

Slide 1 Hello and welcome to the SITC Training for PPQ Managers, SNICAS Data Certification webinar.

Slide 2 My name is John Yankosky and I will be the presenter for this webinar.

This webinar is designed to present you with a quick overview of the SNICAS Reporting Certification process.

If have any questions, you can contact me by phone or by e-mail and I will be happy to answer your questions.

Slide 3 The Professional Development Center provided you with face-to-face, hands-on training in the spring of 2013. You can find the certification process in your training manual, or you can find the SNICAS Data Certification Guide in the Link Section of the SNICAS home page.

The SNICAS certification process has rolled out. As a supervisor of SITC activity, you are now responsible for certifying monthly reports in SNICAS.

This review will serve as a reminder of all the “how-to’s” so that you can certify reports with confidence. Remember you can give me a call if needed.

Slide 4 You can see from the Office of Inspector General (OIG) audit report that there were concerns with data integrity.

APHIS responded by creating a new SOP for officers and supervisors.

Slide 5 I will show you how to certify the five SNICAS data reports and where to find needed certification resources for the future.

Slide 6 Upon completing this lesson, you will be able to ensure data standards are met when certifying SNICAS data reports.

Slide 7 The three topics we will be covering are:

SNICAS Data Certifications module

Data Certification Tabs

Limitations and common mistakes

Slide 8 The Data Certification Module was designed to:

Improve data quality and integrity in SNICAS and to assist supervisors through a quality assurance review.

APHIS policy states that first line supervisors will review and certify data prior to transcribing monthly WADS, or at least by the 10<sup>th</sup> of each month.

This training will provide you with a procedure on how to certify each of the five categories.

Slide 9 These are the steps that were incorporated into the new SNICAS certification process. As the supervisor of SITC activities, you are now responsible for the last two steps of this process.

- Review data and take corrective actions to maintain high quality data within SNICAS, and
- Once you find and correct errors, you will then certify Data

We will discuss what measures you need to take for quality standards.

Slide 10 First, I want you to look at this slide.

You should burn this slide into your memory before you push that button to certify your data. Take a moment and reflect on those important reports that you will be querying and relying on.

Think about the importance of quality information if the APHIS Administrator were to use your data to make a decision about new import regulations.

SNICAS reports and queries are only as good as the information being entered into the data system. These are some of the considerations you need to think about before pushing that certification button.

Slide 11 The quality of data entered into SNICAS will impact the reports extracted from SNICAS. The Data Certification Module addresses the quality control checks needed to satisfy OIG requirements.

The data in SNICAS directly impacts how PPQ closes Agriculture Pathways. The more reliable and consistent the data, the more credible APHIS is.

Slide 12 The focus of this training is to improve data quality and integrity. With the change in the SITC structure, PPQ managers working with SITC activities must complete the Data Certification training before attaining access to SNICAS. Some PPQ supervisors will be required to complete SITC Training for PPQ Managers.

Slide 13 The data standard that you should use when certifying reports is documented on the SNICAS Job Aid dated 12/2011.

This job aid can be found in the links section of SNICAS. We will refer to different sections of the SNICAS job aid throughout this training.

Slide 14 You can find the Data Certification policy in the links section of the SNICAS home page under SITC Updates/SITC Updates 2012.

This certification policy spells out the process to new managers. You can also find a guide by selecting the SNICAS Data Certification Guide link on the home page.

Slide 15 Supervisors should review data inconsistencies within the five critical areas of SNICAS.

Data review should concentrate on overall data quality and integrity.

Attention is critical on individual record completeness, accuracy, and timeliness.

Certifiers need to review the quantities, units of measure, spelling, and typographical errors.

Slide 16 Occasional typographical errors can be corrected and certified by the supervisor. Repeat problems or major omissions should be brought to the attention of the officer and the officer should correct the errors before the record is certified.

Remember to take workload, complexity of work, etc., into account when using this as a performance gauge.

Slide 17 Next we will look at the Data Certification tabs.

Slide 18 Navigate to the SNICAS home page and select Reporting/Analysis.  
Next select Data Certification.

If you are now responsible for certifying SITC Data, but do not see the Data Certification drop down menu shown in this screen shot, then you should contact SITC National Director Wendy Beltz.

Note your role will define your access to SNICAS data.

Slide 19 The Data Certification page includes five tabs associated with the critical types of SNICAS data.

The five tabs include Locations, Surveys, Seizures, Traces Initiated, and Traces Closed. Each tab contains a table or quick list showing uncertified data.

