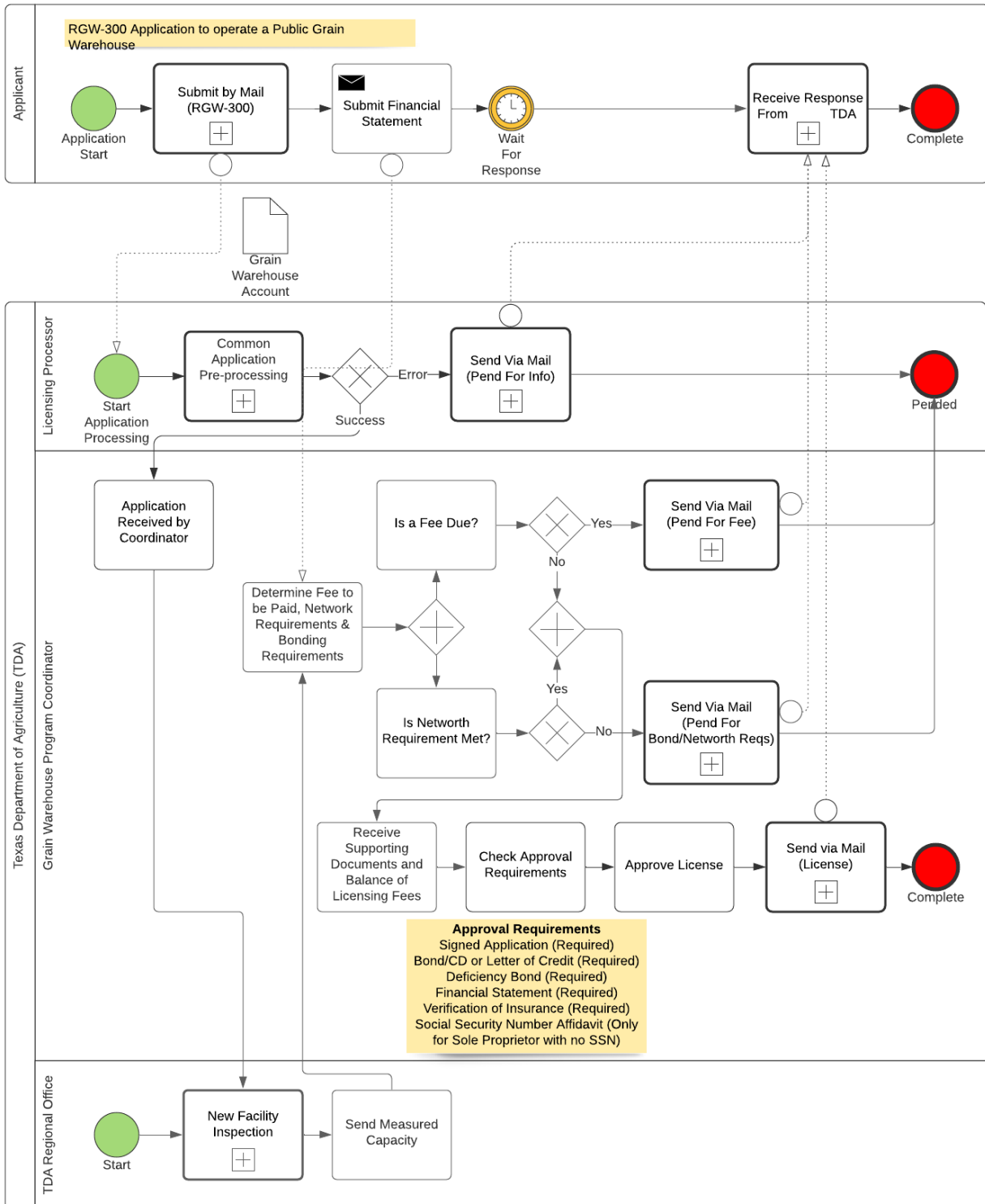
3.6.2 Business Process Models

BP-GRW-01	Grain Warehouse License Application
BP-GRW-02	Grain Warehouse Routine Inspection
BP-GRW-03	Grain Warehouse New or Unlicensed Facility Inspection
BP-GRW-04	Grain Warehouse Capacity Change Inspection
BP-GRW-05	Grain Warehouse Close Out Inspection

Grain Warehouse License Application

Grain Warehouse license is for enabling the producers to have a safe and solvent warehouse for their commodities and to operate the warehouse by maintaining the quality and quantity of the grain stored for farmers and other depositors.

Grain Warehouse License Application

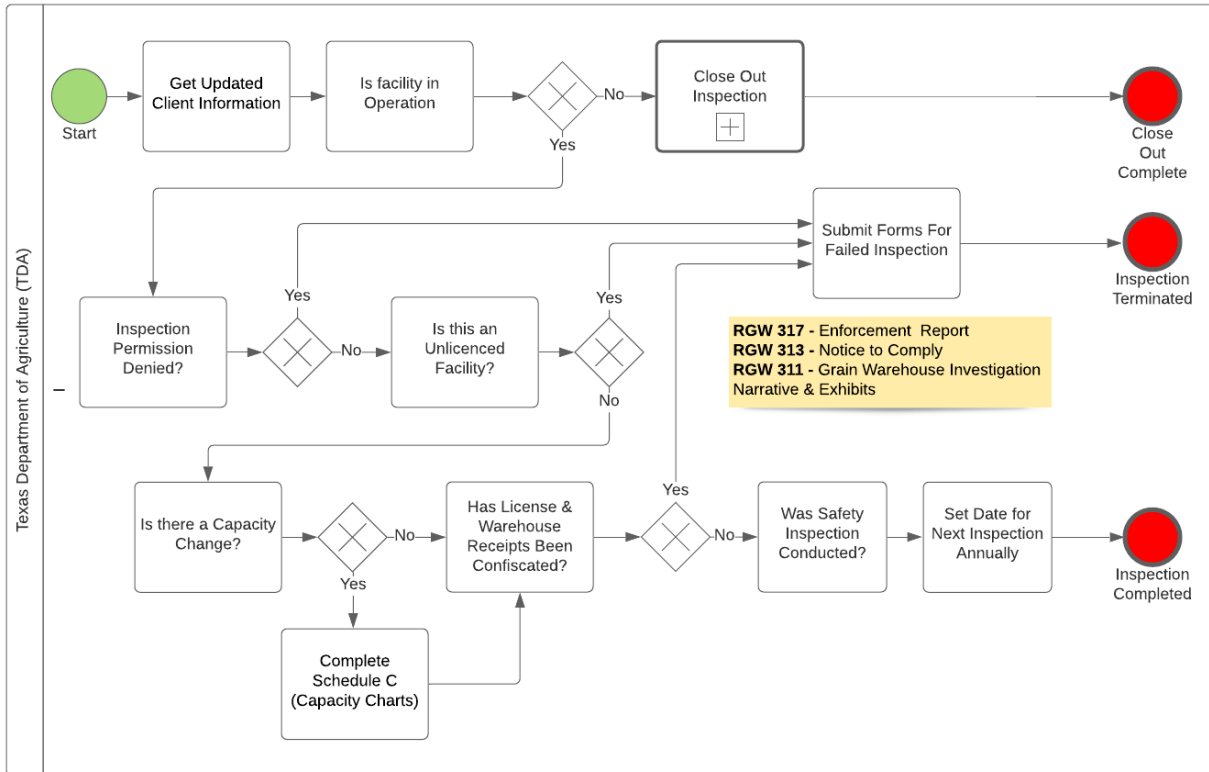


BP-GRW-01: Grain Warehouse - License Application

Grain Warehouse Routine Inspection

Grain Warehouse Routine Inspection is done to check whether the applicant is suitable for properly storing, shipping, or handling grain that is stored or is expected to be stored in the Warehouse. The inspectors check the client Facility and send the reports to the department accordingly.

Grain Warehouse Routine Inspection

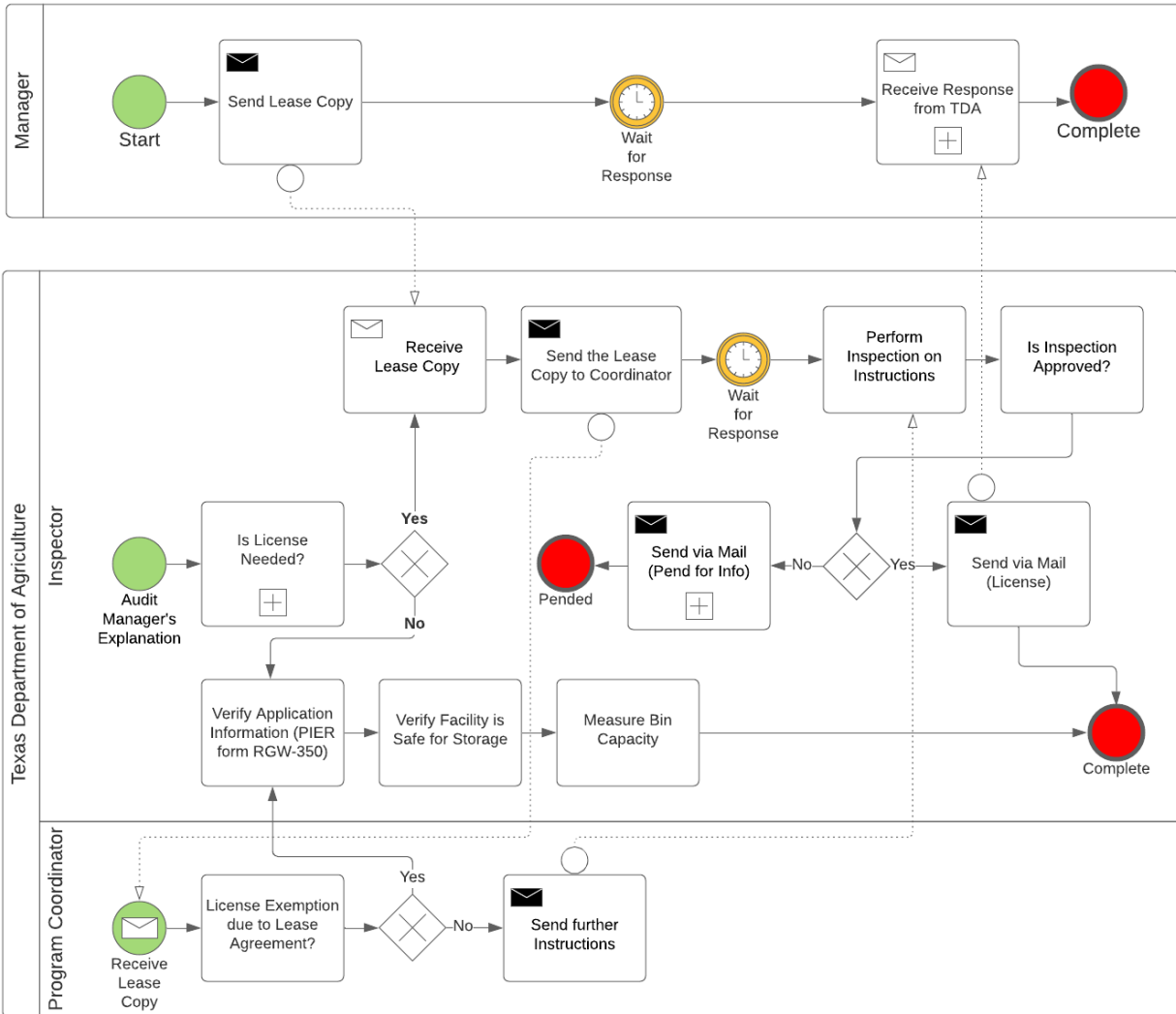


BP-GRW-02: Grain Warehouse Routine inspection

Grain Warehouse New or Unlicensed Facility Inspection

Grain Warehouse New or Unlicensed Facility is done to check whether the facility is capable of storing, shipping, or handling the grain that is stored or expected to be stored in the Warehouse. The Facility must be weather tight to protect grain from the elements at all times and must be structurally sound.

Grain Warehouse New or Unlicensed Facility Inspection

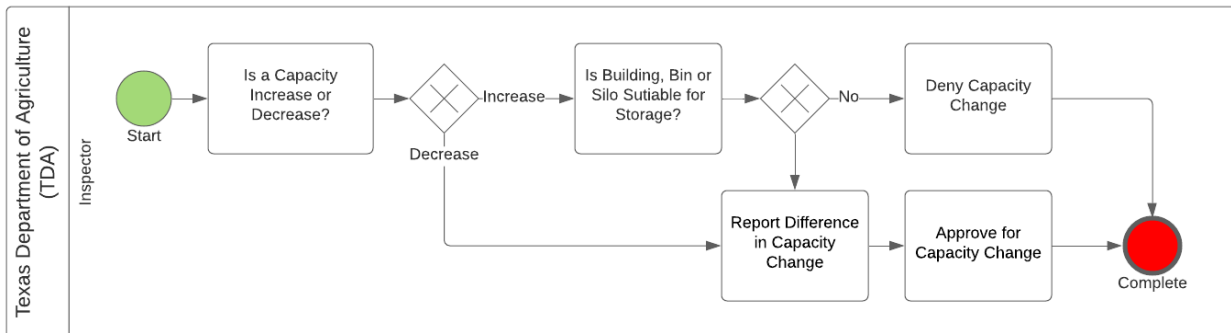


BP-GRW-03: Grain Warehouse New or Unlicensed Facility Inspection

Grain Warehouse Capacity Change Inspection

Grain Warehouse Capacity Change Inspection is done to increase or decrease the storage, shipping, or handling capacity of the grains in the Warehouse. To do that, an inspection is done and changes in building bins are made either to increase or decrease the capacity.

Grain Warehouse Capacity Change Inspection

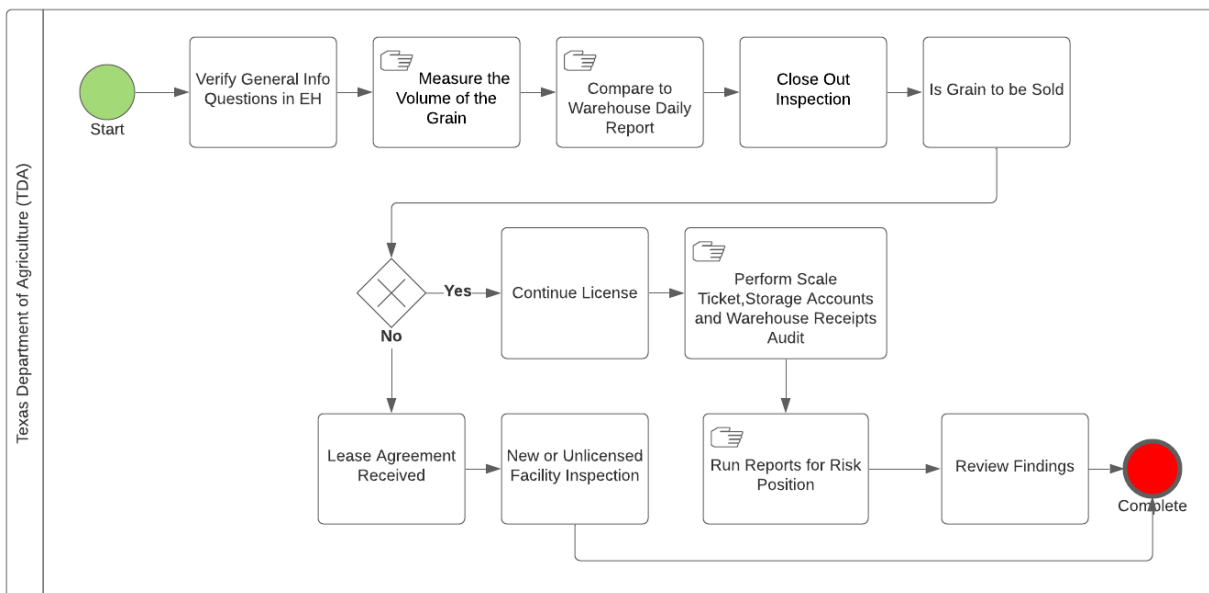


BP-GRW-04: Grain Warehouse Capacity Change Inspection

Grain Warehouse Close Out Inspection

Grain Warehouse Close Out Inspection is done when the rules for storing and handling the grains are not properly followed. In the process, the facility is inspected and the license of the facility is either revoked or allowed to continue accordingly.

Close Out Inspection



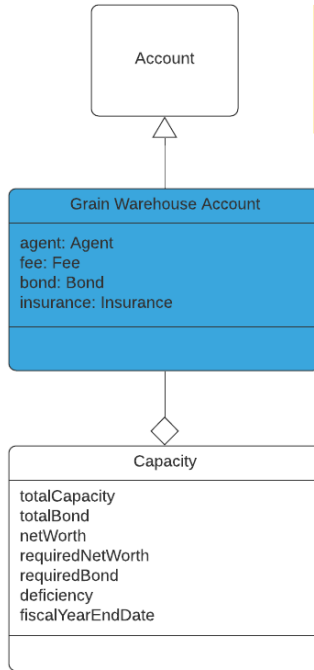
BP-GRW-05: Grain Warehouse Close Out Inspection

3.6.3 Business Requirements

Please refer to the “Grain Warehouse” section in the Word document attached under [Appendix A: All Business Rules](#).

3.6.4 Business Domain Model

Grain Warehouse



The details for Account and other classes which are referenced in multiple diagrams, are included in diagrams in Common.

DM-GRW-01: Grain Warehouse

3.6.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Updating Exam Hand enabling it to run on modern software systems	Exam Hand Application Hangs when the system is in sleep mode	Ability to use the Exam Hand Application in any operating system without any configuration/installation issues.	The Exam Hand application has been developed years back and it hasn't received any updates. The Exam Hand application flow, along with the latest drivers, hasn't been configured to let the application work seamlessly. Frequent security and software not observed. Not being able to open facility plats in Exam Hand.	14
2	Availability of Capacity Charts to the Examiner or the Operator to download as and when necessary.	A printed and mailed copy of the capacity chart is misplaced by the operator and more time is invested in finding it by the examiner to be resent	Capacity chart document being made available through the applicant login for downloading it as and when required. New webpage/tab/dropdown being included to just provide applicant details and download the document quicker.	The document location is not known, and the examiner must log in and navigate to multiple pages to reach a state for downloading the capacity charts. Document not being available online to the applicant to download as and when required. Triggering e-mail when instead of sending it as a physical document through the mail.	1, 4

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
3	Flow change for modifying the capacity which does not come under 60 days period before expiration.	When a capacity is changed entire 10 months round the year other than the 60 days before expiration the Inspectors does not know when the fees have been paid	When a fee has been paid, the inspector will receive an email notification and the application status in BRIDGE reflects that the amount has been paid. Also, an automatic invoice is triggered to the applicant along with a payment link and renewal happens only when the payment is made. There will also be a reminder to be sent three times before the expiration to pay the fee.	If the capacity change is outside of the 60 days before expiration the capacity doesn't go into effect until the fee has been paid. The applicant has no manual tracking capabilities to pay the fee and update the details to the right person. Renewal invoice is generated and being sent manually. No updates to the examiner regarding the payment until the applicant shows up for renewal of the capacity till next year.	2, 3, 4

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
4	Making code changes to fix the application inconsistency and make it available to be working as expected by the end-user	Not able to see the selected inspection type from the dropdown selection and inconsistency in successful uploading of completed inspection reports/forms	Application selections from dropdowns, checkboxes, and other report/form uploads are successful without any uninformed issues. The application should throw a proper error message when an exception occurs in the application code.	Dropdown selections not getting reflected sometimes when a selection is chosen. Some of the New Inspections are not being able to upload to BRIDGE and sometimes not being shown in the bridge when uploaded. Communication between different programs (Exam Hand/ PIER/ Bridge) is not as expected sometimes when a capacity change is being performed. Reviewing and updating the completed routine inspections	15

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
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4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
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13. **Auto Unused Tab Removal Feature** – An auto unused tab removal feature needs to be installed while printing information.
14. **Updating the Exam Hand** – Updating the Exam Hand to work across all systems.
15. **Application Inconsistency Removal** - Making code changes to fix the application inconsistency and make it available to be working as expected by the end-user

3.7 Hemp

The Texas Department of Agriculture opened the hemp licensing and permit application process online on March 16, 2020. "Hemp" means the plant *Cannabis sativa L.* and any part of that plant, including the seeds of the plant and all derivatives, extracts, cannabinoids, isomers, acids, salts, and salts of isomers, whether growing or not, with a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent on a dry weight basis.

3.7.1 Business Capabilities Analysis

Industrial Hemp Program: As per the 2018 Farm Bill, States have been authorized to industrially produce hemp. To comply with this, states need to submit plans to administer hemp programs to USDA. The Texas Legislature passed the Hemp Farming Act in June 2019. According to this Act, it is the policy of Texas that hemp is a viable agricultural crop and an agricultural commodity in this state. The Texas Department of Agriculture (TDA) is the implementing and regulating authority, which will:

1. Promote cultivating and processing hemp and develop new commercial markets for farmers and businesses through the sale of hemp products;
2. Promote the expansion of this state's hemp industry to the maximum extent permitted by law allowing farmers and businesses to cultivate, handle, and process hemp and sell hemp products for commercial purposes;
3. Encourage and empower research into hemp production and hemp products at institutions of higher education and in the private sector; and
4. Move this state and its citizens to the forefront of the hemp industry.

The Texas Department of Agriculture opened the hemp licensing and permit application process online on March 16, 2020. "Hemp" means the plant *Cannabis sativa L.* and any part of that plant, including the seeds of the plant and all derivatives, extracts, cannabinoids, isomers, acids, salts, and salts of isomers, whether growing or not, with a delta-9 tetrahydrocannabinol concentration of not more than 0.3 percent on a dry weight basis. TDA charges a fee for issuing licenses. These licenses are valid for one year only.

Program Rules

(A) The department shall adopt rules to establish a state hemp program that:

- (1) promotes the cultivating and processing of hemp and the commercial sale of hemp products; and
- (2) regulates hemp production in this state.

(B) in adopting rules under Subsection (A), the department shall consult with:

- (1) relevant public agencies; and
- (2) private, nonprofit associations in the hemp industry that promote standards, best practices, and self-regulation in the production of hemp.

(C) Rules adopted under Subsection (A) must

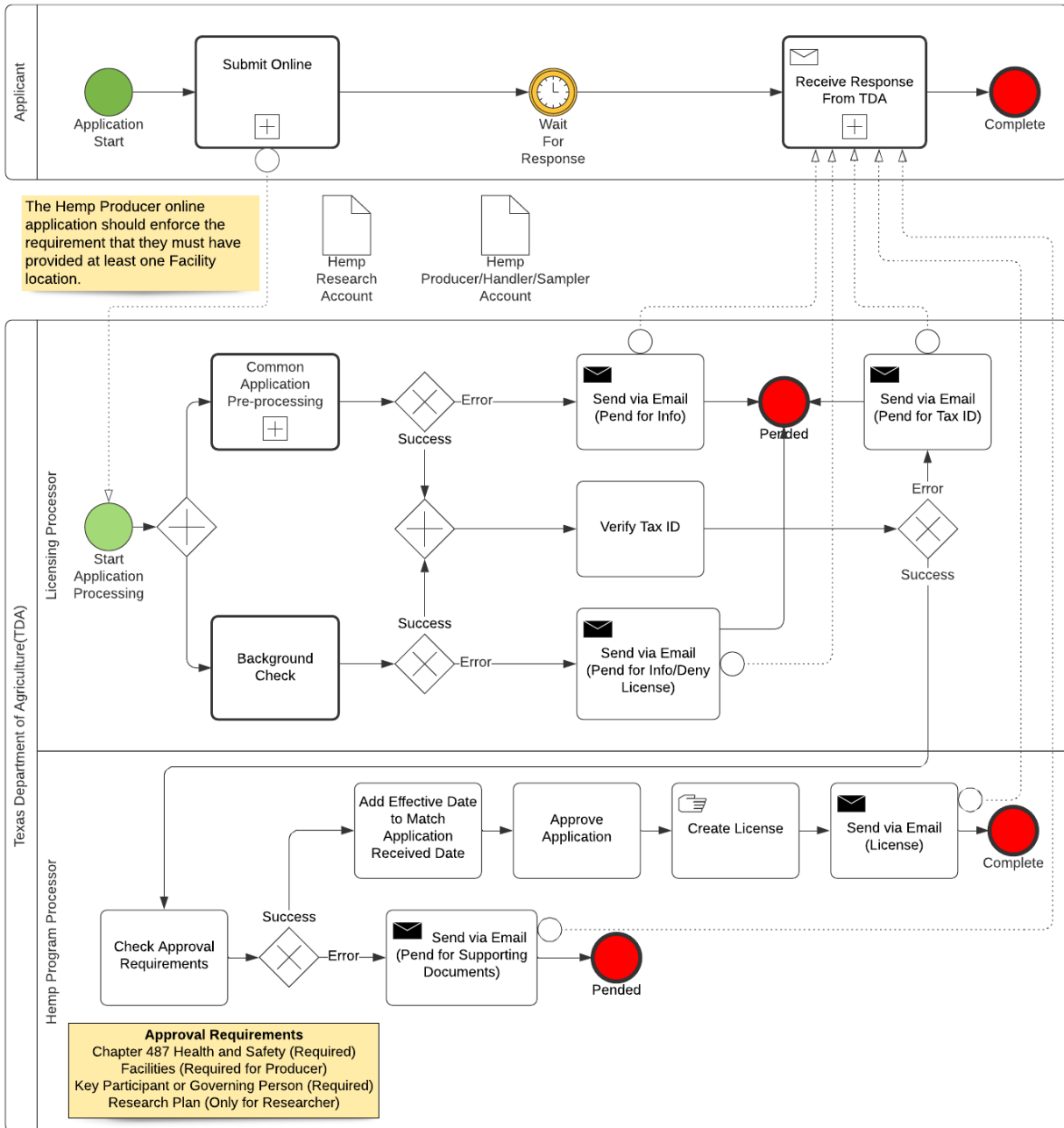
- (1) establish requirements by which the department authorizes an individual or business entity to participate in the state hemp program as a hemp producer;
 - (2) prescribe the manner in which an institution of higher education may participate in or be affiliated with the program;
 - (3) prescribe sampling and testing procedures to ensure that hemp plants cultivated, handled, or processed in this state, and hemp products processed in this state, do not exceed the federally defined THC level for hemp;
 - (4) provide due process consistent with Chapter 2001, Government Code, including an appeals process, to protect hemp producers from the consequences of imperfect test results; and
- (1) prescribe enforcement procedures that are consistent with Section 297B(e), Agricultural Marketing Act of 1946(7 U.S.C. Section 1639p(e)).

3.7.2 Business Process Models

BP-HEMP-01	Hemp Producer/Handler/Sampler/Researcher
BP-HEMP-02	Hemp Processor and Laboratory
BP-HEMP-03	Lot Crop Permit Application
BP-HEMP-04	New Facility License Request
BP-HEMP-05	Facility Modification Request
BP-HEMP-06	Hemp Change Account Request
BP-HEMP-07	Hemp Official Sample Manifest Request
BP-HEMP-08	Hemp Unofficial Sample Manifest Request
BP-HEMP-09	Hemp Renewal by Mail
BP-HEMP-10	Hemp Renewal Online
BP-HEMP-11	Send Hemp Disposal Report
BP-HEMP-12	Hemp Lot Report

Hemp Producer/Handler/Sampler/Researcher License Application

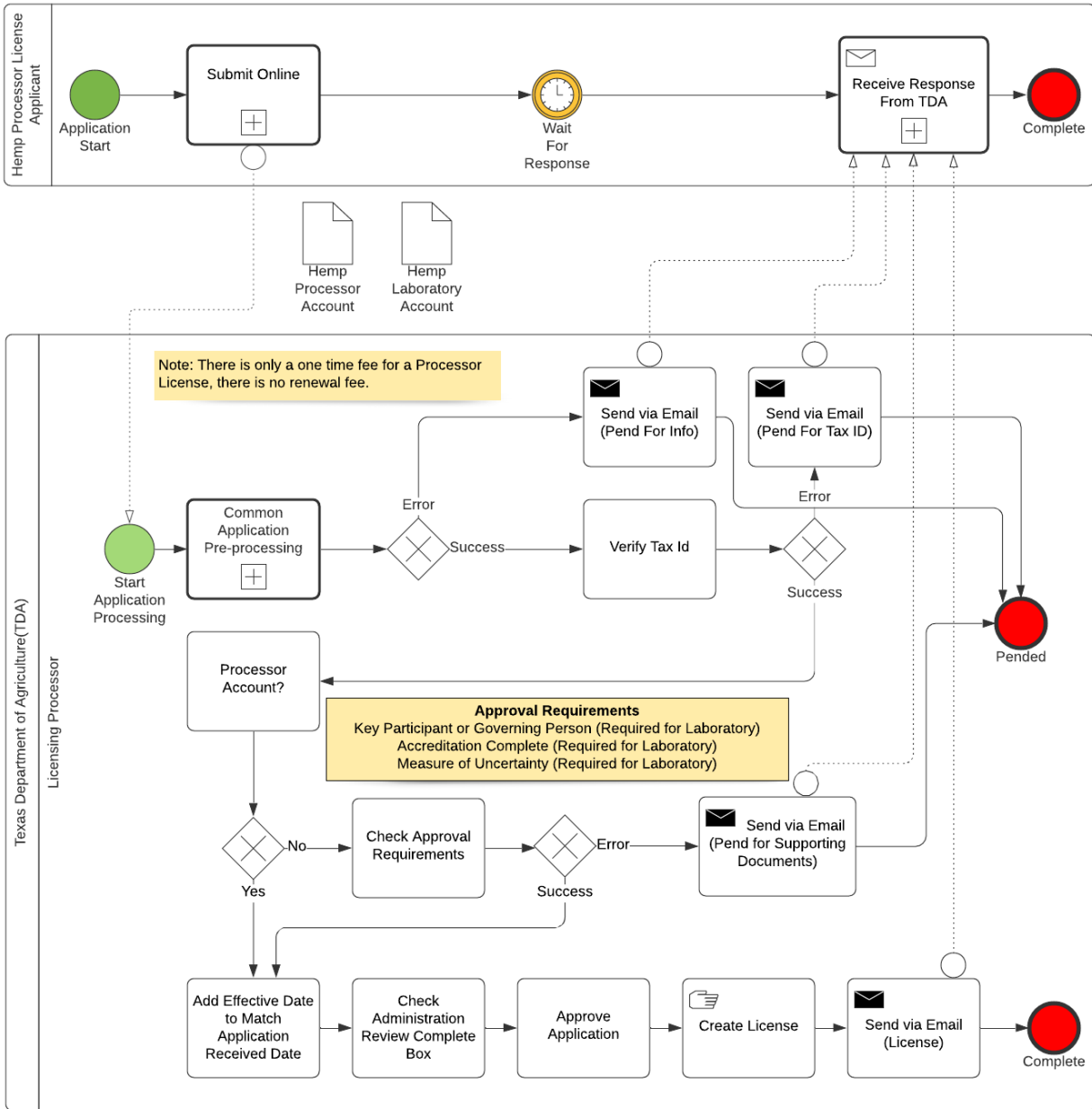
Hemp Producer/Handler/Sampler/Reseach License Application



BP-HEMP-01: Hemp Producer/Handler/Sampler/Researcher License Application

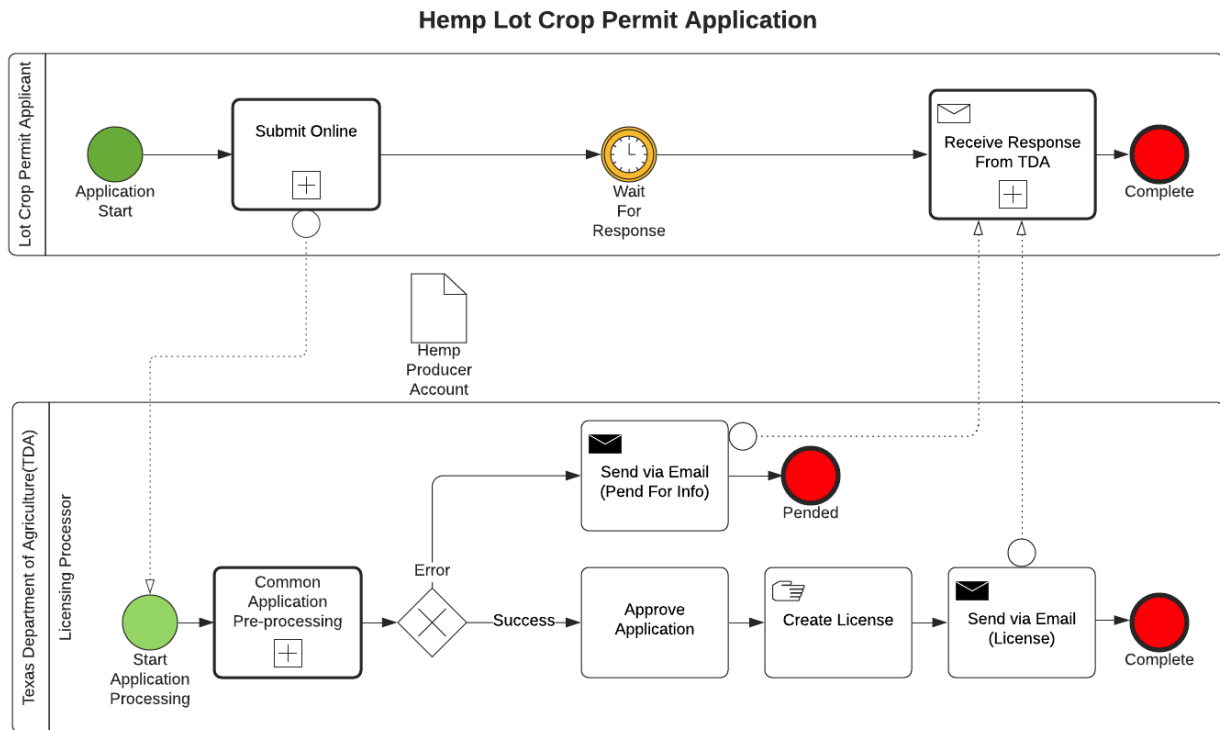
Hemp Processor and Laboratory License Application

