



Georgia Department of Agriculture

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Commissioner

Executive Summary **Georgia Department of Agriculture Licensing Division**

On May 1, 2013, the Georgia Department of Agriculture consolidated the issuing of licenses into a single Division to better serve our customers. The licensing team includes a Division Director, IT Specialist, and seven licensing coordinators that represent all of the Department's Operation Divisions (Animal Industry, Food Safety, Marketing, Plant Industry and Fuel & Measures). The Licensing Division plans to go live on July 1, 2013.

The licensing team's focus, over the first forty days, is to plan, define, approve, document, sign off, train and implement each license issued by the Department. License validation and system development are crucial to being ready for the July 1 go live date. The Licensing Division will manage the administrative side of issuing licenses, while the Operation Divisions concentrate on the regulatory aspects of licensing.

Increased online adoption of the license renewal process is the first year's main goal. Improving the online experience will allow external customers easy access to licenses, customer friendly, efficient and transparent government. Reduced cost for the Department's operational and implementation expenses, compliance with O.C.G.A. § 50-36-1 for Secure and Verifiable Documentation along with improved security and decreased risk will enable the Department to continue improving its zero based budget goals.

The Licensing Division will partner with the Customer Service Center to provide exceptional customer experience. The team will foster better and improved customer confidence in its goal of increasing the online adoption for processing licenses. Payment for licenses will be consolidated with a bank lockbox for check payments and the addition of credit/ACH payment options. To encourage online payment of license fees, the Department plans to absorb all convenience fees for online transactions.

Year two goals include examination of data fields to standardized naming schema for all establishments across all regulatory disciplines. With improved security and decreased risk, standardized data schemes will move the Department closer to the goal of a simple consolidated license.

We, at the Georgia Department of Agriculture, take our responsibilities to you very seriously and are committed to providing superior agricultural products, service and leadership.

The **mission** of the Georgia Department of Agriculture's Licensing Division is to provide exceptional customer service using available technology to issue and renew licenses, certifications & registrations expeditiously.

The **vision** of the Licensing Division is to provide a transparent and efficient methodology enabling our customers to easily engage the Georgia Department of Agriculture by fulfilling our customer's business needs.