Hemp Processor and Laboratory License Application



BP-HEMP-02: Processor License Application

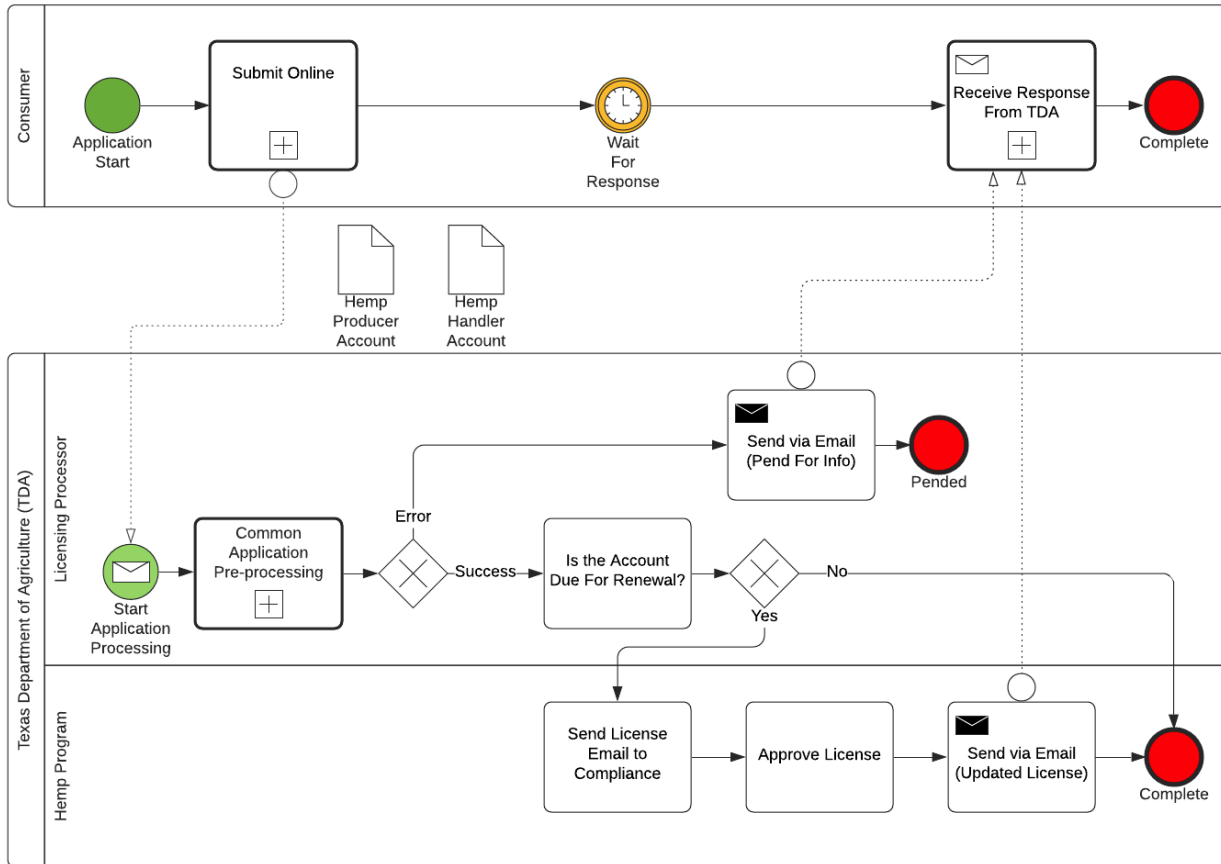
Hemp Lot Crop Permit Application



BP-HEMP-03: Hemp Lot Crop Permit Application

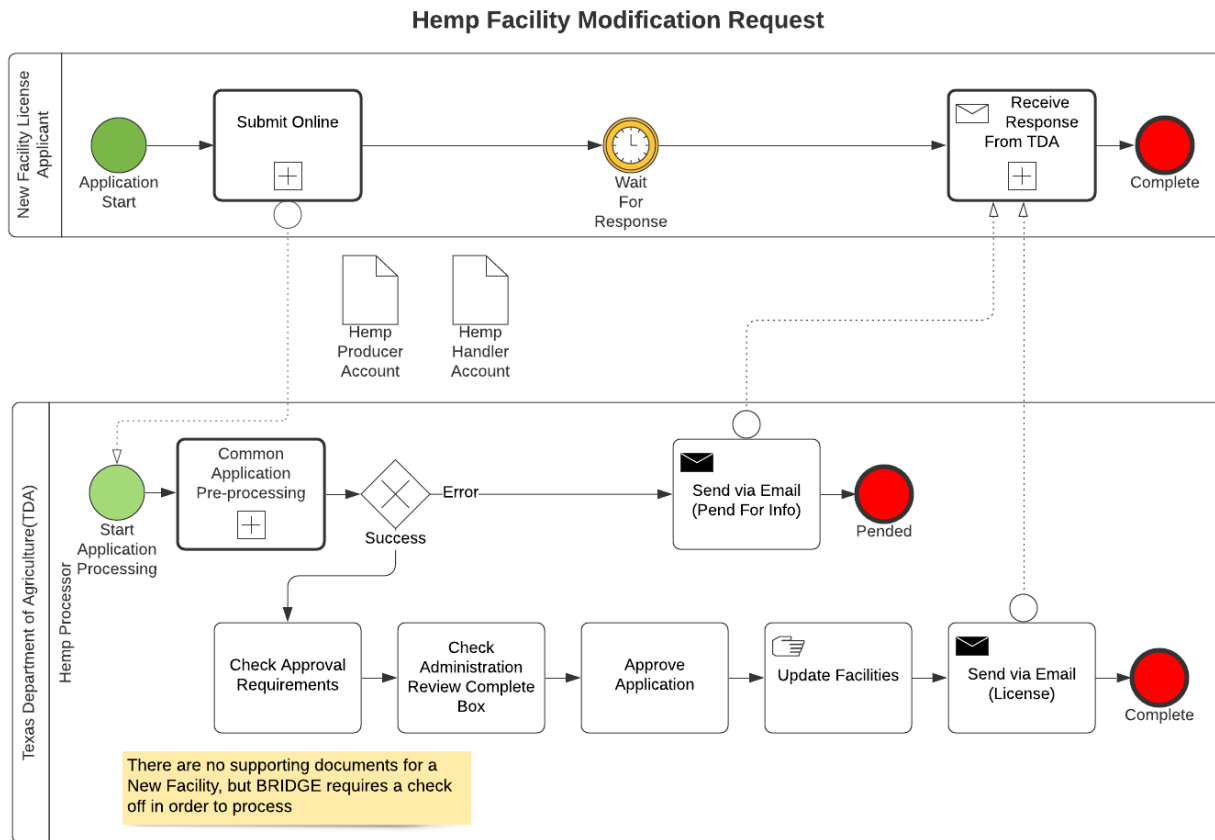
New Hemp Facility Request

New Hemp Facility Request



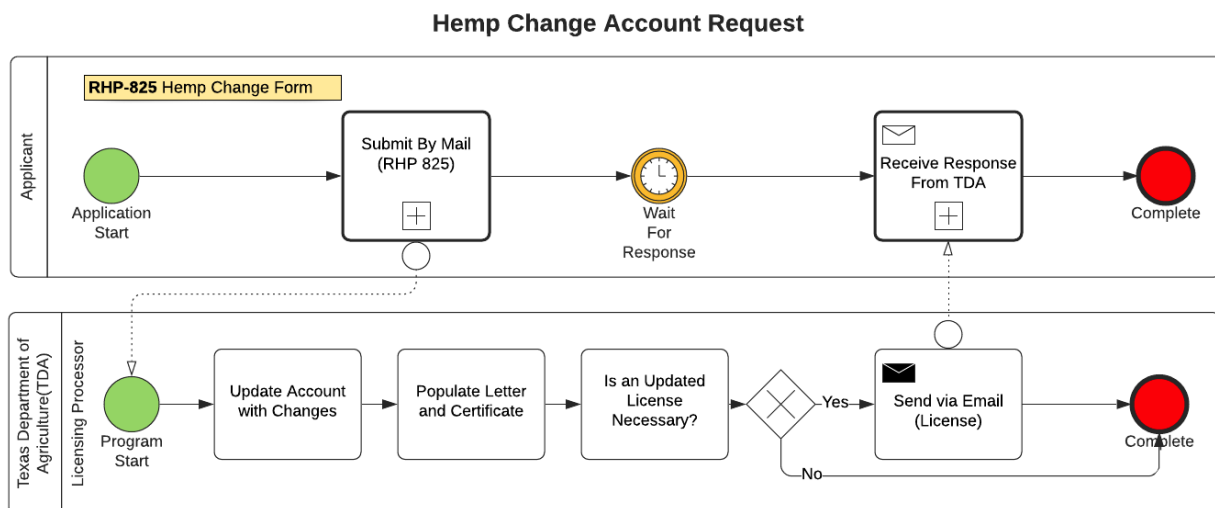
BP-HEMP-04: New Hemp Facility Request

Hemp Facility Modification Request



BP-HEMP-05: Facility Modification Request

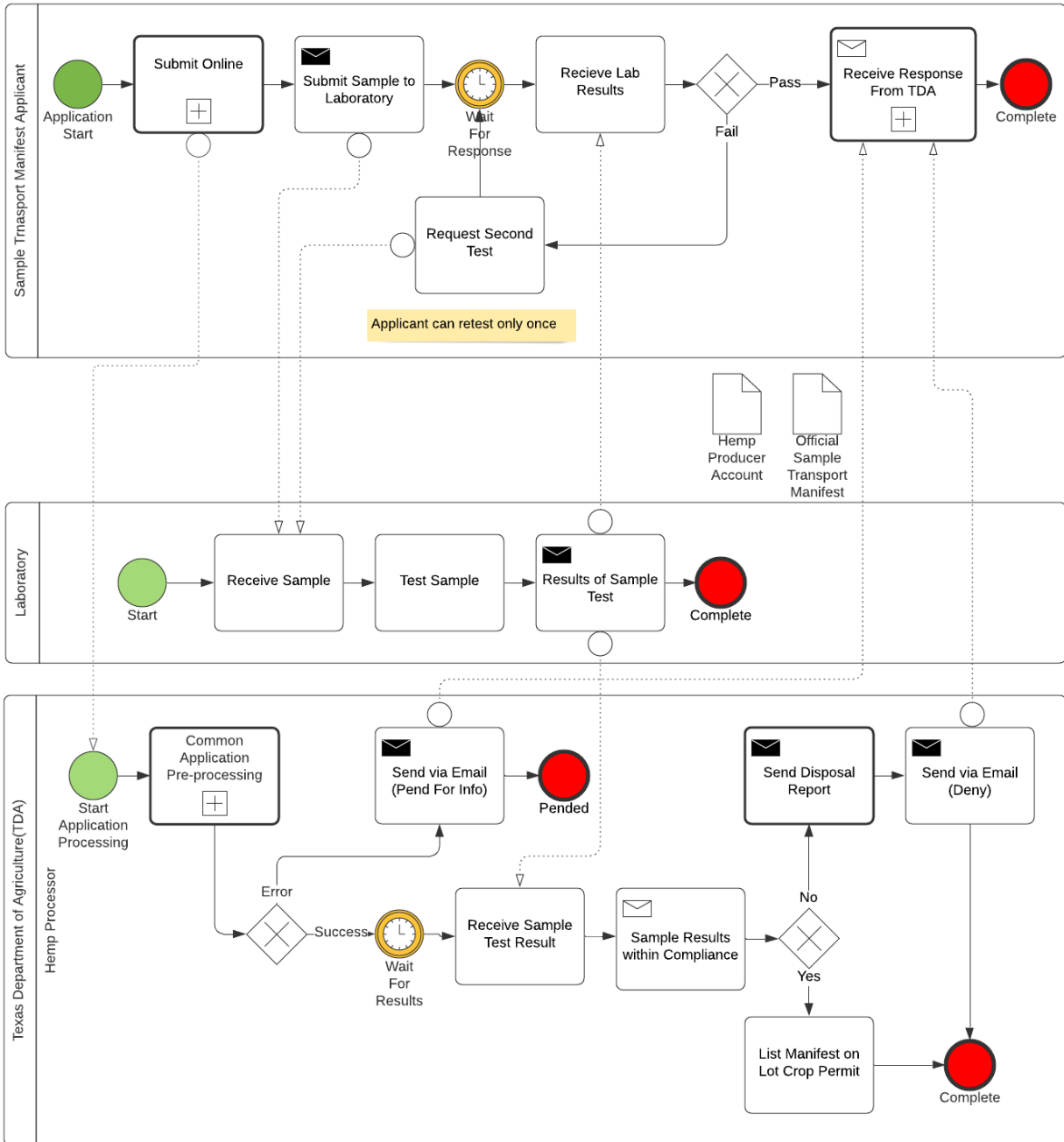
Hemp Change Account Request



BP-HEMP-06: Hemp Change Account Request

Hemp Official Sample Transport Manifest Application

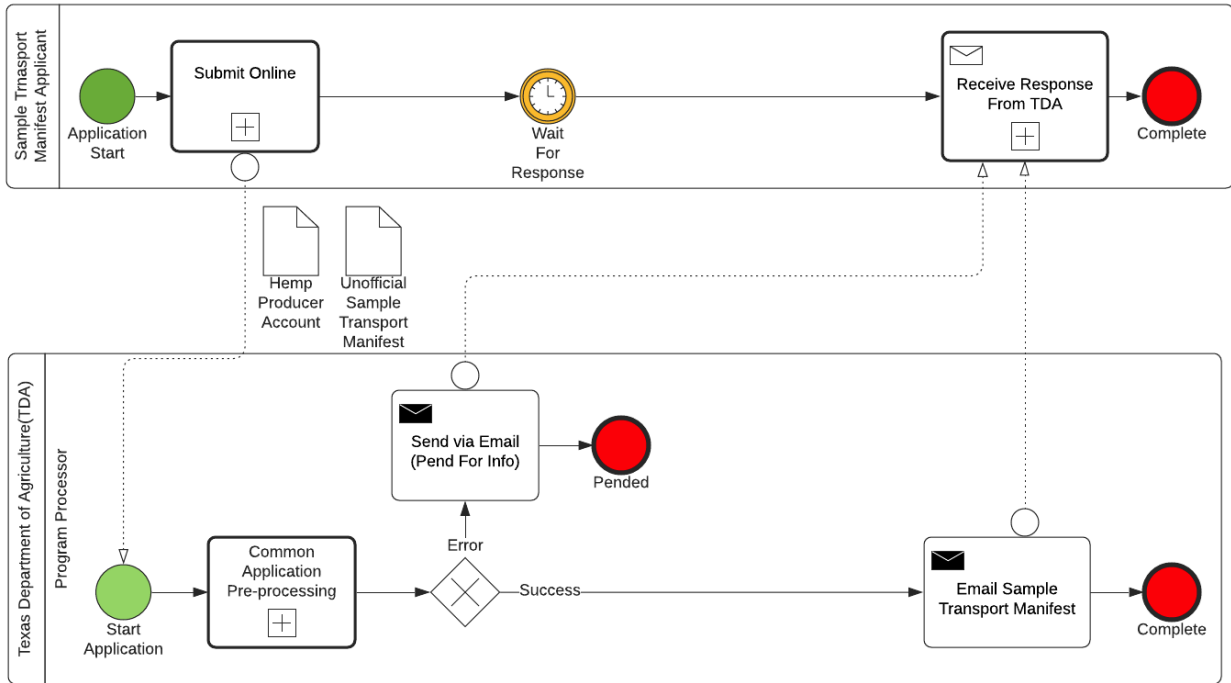
Hemp Official Sample Transport Manifest Application



BP-HEMP-07: Hemp Official Sample Transport Manifest Application

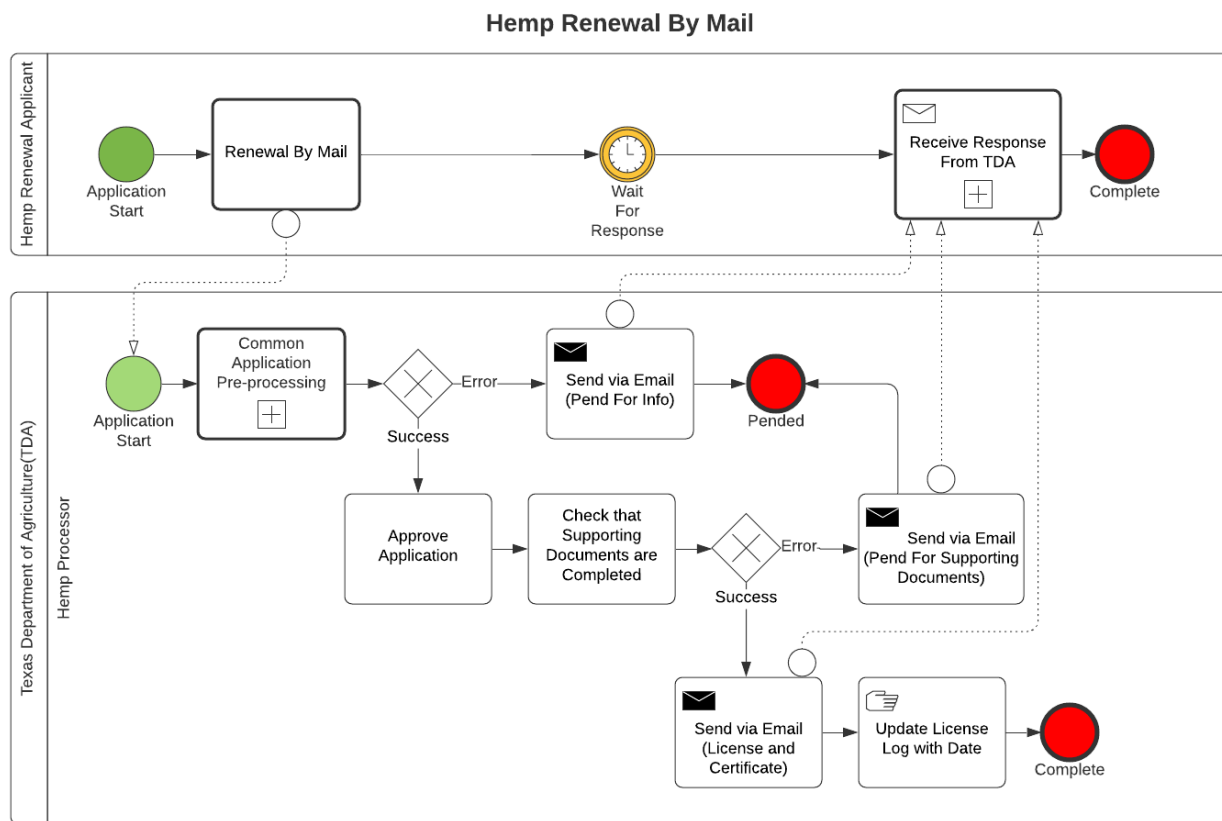
Hemp Unofficial Sample Transport Manifest Application

Hemp Unofficial Sample Transport Manifest Application



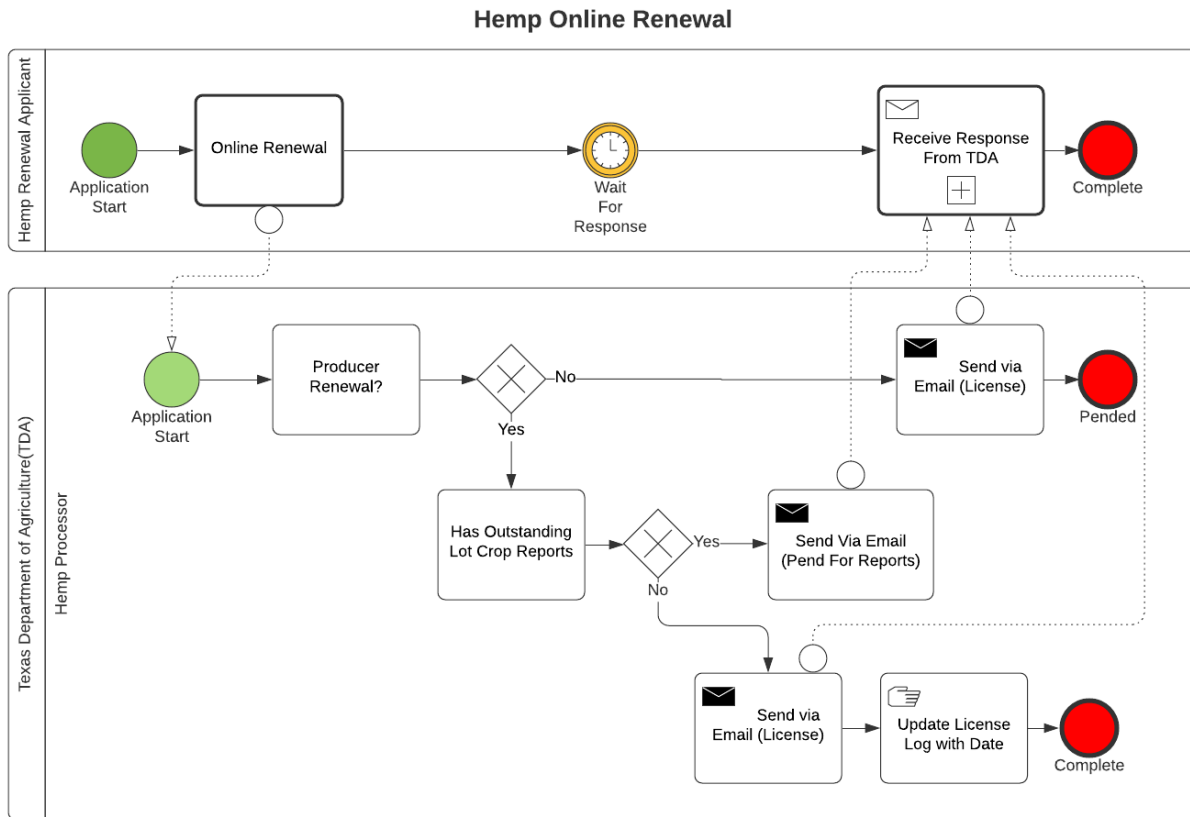
BP-HEMP-08: Hemp Unofficial Sample Transport Manifest Application

Hemp Renewal by Mail



BP-HEMP-09: Hemp Renewal by Mail

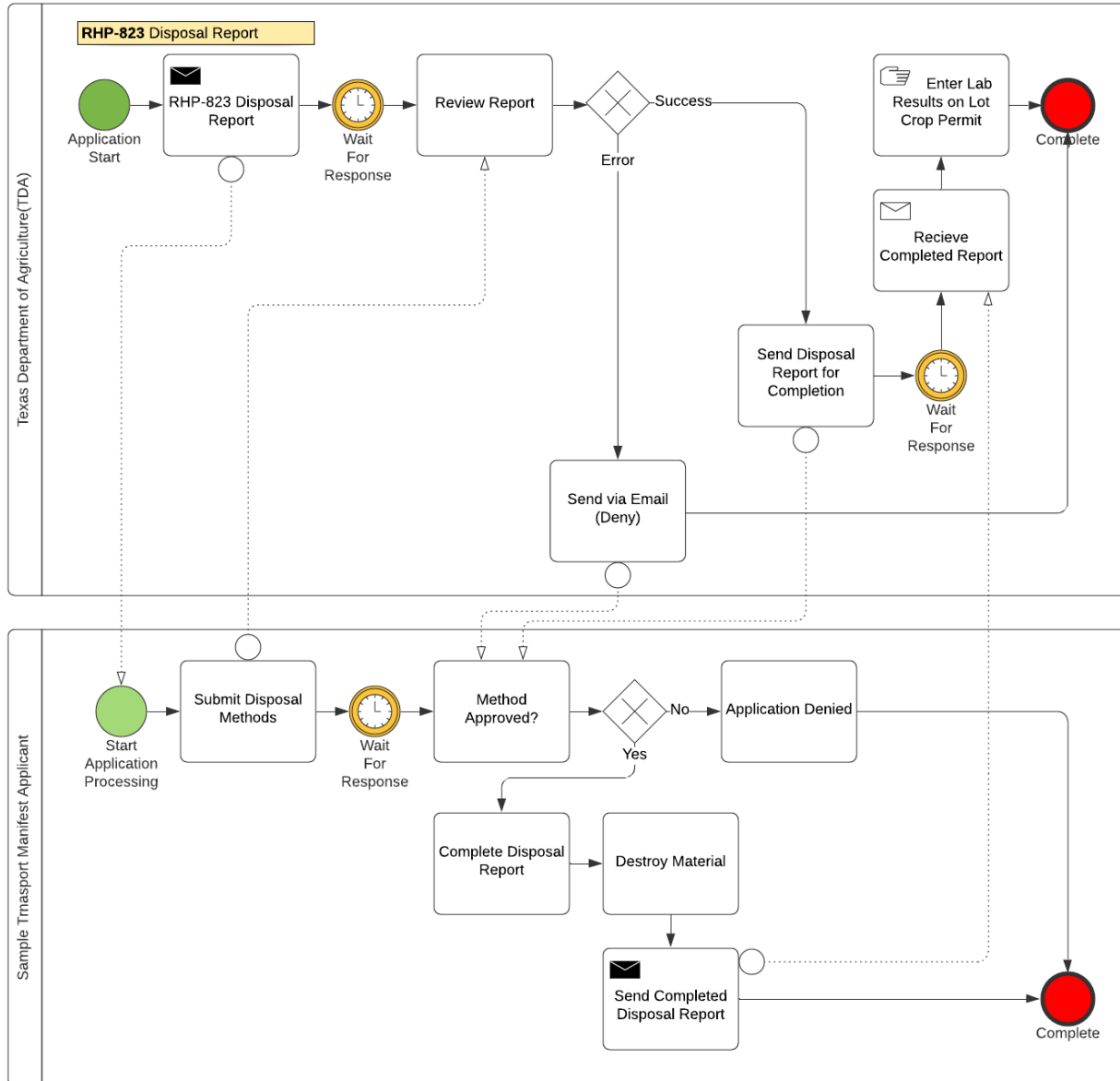
Hemp Online Renewal



BP-HEMP-10: Hemp Online Renewal

Send Hemp Disposal Report

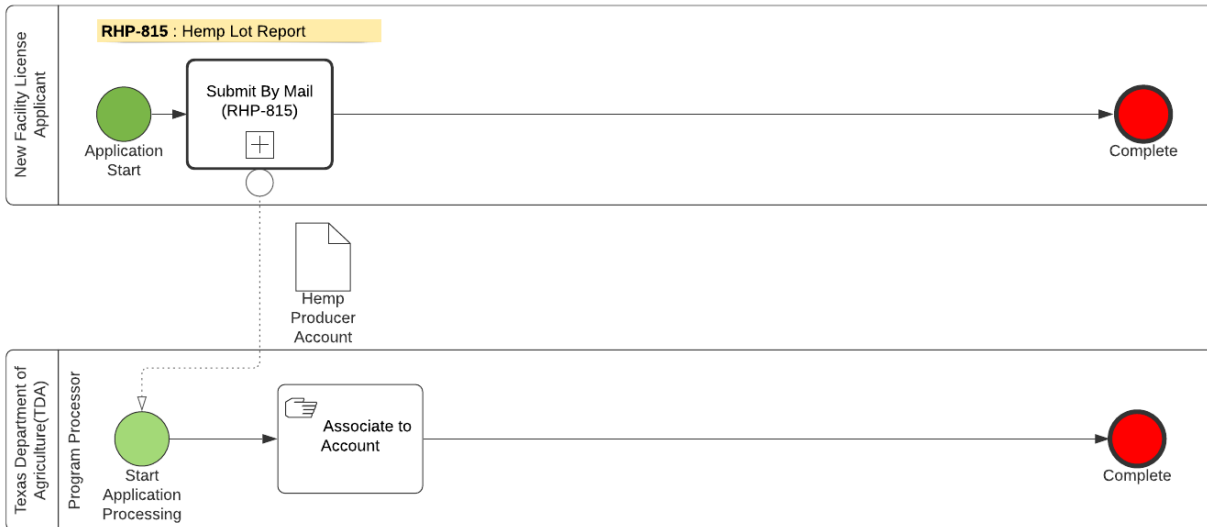
Send Hemp Disposal Report (Sub-Process)



BP-HEMP-11: Send Hemp Disposal Report

Hemp Lot Report

Hemp Lot Report

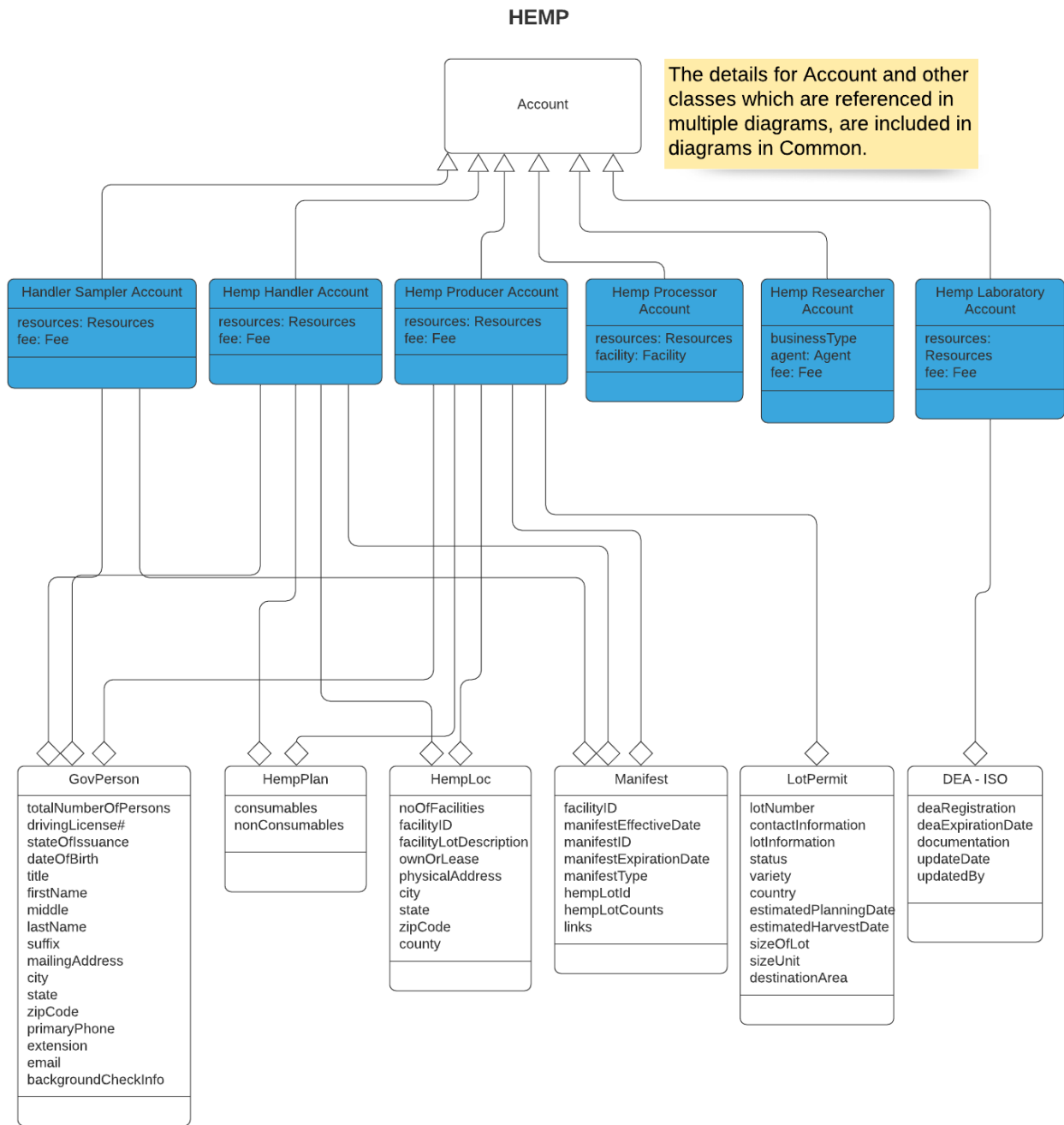


BP-HEMP-12: Hemp Lot Report

3.7.3 Business Requirements

Please refer to the “Hemp” section in the Word document attached under [Appendix A: All Business Rules](#).

3.7.4 Business Domain Model



DM-HEMP-01: Hemp

3.7.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Search Engine for accounts.	It's hard to find information specific to an account and also time-consuming.	Feature to search information. Can enter any item associated with an account & it will bring up all info.	The information which has to be lookup sometimes could be hard to find and time-consuming.	11
2	Automatic information addition to LCP BRIDGE	TDA Department has to add the information to LCP BRIDGE that Producers provide.	Online System that can allow Producer to enter Lot report information & it is directly attached to the corresponding Lot Crop Permit (LCP) in BRIDGE.	Incorrect addition of information can occur with a manual process. There's a chance of documents getting missed or being sent to an incorrect delivery address.	12
3	Sampler to directly enter information to specific BRIDGE account	The information for the Sample collection for a specific account must be manually added to BRIDGE by TDA staff.	Online System that can allow Sampler to enter sample collection information on specific account/LCP in BRIDGE	There is a chance for the Sample information that has been mailed or manually uploaded could be incorrect. This method can also be time-consuming making it a less efficient method.	1
4	THC Laboratory to directly enter information to specific BRIDGE account	The THC sample test results for a specific account must be added manually added by the TDA department after they receive information from THC Laboratory	Online System that can allow THC Laboratory to enter Official sample test results on specific account/LCP	There is a chance the document could get lost. The incorrectness of the information can delay the process.	1
5	Auto Notification to Producer for due on LCP	There's no feature to notify the Producer to alert about the due on Lot report which must be done manually and is time-consuming.	Alert feature for Automatic notification sent to Producer when Lot report is due on LCP.	Alerting the Producer manually can be time-consuming.	3

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
6	Online Renewal for Processor	There is no feature for the Processor to renew online. Everything must be done manually by the TDA department.	Feature for Processor to renew online.	Sending information through the mail could delay the process. There's also a chance of the document getting lost or being sent to the wrong delivery address.	1, 3
7	Automatic hold of Renewal license for Producer	Renewals for Producer having outstanding lot reports is put on hold and it must be done manually.	Feature for Automatic hold on Producer renewal license if they have outstanding lot reports.	There is a chance for the Sample information that has been mailed or manually uploaded could be incorrect. This method can also be time-consuming making it less efficient.	1, 3
8	Automatic check on sample results for transport manifest	A manual check must be done for the transport manifest for all LCP to make sure an official sample has been taken.	Feature for Automatic check feature on transport manifest for all LCPs listed to make sure an Official sample has been taken. Flagging feature for LCP test fails	The check for each tab test report could be time-consuming.	7

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
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10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.

3.8 Agricultural Pesticide

The Agricultural Pesticide Program licenses applicators using restricted-use and state-limited-use pesticides and regulated herbicides in several agricultural and rural-use categories.

However, the Texas Pesticide Law requires licensure of persons that are using or supervising the use of a restricted-use or state-limited-use pesticide or a regulated herbicide. Also, individuals who apply restricted-use and state-limited-use pesticides or regulated herbicides on a commercial basis are required to register pesticide application equipment.

A general-use pesticide can be purchased and used by any person. Products sold at a discount, hardware, or grocery store are commonly general-use, but the label should be checked to be certain.

3.8.1 Business Capabilities Analysis

Note: *The Structural Pest Control Services (SPCS) Program licenses applicators who apply pesticides in and around structures. [This section is for Agriculture Applicators which is not the same as SPCS applicators and have different requirements](#)*

Pesticide Commercial/Noncommercial Applicator License

TDA licenses pesticide applicators who use restricted-use and state-limited-use pesticides and regulated herbicides.

- **Commercial Applicator:** operates a business or is employed by a business that applies restricted-use or state-limited-use pesticides to the property of another person for hire or compensation.
- **Noncommercial Applicator:** is required to be licensed, but does not qualify as a commercial applicator.
- **Noncommercial Political Subdivision (NCPS):** an applicator employed by a political subdivision of the state of Texas or a federal agency operating in Texas.

Private Applicator

A person who uses or supervises the use of restricted-use or state-limited-use pesticides for the purpose of producing an agricultural commodity on property owned or rented by the person or the person's employer or under the person's general control; or on the property of another person if applied without compensation other than the trading of personal services between producers of agricultural commodities.

An agricultural commodity is defined as a plant or animal grown for sale, lease, barter, feed, or human consumption and animals raised for farm or ranch work. Private applicator licenses are valid for five years, and the applicator must obtain 15 CEUs during that time to renew.

Licensed private applicators are required to recertify every five years by obtaining 15 continuing education credits, including two (2) credits in laws and regulations and two (2) credits in integrated pest management (IPM), before the expiration of the license. A list of courses is available on TDA's website.

Private applicators may earn the required credits by passing the recertification exam that includes questions on information covered in continuing education courses. If an applicator passes the exam, a certificate of completion for 15 CEUs will be issued. The exam costs \$64 per attempt.

Private Applicator Certificates

From 1977 through 1989, TDA issued private applicator certificates (not licenses) under a voluntary program. Private applicators who originally obtained a private applicator certification before January 10, 1989, were "grandfathered" by the legislature, meaning the certificate does not expire; however, in 1989 the Texas Pesticide Regulations were revised to require recertification for all applicators, including certified applicators, to purchase or use restricted-use or state-limited-use pesticides.

The original "grandfathered" certificates had an issue number of 158532 or below. Because of computer advancements, when the original certificate is recertified, the applicator is given a new certificate number. Certified private applicators may not supervise an application of restricted-use or state-limited-use pesticides. Certificate holders must obtain 15 CEUs every five years to keep the certificate valid.

Commercial Applicator

A person who operates a business or is employed by a business that applies restricted-use or state-limited-use pesticides to the property of another person for hire or compensation. Commercial applicators must renew annually and obtain five CEUs each year.

Noncommercial Applicator

A person is required to use restricted-use or state-limited-use pesticides but who is not a private applicator or commercial applicator. Noncommercial applicators are generally government employees who apply restricted-use or state-limited-use pesticides in the course of their employment or persons employed by businesses applying such pesticides on their own property. Noncommercial applicators must renew annually and obtain five CEUs each year.

Vector Control Licensing

Effective Sept. 1, 2009, TDA assumed the duties of licensing for health-related pest control (mosquito control); duties formerly conducted by the DSHS. This change occurred through HB 1530, which made these changes to Chapter 76, the Agriculture Code. Persons wishing to licenses in health-related pest control will be subject to licensing under the Ag Code and subsequent regulations in the Vector Control Category.

Applicator Business

A pesticide applicator business is a person who applies a state-limited-use or restricted-use pesticide or regulated herbicide to the land of another for compensation and who is a licensed commercial applicator, or employs at least one licensed commercial applicator.

An applicator business is a registration, not a license. However, the business must be registered with TDA and provide proof of liability financial responsibility in the amount of \$100,000 property damage and \$100,000 bodily injury per occurrence or a general aggregate at a minimum of \$200,000 for each occurrence. Businesses must submit a Pesticide Applicator Business Registration form to TDA.

Each motor vehicle used by any applicator business that makes applications in the subcategory landscape maintenance of the lawn and ornamental pest control license use category, category 3(A) will prominently affix an applicator business vehicle identification decal issued and provided by the department on each motor vehicle used by an employee of the applicator business. Decals can be picked up at any TDA regional office.

Licensing and Convenience Testing Procedures!

TDA has contracted with PSI Services (PSI) to administer exams for agricultural pesticide applicator licensing. This is the same vendor that administers exams for SPCS licenses. PSI provides exam opportunities with various schedules for pesticide applicators to test in 22 locations across the state.

Licensees are required to take and pass the General Standards and at least one category exam to be issued a license. The aerial certification (category 9) does not count as a category.

Agricultural Pesticide Applicator Categories

(1) *Agricultural Pest Control*

(A) **Field Crop Pest Control**

The field crop category is for applicators to control insects, diseases, weeds, or other pests of field crops, or the use of harvest aid pesticides in the production of field crops such as cotton, grains, oilseed crops, crops grown for seed, or crops harvested for animal feed (hay) or forage.

(B) **Fruit, Nut and Vegetable Pest Control**

The fruit, nut, and vegetable category is for applicators to control insects, diseases, weeds, or other pests, or the use of harvest aid pesticides, in the production of non-citrus fruit, nut, and vegetable crops.

(C) **Pasture and Rangeland**

The pasture and rangeland category is for applicators to control insects, diseases, weeds, or other pests of field crops, agricultural pastures, rangeland, or adjacent riparian or natural areas, and may include applications to pasture or rangeland vegetation that is harvested for animal feed (hay).

(D) **Vertebrate Pest Control**

The vertebrate pest category is for applicators to control vertebrate pests affecting agricultural production of field, fruit, nut, or vegetable crops, in turf, pastures, rangeland, riparian or natural areas, rights of ways, parks, or crops/vegetation to be harvested for animal feed.

(E) **Farm Commodity Pest Control**

The farm commodity pest control category is for applicators to apply pesticides (including commodity fumigants) to stored raw agricultural commodities on the farm, in a public or private confined storage facility or container, in an open storage platform or vehicle, or to agricultural equipment used to transport raw agricultural commodities, to control pests of a stored agricultural product or a pest subject to a state or federal quarantine requirement.

(F) **Animal Health**

The animal health category is for applicators to control external parasites or pests of agricultural animals including applications of pesticides to, in, or on any area, facility, or vehicle used for the housing, maintenance, or transportation of an agricultural animal.

(G) **Citrus Pest Control**

The citrus category is for applicators to control insects, diseases, weeds, or other pests in the production of citrus plants or citrus fruit.

(H) **Livestock Protection Collar**

The livestock protection collar (LPC) category is for the use of an LPC containing sodium fluoroacetate (Compound 1080) for predator control in the protection of livestock.

Note, there is a TDA-mandated training course that must be done before testing for this category.

(I) **M-44**

The M-44 Device category is for the use of an M-44 device for the control of wild or feral canids in the protection of livestock.

Note, there is a TDA-mandated training course that must be done before testing for this category.

(2) **Forest Pest Control**

The forest pest control category is for applicators to apply pesticides in forests, forest nurseries, and forest seed production.

Agricultural Pesticide Applicator Categories (*continued*)

(3) **Lawn and Ornamental Pest Control**

(A) **Landscape Maintenance**

The landscape maintenance category is for applicators to control pests in the establishment or maintenance of lawns or ornamental plants grown for function or aesthetic purposes in landscapes, such as athletic fields, residential properties, industrial sites, golf courses, parks, and cemeteries.

(B) **Nursery Plant Production**

The nursery plant production category is for applicators to control pests in the production of ornamental plants or other nursery stock and commercial turf. This category includes plants in field production, greenhouses, shade houses, or similar structures.

(4) **Seed Treatments**

The seed treatment category is for applicators to control pests by treating seed before distribution or planting. This category is not required for planter box applications if the applicator is certified in the appropriate agricultural category or is a private applicator.

(5) **Vegetation Management**

The vegetation management category is for applicators to control unwanted plant growth in rights-of-way, in the maintenance of roads, parking lots, utility lines, wind generator sites, pipelines, railways, airports, public surface drainways and ditches, industrial sites including oil field sites, adjacent riparian or natural areas and includes public sewer root control.

(6) **Aquatic Pest Control**

The aquatic category is for applicators to control aquatic weeds or other aquatic pests including aquatic animals, microbes, or other pests, and may include pesticide applications to adjacent riparian or natural areas when water is present.

(7) **Demonstration and Research**

The demonstration and research category is for applicators who do demonstrations or research purposes when using restricted-use pesticides, numbered compounds, or any pesticide not registered by U.S. Environmental Protection Agency (unless exempt from registration under the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) Section 25(b)), or any pesticide used in a manner inconsistent with the label directions.

(8) **Regulatory Pest Control**

The regulatory pest control category is for applications of pesticides when implementing a regulatory program such as a plant pest quarantine, invasive weed control, or other regulated activity conducted by a state, federal, or other political subdivision.

(9) **Aerial Application**

The aerial application category is for applicators who use a pesticide applied by aircraft to any crop or site.

Note: Licensees must have a second category (in addition to the Aerial category) that is specific to the type of application to be conducted.

(11) **Soil Fumigation**

The soil fumigation category is for applicators who apply fumigant pesticides to soil environments.

(12) **Public Health Pest Control**

The public health pest control (vector control) category is for pesticide applications made for the purpose of treating, repelling, mitigating, or otherwise controlling any non-human organism that is, or might be, a vector of human disease by a pesticide applicator who is an employee of, or an independent contractor for, a federal, state, county, city, mosquito or vector control district or other political subdivision, or a person working under the direct supervision of a pesticide applicator who is an employee of, or an independent contract for, a federal, state, county, city, mosquito or vector control district or other political subdivision.

Recertification Requirements

Licensed commercial, noncommercial, and NCPS applicators are required to recertify every year by obtaining five continuing education credits; with one credit each from two of the following categories:

- laws and regulations
- integrated pest management
- drift minimization

Change of Information

The Texas Administrative Code (rule 7.20) requires all licensees to notify the department within 30 days of any change in the information provided as part of the application for a license. Licensees must submit a change of information form that is signed.

Record Keeping

Commercial, non-commercial, and NCPS applicators shall maintain records of all pesticide applications for a period of two years. Records must include the following information:

- Date and time of application
- The person for whom the application was made
- Location of land
- Product name
- EPA registration number
- Rate of product per unit
- Total volume applied per unit
- Pest treated
- Site treated
- Total acres or volume of acre treated (e.g. acre, square feet, number of heads)
- Wind direction and velocity and air temperature
- FAA "N" number of aerial equipment; ID number of other application equipment
- Applicator name and license number and/or person making the application
- Spray permit number for regulated herbicides applied in a regulated county

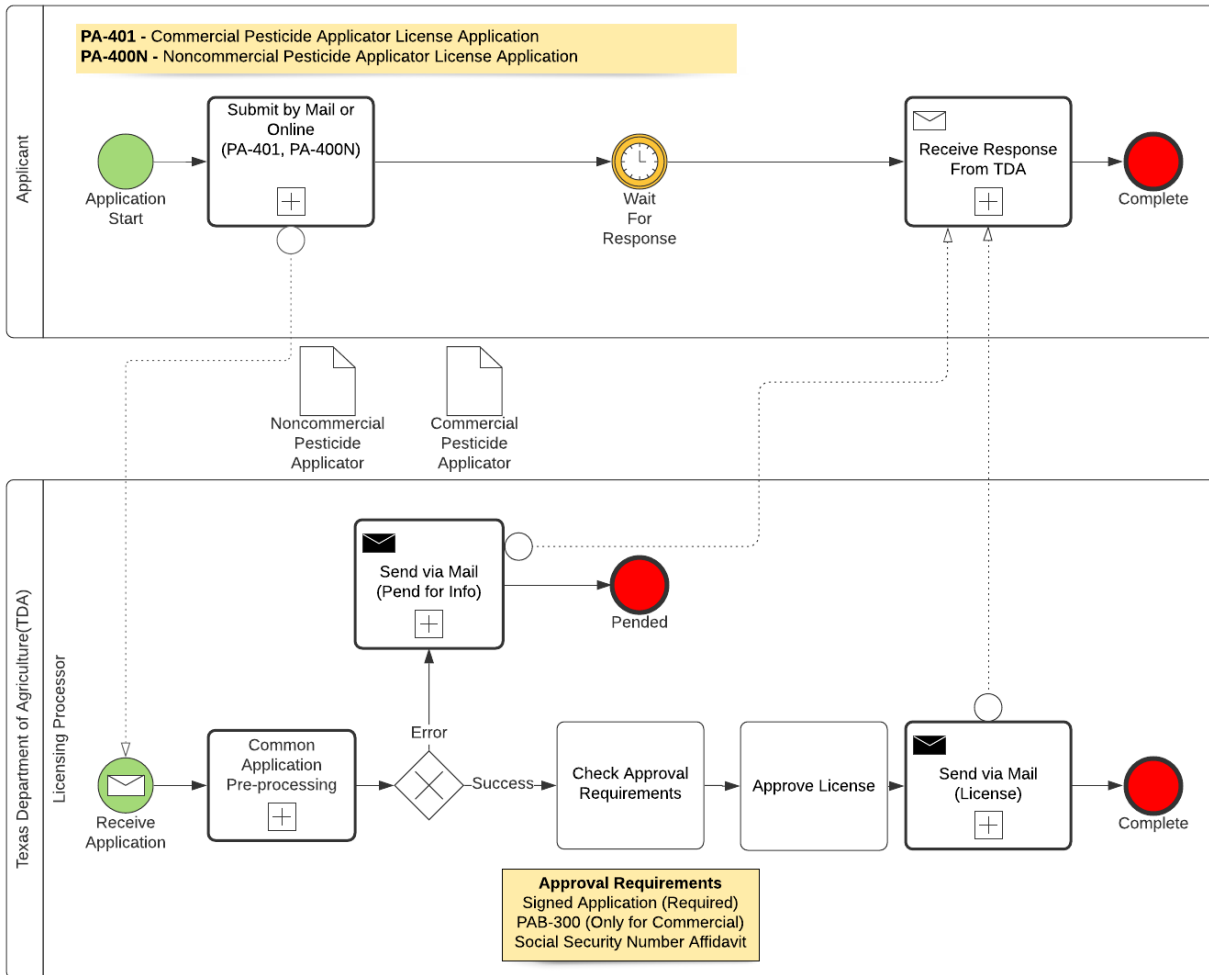
3.8.2 Business Process Models

BP-AGPEST-01	Pesticide Applicator License Application
BP-AGPEST-02	Licensed Private Applicator Application
BP-AGPEST-03	Pesticide Dealer License Application
BP-AGPEST-04	Continued Education Course Approval
BP-AGPEST-05	Applicator Business
BP-AGPEST-06	Complete Texas A&M AgriLife Training

Pesticide Applicator License Application

Pesticide Applicator applies for a license via mail or online along with all supporting documents. Once the application is received, a TDA License processor reviews the application, along with necessary training certificates, and approves the Pesticide License. For any pending documents or certificates, the applicator is contacted and the license is approved only when all the conditions are met.

Pesticide Applicator License Application

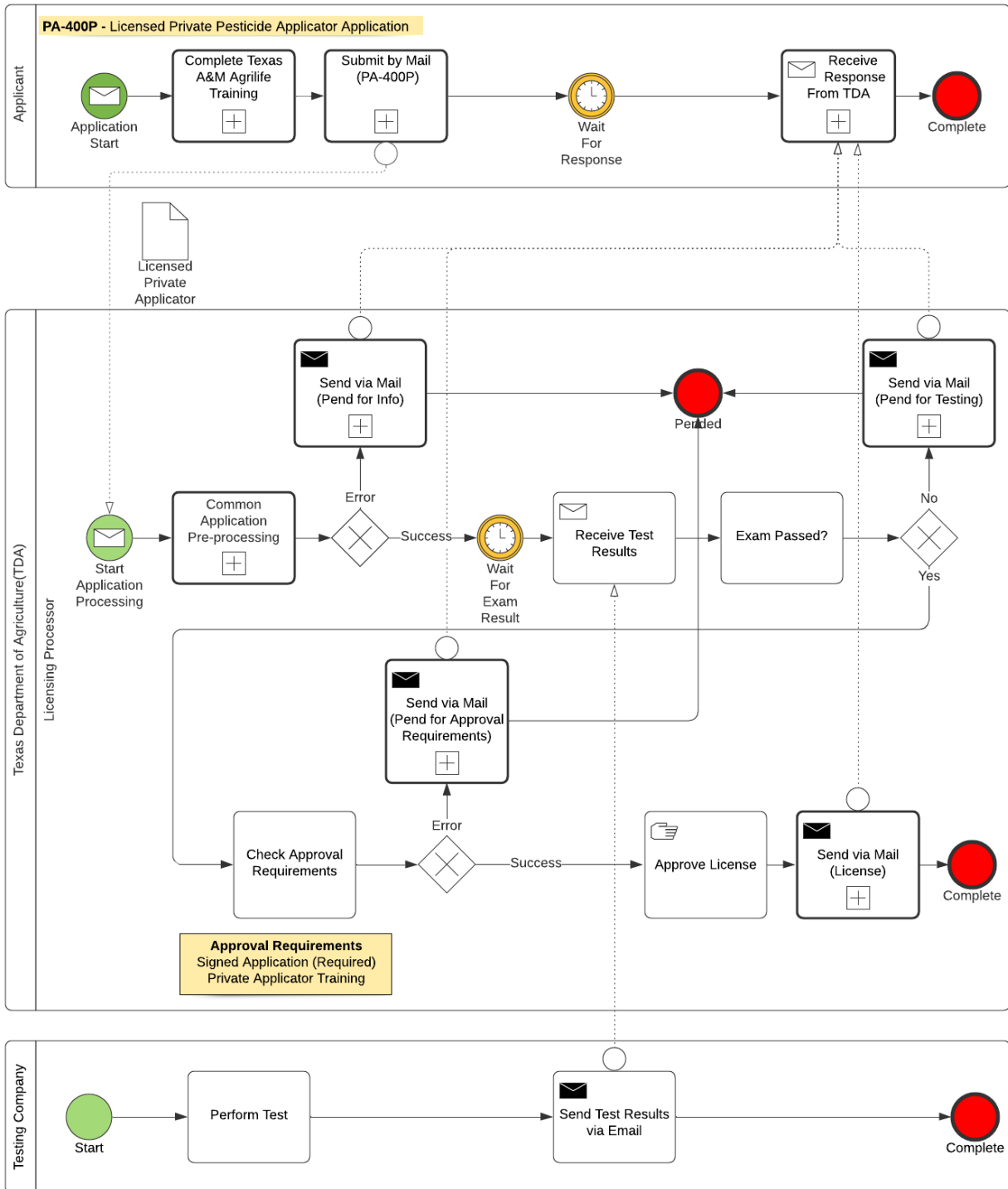


BP-AGPEST-01: Pesticide Applicator License Application

Licensed Private Applicator Applications

Private Applicator completes the Texas A&M Agrilife Training before applying for a license via mail or online along with all supporting documents. Once the application is received, a TDA License processor reviews the application, along with necessary training certificates, test scores, and approves the Private Applicator License. For any pending documents or certificates, the applicator is contacted and the license is approved only when all the conditions are met.

Licensed Private Applicator Application

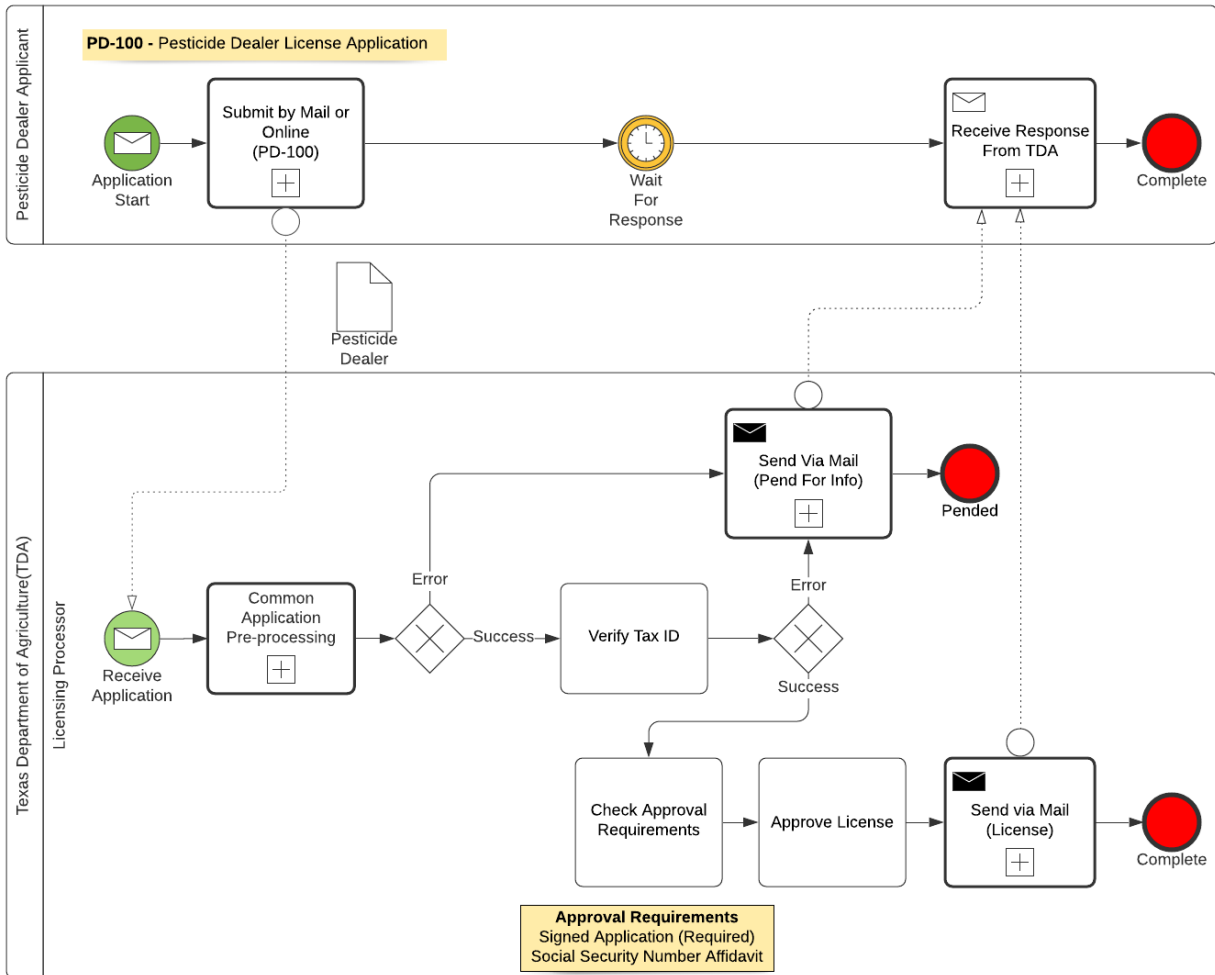


BP-AGPEST-02: Licensed Private Applicator Applications

Pesticide Dealer License Application

Pesticide Dealer applies for a license via mail or online along with all supporting documents. Once the application is received, a TDA License processor reviews the application and approves the Private Applicator License. For any pending documents or certificates, the applicator is contacted and the license is approved only when all the conditions are met.

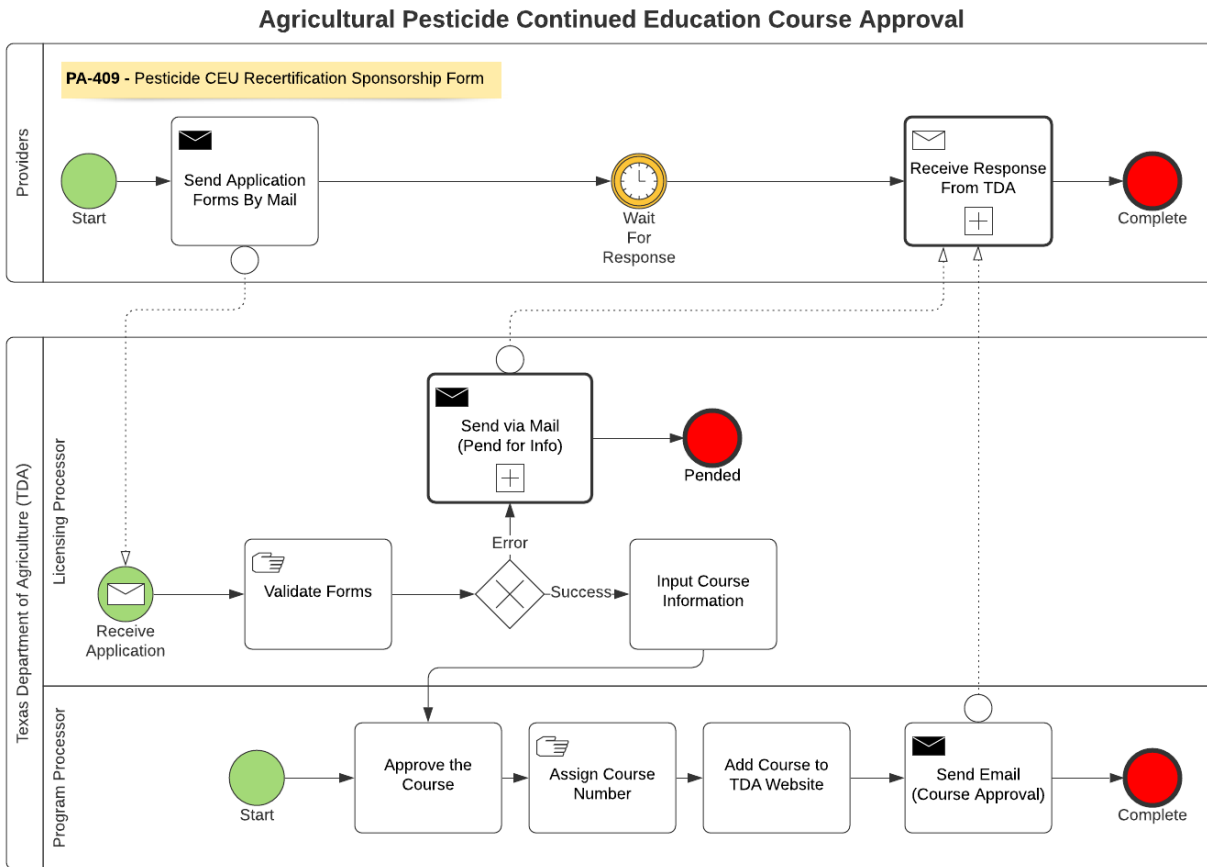
Pesticide Dealer License Application



BP-AGPEST-03: Pesticide Dealer License Application

Agricultural Pesticide Continued Education Course Approval

Course approval forms are sent to TDA, where the AG Compliance department assigns the course numbers, adds them to the website (make it public), and approves the courses. Once the courses are approved the providers are notified with necessary information.

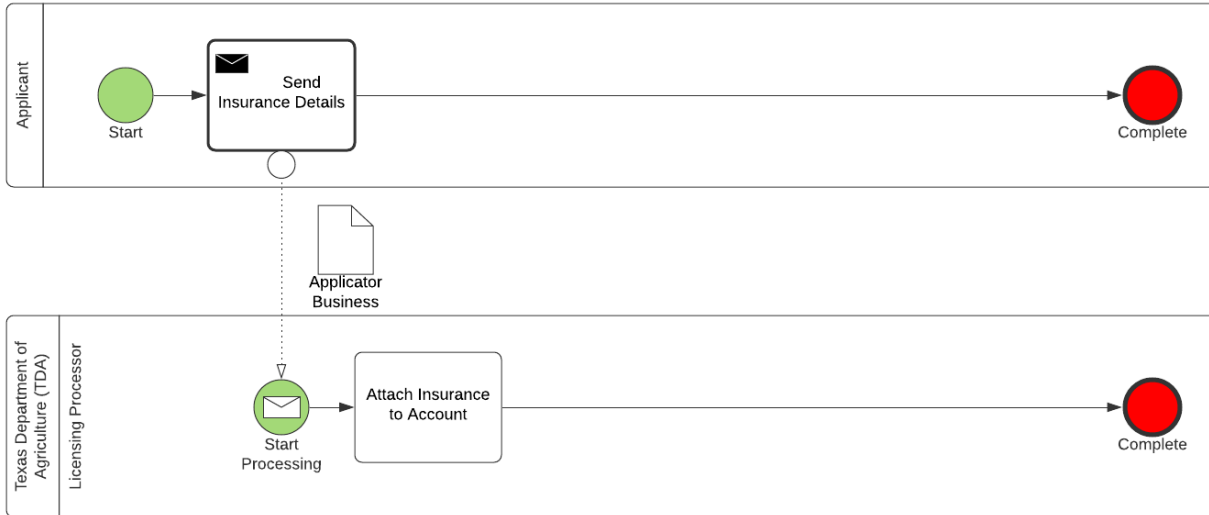


BP-AGPEST-04: Agricultural Pesticide Continued Education Course Approval

Applicator Business

TDA License processor receives the Insurance and adds them to associate accounts.

Applicator Business

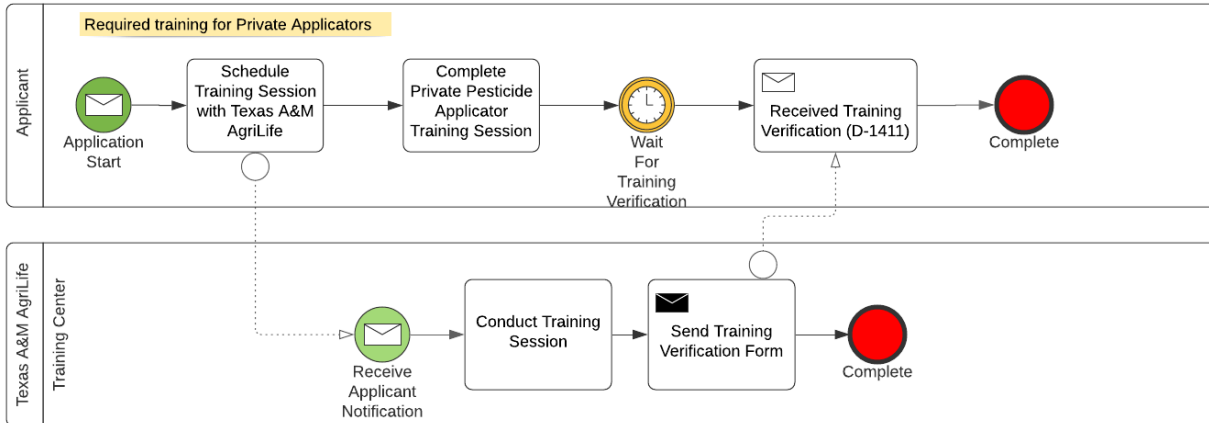


BP-AGPEST-05: Applicator Business

Complete Texas A&M AgriLife Training

Most of the application involves review by the Texas A&M Agrilife Training before applying for a license. Applicant schedules the training session with help of Training Center which conducts Training Session and sends the verification form back to the applicant which is required for license application.

Complete Texas A&M Agrilife Training (Sub-Process)



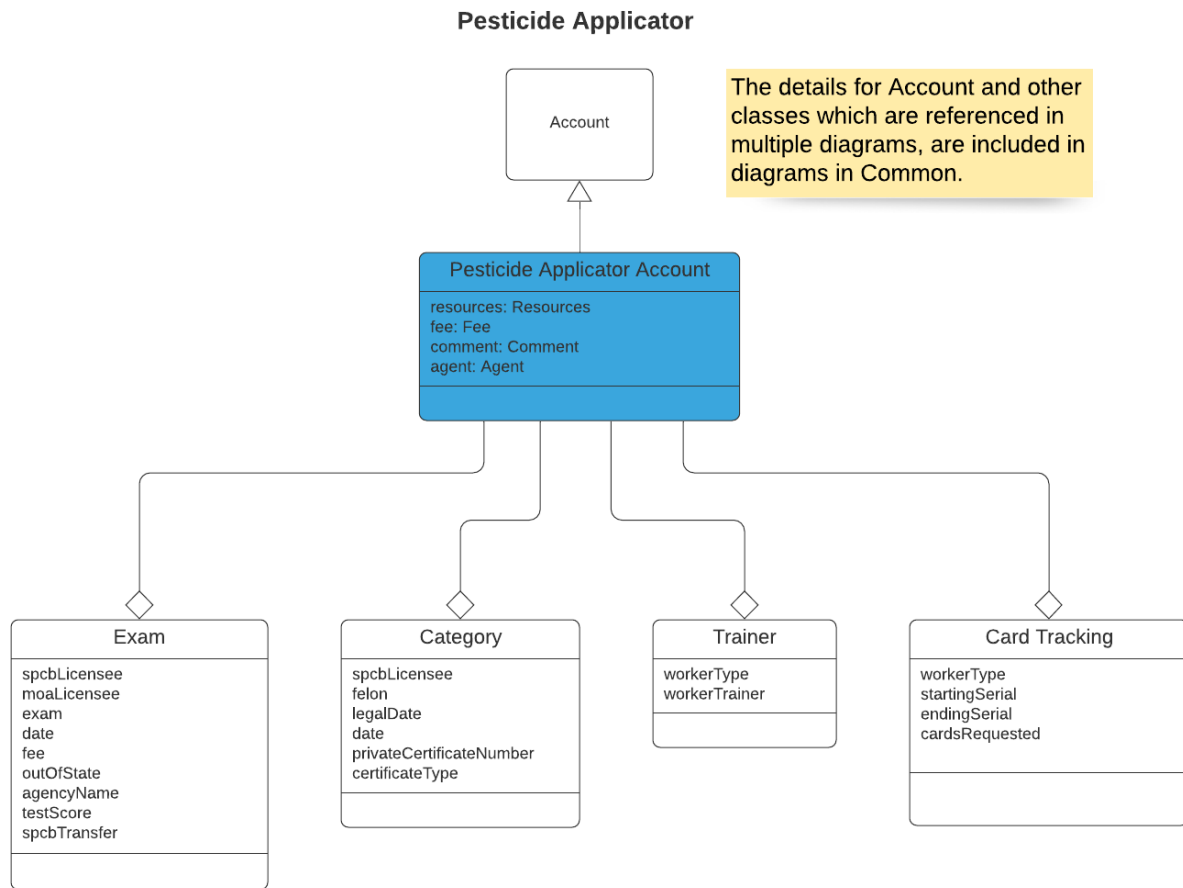
In the future, TDA would like to get the completion certificate electronically or a roster that shows applicator completion of the course.

BP-AGPEST-06: Complete Texas A&M AgriLife Training

3.8.3 Business Requirements

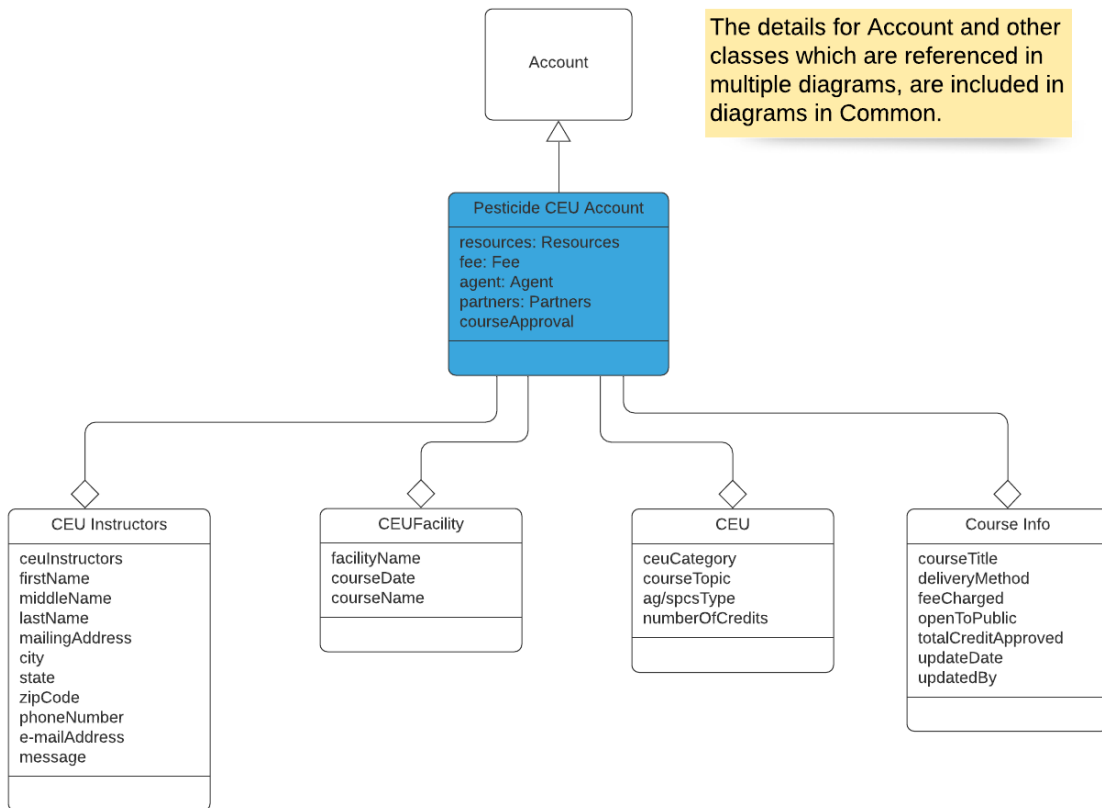
Please refer to the "Agricultural Pesticide" section in the Word document attached under [Appendix A: All Business Rules](#).

3.8.4 Business Domain Model



DM-AGPEST-01: Pesticide Applicator

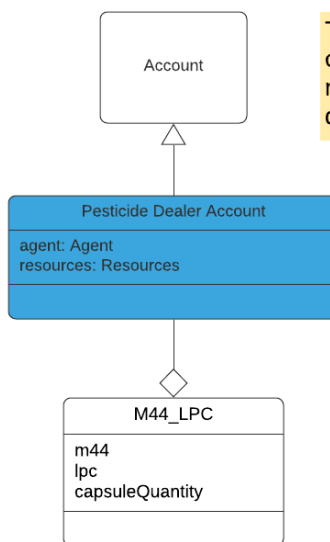
Pesticide CEU



The details for Account and other classes which are referenced in multiple diagrams, are included in diagrams in Common.

DM-AGPEST-02: Pesticide CEU

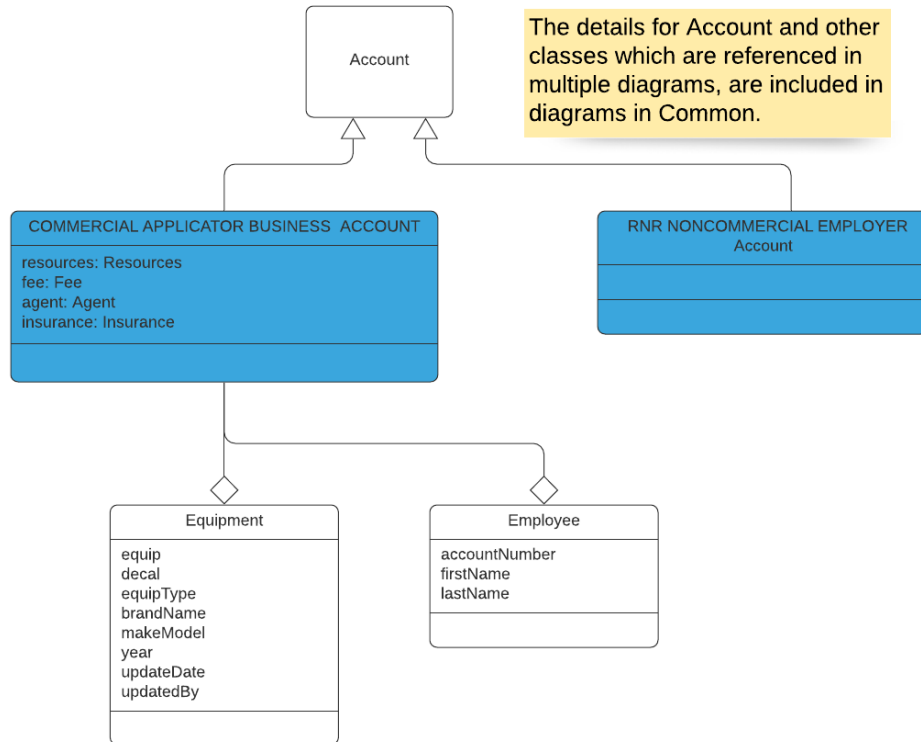
Pesticide Dealer



The details for Account and other classes which are referenced in multiple diagrams, are included in diagrams in Common.

DM-AGPEST-04: Pesticide Dealer

Applicator Business



DM-AGPEST-04: Applicator Business

3.8.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Online Automation of the PAB-300 application process.	Commercial Applicators must send in form PAB-300 to register their company with TDA, no fee, these are manually entered.	Commercial Applicators can do online registration for their company with TDA.	Sending information through the mail could delay the process. There's also a chance of the document getting lost or being sent to the wrong delivery address.	1, 2, 3, 4, 9, 10
2	Automation of Applicator's credits process.	The CEU Provider has to send the applicator credits to the TDA and they have to further process it and send the required credits to the applicator. All of this has to be done manually.	The ability for CEU providers so that they could upload the roster and the credits would go to the applicators account directly and could be accessed by applicators for checking their required credits, if not completed, renewal would not go out but a reminder letter that they have not met their requirements.	There is a chance for the information that has been mailed or manually uploaded could be incorrect. This method can also be time-consuming which makes it a lesser efficient way.	2, 3, 4, 5, 9, 10
3	Automation of The Required Classes by Licensed Pesticide Applicators	Required classes to be taken by licensed pesticide applicators on annual basis. TDA Program staff receive an electronic roster of all the classes that are offered. This list is "deposited" into a master Excel spreadsheet for auditing purposes.	Feature for the required classes which is taken by licensed pesticide applicators in CEU for which TDA staff receives in the form of electronic roster process is automatically "deposited" into each applicator's account.	Manually depositing the list can be time-consuming and there is a chance that it can be updated to the wrong account which makes it a lesser efficient way.	2, 3, 8, 9, 10

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
4	Passwords for the applicators to make changes in CEU	There is no process in which the applicant can check the status of their renewal.	Applicants have the Passwords to allow access to their account and make changes and check their CEU tally to make sure that they have taken the required CEU's for them to renew their license at renewal time.	There is a chance when an applicant can forget about the license renewal and there is a certain period of time by which the applicant can apply for renewal. If the applicant does not apply under that time there is a penalty of the whole process to be repeated like applying for a new license.	3, 4, 5

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.

3.9 Pesticide Products

As the lead agency in Texas for regulating pesticides, TDA is responsible for registering pesticide(s) before they are distributed and/or sold in Texas.

Section 3 of the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) as amended, provides the federal requirements for pesticide registration. The U.S. Environmental Protection Agency (EPA) provides the federal regulation requirements for pesticide registration under Title 40 Code of Federal Regulations (40 CFR) Protection of Environment.

3.9.1 Business Capabilities Analysis

The Pesticide Product Registration Program processes Section 3 pesticide applications after EPA registration is completed; submits to the EPA Section 24(c) Special Local Need (SLN) application(s) and Section 18 Emergency Exemptions, is notified by the EPA of Section 5 Experimental Use Permits (EUP); and reviews 2(ee) recommendations.

Texas does not have a discontinuance policy for Pesticide Products. Per Texas Agriculture Code, Sec 76.014(g), a pesticide that has been registered with the department must continue to be registered as long as the pesticide remains in the channels of trade in this state. The registrant shall ensure that the pesticide continues to be registered.

A full list of registered pesticides is available on the agency's Reports and Publications page of TDA's website (TexasAgriculture.gov/ReportsPublications); the report is titled "TDA Pesticide Products Registered" with the list being updated daily, although it may not include all products.

The National Pesticide Information Retrieval System (NPIRS) at Purdue University maintains a list of pesticides registered by the state. The list is updated weekly but may not include all products. For assistance in determining which products have been designated as regulated herbicides or state-limited-use pesticides, search the NPIRS Texas Data (NPIRSpublic.ceris.purdue.edu/state/state_menu.aspx?state=TX); enter EPA numbers with hyphens.

Pesticide Registration Exemptions

Registration is not required for a pesticide that is exempt from registration with EPA under federal law. Pesticide products exempt from Texas registration include:

- pheromones and pheromone traps
- devices; co-packs
- preservatives for biological specimens
- cedarwood
- minimum risk pesticides (25b list)
- permitted inerts from EPA list 4A
- products for disposal (FIFRA Section 19 products)
- Products that qualify under 40 CFR Sections 152.6, 152.8, 152.10, 152.20, and 152.25

Additionally, product registration is not required for:

- The transportation of a pesticide from one plant/warehouse to another plant/warehouse operated by the same person if the pesticide is used solely at the second plant/warehouse as a constituent of a pesticide that is registered
- A pesticide that is not for use in Texas and is being manufactured, transported, or distributed for use only outside of Texas
- A chemical compound used only to develop plot data as to the possible pesticidal action of the chemical

Pesticide Product Special Registrations

- **FIFRA 25(b) Exemptions**

Registration is not required in Texas for a pesticide that is exempt from registration with the U.S. Environmental Protection Agency (EPA) under federal law. However, federal regulations contain specific requirements to be eligible for exemption.

See EPA Pesticide Registration (PR) Notice 2000-6 for complete information.

- **Section 18 Emergency Exemptions**

The department follows the EPA criteria for granting emergency exemptions in Texas when insects, weeds, or disease threaten a crop, and there is no registered pesticide to control the pest. The situation must qualify as an emergency condition.

- **Special Local Needs 24(c)**

The Texas Pesticide Law and Regulations provides that the department address the special local need for a pesticide.

TDA will determine that a local need exists; that the applicant meets all federal requirements for registration of a pesticide; that the particular use of the pesticide has not been denied, suspended, or canceled by the EPA; and that the products efficacy data support the claims made for it in Texas before approval of the application by the department.

For more information check Section 7.13 of the Pesticide Regulations.

- **Experimental Use Permits**

The Texas Pesticide Law and Regulations provides that the department address the use of experimental use permits for pesticides. All experimental use permits (EUP) will be issued and approved by the EPA before submitting to the department for approval.

For more information check Section 7.14 of the Pesticide Regulations.

- **Section 2(ee) Recommendations**

The department follows EPA criteria for Section 2(ee) Recommendations in Texas.

Section 2(ee) allows a company to recommend the use of a product that is labeled for use on a particular crop, animal, or site in a manner not permitted by the labeling, as long as it is not prohibited on the label.

Examples would be using a smaller amount of the product, targeting a pest that is not specified on the label, applying by a different method, or mixing with another pesticide or fertilizer.

TDA must approve any written uses of 2(ee) Recommendations.

Pesticide Product Section 3 Registration

TDA form PR-200 is used to apply for a Section 3 registration of a Pesticide(s). Information necessary to register pesticide(s) in Texas can be obtained from Title 4 Texas Administrative Code (TAC) Chapter 7, (§7.10 and §7.11). Registrants must submit legible paper copies of all required documentation. Registrants may also electronically submit all required documentation through ALSTAR, except for the TDA form PR-200 and fees, which must be mailed; CDs will not be accepted.

Registrants must submit the appropriate registration fee(s) based on the first letter of the DBA name, or, if no DBA name is shown, on the first letter of the Legal Business Name as shown on the PR-200. The proration chart on Page 5 of the PR-200 provides additional instructions on calculating the fee amount.

Registrants should not include the product Confidential Statement of Formula statement in any correspondence to the department unless requested to do so.

Registrants submitting incomplete applications will be notified in a letter explaining the discrepancies. Corrective actions should be completed within 1 year or the review process will be canceled and the registration fee(s) forfeited.

The department does not provide expediting services for any type of Pesticide Product Registration. Registration applications are processed in the order they are received.

TDA form PR-200 Pesticide Registration Applications with fees should be mailed to the P.O. Box 12401, Austin, TX 78711, as seen on top of the PR-200 Form.

Registrants submitting TDA form PR-200 should also include the following for each Pesticide Product:

- **Product Label(s)**
The current product label that is affixed to the container must be submitted. The product label should include the EPA number, EPA Establishment number, and Net Contents amount in U.S. measurements. Size of type must be large enough to read easily, (minimum of 6 pt.).
- **Material Safety Data Sheet(s)(MSDS)/Safety Data Sheet(s)(SDS)**
Section §7.10(a)(1) of the Title 4 Texas Administrative Code requires that an MSDS/SDS which complies with the provisions set forth in 29 Code of Federal Regulations, section 1910.1200(g) be included as part of the application. The MSDS/SDS should include the complete product name, in addition to the registrant's current name and address.
- **EPA Stamped "Accepted" Label(s)**
Each new product registered must include a copy of the Master Label stamped "Accepted" by the EPA, the letter containing the EPA comments page (if applicable), and any other EPA correspondence approving changes to the Master Label.
- **For Alternate Brand Name(s)**
Submit an EPA Application for Pesticide Registration/Amendment (EPA form 8570-1) for each alternate brand name registration or a letter from the EPA stating it is an approved alternate brand name.
- **For Supplemental Distribution Registration(s)**
Submit EPA Notice of Supplemental Distribution of a Registered Pesticide Product Form 8570-5 for each supplemental distribution of a registered product.

Pesticide Product Section 3 Product Label Changes

Per Title 4 TAC Chapter 7, §7.10(i), after a product is registered with the department, registrants shall provide the department the most current pesticide product label any time the product label is amended. The preferred method is submitting the required documents into ALSTAR if applicable, or:

- **Email:** messages should be sent to Product.Registration@TexasAgriculture.gov with “Amended/Revised Registered Label” in the subject line and the body of the email stating:
 - TDA Product Name
 - TDA Account Number
 - EPA Registration Number
 - Registrant’s name
 - What was revised on the label and the date EPA approved the revisions if applicable

Note: *A separate email should be submitted for each revised label.*

- **Mail:** the amended/revised label(s) should be mailed to:

Texas Department of Agriculture
 P.O. Box 12847
 Austin, TX 78711-2847

Note: *CDs will not be accepted.*

Section 18 Emergency Registration Exemptions

To counter an unusual pest or set of circumstances, the Texas Department of Agriculture requests the Environmental Protection Agency grant Section 18 emergency-specific exemptions or a more immediate crisis exemption.

This allows the use of a new pesticide product or one not approved for a specific crop to stem a problem. TDA must provide the EPA with data showing that the requested pesticide will do the job safely and effectively. The difference between a farmer making a crop or suffering a disaster often depends on the relief a Section 18 pesticide offers. The use of Section 18 pesticides annually saves Texas farmers between \$20 million and \$30 million.

Section 24c Special Local Needs (SLN) Registrations

The Texas Pesticide Law and Regulations provides that the department address the special local need for a pesticide. TDA will determine that a local need exists; that the applicant meets all federal requirements for registration of a pesticide; that the particular use of the pesticide has not been denied, suspended, or canceled by the EPA; and that the products efficacy data support the claims made for it in Texas before approval of the application by the department. For more information check Section 7.13 of the Pesticide Regulations.

Pesticide Registration 2ee Policy / Policy on FIFRA Section 2(ee) Recommendations

Federal and State Authority

- Section 2 (ee)(1-4) of FIFRA, as amended
- FIFRA Compliance Program Policy No. 2.1
- EPA PR Notice 82-1
- Section 76.046(c)(4) of the Texas Pesticide Law
- Section 7.10(g) of the Texas Pesticide Regulations

Generally, it is a violation of FIFRA Section 12(a)(2)(G), Tex. Agric. Code §76.116, and 4 Texas Administrative Code (4 TAC) §7.71 to use, or cause to be used, a pesticide in a manner inconsistent with its label. Exceptions to these regulations are found in FIFRA 2(ee)(1-4). Written recommendations under these exceptions are generally referred to as "Section 2(ee)" recommendations. The Texas Department of Agriculture will issue advisory approvals of Section 2(ee) recommendations in printed form for distribution in Texas subject to the following conditions:

1. The recommendation(s) must comply with all applicable provisions of Section 2(ee)(1-4) of FIFRA as amended, Section 76.046(c)(4) of the Texas Pesticide Law and Section 7.10(g) of the Texas Pesticide Regulations, EPA PR Notice 82-1 and FIFRA Compliance Program Policy No. 2.1.
2. Recommendations(s) in printed form shall be distributed as "Product Information Bulletin(s)", "Pesticide Fact Sheet(s)": etc. Such bulletins, fact sheets, etc., shall not be referred to as being labels, labeling or supplemental label.
3. The following disclaimer must appear on all FIFRA Section 2(ee) literature (except media advertisements): "This recommendation is made as permitted under FIFRA Section 2(ee) and has not been submitted to or approved by the EPA".
4. FIFRA Section 2(ee) Recommendations must not be attached to the product container or placed in the container shipment box or accompany the product at any time.
5. FIFRA Section 2(ee) literature for a product may be disseminated at retail outlets as counter cards, tear-off pads of materials and other methods of distributions provided the provisions of (3) and (4) above are met.
6. All FIFRA Section 2(ee) Recommendations proposed for distribution in Texas in printed form must state that the 2(ee) recommendation is for use and distribution in Texas only. The statement: "FOR USE AND DISTRIBUTION IN THE STATE OF TEXAS ONLY" is preferred, but any reasonable statement indicating the 2ee is for Texas is acceptable. Please Note that no other states can be listed on the recommendation, ONLY Texas.
7. The Texas Department of Agriculture reserves the right to require efficacy data in support of FIFRA Section 2(ee) recommendation that will be distributed in printed form.
8. All FIFRA Section 2(ee) Recommendations proposed for distribution in Texas in printed form must show an expiration date. The maximum time allowed prior to renewal is 3 full years plus the remainder of the current year (for example, if today is July 30, 2017 then the latest expiration date allowed would be December 31, 2020).

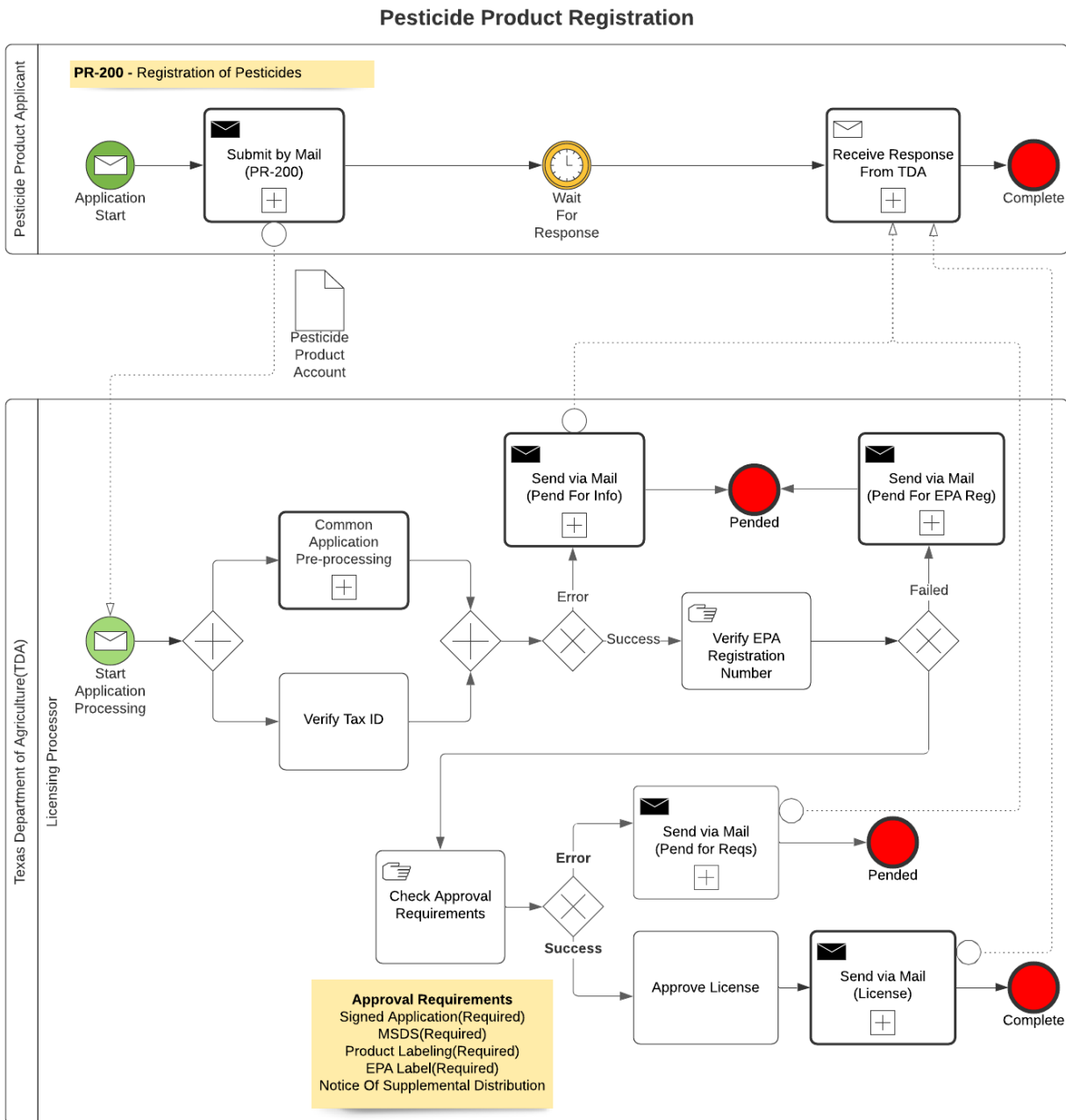
Section 2(ee) recommendations that have received advisory approvals from the department will be presumed by the department to be in compliance with Tex. Agric. Code §76.116, and 4 TAC §7.71 and will further be presumed not to be a "label" or "supplemental label" subject to the department's pesticide labeling requirements. Any changes to the Section 2(ee) recommendation after approval will cancel the notification. Those not receiving an advisory approval from the department will bear the risk of being found in violation of Tex. Agric. Code §76.116, and 4 TAC §7.71 and/or laws and regulations regarding pesticide registration and labeling.

3.9.2 Business Process Models

BP-PESTPROD-01	Pesticide Products Registration
BP-PESTPROD-02	Pesticide Products Renewal

Pesticide Product Registration

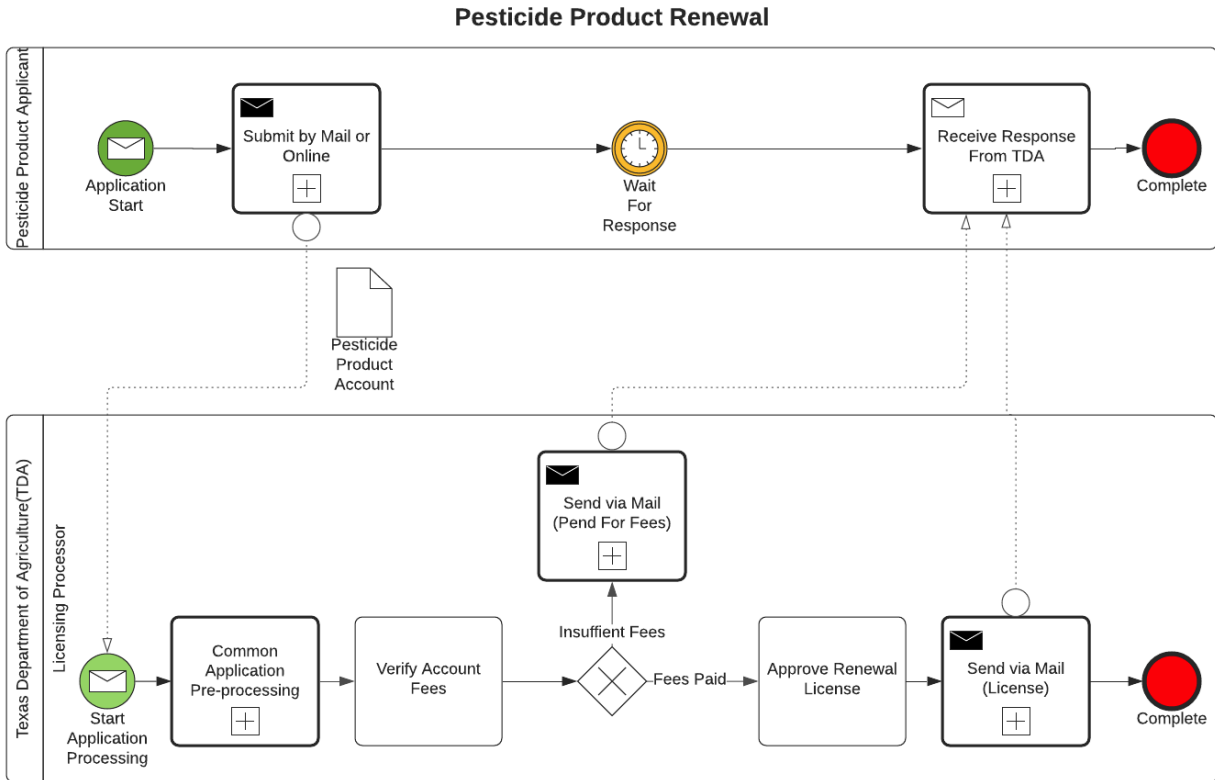
Applicant sends out the form and necessary documentation for Pesticide product registrations. Program Specialist verifies the Tax ID against current database information (we do not have TAX ID verification software), EPA Registration numbers, and all supporting documents and approves the license. Applicants are contacted for any missing or pending information before and after the process begins.



BP-PESTPROD-01: Pesticide Product Registration

Pesticide Product Renewal

Applicant sends out the form and necessary documentation for Pesticide product renewal. The program specialist verifies the account fees against current information and renews the license. Applicants are contacted when renewals are insufficient for funds.



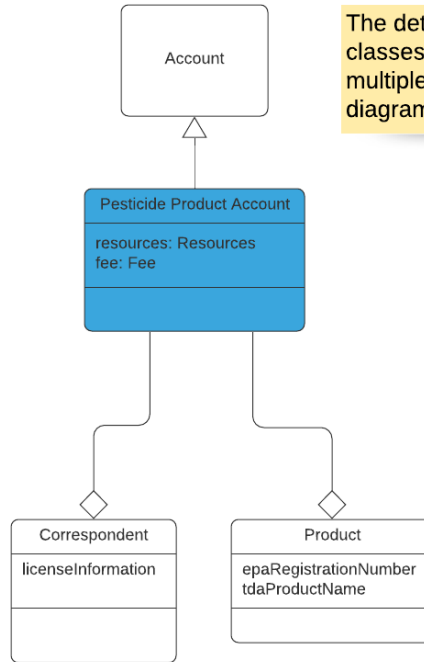
BP-PESTPROD-02: Pesticide Product Renewal

3.9.3 Business Requirements

Please refer to the “Pesticide Products” section in the Word document attached under [Appendix A: All Business Rules](#).

3.9.4 Business Domain Model

Pesticide Products



The details for Account and other classes which are referenced in multiple diagrams, are included in diagrams in Common.

DM-PESTPROD-01: Pesticide Products

3.9.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Removing Unused Tabs for information	Many tabs of information not used	There can be only relevant tabs according to the information needed	Editing the Database and reviewed according to the information needed. Removing the unused tabs.	1, 9
2	Correct Information in Pending letters	Pending letters are still printing incorrect information for Supplemental Distributed products when up for renewal.	Correct information can be provided in the pending letters before printing	Reviewing Pending Letter multiple times to ensure the correct information.	5
3	Multiple Clients with same Tax ID	Cannot create more than one client with the same TAX ID.	Should be able to create more clients with the same TAX ID number, as companies do change names and keep the same TAX ID number.	Configuring the database and the server so that multiple clients can be created with the same TAX ID. Creating a limit should be for using the same TAX ID multiple times Validating TAX ID before creating new clients.	7
4	E-Mail/SMS alert when account balance reached a set Threshold Limit	There is no alert to notify that the money is going to run out on Apps so an Expired certificate does not get printed.	An alert to let users know when the money is going to run out on Apps so an Expired certificate does not get printed.	Creating an alert so that the users that the application is running out of money Notifying the users few days before the application runs out of money. Alerting via SMS or Email. Alerting the user multiple times.	3
5	Printing renewals after renewal due date	There are some issues with renewals not printing if registered after the renewal due date	A procedure to Print the renewals after the renewal date	A separate procedure for printing the renewals.	1, 6

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be easily uploaded and accessible by approved TDA staff. Importantly, these documents must not be edited or deleted in any way that would violate the program’s rules and regulations.
5. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
6. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
7. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
8. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.
9. **Auto Unused Tab Removal Feature** – An auto unused tab removal feature needs to be installed while printing information.

3.10 Handling and Marketing of Perishable Commodities (HMPC)

The mission of the HMPC Program is to protect and assist producers or produce dealers who do not receive payment for produce sold or handled in Texas.

3.10.1 Business Capabilities Analysis

The mission of the HMPC Program is to protect and assist producers or produce dealers who do not receive payment for produce sold or handled in Texas.

The Produce Recovery Fund Law provides a means of recovery for producers and other produce dealers who do not receive payment for Texas-grown perishable commodities sold on consignment or credit. The produce recovery fund is a special trust fund with the comptroller administered by the department, for the payment of claims against license holders and produce dealers who are required to be licensed with TDA.

The law requires any person/business purchasing perishable commodities on credit to obtain a General HMPC license from TDA. The cost of the General License is \$400.00 (\$150.00 license fee and a \$250 Produce Recovery Fund fee).

Who needs an HMPC License?

If you purchase perishable Texas-grown commodities on credit and you do not pay for it at the time of delivery, you will need to be licensed.

Exceptions - HMPC licenses are not needed by:

- Consumers who do not resell produce
- Growers who grow and sell their own produce
- People who grow produce outside of Texas

How to File a Produce Recovery Claim

- The complainant must complete, sign, notarize, and submit a Verified Complainant form (RPC-405).
- A filing fee of \$50.00 must be remitted to TDA.
- The complainant must complete and submit a Produce Recovery Claim Questionnaire/Investigation Report (RPC-404).
- The complaint and fee must be filed on or before the second anniversary of the date the payment was due.

Investigation

After a claim is initiated, TDA will investigate the claim for compliance with state law and to collect evidence referring to the claim. The following documents will be collected from both parties and will be used in determining if the complainant is entitled to payment from the Produce Recovery Fund.

- Produce Recovery Claim Questionnaire/Investigation Report of both parties.
- Written agreement/contract, if applicable.
- Copy of Inspection Report, if applicable.
- Documents to support the claim or defense, (invoices, weight tickets, correspondence/letters, etc.).

If a dispute cannot be settled after TDA has investigated a claim, a legal hearing will be scheduled.

Payment of Claims

To protect the solvency of the Fund, all payments are made subject to the following limitations:

- The total payment of all claims arising from the same contract with a licensee will not exceed \$50,000.
- Payment of a claim filed against a person who is not licensed, but who is required to be licensed under Chapter 101 of the Agriculture Code, shall be limited to 80% of the recovery prescribed by this payment.
- The maximum amount payable in any one calendar year on behalf of any one licensee is \$85,000.
- Payments from the fund during a fiscal year may not exceed two times the average amount of money deposited into the fund during the previous three fiscal years, except that surplus funds remaining at the end of each fiscal year are available for the payment of claims during any succeeding year. In no case shall payment of claims cause the balance of the fund to fall below \$100,000.

Contesting a Decision

Either party may contest a decision made by an Administrative Law Judge. A five-member Produce Recovery Fund Board (appointed by the Commissioner of Agriculture) will hear all contested claims.

The Role of The Produce Recovery Board

The Produce Recovery Board conducts adjudicative hearings on disputed claims presented for payment from the fund. The Board also provides the public with a reasonable opportunity to appear before the board and to speak on any issue under the jurisdiction of the board. The Board advises TDA on all matters relating to the fund, including the fund's budget and the revenues necessary to accomplish the purposes of the fund.

Reimbursements to the Fund

If a ruling is in favor of the complainant, the licensee or person required to be licensed shall repay or agree to repay (enter into reimbursement agreement) the fund the actual amount paid and also pay or agree to repay the aggrieved party (complainant) the remainder not covered by the Fund. If not paid immediately, the reimbursement is to be repaid with interest at the rate of 8%.

Default

If a licensee or a person required to be licensed is ordered by a decision of the Board to make a payment but fails to do so, compensation will be provided to the complaining party from the Produce Recovery Fund within the allowable legal limits. If the licensee fails to reimburse the Fund and/or the complaining party, TDA will revoke or deny the issuance of a license and refer the licensee or a person required to be licensed to the Texas Office of the Attorney General for collections.

Published Reports and Publications

TDA provides the following reports and publications on their website's [HMPC Reports & Publications](#) page:

- **Produce Recovery Claim Fact Sheet**
Provides an overview of the Produce Recovery Fund, explaining its purpose and how it works
- **Summary of Law and Rule Changes**
A summary of the most recent legislative and regulatory changes to the HMPC program
- **Handling and Marketing of Perishable Commodities Currently Licensed Report (HMPC)**
A list of all individuals who hold an active HMPC License; updated the first of every month.

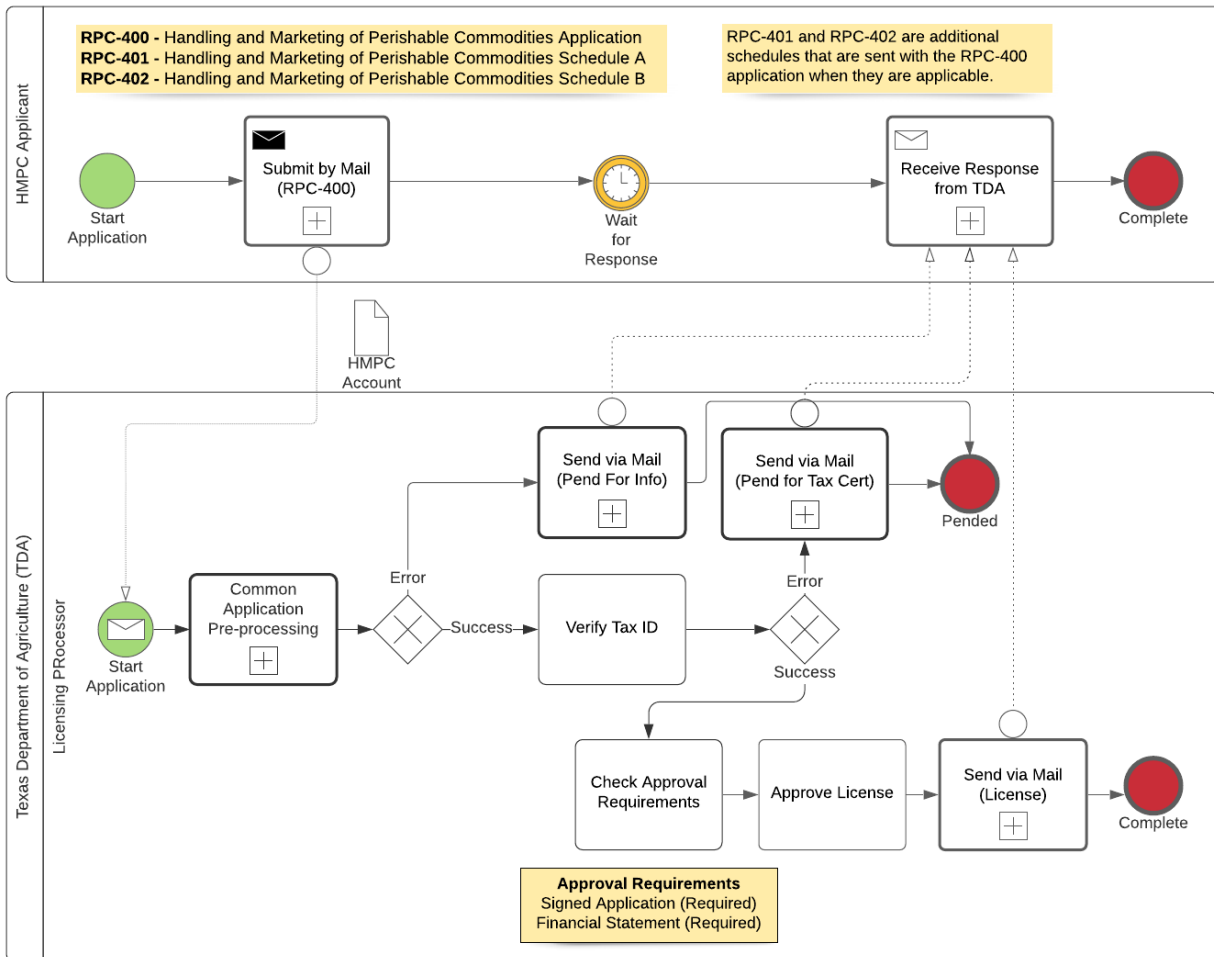
3.10.2 Business Process Models

BP-HMPC-01	Handling and Marketing of Perishable Commodities (HMPC) License Application
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HMPC License Application

HMPC Applicant applies for a license via mail along with all supporting documents like Financial Statements, SSN Affidavits. Once the application is received, a TDA License processor reviews the application, and verifies all the supporting documents and Tax IDs, and approves the licenses. For any missing or pending information, the applicator is contacted before approving a license.

Handling and Marketing of Perishable Commodities (HMPC) License Application



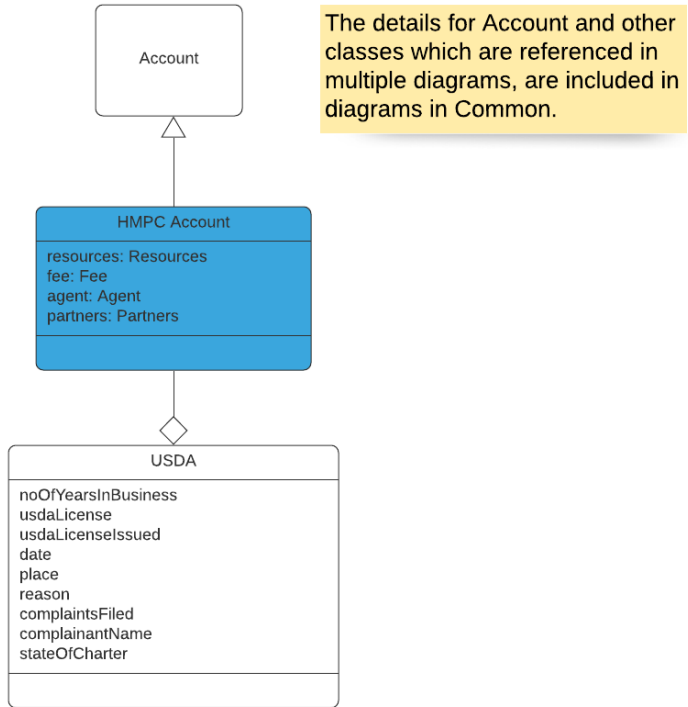
BP-HMPC-01: HMPC License Application

3.10.3 Business Requirements

Please refer to the “Handling and Marketing of Perishable Materials (HMPC)” section in the Word document attached under [Appendix A: All Business Rules](#).

3.10.4 Business Domain Model

Handling and Marketing of Perishable Commodities (HMPC)



The details for Account and other classes which are referenced in multiple diagrams, are included in diagrams in Common.

DM-HMPC-01: HMPC

3.10.5 Gap Analysis

No gaps were identified with the current business processes.

3.11 Enforcement

3.11.1 Business Capabilities Analysis

The Enforcement department investigates violations of state and federal pesticide, herbicide, and Right-to-Know laws and regulations. In addition, Enforcement investigates violations of consumer laws and programs, including, plant quality, seed quality, weights and measures, commodity warehouses, egg quality, and the Agricultural Protective, Hemp, and Structural Pest Control Service Act.

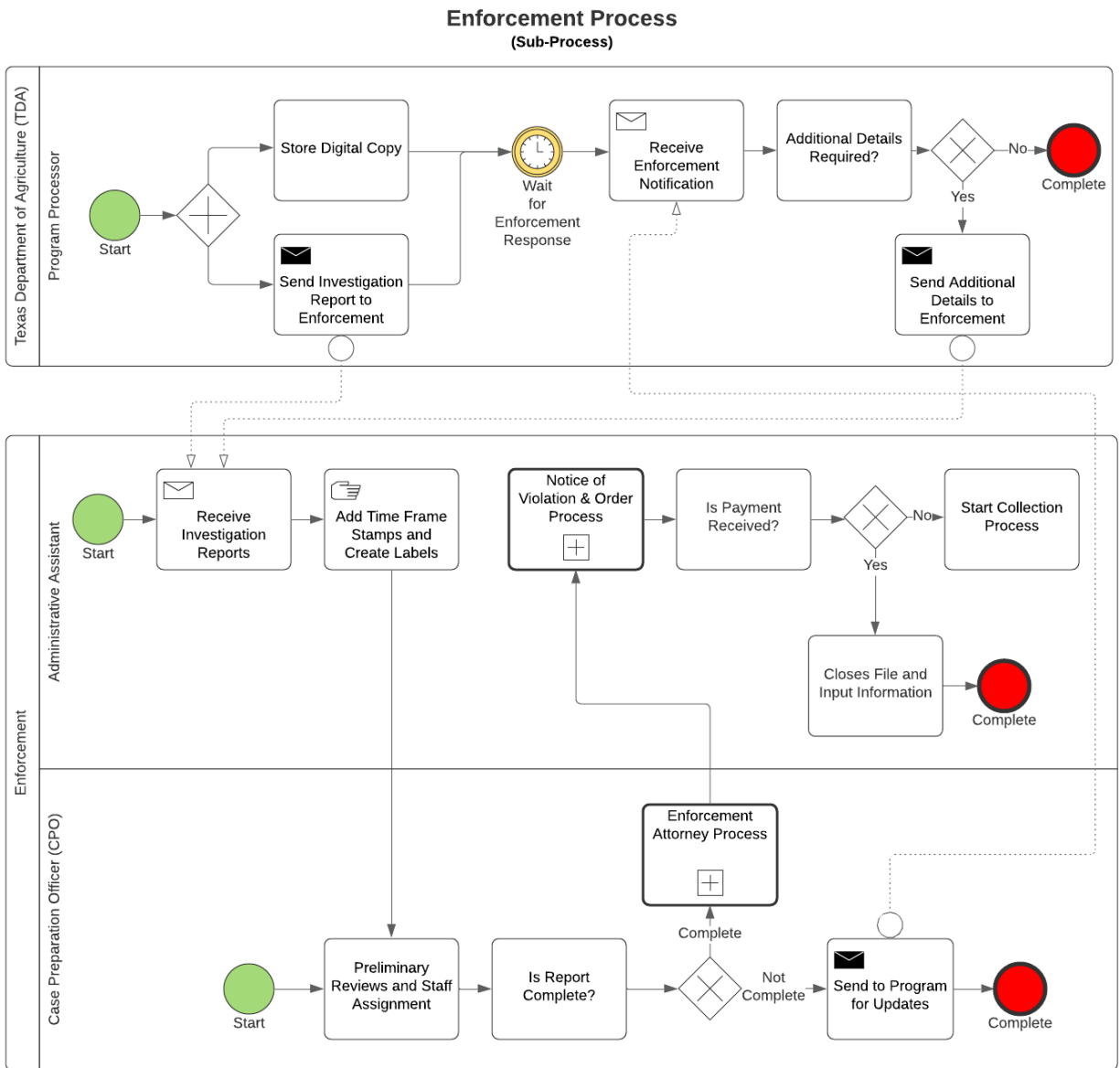
3.11.2 Business Process Models

BP-ENF-01	Enforcement Process
BP-ENF-02	Enforcement Attorney Process
BP-ENF-03	Notice of Violation and Order

Enforcement Process

Enforcement Process initiates from the violations found from an Inspection Report or Complaint investigation in Agricultural Pesticides or Structural Pesticides. Program Processor creates an incident and sends out the Investigation reports to the Enforcement department. Enforcement reviews the reports, completes the preliminary checks, and sends out the necessary action reports like Warning Letters, Suspension, Revoking Letters, and Penalties.

As a preliminary check, the Administrative Assistant verifies if a penalty has been assessed and if any associated payments are received.

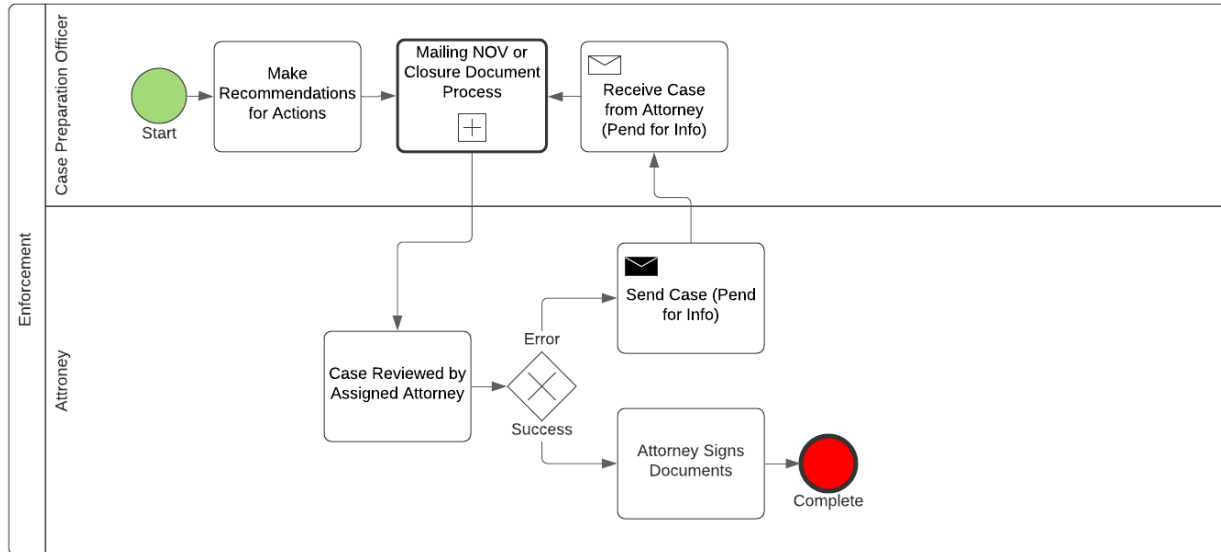


BP-ENF-01: Enforcement Process

Enforcement Attorney Process

The case preparation officer makes recommendations for action and mails the documents to the attorney who reviews the violation letters and signs the closure documents.

Enforcement Attorney Process
(Sub-Process)

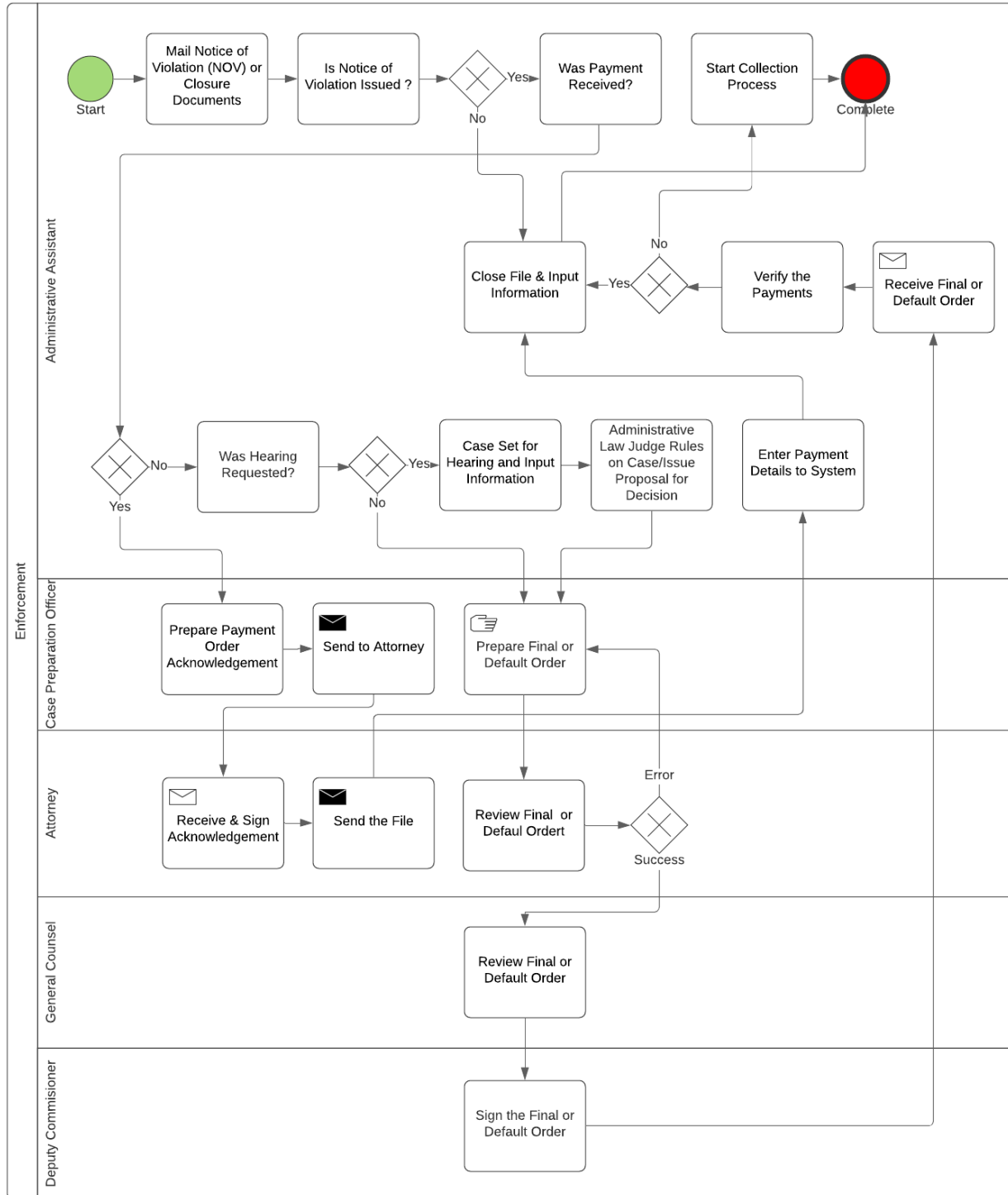


BP-ENF-02: Enforcement Attorney Process

Notice of Violation and Order

The administrative assistant checks for notice of violation in addition to verifying the payment and preparing the final or default order, after which it is forwarded to the case preparation officer who passes it to an attorney for it to be reviewed and completed.

Notice of Violation & Order Process
(Sub-Process)



BP-ENF-03: Notice of Violation and Order

3.11.3 Business Requirements

Please refer to the “Enforcement” section in the Word document attached under [Appendix A: All Business Rules](#).

3.11.4 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Web-Based Portal	The majority of the License Applications, communications are paper-based.	Enable a web portal for all licensing, case filing. Set the automatic notification whenever cases are referred to Enforcements. This portal acts as a communication channel between clients, TDA employees, and internal users for receiving any pending documents. Track all the programs within the portal. This assures timely responses	All the current communications between Applicant and TDA associates, and inter-communication is via phone or email Paper-based applications are time-consuming. Due to paper-based updates, there is a possibility for more errors. Physical storage may lead to a loss of documents.	2, 3
2	Track Account History	Any existing accounts that failed to reply to Enforcements within the allocated times might lead to account expiry.	Enable the option to track the account history for any pending violations, penalties, and suspensions. This helps to maintain a unique account for each applicant, any pending violations or actions for an account will be more clearly visible.	If an account is expired after 365 days, new accounts are created without any incidents. This makes loose track of all the existing records for an account.	10
3	Payments	Payments of penalties are currently mailed in.	Enable complete online payment system which could reduce delays and manual efforts. The penalty is tracked against account history within the portals.	Mailed in payments are sent to lockboxes, and lose track of documents. Experience Delays	2
4	Enforcement Details	Enforcement Actions are not directly visible to users.	Have a new tab with all enforcement-related information, actions like Penalties, Suspensions, Revoking for all violation thresholds.	By setting the enforcement actions rightly visible in the portal would limit the errors.	3, 4

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
			Enforcement actions are visible to internal and external users.		
5	Triggers and Delivery Methods	All the acknowledgments and communications are manual	Set notifications to auto-generate Notice of Violation, Closure Letters, Penalty Letters, Pending Letters, Orders.	As the communications between TDA associates and clients are manual, responses, exchanged are delayed and could cause account suspensions in some cases. This also reduces the amount of manual human effort.	3
6	Electronic Storage	Case Files or any other documents are physically stored	Ability to store the files in digital format and able to edit faster with minimal errors and a chance to rectify the errors in the same form.	Storing the documents by using software to scan the documents manually is a time-consuming process and requires huge effort when there are multiple documents from many applicants. There is no option for reviewers or applicants to edit online or make changes as and when necessary. Mailing the documents is a cumbersome process and there is a chance of documents getting missed or entering the	1

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
				incorrect delivery address. Retrieving the documents physically is a time-consuming process and there's a possibility that the documents get lost/misplaced or tampered with.	

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports-** Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.
13. **Auto Unused Tab Removal Feature** – An auto unused tab removal feature needs to be installed while printing information.
14. **Updating the Exam Hand** – Updating the Exam Hand to work across all systems.
15. **Application Inconsistency Removal** - Making code changes to fix the application inconsistency and make it available to be working as expected by the end-user

3.12 Organic Certification

The mission of the Organic Certification Program is to ensure the integrity of organic agriculture products produced and manufactured in Texas by providing certification services to Texas producers and agribusinesses.

Organic production is a production system that is managed per the Organic Foods Production Act of 1990 and the National Organic Program (NOP) Regulations to respond to site-specific conditions by integrating cultural, biological, and mechanical practices that foster cycling of resources, promote ecological balance, and conserve biodiversity.

Organic food producers, handlers, processors, and retailers adhere to standards that maintain the integrity of the organic claims. The purpose of organic certification is to promote organic agricultural growth and development while ensuring the integrity of USDA organic products in the US, and throughout the world. Obtaining organic certification allows for competition in the organic market.

3.12.1 Business Capabilities Analysis

As an accredited Certifying Agent by the USDA National Organic Program, the TDA Organic Certification Program has the authority to certify organic producers as well as processors, distributors, and retailers of organic agricultural products. To be certified, an operation must comply with organic production and handling regulations established by the USDA National Organic Program (NOP).

USDA's NOP Regulations are the regulations to which all products sold, labeled, or represented in the United States as "organic" or "made with organic specified ingredients or food groups" or "100 percent organic" must comply. The Texas Organic Standards are defined in the Texas Administrative Code (TAC) Title 4, Chapter 18.

The program's purposes are to simultaneously develop Texas' agricultural economy and to provide consumers with the most abundant and diverse food and fiber supply possible. The program helps Texas farmers diversify their operations and capture a larger share of a growing premium market, and it helps ensure the authenticity of the organic marketing claim.

The fees associated with organic certification are based on the type of certification requested and, for producers, the size and scope of the operation. The TDA Organic Certification fee schedule is outlined in the application instructions (TDA Form ROR-600). New applicants may use the fee calculator on the TDA website to find out the operation's total cost for certification.

Organic certification is an annual process. To remain compliant, an operation must update its certification annually. An Organic System Plan and certification fee must be submitted every year. Update reminder notices are mailed at least 45 days before the scheduled due date of an annual update. To avoid late fees, updated documentation and certification fees must be received by TDA on or before the scheduled due date.

Failure to update or surrender an organic certification will result in TDA taking compliance action against the operation, per NOP requirements. If an operation does not intend to update its organic certification, the responsible party must contact TDA, complete a ROR-625 Organic Certification Form, and submit it to the Organic Certification Program.

Inspections

Certified organic operations are inspected by TDA inspectors at least once each year of certification. Inspections are done by specially trained TDA inspectors that are associated with TDA regional offices. An inspector contacts the responsible party to schedule the initial and annual inspection. TDA is authorized to conduct additional inspections (both announced & unannounced) during the certification year to verify compliance with the NOP Regulations. Surveillance inspections of markets, where organic products are sold, may also be conducted to monitor compliance with the NOP Regulations.

Farm Inspections

On the farm, an inspector observes the operation's on-site practices and compares them to the submitted Organic System Plan. An inspector may also assess the risk of contamination from prohibited materials, as well as, take soil, tissue, or product samples as needed. The inspector may also look at the following:

- Crop inspection: Fields, soil conditions, crop health, approaches to the management of weeds and other crops pests, water systems (for irrigation and post-harvest handling), storage areas, and equipment
- Livestock inspection: Feed production and purchase records, feed rations, animal living conditions, preventative health management practices, health records, and the number and condition of animals present on the farm

Handling and Processing Facility Inspections

An inspector examines the certified operation's facility and compares the observations with the submitted Organic System Plan. The inspector may also look at the following:

- The receiving, processing, and storage areas used for organic ingredients and finished products;
- Potential hazards and critical control points in the operation; and
- Suitable organic control points (procedures to prevent contamination from sanitation systems, pest management materials, or non-organic processing aids)

Collection of Samples

The TDA Organic Certification Program may notify the inspector to collect a pesticide residue sample while conducting an operation's on-site inspection. Samples may be collected during the initial and annual on-site inspection of production operations.

Samples collected by a TDA inspector are analyzed for pesticide residues and other prohibited substances by a TDA authorized laboratory. A copy of each sample analysis will be sent to the applicant or certified operation. There is no fee to the applicant or certified operation for sample collection and analysis that was authorized by the TDA Organic Certification Program. Additionally, a producer may contact TDA to request a pesticide sample be collected (commonly for their buyer); there is a fee of \$250 per sample collected.

Failure to Appear at the Agreed upon Time for an Annual Inspection

The inspector will leave and no inspection will take place. A Notice of Noncompliance will be issued to the applicant or licensee for failure to be present for the inspection (Section 205.403(b)(2)). To resolve the noncompliance, the responsible party must attend the re-inspection and pay a \$250 re-inspection fee.

Farm or Business Practices not in Compliance with NOP regulations

If TDA finds violations of the NOP regulations, a Notice of Noncompliance will be sent to the operation. The notice will state what actions must be taken to correct the noncompliance, and a timeline is given to submit any required information to TDA. If a re-inspection is required to verify that the correct actions have been implemented, the applicant or licensee must pay a \$250.00 re-inspection fee.

TDA Must be Notified of Changes to the Organic System Plan

The NOP Regulations require that certified operations notify their certifying agent before making any changes to the operation's Organic System Plan. The Organic System Plan should describe the operation's plans for producing organic crops or livestock and include a list of all inputs planned for use. It is understood that environmental, economic, and other reasons can cause modifications to the plan as the year progresses.

Organic Producers Engaged in Processing Activities Must be Certified as an Organic Processor

Organic on-farm processor certification is required if the operation also engages in processing activities as defined in section 205.2 "processing" of the NOP Regulations.

Providing Full Disclosure

An operation must provide full disclosure through recordkeeping per NOP Section 205.103. A certified operation must maintain records concerning the production, harvesting, and handling of agricultural products that are or that are intended to be sold, labeled, or represented as "100 percent organic," "organic," or "made with organic (specified ingredients or food group(s))". Such records must:

- Be adapted to the particular business that the certified operation is conducting
- Fully disclose all activities and transactions of the certified operation in sufficient detail as to be readily understood and audited;
- Be maintained for not less than 5 years beyond their creation; and
- Be sufficient to demonstrate compliance with the Act and the regulations in this part

The certified operation must make such records available for inspection and copying during normal business hours for authorized representatives of USDA and TDA.

Documentation must be on file and must be submitted to the TDA Organic Certification Program for all inputs used during the handling or processing of organic products. This documentation must include enough information to determine if the input substances comply with the NOP Regulations and any noted annotations.

Cleaning Products for use on Equipment and Food Contact Surfaces

NOP regulations do not contain an approved list of cleaners and sanitizers. Organic handlers and processors should follow all appropriate and mandated food safety protocols and FDA regulations regarding cleaning and sanitizing equipment, and food contact surfaces.

Prevention of Cross-Contamination During Organic Product Manufacturing

NOP regulations require that handling practices and procedures prevent contamination of organic products and from the use of cleaners and sanitizers. Depending on the products used, intervening steps are often required to ensure residues of materials are not present. These steps may include a potable water rinse, complete evaporation of the substance before processing, purging of equipment with organic products that will be sold as conventional, or even routine residue testing.

Cleaning Procedure Documentation for Certified Organic Processors and Handlers

Procedures for cleaning and sanitizing food contact surfaces must be included in the Organic System Plan, and the implementation of procedures, before and during organic handling or processing, must be documented. TDA staff will evaluate the procedures during the application review and inspection, with regards to the use of equipment cleaners and sanitizers.

Using Equipment and Containers for Both Organic and Conventional Products

NOP regulations do not require certified operations to have designated equipment for organic products. The same equipment and containers may be used, provided adequate steps are taken to:

- (1) prevent any commingling of organic and non-organic products, and
- (2) prevent any contamination of organic products with prohibited substances

The cleaning of all equipment, between conventional and organic product handling and processing, can ensure the protection of the organic integrity of the products. Reusable bags or containers that have been in contact with prohibited substances cannot be used unless the bag or container has been thoroughly cleaned and presents no risk of contamination.

Adding a New Product to an Existing Certification

TDA-certified organic distributors and processors can submit new products for review at any time. To add a new product to a certification, or to request the approval of a revised product, the following will need to be submitted for the new product to be approved and added to the organic certificate.

Distributors/Brokers: A copy of the organic certificate and the label for all new organic products; as well as a ROR-602 Distributor Organic System Plan, must be submitted with the applicable sections completed.

Processors: A product formulation, label, organic certificates for all organic ingredients, information regarding any nonorganic ingredient and/or processing aid, and the applicable ROR-604 Processor (Fiber) Organic System Plan or ROR-606 Processor (Food & Feed) Organic System Plan, must be completed and submitted.

TDA Must be Notified About any Organic System Plan Changes Before the Annual Update Period

The Organic System Plan should describe the operation's plans for distributing or processing organic products and include a list of all input materials planned for use. It is understood that environmental, economic, and other reasons can cause modifications to this plan as the year progresses. NOP regulations require that certified operations notify their certifying agent before making any changes that could affect the integrity of organic products.

Handling, Processing, and Repacking Organic Products Require Certification

NOP regulations require all operations that sell, label, or represent products as "organic" to be certified, and that all information on the compliance of an organic product and label be approved by the certifier of the operation. Even if you do not own the organic product being handled by your operation, you are taking responsibility for the compliance of the claims being made on the product.

If you are handling, processing, or repacking a product for another company (a private label) an operation must submit the information to the TDA, Organic Certification Program for review before the handling of the product. This is true even if the contracting company is also certified by TDA. An operation's file and certification are not connected to any other operation.

Contractor Provided Labels Must be Approved for the Certification

If an operation’s contractor provides new organic labels, those labels need to be submitted and approved specifically for the operation and as a part of the certification. Also, if the operation is using a label that lists a certification agency other than TDA, a copy of the Organic Certificate corresponding to the agency on the label must be submitted.

Certification of Brokerages

If a brokerage does not physically handle or process organic products, certification is not required. Refer to section 205.101 of the NOP regulations for the requirements of exemptions and exclusions from organic certification. Exempt and excluded brokerages may choose to obtain certification due to market demands or to increase consumer confidence in their products.

If a brokerage company chooses to obtain certification, it must comply with the handling requirements outlined in the NOP regulations. These requirements include, but are not limited to, the following:

- Brokerages must submit an application packet
- Records must be maintained that verify the organic status of the products handled by the operation as well as records that disclose all activities and transactions of the operation in regards to organic products
- Procedures must be in place to ensure that no commingling or misidentification occurs between organic products and non-organic product records handled by the operation
- Custom marketing labels for all organic food products must be submitted and approved before obtaining organic certification

Certification of Retail Stores that Sell Organic Products

According to section 205.101 of the NOP regulations, retail food establishments are exempt and excluded from organic certification. Exempt and excluded retail food establishments may choose to obtain certification due to market demands or to increase consumer confidence in their products. Operations that do not choose to be certified must comply with the NOP regulations when handling organic products to ensure the integrity of the organic claim remains intact.

If a retailer chooses to obtain certification, they must comply with the handling requirements outlined in the NOP regulations including, but not limited to, the following:

- Retailers must submit an application packet
- Procedures must be in place to ensure that no commingling or misidentification occurs between organic products and non-organic products
- Prohibited substances used within the facility must not come in contact with or contaminate the organic food products
- Labels or menus making organic claims must be submitted and approved before obtaining organic certification

Retailers should follow all appropriate and mandated food safety protocols and FDA regulations regarding cleaning, sanitizing equipment, and food contact substances. Substances used as cleaners or sanitizers must be outlined in the Organic System Plan and adequate steps must be taken to eliminate the risk of contamination of the organic product (i.e. potable water rinse).

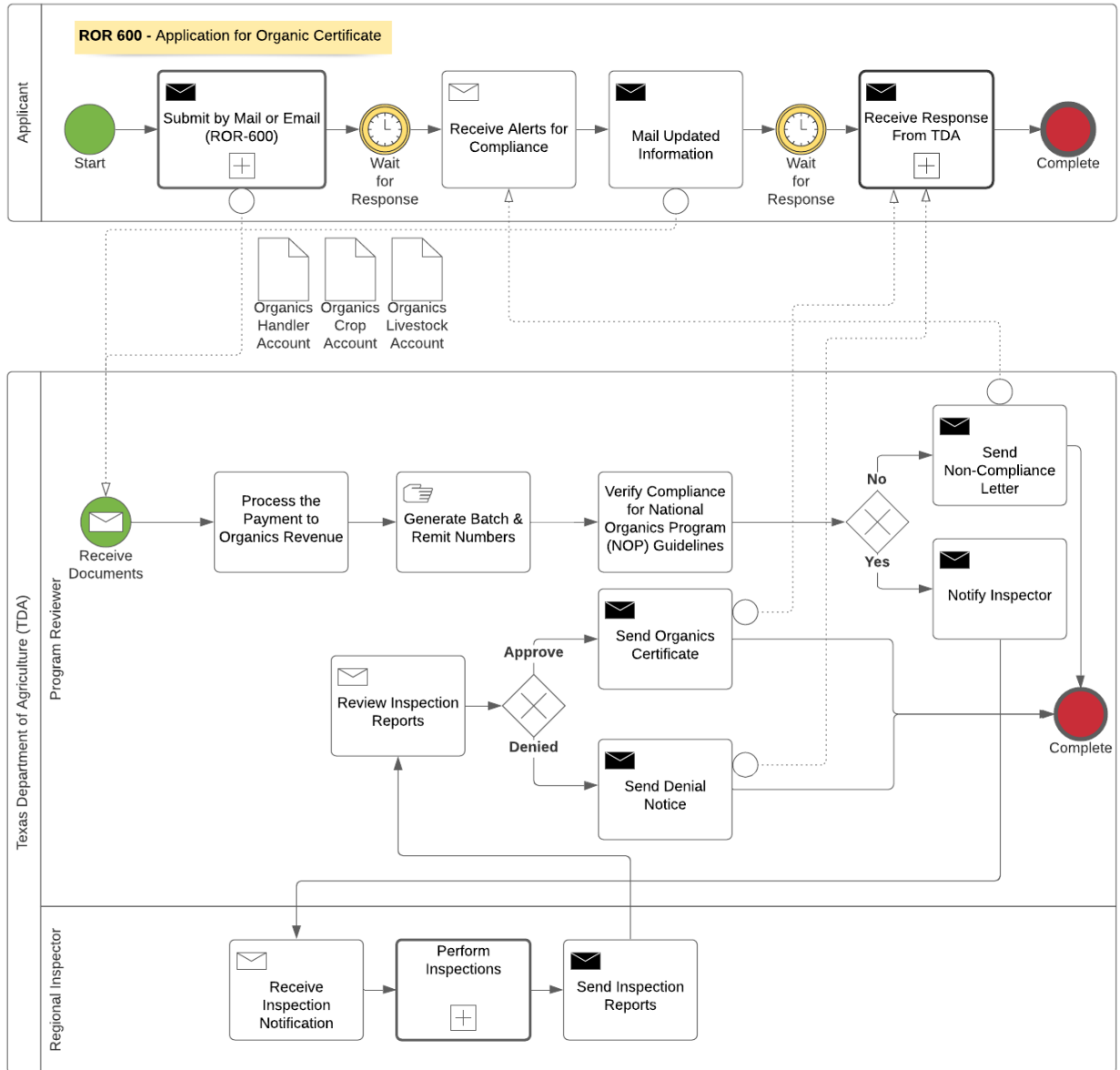
3.12.2 Business Process Models

BP-ORG-01	Organic Certificate Application
BP-ORG-02	Organics Transaction Certificate

Organic Certificate Application

Organic Certificate is to ensure the integrity of organics agriculture products that are produced and manufactured by the producers and agribusiness. There are in total of four organic certificates (Crop, Handler, Livestock and, Transaction).

Organic Certificate Application

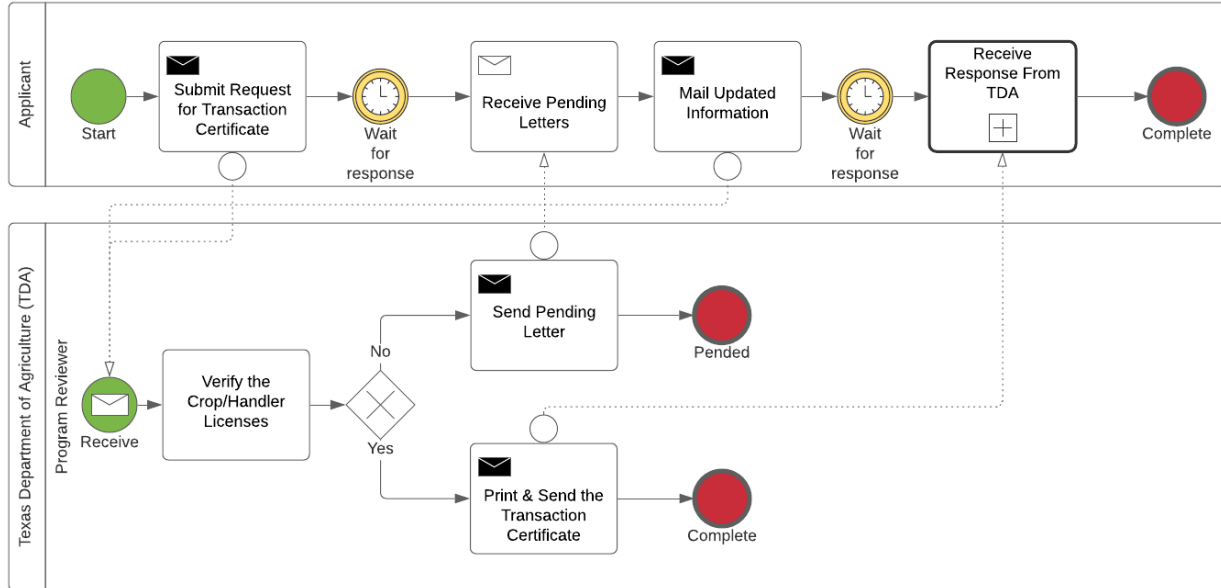


BP-ORG-01: Organic Certificate Application

Organics Transaction Certificate

Organics Transaction Certificate is to be obtained by Organics Handler and Organics Producer for crop rotation and shipping of organics products.

Organic Transaction Certificate

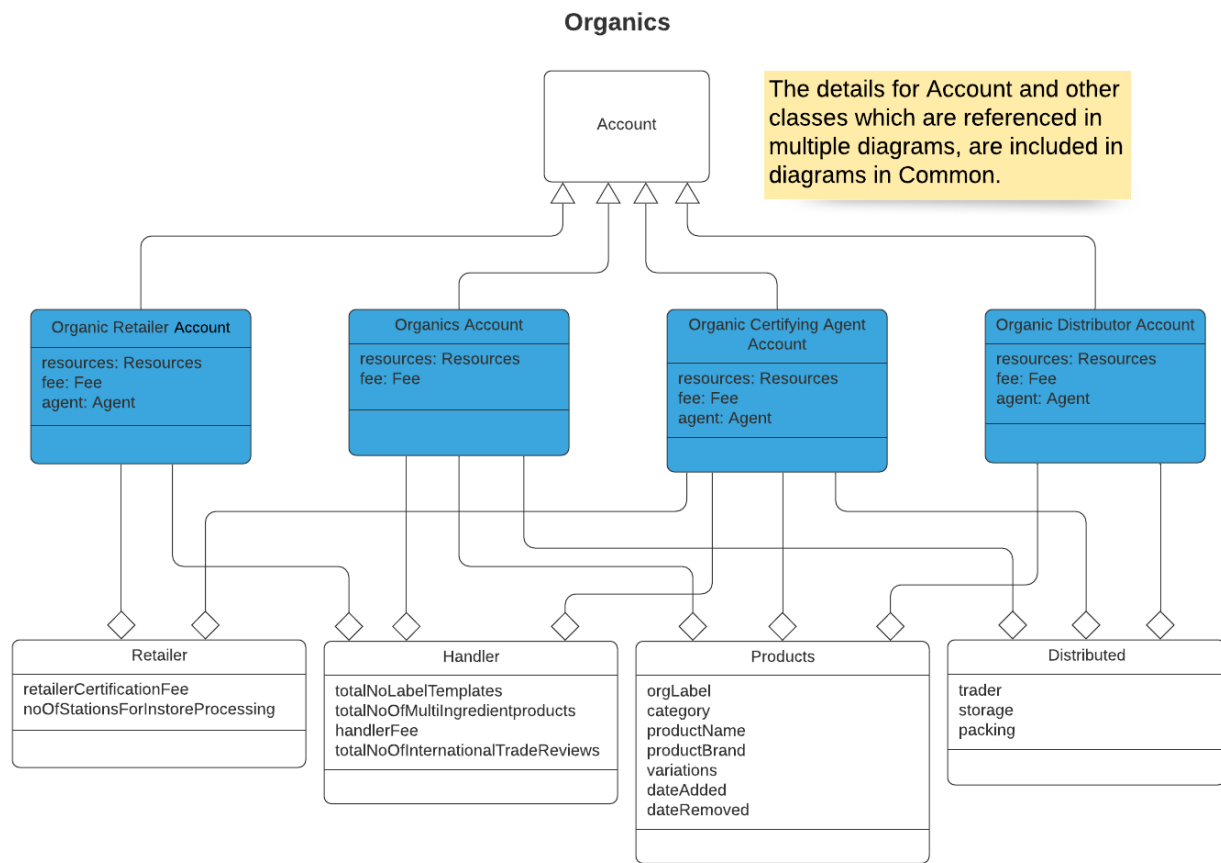


BP-ORG-02: Organics Transaction Certificate

3.12.3 Business Requirements

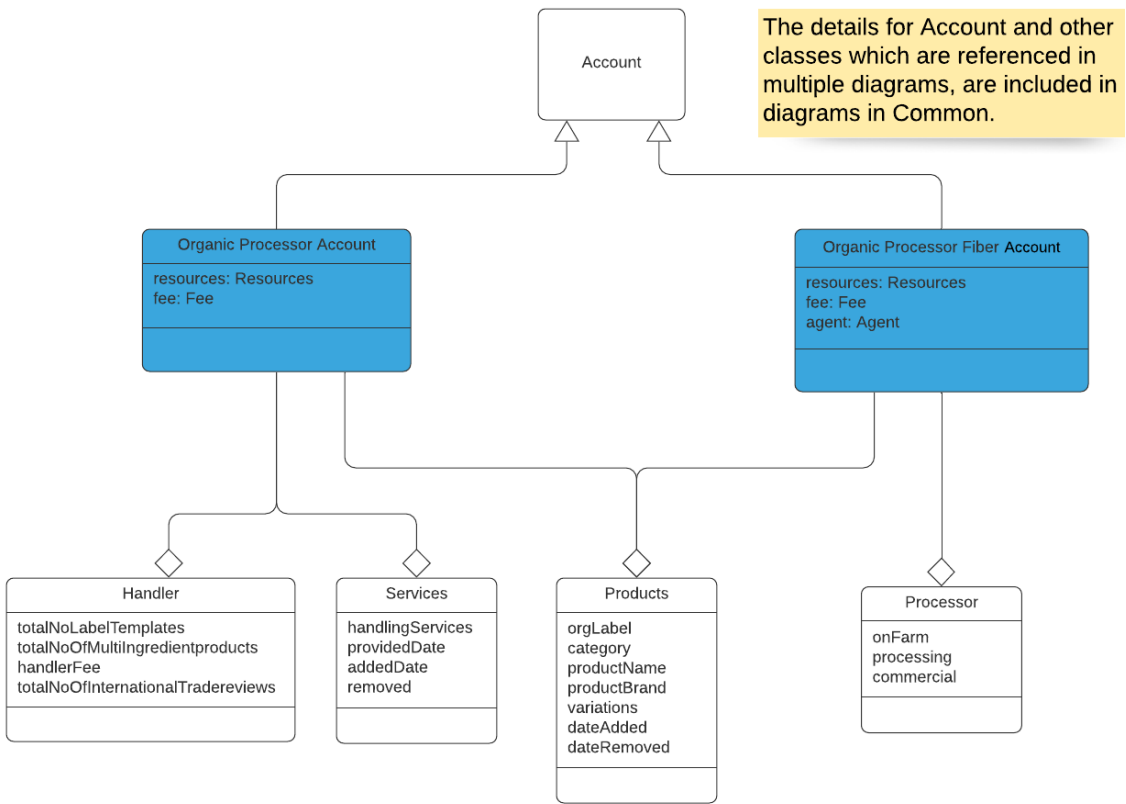
Please refer to the “Organics Certification” section in the Word document attached under [Appendix A: All Business Rules](#).

3.12.4 Business Domain Model



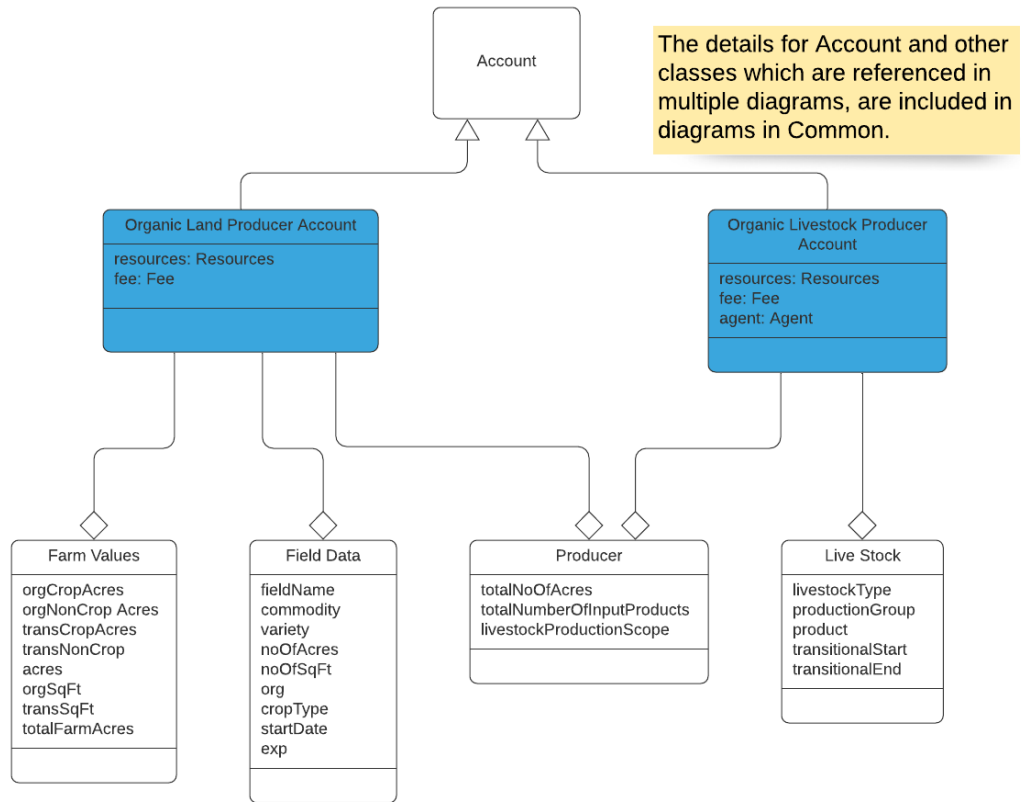
DM-ORG-01: Organics

Organics Processor



DM-ORG-02: Organics Processor

Organics Producer



DM-ORG-03: Organics Producer

3.12.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Process of receiving applications and Payments	Only through mail or emails.	Ability to receive applications and Payments via an online system.	Receiving Applications is through mails is time-consuming Applications are missing and never received by TDA. Mail notifications are not secured and there is a risk of theft Mailing of applications involves cost	2, 3
2	Ability to receive Fees	Only through mail	Provide the ability to receive application fees via an online system.	The process of receiving fees needs to be updated to use an online system. Receiving Fees via mail will delay the process. Fees sent via mail are not secure and have high chances of misplacing. Tracking payments is difficult and time-consuming. The burden on TDA employees to verify, validate and track the payments.	2, 3
3	Tracking fees for new and renewed application	No way to store this information in the system	Need Database to store this information	Tracking is difficult Having documentation on paper can result in loss of data, if not documented properly.	4, 5
4	Clearer indication when a license was renewed or issued	Currently, there is no proper data management for license issuing and renewal	Need proper data management with the help of database	Lack of data management may cause loss of important data	9
5	Hard copies of Files	During various stages of review, all files are hard copies	Ability to store documents in a system and capture updates and changes made	Hard copies of files are difficult to maintain Difficult to keep current of the changes/updates made to operation's Organic system plan	1

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
6	Delay in process	All processes are delayed as most of the functions are performed outside of BRIDGE and they lack the functionality.	Using software to perform inspections would speed up the process	BRIDGE is only used as a placeholder to get Account, contact, facility information	2, 3, 4
7	Notifications during various steps of the review process	Notifications are not sent during each step of the review process	Ensure notifications are sent during each step of the review process	User lacks information on the status of application review	3
8	Initial review	The initial review is paperbound,	Ability to perform initial review using a software program/process	The paperbound process involves maintaining the documents Any updates required will be difficult to make Documents might be lost Prone to human errors	4
9	Sending Letters	Letter Templates are modified for each review process and sent	This can be automated to generate the required letter using a reporting tool.	Modifying Letters templates for each application or review process is a manual process that can result in errors	3
10	Ability to maintain versioning of letter templates for the corrections made	If corrections are necessary, the same physical form is updated for any changes.	Instead of re-entering or updating the physical existing forms, need to have an option of maintaining versions so that all changes can be tracked.	Identifying exact change or correction will be difficult Multiple entries for the same record can cause data inconsistency Time-consuming and rework	5

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.
13. **Auto Unused Tab Removal Feature** – An auto unused tab removal feature needs to be installed while printing information.
14. **Updating the Exam Hand** – Updating the Exam Hand to work across all systems.
15. **Application Inconsistency Removal** - Making code changes to fix the application inconsistency and make it available to be working as expected by the end-user.

3.13 Prescribed Burn

Specialists write burn plans for prescribed fires. Burn plans identify – or prescribe – the best conditions under which trees and other plants will burn to get the best results safely. Burn plans consider temperature, humidity, wind, moisture of the vegetation, and conditions for the dispersal of smoke. Prescribed fire specialists compare conditions on the ground to those outlined in burn plans before deciding whether to burn on a given day.

Prescribed burning is a management tool widely used by foresters, parks departments, range and wildlife managers, ranchers, and other landowners to manage excessive natural fuels under very specific and safe conditions.

Many states across the United States have a large percentage of public land, making statewide coordinated prescribed burn plans feasible. However, 98 percent of Texas' land is privately held, which makes having a statewide plan more difficult. In Texas, better utilization of prescribed burning as a management tool requires state, local, and landowner collaboration to ensure we are managing our resources in a way that reduces wildfires, rejuvenates wildlife habitats, provides control of invasive brush, and improves watersheds.

The Prescribed Burning Board (PBB) regulates certified and insured prescribed burn managers who work to control vegetative fuels that can contribute to wildfires. Certified and insured prescribed burn managers help to manage, maintain and restore valuable ecosystems in Texas.

3.13.1 Business Capabilities Analysis

Burn Manager Requirements

The Texas Administrative Code requires that before conducting burn activities, a certified and insured burn manager must provide a landowner or the landowner's agent:

- proof of liability insurance applicable to the prescribed burn, and
- proof of current certification as a certified and insured prescribed burn manager.

The Burn Manager must also have these documents on-site at all times during a prescribed burn.

Prescribed Burn Lead Instructor

An individual approved by the Board as a certified and insured prescribed burn manager that has taken or taught the prescribed burn manager course or is an NWCG Type II Burn Boss or higher is eligible to apply to be a lead instructor.

A lead instructor must meet requirements for the presentation of technical information in a formal setting and have the required experience conducting and participating in prescribed burns. A lead instructor provides leadership conducting the board-approved prescribed burn manager course and has the authority to select assistant instructors. To be eligible to conduct a training course, a lead instructor must have:

- a minimum of 25 prescribed burns as the individual on-site solely responsible for the prescribed burn;
- participated on a minimum of 50 burns, with at least 75% being prescribed burns. Participation includes any position on a burn;
- a minimum of 35 prescribed burns of management scale, as defined within an ecoregion;
- taken or taught a Board approved certified and insured prescribed burn manager course or be qualified as NWCG Prescribed Burn Boss Type 2 (RXB2), or higher; and
- at least 10 experiences as presenter of technical information to groups in a formal setting.

All lead instructors must be approved by the Prescribed Burn Board.

Prescribed Burn Plans

A written prescribed burn plan must be completed before every prescribed burn and provide reasonable assurance that the prescribed burn will be confined to the predetermined area and conducted in a manner that will accomplish the land management objectives. A written burn plan should at a minimum include the following:

- Purpose of the burn
- Prescribed burn manager information
- Burn site information (location, directions, etc.)
- Personnel requirements for conducting the burn
- A description of areas to be burned (fuel types, typography, and previous treatments, number of acres to be burned, etc.)
- Pre-burn factors (fireguards, pumpers, crew size, tools and equipment, weather monitors, smoke sensitive areas, special precautions, etc.)
- Safety and contingency plans addressing smoke intrusions
- A detailed notification list that includes notification requirements for the Texas Commission of Environmental Quality, local law enforcement, local fire marshal, local emergency coordinator, Department of Public Safety fire coordinator, neighbors, local volunteer fire department, and/or other appropriate entities
- Criteria for making burn/no burn decisions
- Demonstration of fire suppression ability, proving the ability to have proper fire suppression equipment and manpower to manage the burn

Burn/Do Not Burn Checklists

All certified and insured prescribed burn managers are required to complete a series of questions before conducting a burn. When burning during a burn ban, the Burn/Do Not Burn Checklist must be completed in writing.

Published Reports and Publications

TDA provides the following reports and publications on their website's [Prescribed Burning Board Reports & Publications](#) page:

- **Certified Lead Burn Instructors**
Provides an overview of the Produce Recovery Fund, explaining its purpose and how it works
- **Certified Prescribed Burn Managers**
A summary of the most recent legislative and regulatory changes to the HMPC program
- **Commercial Certified and Insured Burn Managers**
A list of all individuals who hold an active HMPC License; updated the first of every month
- **Private Certified and Insured Burn Managers**
A summary of the most recent legislative and regulatory changes to the HMPC program

Prescribed Burning Board

The Prescribed Burning Board (PBB) sets standards for prescribed burning and develops a comprehensive training curriculum for the certification of prescribed burn managers. The PBB sets standards for the certification, renewal, and training of certified and insured prescribed burn managers and instructors.

The PBB certifies commercial, private, and not-for-profit prescribed burn managers to ensure that they have the proper training, experience, and insurance responsibility to protect themselves and those they serve.

The PBB considers multiple factors when establishing the professional and educational requirements necessary for a certified and insured prescribed burn manager to be eligible for renewal of certification, or for individuals to become certified.

Additionally, the PBB ensures that the minimum insurance requirements outlined in the Natural Resources Code are met for the protection of the CIPBM and those participating in or in the vicinity of a prescribed burn.

The PBB conducts regular meetings, as necessary, and works closely with the TDA for administration.

Members of the PBB

The Board is composed of members dedicated to the preservation of Texas' vast and unique ecosystems. Representatives of state agencies or institutions of higher education are chosen or appointed by the agency that they represent. Private landowners are appointed by the Commissioner of Agriculture.

Board members serve two-year terms. The following organizations are represented on the Board:

- Texas Forest Services
- Texas Parks and Wildlife Department
- Texas Commission on Environmental Quality
- Texas A&M AgriLife Extension Service
- Texas Agricultural Experiment Station
- Texas Tech University Range and Wildlife Department
- Texas Department of Agriculture
- State Soil and Water Conservation Board
- Five Private Land Owners

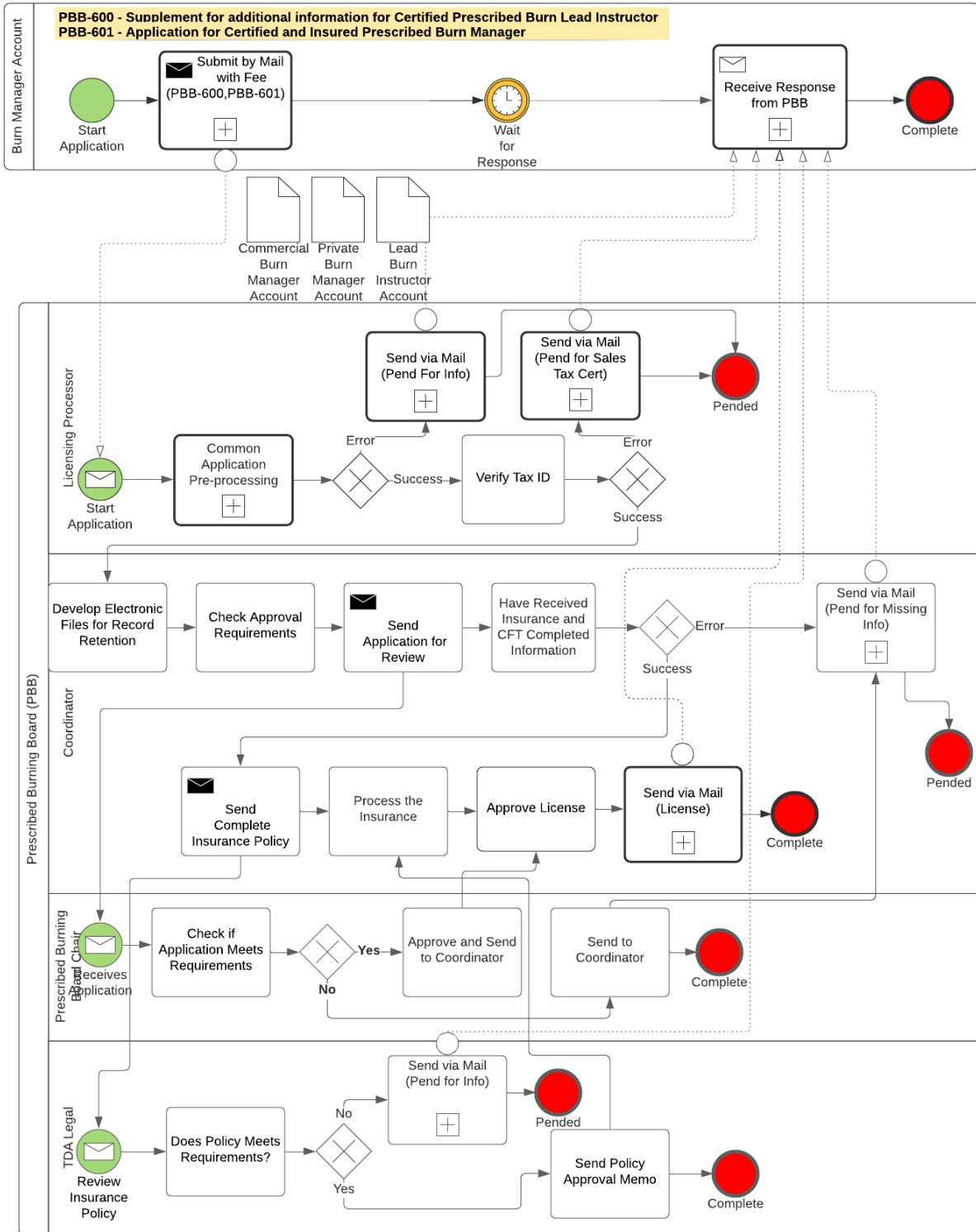
3.13.2 Business Process Models

BP-BURN-01	Prescribed Burn License Application (Part 1)
BP-BURN-02	Prescribed Burn License Application (Part 2)
BP-BURN-03	Prescribed Burn Renewal
BP-BURN-04	Receive Response from Prescribed Burn Board

Prescribed Burn License Application

A Prescribed Burn License must be obtained by the Commercial, Private Burn Manager, and Lead Burn Instructors that have taken the Prescribed Burn Course for conducting and participating in Prescribed Burn Activities.

Prescribed Burn License Application



BP-BURN-01: Prescribed Burn License Application (Part 1)

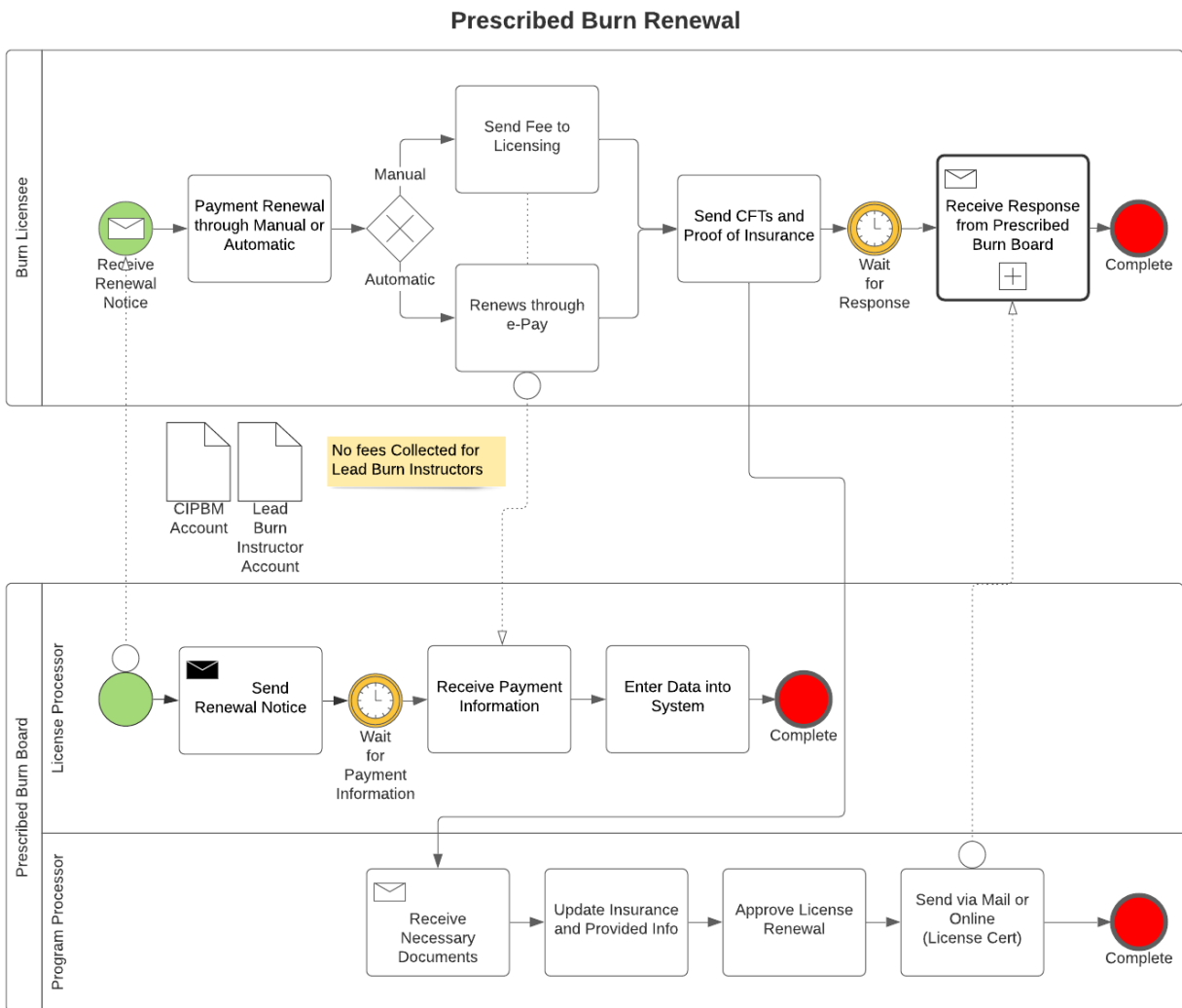
Approval Requirements - Burn Manager
 Signed Application (Required)
 PBB Training Region of Cert (Required)
 Additional Experience (Required)
 Training Completed (Required)
 Burn Plan (Required)
 ???Insurance Approved by Legal (Required)
 ???Applicant Approved by Board (Required)

Approval Requirements - Lead Burn Instructor
 Signed Application (Required)
 Professional Work Experience (Required)
 Teaching Experience (Required)
 Burn Plan (Required)
 2 References (Required)
 Completed 5 Training Courses (Required)
 Employment Info (Required)
 Resume (Required)
 ??? Insurance Approved by Legal (Required)
 ??? Applicant Approved by Board (Required)

BP-BURN-02: Prescribed Burn License Application (Part 2)

Prescribed Burn Renewal

Prescribed Burn Renewal is required for Certified Prescribed Burn Manager or Lead Burn Instructor whose License, or Insurance is due for Renewal which is required for performing Burn activities.

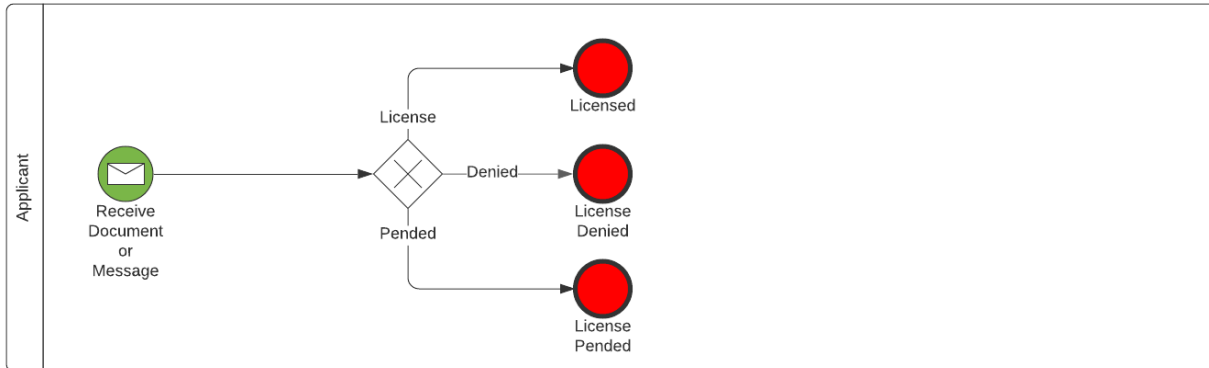


BP-BURN-03: Prescribed Burn Renewal

Receive Response from Prescribed Burn Board (PBB)

Receive a response from Prescribed Burn Board is a sub-process that provides the decision on whether to approve, pend, or deny a license application.

Receive Response From PBB (Sub-Process)

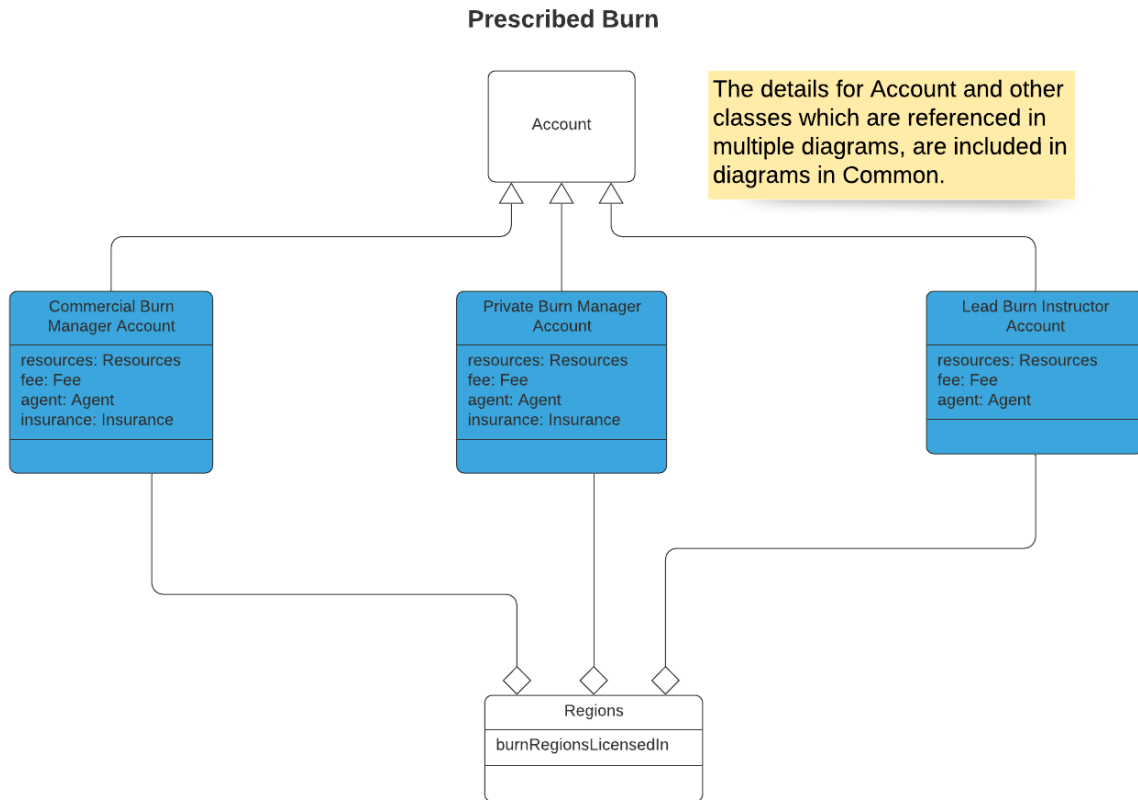


BP-BURN-04: Receive Response from Prescribed Burn Board

3.13.3 Business Requirements

Please refer to the “Prescribed Burn Board” section in the Word document attached under [Appendix A: All Business Rules](#).

3.13.4 Business Domain Model



DM-BURN-01: Prescribed Burn

3.13.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Store the documents in an electronic format	Applicant Submitted or any other documents are converted to electronic files and placed on a shared network drive.	Ability to store the files in digital format and able to edit faster with minimal errors and a chance to rectify the errors in the same form	Storing the documents by scanning them manually is a time-consuming process and requires huge effort when there are multiple documents from many applicants There is no option for reviewers or applicants to edit online or make changes as and when necessary Mailing the documents is a cumbersome process and there is a chance of documents getting missed or entering an incorrect delivery address. Retrieving the documents physically is a time-consuming process and there's a possibility that the documents might get lost/misplaced or tampered with.	1, 2, 3, 4, 8, 9, 10

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
2	Online fee payment with account updating and notifying	Fees are paid but there's no online update and notification to the applicant	Notifying the users through automated e-mail and SMS and updating the account.	The process of sending manual confirmation of payment requires an individual to check and send the updated information either through mail or online. Incorrect fee payment due to problems of understanding to the users.	2, 3
3	Live Application status tracking to the applicant and the reviewer, timely updates to the processing status of the application.	No live status updates to the user and application queuing policy	Good to have an application hierarchy and status of the application to be shown to the applicant along with concerned reviewers. The reviewers do not need to send an e-mail from one to another.	Application tracking and manual intervention is time-consuming, error-prone, and can cause a delay in processing. Not maintaining the application approval hierarchy may cause the processing to end up in a limbo where there are not timely updates or processing information.	4, 5, 9

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
4	Maintaining Insurance policy memo in an electronic format and sending it through e-mail	TDA Legal reviews the Insurance policy manually and sends a paper-based approval memo	The digital format of the memo on reviewing insurance policy online and sending the application online for making it appear in the coordinator's queue to process the application faster.	Application and approval memo not being available automatically in the coordinator's queue until the TDA legal reviews the policy and sends an approval memo through e-mail. It is difficult to keep track of the status of a specific insurance policy, who reviewed and approved it, and sent on which date. Maintaining the status manually through Spreadsheets or any other storage format is not an efficient process to follow.	1, 2, 3
5	Electronic Template format of the Certificate with editable fields	Currently, certificates are manually created and sent to the Burn Managers or Instructors	No Manual creation of certificates with necessary updates. Sending the certificates through e-mail	Creating the certificates manually with the necessary updates is error-prone and time-consuming.	4, 10

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.

3.14 Plant Quality

TDA protects consumers and the plant industry by regulating agricultural products through nursery/floral licensing, phytosanitary inspections of plant products, quarantine enforcement, and pest monitoring.

The Plant Quality Program facilitates plant commerce through phytosanitary certification of commodities to other states and countries in cooperation with their agricultural agencies, the United States Department of Agriculture (USDA), the USDA Animal and Plant Health Inspection Service, and USDA Plant Protection and Quarantine.

Another key part of protecting Texas agriculture is the operation of inspection stations on the major roadways into Texas. At these road stations, TDA inspectors physically examine inbound agricultural products for invasive pests or diseases and check to ensure all state phytosanitary laws are met. This helps keep invasive pests and plant-borne diseases out of Texas

3.14.1 Business Capabilities Analysis

Noxious and Invasive Plants

Chapter 71, Subchapter D of the Texas Agriculture Code titled Noxious and Invasive Plants requires the Texas Department of Agriculture (TDA) to publish a list of noxious and invasive plant species that have a serious potential to cause economical or ecological harm. TDA's regulations to administer this statute are given in the Texas Administrative Code, Title 4, Chapter 19, Subchapter T (Noxious and Invasive Plants). TDA's list of noxious and invasive plants is attached to Rule §19.300(a) of Subchapter T.

A noxious or invasive plant is any plant species that has a serious potential to cause economical or ecological harm to the agriculture, horticulture, native plants, ecology, and waterways of Texas.

Any agency, organization, or member of the public wishing to add a plant species to TDA's list, may send a written request to TDA. Upon receipt of this information, TDA evaluates the request and consults with representatives from the agriculture industry, the horticulture industry, the Texas AgriLife Extension Service, the Texas Department of Transportation, the State Soil and Water Conservation Board, and the Parks and Wildlife Department as required by the statute, in addition to seeking input from entities having expertise in the area as well as from those who might be potentially impacted.

If these consultations express consensus toward adding the plant species to the list, TDA publishes the proposal (a Proposed Rule) in Texas Register for public comments, and to make a decision on permanently adopting the proposal (a Final Rule) based on the comments received.

Nursery Floral

The mission of the Nursery Floral Program is to prevent the introduction and spread of agricultural pests and diseases in nursery plants, and to protect consumers and Texas agriculture against economic losses.

The Nursery Floral Program performs nursery inspections and regulatory activities, in addition to providing registration and certification services for the Texas plant industry.

Any business that grows or distributes plants with the intent to sell in one or more permanent locations needs a Nursery Floral License for each location. There are various classes of licenses, depending upon where the plants are grown and sold.

Pest Survey

Pest Surveys are conducted on quarantine pests in cooperation with state and federal agencies as needed. Examples of pests surveyed are Imported Fire Ant, Gypsy Moth, Karnal Bunt, Sweet Potato Weevil, Japanese Beetle, etc. Annual pest surveys are necessary for export certification of Texas agricultural products.

TDA participates in the national Cooperative Agriculture Pest Survey (CAPS) program to survey for pests that are exotic or have limited distribution within the U.S. The CAPS program is a cooperative effort between state departments of agriculture and USDA-APHIS for early pest detection of invasive species. Early pest detection helps reduce expenditures and often prevents such pests from becoming established. TDA and its cooperators have surveyed for pests such as sweet orange scab, Old World bollworm, citrus canker, citrus root weevil, channeled apple snail, plum pox virus, rice pathogens, nematodes, downy mildew of corn, soybean rust, and black stem rust.

Pest and Disease Alerts

The Plant Quality Program responds to new introductions of plant pests to eradicate, suppress, or contain them through various programs in cooperation with state departments of agriculture and other government agencies. These may be emergency or longer-term domestic programs that target a specific regulated pest.

By determining which plants and plant products can be imported—and which pose a high risk and should be excluded—the regulations and policies established by the Plant Quality Program protect the environment and Texas agriculture. At present, TDA has issued the following alerts:

- Asian Citrus Psyllid
- Cactus Moth
- Citrus Canker
- Citrus Greening
- Date Palm Lethal Decline
- Diaprepes Root Weevil
- Emerald Ash Borer
- European Corn Borer
- Fusarium Wilt of Queen Palm & Mexican Fan Palm
- Japanese Beetle
- Mexican Fruit Fly
- Pink Hibiscus Mealy Bug
- Red Imported Fire Ant Quarantined Area
- Red Palm Mite
- West Indian Fruit Fly
- Pecan Weevil

Phytosanitary Certificates

Protection for Texas Agriculture is ensured through phytosanitary inspections of plant products grown in nurseries, fields, or greenhouses, including their premises, growing media, containers, or packaging.

Pest-free products are issued a phytosanitary certificate or permit for shipment to pest-free areas if requested by a grower and/or shipper. Growing season inspections are conducted to determine freedom from pests of field crops and vegetable plants. As a prerequisite for phytosanitary certification, samples are collected and sent for diagnosis to determine the pest species present.

State or federal phytosanitary certificates are issued under the authority of the state departments of agriculture and USDA-APHIS-PPQ for products imported into or exported from Texas. However, no state or federal phytosanitary certificate is issued for a quarantined article if the quarantine requirements of the importing state or country are not met.

Quarantines

Quarantine inspections are conducted to monitor quarantined pests that could be introduced into Texas from out-of-state agricultural shipments or transported from quarantined to pest-free areas of Texas. Nursery plants, fruits, vegetables, hay, sod, or any other article that can harbor a quarantined pest are inspected to ensure that they are free of quarantine pests and meet the import requirements of Texas.

Road station inspections are conducted to ensure that the articles entering into pest-free areas from quarantined areas are free of pests. Plants imported from foreign countries for propagation are monitored through Federal Post-entry quarantine inspections. Federal permits are issued for soil, plant pests, noxious weeds, or biological control organisms brought into the state for experimental use.

State or federal phytosanitary certificates or compliance documents are inspected for products imported into the pest-free areas of Texas.

Quarantined articles without proper certification are denied entry into the state or destroyed at the owner's expense. The nursery products or floral items that are infested with a plant pest are subjected to a seizure order, requiring the plants to be withdrawn from sale for treatment or destruction.

Compliance Agreements

Compliance Agreements are developed between exporters and state departments of agriculture to facilitate interstate commerce. Exporters are encouraged to contact the TDA Regional Office in their area for further information about Compliance Agreements.

Sweet Potatoes

Sweet potatoes may not be shipped from quarantined areas of other states into areas of Texas that are free from the sweet potato weevil, except:

- Quarantined articles from quarantined areas of other states are allowed to enter quarantined areas of Texas if accompanied by a phytosanitary certificate or a tag from the origin state's Department of Agriculture that certifies the shipment was inspected and found to be free of sweet potato weevil.
- Quarantined articles from weevil-free areas of other states may enter Texas with an approved stamp (green tag), or a similar phytosanitary certificate.

Citrus – Budwood Certification Program

The Citrus Budwood Certification Program protects Texas citrus from viral diseases by ensuring an adequate supply of virus-free budwood. Certified Budwood must be used when producing certain varieties of citrus plants. The following varieties currently may be produced only from certified budwood:

- Grapefruits--"Rio Red";
- Valencia oranges--"Standard", "Olinda";
- Navel oranges--"N-33";
- Other oranges--"Marrs", "Pineapple";

Trees of the above varieties produced in Texas before Sep 1, 2006, are exempt from the requirements.

The Citrus Budwood Advisory Council advises TDA in the matters of standards and rules necessary to administer the citrus budwood certification program. Members, appointed by the Commissioner, serve two-year terms and may be reappointed. The advisory council is composed of seven members as set forth by law: one member representing the department; one member representing the Texas A&M University-Kingsville Citrus Center at Weslaco; two members representing citrus nursery industry; two members representing citrus growers; and one member having specialized knowledge in citrus diseases and pests. All meetings are open to the public.

Citrus – Nursery Stock Certification Program

TDA is required to certify citrus nursery pest exclusionary facilities in Texas under the Texas Administrative Code Chapter §21.

Under the provision of citrus nursery stock certification regulations, any person who propagates citrus nursery stock in Texas is required to hold a current certificate for a certified citrus nursery. Any person who propagates citrus nursery stock for the purpose of sale must also hold a current nursery/floral license.

Citrus – Quarantines

The program protects against quarantined pests and diseases of citrus. Unauthorized movement of citrus, related plants, or other quarantined articles into Texas is prohibited.

Plants of citrus and plants of orange jasmine (also known as orange jessamine) sold or distributed in Texas must be specially labeled and records must be kept to verify that the plants were produced in Texas.

Within Texas, regulations restrict the movement of citrus plants into the Citrus Zone (Brooks, Cameron, Hidalgo, Jim Hogg, Kenedy, Starr, and Willacy counties).

Citrus – Pest Control Program

Reduces the threat of Mexican fruit fly to growers in the Lower Rio Grande Valley by monitoring fly populations and releasing millions of sterile flies weekly to reduce the reproduction of fertile flies.

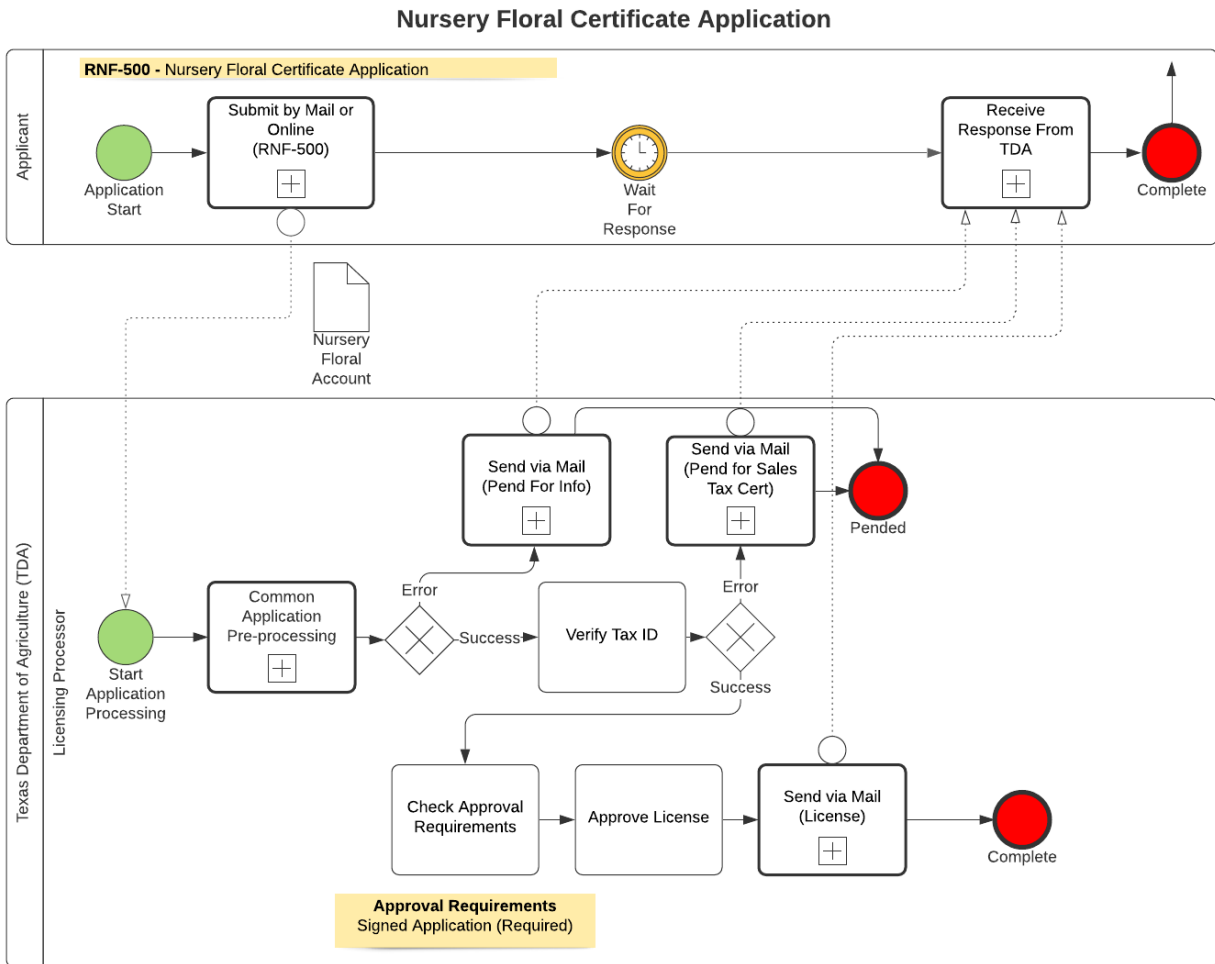
This program reduces the cost of production and expensive treatments before shipment for sale. Similar monitoring is conducted for Mediterranean fruit fly, which sometimes infests various states but doesn't occur in Texas.

3.14.2 Business Process Models

BP-PLANT-01	Nursery Floral Certificate Application
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Nursery Floral Certificate Application

A Nursery Floral license must be obtained for any business that grows or distributes plants, or that intends to sell plants in one or more permanent locations.

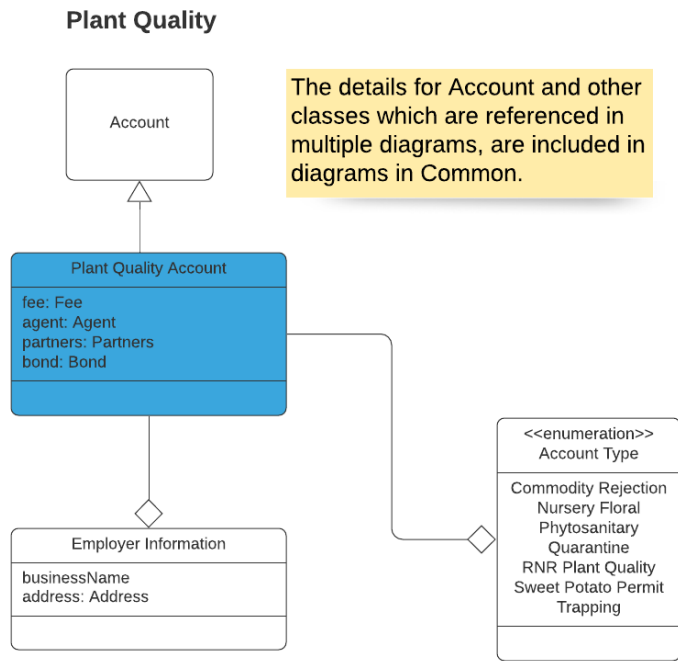


BP-PLANT-01: Nursery Floral Certificate Application

3.14.3 Business Requirements

Please refer to the "Plant Quality" section in the Word document attached under [Appendix A: All Business Rules](#).

3.14.4 Business Domain Model



DM-PLANT-01: Plant Quality

3.14.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Auto-Populate/Auto Fill Feature	There is some information that has to be repeated multiple times. To counter that an autofill feature can help so that once the information is added, it will automatically populate the repeating gaps.	Once the information is added, it will automatically populate the repeating gaps.	An auto-populate feature to counter the repetition of adding the same information multiple times.	12
2	Link to Process form RNF 503	For Plant Quality, a phone call is done by Nursery Floral License holders that are requesting Event Permits. This generally takes around 20 minutes to complete a call or process the form (RNF 503). There are a series of questions to answer: <ul style="list-style-type: none"> • Date • Location • Name of event • County Once information is entered and saved an event permit number is generated.	Link to Process form RNP 503 for the license holders to add their information more conveniently	A link for Nursery Floral License holder requesting Event Permits so that information can be added conveniently and requests can be done anytime.	2, 3

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.

3.15 GO TEXAN

The GO TEXAN program is a Texas Department of Agriculture initiative dedicated to identifying and supporting Texas-based businesses and connecting them with customers across the Lone Star State and around the world.

The GO TEXAN campaign began in 1999 to focus on Texas agricultural products. Later, the campaign expanded to include shrimp and Texas wine. In 2003, the Texas Legislature expanded the program to include Texas-made products of all sorts.

The GO TEXAN Philosophy

The GO TEXAN program is dedicated to showcasing the diversity and quality of Texas-based businesses. Whether we are developing new sales and business opportunities for GO TEXAN Partners or encouraging consumers to look for the iconic GO TEXAN mark when making buying decisions, we will always strive to find new and meaningful ways to promote products and services that are Texas made and Texas proud.



GO TEXAN.[®]

Figure 3-1 The GO TEXAN mark.

3.15.1 Business Capabilities Analysis

The GO TEXAN campaign is divided into four general areas:

GO TEXAN Associate Partners

Any business entity providing a service or doing business in the state of Texas that wants to support the GO TEXAN program and Texas Agriculture.

GO TEXAN Product Partners

Any business entity providing a service or doing business in the state of Texas that wants to support the GO TEXAN program and Texas Agriculture. Markets fiber, food, horticulture/forestry/produce, livestock, oysters, shrimp, wine, and other value-added products manufactured in the state of Texas.

GO TEXAN Certified Retirement Communities

Designates an area as a "Certified Retirement Community" based on its ability to meet the living, employment/volunteer, health, entertainment, education, and safety needs of residents and visitors, and spotlights rural communities to support and encourage rural tourism

GO TEXAN Certified Farmer's Markets

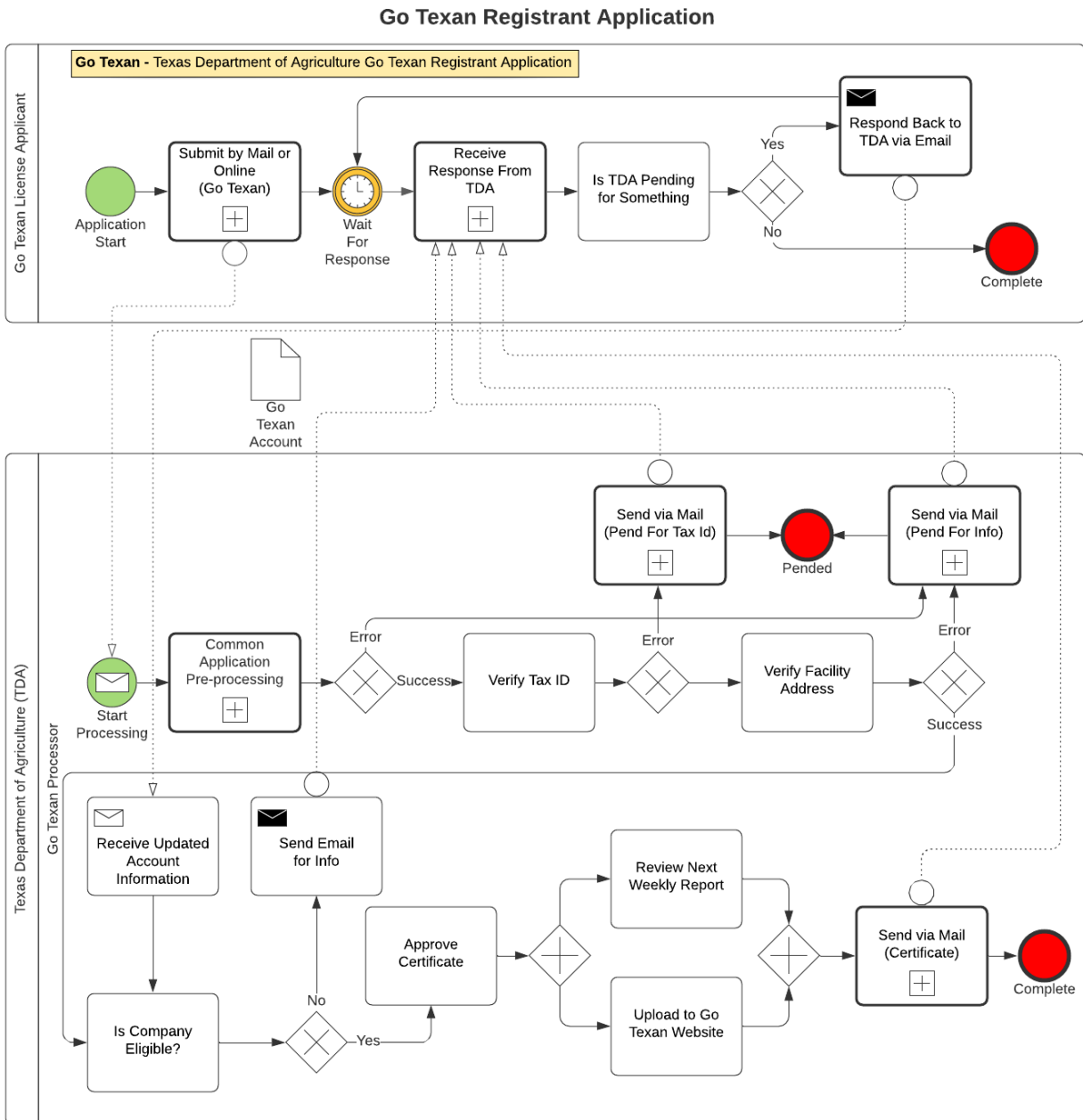
Operates special programs such as the GO TEXAN booth at the State Fair of Texas and a website listing of local farmer's markets, and international marketing.

3.15.2 Business Process Models

BP-GOTEX-01	Go Texan Registrant Application
BP-GOTEX-01	Go Texan Status Management
BP-GOTEX-01	Go Texan Account Closure

Go Texan Registrant Application

An applicant sends out the form and necessary documentation for Go Texan registrations. Program Specialist verifies the Tax ID as well as Facility Address against current database information (we do not have TAX ID verification software), Company Eligibility and all supporting documents and approves the license. Applicants are contacted for any missing or pending information before and after the process begins. Applicants are contacted when renewals are insufficient for funds.

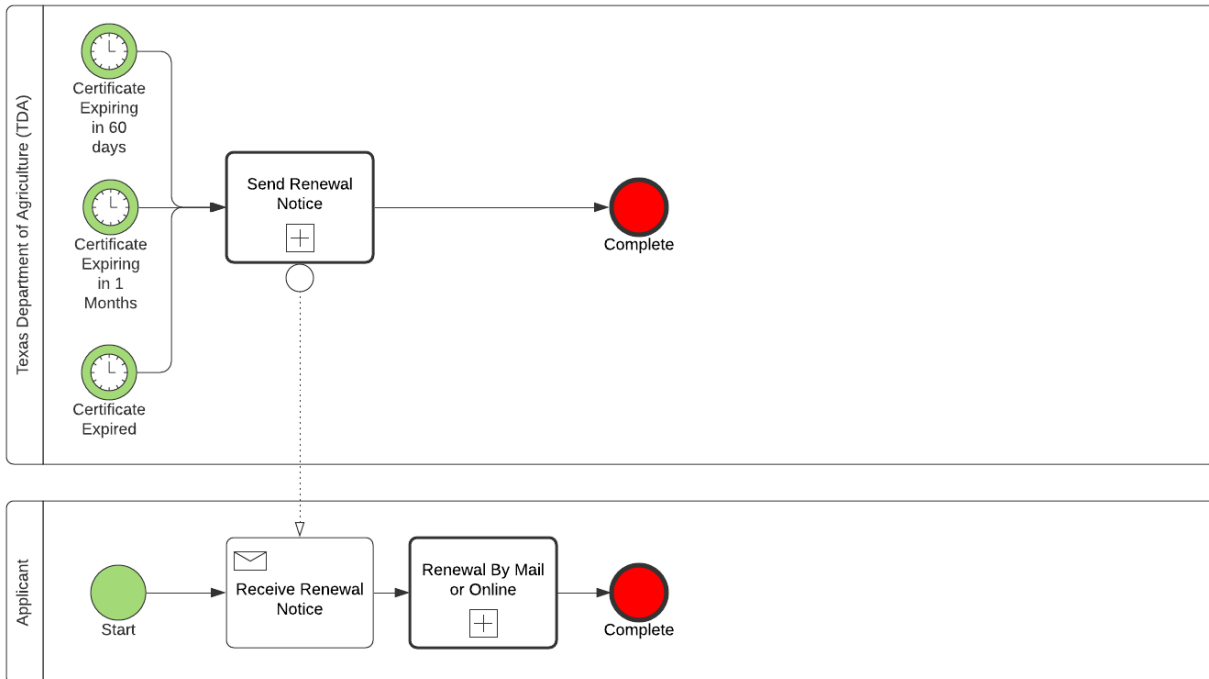


BP-GOTEX-01: Go Texan Registrant Application

Go Texan Status Management

Program Specialists maintain when certificates are getting or have expired, depending on the time frame they send out the required renewal notice to the Applicant. After receiving the notice, the applicant responds with their renewal application.

Go Texan Status Management

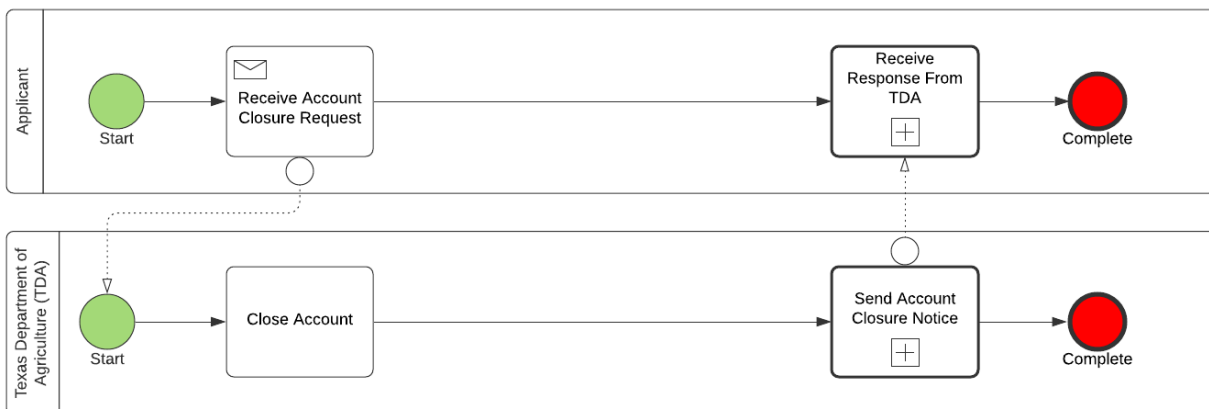


BP-GOTEX-02: Go Texan Status Management

Go Texan Account Closure

Applicant sends account closure request to TDA Program Specialist who closes the account and sends the closure notice back to Applicant.

Go Texan Account Closure

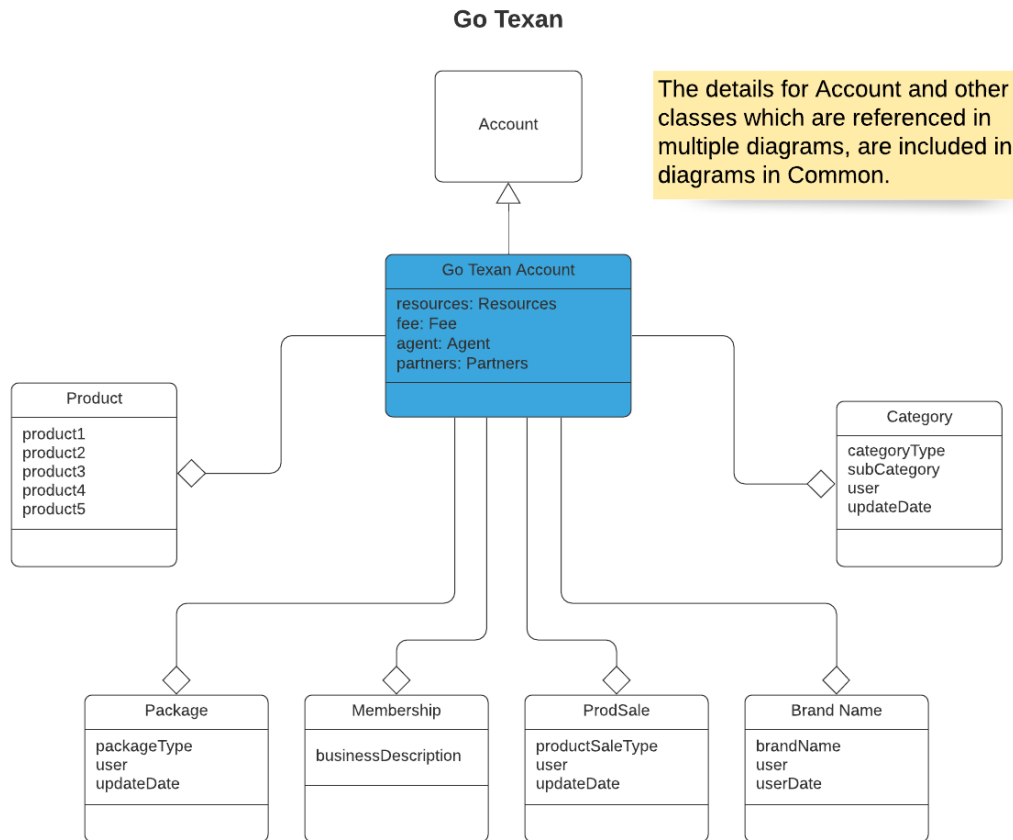


BP-GOTEX-03: Go Texan Account Closure

3.15.3 Business Requirements

Please refer to the “GO TEXAN/State Fair” section in the Word document attached under [Appendix A: All Business Rules](#).

3.15.4 Business Domain Model



DM-GOTEX-01: Go Texan

3.15.5 Gap Analysis

No.	Business Requirements	Current State	Future State	Gap Analysis	Action Plan Tasks
1	Flagging Duplicate Accounts	There are some duplicate accounts based on FLBN, DBA, or Tax ID. Flagging those accounts can help in identifying those accounts.	Duplicate accounts can be flagged so that they can be easily identified.	Flagging the duplicate accounts based on FLBN, DBA, or Tax ID can help easily identify those accounts.	11
2	Closing the Expired Accounts	There are unnecessary tabs on the accounts that can be removed. The expired status is unnecessary if accounts can be closed, and those not reopen after an account is expired. It needs to be more straightforward. Extra steps are being taken to close already expired accounts.	Ability to close the expired account automatically to avoid the extra effort that is needed to close expired accounts.	Configuring database to automatically close the Expired accounts. This can avoid the extra effort that is needed to close expired accounts.	5
3	Auto-Populate/Auto Fill Feature (Common)	The checkmarks for auto-filling fields do not transfer over to my other tabs. Information always has to be entered in the county on the contact tab.	Once the information is added, it will automatically populate the repeating gaps.	An auto-populate feature to counter the repetition of adding the same information multiple times.	12

Action Plan Tasks

1. **Be Paperless** - Web Interface to accept or upload the applications, renewals, insurances, bonds, case filing, and supporting documents within the portal in electronic format.
2. **Complete Online** – Enable complete online payment system (Credit Card, Debit Card, PayPal, e-check) for all account licenses, renewals, or any violation penalties. Payments are tracked against accounts, and any pending amounts or debts will be tracked within the account history.
3. **Auto-generate Notifications** – Send notification alerts to users on any pending information, renewals, violations, orders, closure, application status, and payment acknowledgments. Send reminders to internal staff members on deadlines. Enable a customer portal interface for communicating with users for additional information.
4. **Digital** – Ability to store all the documents in electronic format within the account. These documents must be accessible for TDA representatives and users for any modifications.
5. **Account Tracking** – Enable account tracking for all applicants, so the TDA associates can track the account history within a certain time. This helps to track penalties, suspensions, violations, and criminal background checks.
6. **Automate the process** – Set thresholds for enabling the license decisions coming from DPS.
7. **Auto-correct/GPS Coordinate System** – Enable a web-based tool, to complete the grammar checks and fix the issues. Establish GPS or Map coordinates for all the locations within the accounts.
8. **Category-based reports**- Set the report questions and inspections based on field categories like routine or new or capacity change inspections. Make reports accessible and enable uploading options for all TDA representatives.
9. **Status Tracker** – Enable status tracking mechanism for all licensing and renewals, for all the users (external, TDA, third party associates).
10. **Account History** – Set privileges for users to auto-download the licenses, renewals, invoices, orders, and any disclosure documents.
11. **Query Flexibility** – Currently there is no option to query specific data in reports. Multiple criteria should be available to query only specific information in the reports.
12. **Auto-fill Feature** – An auto-populate feature to counter the repetition of adding the same information multiple times.

3.16 Agriculture Commodity Boards

The Coordinator for Agriculture Commodity Boards and Producer Relations is responsible for overseeing twelve commodity boards as well as other programs, including the Texas Boll Weevil Eradication Foundation.

Note: This program is beyond the scope of what this report was intended to document. However, an abridged analysis was included since it is an important part of TDA's business architecture and there is a significant opportunity for the system that will eventually replace BRIDGE to streamline the associated business processes.

3.16.1 Business Capabilities Analysis

The 12 commodity boards that TDA is responsible for overseeing are:

- Beef Promotion and Research Council of Texas
- Texas Corn Producers Board
- Texas Wheat Producers Board
- Texas Grain Sorghum Producers Board
- Texas Peanut Producers Board
- Texas Sheep and Goat Predator Management Board
- Texas Pecan Board
- Texas Mohair Producers Board
- Texas Wintergarden Spinach Producers Board
- Texas Rice Producers Board
- Texas Citrus Producers Board
- Texas Citrus Pest and Disease Management Corporation

It is the Coordinator's responsibility to oversee the general operation of the boards (review the board's budgets, election plans, board audits, end of the year reports); provide agency-led strategic planning and feedback to the boards; and liaison between the boards and the agency. It is also the Coordinators responsibility to initiate any enforcement actions requested by the boards to recoup assessments.

3.16.2 Business Processes

All processes are manual and paper-based; software (i.e. BRIDGE) is not used in their administration.

Management of Agendas, Budgets, Purchase Requests, Election Plans, etc.

The current process consists of a board sending the coordinator agendas, budgets, election plans, etc. via email for approval. Other documents like minutes and audits are sent to TDA for review and filing. Those documents are then sent to the records retention coordinator for archiving.

The coordinator reviews the documents, if it is a board budget or a purchase request from the Foundation, the documents are then forwarded through IQ to TDA's Legal Department for final review and approval.

Budgets are approved annually. Foundation elections are held annually, and foundation purchase requests are intermittent throughout the year.

Board Member Elections

Elections for commodity boards are held biennially on odd and even years depending on the board; each board member serves a 6-year term. Once elected, re-elected, or every two years (whichever comes first) board directors are required to take training on the Open Meetings Act training, Public Information Act, and ethics.

Budget Approval

1. Board staff emails Coordinator the annual budget.
2. Coordinator reviews budget and forwards to TDA Legal through IQ for final review and approval.
3. The budget is then sent back to the Coordinator through IQ, who then prepares the final approval documents, prints the documents, and then forwards them to the TDA Executive team to be signed.
4. The Coordinator then sends the approved budget to the board electronically and via mail. An electronic copy of the budget is saved in each of the board's files.

Note: Election canvassing documents, foundation purchase requests, and other documents requiring executive approval follow the same approval process.

Required Training

Board of Directors for boards and the foundation take training courses and send their certificates to the board or foundation staff. Staff send certificates to TDA for filing and keep copies for their files.

3.16.3 Business Requirements

The following rules and statutes make this program necessary:

- **Commodity Law**
 - [Chapter 41 of the Texas Agriculture Code](#)
 - [Title 4, Part 1, Chapter 23 of the Texas Administrative Codex](#)
- **Cotton Pest Control (where the Texas Boll Weevil Eradication Foundation is housed)**
 - [Chapter 74 of the Texas Agriculture Code](#)
 - [Title 4, Part 1, Chapter 3 of the Texas Administrative Code](#)
- **Citrus Pest and Disease Management Corp**
 - [Chapter 80 of the Texas Agriculture Code](#)
 - [Title 4, Part 1, Chapter 27 of the Texas Agriculture Code](#)

3.16.4 Business Domain Model

Note: The domain model is beyond the scope of this report and has thus been deliberately omitted.

3.16.5 Gap Analysis

Given that all business processes are currently manual and paper-based, a software-based solution could help to streamline the management of board member training and the various other administrative processes performed by TDA staff.

4 Applications and Data Stores

4.1 High-Level System Architecture and Design

The High-Level System Architecture Design identifies the major components of the BRIDGE application and its relationship with the other major interfacing applications.

4.1.1 Security and Privacy

Our team was not provided access to application source code or to production infrastructure as that was deemed beyond the scope of the project, so we were unable to perform a thorough security analysis of the applications. However, we did observe the following security practices being employed:

- Data in transit is encoded using SSL/TLS and sent using encrypted protocols such as HTTPS.
- Passwords being encrypted
- Sensitive resources were secured via IP based firewall whitelist policies, in addition to file and database access control lists

The CIA Triad is a benchmark model in information security designed to govern and evaluate how an organization handles data when it is stored, transmitted, or processed. Each attribute of the triad represents a critical component of information security:

- **Confidentiality** – Data should not be accessed or read without authorization. It ensures that only authorized parties have access. Attacks against Confidentiality are disclosure attacks.
- **Integrity** – Data should not be modified or compromised in anyway. It assumes that data remains in its intended state and can only be edited by authorized parties. Attacks against Integrity are alteration attacks.
- **Availability** – Data should be accessible upon legitimate request. It ensures that authorized parties have unimpeded access to data when required. Attacks against Availability are denial or destruction attacks.

The previously mentioned security practices observed by our team indicate a fairly strong posture for ensuring Confidentiality and Integrity. However, we were unable to gain any conclusive insights regarding measures in place to ensure Availability given our very limited access. Thus, we were left to assume the following commonly used strategies have been employed to increase information security, application reliability, and availability.

- **Encryption:** Encrypting and safeguarding data is essential, especially Personally Identifiable Information (PII). Encrypting data at rest and in transit is the best way to ensuring confidentiality.
- **Disaster Recovery:** Optimized for recovery after a major disaster that incapacitates local assets. Disaster recovery is commonly based on geographic mirroring.
- **Backup:** Optimized for recovery after a localized failure, commonly a human error, or some unforeseen technical problem. Due care must also be exercised with backups verify their integrity by periodically restoring to a controlled test environment.
- **High-Availability:** Optimized for restoring operations quickly giving the appearance of a nearly uninterrupted service following foreseeable technical failures such as a server or disk failure. Recovery is typically measured in seconds, with detection sometimes taking longer than the recovery process.

4.2 Internal Application Portfolio

This section documents BRIDGE and the other major interfacing applications within the scope of this assessment that have were developed in-house by TDA.

4.2.1 Agency BRIDGE

BRIDGE is TDA's core application for Licensing, Compliance, and Enforcement. BRIDGE maintains TDA's base data of accounts, clients, facilities, account activities, and fees as well as account type-specific information. Multiple divisions utilize BRIDGE such as ACP (Agriculture and Consumer Protection), TBD (Trade & Business Development), and Licensing.

Based on account types, BRIDGE has many responsibilities and procedures such as scheduling a new inspection for a Grain Warehouse, assigning an incident to a Pesticide Applicator, issuing a nursery event permit, or paying a fee for a Registered Technician license.

BRIDGE is a custom-developed solution maintained by TDA.

Technical Overview

- [REDACTED]
- Production and Test Environment Hosted in [REDACTED] Cloud
- Development Environment Hosted Onsite
- Interfaces with eApply, ePay (Texas.gov), SHIP (License printing system), PIER (Field Inspection System), LSC-RBI (Licensed Service Company Online System)

4.2.2 Public BRIDGE

Public BRIDGE is a web-based application used by licensees to renew their accounts online. TDA-provided usernames and passwords are required for users to access their accounts. These credentials are included on the renewal invoice that TDA sends approximately 45 days before the expiration of licenses.

Note: The Certified Private Pesticide Applicator Licenses and Texas Equine Incentive Program types cannot be processed online. Additional processing fees may also be assessed for online transactions, depending on the license type.

Technical Overview

- [REDACTED]
- Production and Test Environment Hosted in [REDACTED] Cloud
- Development Environment Hosted Onsite
- Interfaces with ePay (Texas.gov)

4.2.3 PIER

PIER is a client-server application created by TDA which integrates with the BRIDGE system and is designed to allow inspectors to perform activity from remote locations (out in the field).

Using client data and inspector assignments retrieved from BRIDGE, PIER guides Inspectors through the required forms for client-specific account types.

PIER has over 100 forms covering enforcement actions, inspections, and marketing opportunities.

While at a remote location, PIER works without internet connectivity by storing progress in local files.

PIER uses the familiar Adobe Acrobat PDF interface for data entry and printout of completed forms.

Technical Overview

- PIER includes a Windows client application, another Windows client specifically for administration, and a Windows server application acting as an interface to the database
- PIER servers connect to BRIDGE databases with Production, Test, and Development environments
- Uses BRIDGE user authentication for server connection
- Requires [REDACTED]
- Requires VPN or TDA Office network access when connecting to the server

4.2.4 LSC-RBI

LSC-RBI is a custom-developed application by TDA. It is used by Registered Technicians who work for License Service Companies, both of which are licensed by TDA.

Registered Technicians use this application to enter online, the details of calibrations and repairs of liquid measuring devices licensed by TDA. The data entered is then used to identify both high and low-risk facilities in the risk-based inspection program.

Technical Overview

- [REDACTED]
- Production and Test environment Hosted in [REDACTED] Cloud
- Development environment hosted onsite

4.2.5 eApply

The eApply system allows the applicant to improve the processing time of a license application by bypassing the postal service and Comptroller Payment Processing System (Lockbox). eApply also gives the applicant the convenience of paying fees via credit/debit card or electronic check.

Technical Overview

- [REDACTED] Web Application with [REDACTED] Backend Database
- Production and Test Environment Hosted in [REDACTED] Cloud
- Development Environment Hosted Onsite
- Interfaces with ePay (Texas.gov)

4.2.6 SHIP

SHIP is a suite of custom applications developed by TDA for automated client communication by automatically generating batches of PDFs that are sent to the print shop to be printed and mailed.

SHIP is comprised of the following applications:

- **Licenses:** generates the licenses and accompanying correspondence/letters
- **Invoices:** generates account renewal invoices and accompanying correspondence/letters
- **Pending Letters:** generates letters informing applicants/licensees why their account is pending (i.e. requiring additional information, money, etc.)
- **Violation Letters (formerly EEIP: Enforcement Efficiency Initiative Project):** generates the following notifications resulting from enforcement activities:
 - Notice of Violation (NOV) letters
 - Notice of Violation Reminder letters
 - Order for No Contest Plea letters
 - Default Order letters
 - Failure to Pay Ordered Penalty Reminder letters
- **Web Reprint:** used by TDA staff to search for and regenerate correspondence generated by the other SHIP projects

Printed items are mostly processed through the ADC print shop, while payments for renewal invoices and violation letter notifications are handled through ePay (a service offered by Texas.gov).

Technical Overview

- Four [REDACTED] Console Applications and a [REDACTED] Web Application with [REDACTED] Backend Database
- Production and Test environment Hosted in [REDACTED] Cloud
- Development environment hosted onsite
- Capable of multiple delivery mechanisms: print and/or email (Violation Letters only)

4.3 External Service Portfolio

4.3.1 Accounting – USAS (TX Comptroller)

Uniform Manual Statewide Accounting System (USAS) provides both GAAP (Generally Accepted Accounting Principles) and cash-basis accounting and satisfies both state and agency accounting requirements. USAS captures accounting activities supplied by state agencies and institutions of higher education.

Financial data in USAS is used by the Comptroller's office to produce state payments, agency reports, legislative reports, and reports for appropriation management and statewide budgets.

USAS also performs specialized functions, such as budgetary and encumbrance accounting, cost allocation, payment processing, and document tracking.

4.3.2 Payment Gateway – NIC USA (NIC Payments)

NIC USA provides a payment gateway service with integrated payment settlement to the TX Comptroller's USAS system. The payment settlement is fully integrated with the TX Comptroller's accounting system (USAS).

4.3.3 Interactive Maps – Google (Maps API)

eApply displays interactive maps allowing users to visually define the coordinates for Hemp Lot Crop Permits by drawing a polygon over the area where their crop will be located.

This service is provided via the Google Maps API interactive mapping service.

4.3.4 Address Geocoding – Google (Maps API)

Addresses within both BRIDGE and eApply are geocoded – that is, translated from a street address to precise GPS coordinates – when the coordinates are necessary, either to facilitate inspections or to help guide inspectors more accurately to rural addresses.

This service is provided via the Google Maps API address geocoding service.

4.3.5 Print & Mail Services – Xerox Print Services (via DIR Contract)

Correspondence generated by SHIP is sent to the print shop electronically where it is automatically printed, stuffed into envelopes, and then mailed to the recipient.

This is a contracted service provided via a DIR managed contract that is currently being fulfilled by Xerox Print Services.

4.3.6 Criminal Background Checks – LexisNexis (Risk Solutions API)

LexisNexis provides an API for automating the process of checking for criminal background history. This is used by several programs to ensure that applicants do not have any history of criminal convictions that would preclude them from being licensed.

4.4 External Data Feed Portfolio

The IT Operations team is primarily responsible for managing the integration of these external interfaces with TDA's internal systems.

4.4.1 Licensee Testing Services (PSI Exams)

TDA contracts with PSI Exams to perform test proctoring services for the following types of licenses:

- Agricultural Pesticide
 - Commercial/Non-Commercial Agricultural Applicator
 - Noncommercial (Political) Pesticide Applicator
 - Private Applicator
 - Private Recertification
- Structural Pest Control Services (SPCS)
 - TX Certified Applicator
 - TX Certified Applicator - including Structural Fumigation
 - TX Technician Exams
 - TX Technician Exams - including Structural Fumigation
- Weights and Measures
 - Service Technician

4.4.2 Hemp Enforcement (TX DPS)

TDA periodically uploads information about Hemp licenses and lot crop permits via SFTP to DPS so their officers may quickly and efficiently verify the legality of any hemp crops.

Additionally, in situations where the LexisNexis criminal background is insufficient to determine a license applicant's eligibility, TDA also manually queries DPS data for additional information in an attempt to reconcile any data issues and reach an accurate determination on the applicant's eligibility.

4.5 Internal Data Store Portfolio

4.5.1 Logical Data Models

The BRIDGE system architecture provides a clean separation between the presentation layer, business logic layer, and data layer which allows TDA to maximize flexibility and reduce the costs associated with maintaining the system infrastructure. Business logic components execute SQL queries to read/write data from the database. All business logic components communicate with local calls.

Consequently, this architecture has led to the logical data models being very closely aligned with the business domain models. For additional model details, please refer to the relevant program's Business Domain Models under section 3 Program and Department Business Processes.

4.5.2 BRIDGE Database (██████ – TDA Schema)

The TDA schema is the data store for both Agency & Public BRIDGE OLTP data and contains 1,719 tables, in addition to numerous packages, procedures, and views. Some of the objects within the TDA schema are also used by other applications, such as PIER, SHIP, and LSC-RBI.

Physical Data Models

Please refer to the attached **PDF-TDA.pdf** file for the physical data model details.



PDM-TDA.pdf

4.5.3 LSC-RBI Database (██████ – LSC Schema)

The LSC schema is the primary data store for the LSC-RBI application and contains 24 tables.

Physical Data Models

Please refer to the attached **PDF-LSC.pdf** file for the physical data model details.



PDM-LSC.pdf

4.5.4 SHIP (██████ – SHIP Schema)

The SHIP schema is the primary data store for the SHIP application(s) and contains 15 tables.

Physical Data Models

Please refer to the attached **PDF-SHIP.pdf** file for the physical data model details.



PDM-SHIP.pdf

4.5.5 eApply Database ([REDACTED] – License_App Database)

The License_App database is the data store for eApply and contains 55 tables.

Physical Data Models

Please refer to the attached **PDF-eApply.pdf** file for the physical data model details.



PDM-eApply.pdf

5 Reporting and ETLs

Pentaho is business intelligence (BI) software that provides data integration, OLAP services, reporting, information dashboards, data mining, and ETL capabilities.

TDA utilizes Pentaho for both ETLs and to provide pre-built reports, as well as ad-hoc reporting capabilities to its business users via the Pentaho Interactive Reporting (PIR) plug-in.

5.1 ETLs

For ETLs, TDA uses the Pentaho Data Integration (PDI), codenamed Kettle, which consists of a core data integration (ETL) engine, and GUI desktop applications that allow the user to define data integration jobs and transformations.

TDA has numerous ETL jobs to facilitate moving various data between its systems, as well as to periodically generate automatic reports that are either emailed to staff or published to the TDA website.

5.2 Enforcement

The Enforcement department uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Enforcement Actions Detail	The report displays enforcement actions for Quarterly Performance Measures	Quarterly	Ad-Hoc
Enforcement Actions Formal and Informal	The report displays enforcement formal and informal actions for Quarterly Performance Measures	Quarterly	Ad-Hoc
Incident List	The report displays Incident List for Quarterly Performance Measures	Quarterly	Ad-Hoc
Enforcement Actions Detail	The report displays enforcement actions for EPA	Semi-Annual	Ad-Hoc
Incident List	The report displays Incident List for EPA	Semi-Annual	Ad-Hoc
Enforcement Actions Detail	The report displays enforcement actions for Structural Advisory Board	Quarterly	Ad-Hoc
Enforcement Disposition	The report displays Enforcement Disposition for Structural Advisory Board	Quarterly	Ad-Hoc
Enforcement-Structural	The report provides the number of complaints completed and the percentage completed within the 180-day range	180 Days	Ad-Hoc

5.3 Grain Warehouse

The Grain Warehouse program uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Grain Warehouse Insurance	The report displays Grain Warehouse Insurance details	On-demand	Ad-Hoc
Grain Warehouse Inspection History	The report displays Grain Warehouse Inspection History details	On-demand	Ad-Hoc
Grain Warehouse Detail	The report displays Grain Warehouse Details	On-demand	Ad-Hoc
Grain Warehouse Detail Minus and Bonding	The report displays Grain Warehouse Detail Minus and Bonding details	On-demand	Ad-Hoc
Grain Warehouse Suspension	The report displays Grain Warehouse Suspension details	On-demand	Ad-Hoc
Grain Warehouse Renewal	The report displays Grain Warehouse Renewal details	On-demand	Ad-Hoc
Grain Warehouse Deficiency	The report displays Grain Warehouse Deficiency details	On-demand	Ad-Hoc
Grain Warehouse Open Storage	The report displays Grain Warehouse Open Storage details	On-demand	Ad-Hoc

5.4 Handling and Marketing of Perishable Commodities (HMPC)

The HMPC program uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
HMPC Revenue	The report displays Grain Handling and Marketing of Perishable Commodities (HMPC) revenue details	On-demand	Ad-Hoc

5.5 Pesticide Products

The Pesticide Products program uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Pesticide Product Client Business and Contact Information	The report displays Pesticide Product Client Business and Contact Information	On-demand	Ad-Hoc
TDA Pesticide Products Activity	The report displays TDA Pesticide Products Activity details	On-demand	Ad-Hoc
Remits with Balances	The report displays Remits with Balances information	On-demand	Ad-Hoc
Accounts with Balances	The report displays Accounts with Balances	On-demand	Ad-Hoc
Account Contact	The report displays Account Contact details	On-demand	Ad-Hoc
Applied Lockbox Remittances	The report displays Applied Lockbox Remittances information	On-demand	Ad-Hoc
SUSDRO	The report displays SUSDRO details	On-demand	Ad-Hoc
Pesticide Product SUDRO	The report displays Pesticide Product SUDRO details	On-demand	Ad-Hoc
TDA Pesticide Product	The report displays TDA Pesticide Product details	On-demand	Ad-Hoc
Account Balance Remit History	The report displays Account Balance Remit History information	On-demand	Ad-Hoc
TDA Pesticide Products Registered Report	The report displays TDA Pesticide Registered Products information	On-demand	Ad-Hoc

5.6 Prescribed Burn

The Prescribed Burn program uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
CIPBM General Report	This report displays Certified and Insured Prescribed Burn Manager (CIPBM) applications and renewal licenses information	On-demand	Ad-Hoc
Lead Burn Instructors	This report displays Lead Burn Instructor applications and renewal licenses information	On-demand	Ad-Hoc

5.7 Pesticide Applicator, CEU, Dealer

The Pesticide programs use the following Pentaho reports.

Name	Description	Frequency	Type of Report
Use Observation	This report displays User observation for Legislative Budget Board (LBB) inspection numbers		Ad-Hoc
SUSDRO	This report displays SUSDROs-Stop Sales of pesticide products at marketplaces such as Home Depots, HEB, and other box stores as well as agriculture stores information		Ad-Hoc
WPS	This report displays Worker Protection Standards inspections		Ad-Hoc
Pesticide Complaints Report	This report displays complaints and sends an alert to the Regions in the field and the Inspector it is assigned to their Outlook email		Batch

5.8 Organics Certification

The Organics Certification program uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Monthly Performance Measures	The Report displays the Performance measures that are required by TDA on monthly basis.	Monthly	Ad-Hoc
Quarterly Performance Measures	The Report displays the Performance measures that are required by TDA quarterly.	Quarterly	Ad-Hoc
Account Status Report	The Report Displays the Status of the Accounts required for program use and is generated as needed.	On-Demand	Ad-Hoc
Data Submission to NOP Integrity	The Report displays the Data Submission for NOP - Non-Organic Programs which is generated on an annual basis.	Annually	Ad-Hoc
Corrective Action Report	The Report displays the Corrective actions for NOP- Non-Organic Program which is generated quarterly	Quarterly	Ad-Hoc
Positive Sample Report	The Report displays the Positive Samples for NOP- Non-Organic Program which is generated immediately	On-Demand	Ad-Hoc

5.9 Seed Lab

The Seed Lab uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Number of Official Seed Samples Received	This report displays Official Seed Samples received information for Account Type	Monthly	Ad-Hoc
Number of Service Seed Samples Received	This report displays Service Seed Samples information for Service Testing Account Type	Monthly	Ad-Hoc
Number of Apparent Violations	This report displays Apparent Violations information for Account Type	Monthly	Ad-Hoc
Number of Violations Sent to Enforcement	This report displays Violations Sent to Enforcement information for Account Type	Monthly	Ad-Hoc
Number of Pounds Reported by Reporting System	This report displays Pounds Reported by Reporting System	Monthly	Ad-Hoc
Number of Texas Tested Seed Labels Issued	This report displays Texas Tested Seed Labels Issued information	Monthly	Ad-Hoc
Number of Certified Labels Issued	This report displays Certified Labels Issued information	Monthly	Ad-Hoc
Number of Certified Acres Applied on	This report displays Certified Acres Applied information	Monthly	Ad-Hoc
Number of Certified Acres Inspected	This report displays Certified Acres Inspected information	Monthly	Ad-Hoc
Number of Certified Fields Inspected	This report displays Certified Fields Inspected information	Monthly	Ad-Hoc
Number of Conditioning Plants Inspected	This report displays Conditioning Plants Inspected information	Monthly	Ad-Hoc

5.10 Metrology Lab

The Metrology Lab uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Device Totals Report	This report displays information from worksheets entered for a given date range or specific code.	Monthly, quarterly and On-Demand	Ad-Hoc
Uncompleted Test Report	This report displays information from worksheets entered but not marked complete by company name or invoice date range.	On-Demand	Ad-Hoc
Unpaid Test Report	This report displays information from worksheets entered but not marked complete by company name or invoice date range and sorted by date, the company that was invoiced, or the invoice number.	On-Demand	Ad-Hoc
Paid Test Report	This report displays information from worksheets entered, marked complete, and paid by company name or invoice date range and sorted by date, company invoiced, or invoice number.	On-Demand	Ad-Hoc
All Test Report	This report displays information from all worksheets entered (complete, incomplete, paid, and unpaid by company name or invoicing date range and sorted by date, company invoiced, or invoice number.	On-Demand	Ad-Hoc
Company Report	This report displays company names from data entered into company information by class, city, country, or region.	On-Demand	Batch

5.11 GO TEXAN

The GO TEXAN program uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Account Status Report	This report includes associates, restaurants, products, renewals, labels, certificates, and account status by effective date and account type	Weekly	Batch

5.12 Hemp

The Hemp program uses the following Pentaho reports.

Name	Description	Frequency	Type of Report
Hemp Lot Crop Permits Details	This report displays all Lot Crop Permits issued with, LCP #, issue date, expiration, facility location, ID, address, county, variety, and acres/sq ft. Also includes if Lot Report has been submitted	On-Demand	Ad-Hoc
Hemp Lot Crop Permit Summary	This report displays Hemp Lot Crop Permit list by County of only active LCPs with total acres/sq. ft	On-Demand	Ad-Hoc
Hemp Manifests	This report displays all manifest data with filters for manifest type, Official sample, Unofficial sample, and transport manifest	On-Demand	Ad-Hoc
Hemp New Facilities	This report displays hemp facility location IDs that have been added to a Producer and/or Handler account.	On-Demand	Ad-Hoc
Hemp Licenses	This report displays all License types, Producer, Handlers, Handler Samplers, Processors, THC Lab Registration, Research, with business and contact information, all other associated information and original open date and county of business with account status	On-Demand	Ad-Hoc
Hemp Facility Location	This report displays all Hemp Facility locations with address, ID, and county of hemp facility location	On-Demand	Ad-Hoc
Hemp Accounts in Renewal	This report displays all Hemp accounts in renewal	On-Demand	Ad-Hoc
eApply Hemp Trace Number Report	This report displays the list of all hemp applications from eApply, Business name, Account type, phone, city, Total \$, trace number, date submitted and the ETL Processed & Payment Statuses	On-Demand	Ad-Hoc
Official sample tests results	This report displays the list of lot crop permits showing Official sample test results of all samples	On-Demand	Ad-Hoc
Outstanding Lot Report	This report displays the list of all accounts with LCP that have outstanding lot reports	On-Demand	Ad-Hoc
Acres/Sq. ft, planted, harvested, destroyed	This report displays all data from submitted lot reports that is recorded in BRIDGE	On-Demand	Ad-Hoc
Hemp DPS Report feed	This report displays a daily feed of all manifests issued with all data	Daily	Ad-Hoc
Texas Hemp USDA AMS - 13 Licensed Producer Report	This report displays a non-cumulative report of USDA licensed Producers	1st of month	Ad-Hoc

6 Reviews and Approvals

6.1 Review History

Reviewed By	Role of Reviewer	Date of Review	Comments

6.2 Approvals History

Approved By	Role of Approval	Date of Approval	Comments

7 Appendix A: All Business Rules

The Business Rules file is inserted here.



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8 Appendix B: Key Terms

The following table provides definitions for terms relevant to this document.

Table 2: Glossary of key terms

Term	Definition
ACP	Agriculture Consumer Protection Division
API	Application Programming Interface
Arch	Architecture
AsIs, As-Is	Current State
BPMN	Business Process Modeling Notation
BRIDGE	TDA's custom-developed legacy application used to centrally manage numerous mission-critical business processes. The name BRIDGE is an acronym of " B ringing R esource I ntegration and D ata together for G reater E fficiency."
CFAP	The USDA Coronavirus Food Assistance Program (see: https://www.farmers.gov/pandemic-assistance/cfap)
CSA	Current State Assessment
eApply	System for registering new license applications only
ETL	Extract, Transform, Load
FDA	The United States Food and Drug Administration
FIFRA	Federal Insecticide, Fungicide and Rodenticide Act
FND	Food and Nutrition Division
GAAP	Generally Accepted Accounting Principles
HMPC	Handling and Marketing of Perishable Commodities
IT	Information Technology
LSCRBI	TDA's custom-developed application allowing 3 rd party licensed service companies/technicians to submit device inspection reports to TDA with the data automatically being sent to BRIDGE. The name LSCRBI is an initialism of " L icensed S ervice C ompany R isk- B ased I nspections."
NIST	National Institute of Standards and Technology
PIER	TDA's custom-developed application is used by TDA field inspectors to electronically submit their inspection reports with the data automatically being sent to BRIDGE. The name PIER is an acronym of " P erforming I nspections E nforcement R ecruitment."
PoC	Point of Contact
RACI	Responsible, Accountable, Consulted and Informed
SHIP	TDA's custom-developed application is used to generate various types of print & mail correspondence sent to licensees (e.g. licenses, invoices, pending letters, and violation letters). The name SHIP is an acronym of " S tate H istorical I nvoice P rinting."
SPCS	Structural Pest Control Services
TBD	Trade and Business Development Division
TDA	The Texas Department of Agriculture
USDA	The United States Department of Agriculture.