Slide 20 By selecting the Locations tab, all new locations that need to be certified will be listed.

There are four locations listed on this slide. Next we will look at the procedure on how to certify Locations.

Slide 21 Let's start by going over the data certification process for the SNICAS Location report. You can use this process as a reference.

Select Reporting/Analysis on the home page, and then select the data certification tab.

Next select the Location tab and select an individual location.

Review the activity record detail.

If no changes need to be made, select the certify button.

Slide 22 This is the section of the SNICAS Job Aid for Commerce/Location sites. This job aid was provided with your course package.

These are the standards you need to consider when validating information on the location report.

The use of abbreviations is recommended when documenting directions.

Spell out every city.

Always use “th”, “rd”, and “nd” in a street name that is a number. For example, 5<sup>th</sup>, 33<sup>rd</sup>, 2<sup>nd</sup>.

Omit punctuation marks in addresses, because they will affect database queries.

Check for typographical errors and data accuracy.

Check for duplicate location entries.

Enter the name of the business as it appears on the business card. This will reduce the chance of misspellings or duplications of a location.

Enter the first and then the last name of the contact person as it appears on the business card.

All locations entered by the regional analyst on the location report will be closed by the Director of Smuggling Interdiction and Trade Compliance.

Slide 23 For all reports, start by selecting Reporting/Analysis on the toolbar of the SNICAS home page. Reporting/Analysis is highlighted on this slide.

Slide 24 Next, locate the Locations tab. This tab is used to certify individual locations that the officers have entered into SNICAS since the last certification.

To certify locations, select this tab and a list of all locations that need to be certified will appear. The Locations tab is highlighted with a red box.

Slide 25 Within the Locations tab, you can certify all locations by selecting the “Certify All” button in the middle of the page.

Although this is an easy way to certify, you will not be able to see the details for each location.

The most responsible certification process is to select the hyperlink for each record. This will show all of the details for each individual record.

Now we will look at a location report.

Slide 26 Look at this location report. Do you see any errors or anything you would want to change? In the Address Line 1 block, the lowercase “drive” should be changed to uppercase. Longitude and latitude are not required by policy, but if the officer has the information, it should be entered. Many businesses do not have an Alias, so it is not unusual for these blocks to be empty. You can certify the record on this page, or you can return to the Data Certification module and certify it there.

Slide 27 To certify this record, select the Certify button when you believe the data meets the data quality standards. This button is highlighted by the red box on this slide. Once you select Certify, the record will be certified and will disappear from the list.

Slide 28 Would you certify this record? The correct answer is NO.

This Location was generated by “camarker,” a regional analyst. This raises a red flag because it was agreed that the Director of Smuggling Interdiction and Trade Compliance would certify all regional analyst generated reports the one exception are for the location report. Local officer will go out and certify details of the location. Therefore their supervisor will certify the location report. Also the note section is blank.

Slide 29 To certify Survey Reports, select the Reporting/Analysis tab. Then select Data Certification Select the Survey tab. Select the chosen survey. Review the activity record details and if the documented data is correct, select the Certify button. We will work through this procedure on the next few slides.

Slide 30 This is the survey section of the SNICAS Job Aid. View survey activities in SNICAS for duplications. All new surveys should be for SITC activities. Review the note section of the survey to ensure that the who, what, when, where, and why details are entered. Always check one of the appropriate reason boxes provided on the survey document form. Check the survey date for correctness. If survey was conducted as a special operation or blitz, include the operation or blitz name. All recorded surveys must be physically surveyed. No phone call surveys should be certified. We will now work through the procedure for certifying the Survey Report.

Slide 31 The procedure for certifying survey reports starts by selecting the Reporting/Analysis tab on the home page.

Slide 32 Find the Surveys tab highlighted by the red box. This tab is used to certify individual surveys that your officers have entered into SNICAS since the last certification.

When you start to certify a survey report, select this tab. This will bring up a list of all surveys that need to be certified.

Next, select an individual report by selecting one of the blue hyperlinks titled Survey ID. For this example, we will select Survey ID number 204201.

Slide 33 We have selected survey number 204201 and the record is displayed on the slide. The Activity record number can be found on the top left hand corner of the report.

The note section documents in detail what happened in this case. This case was a referral from the Atlanta Plant Inspection Station (PIS). The individual imported infested seed and SITC was asked to find a missing shipment.

The name and address of the individual is documented. It gives the reason why the PIS was concerned.

This record should be certified because it meets the standard which the agency is looking for.

Slide 34 To certify this record, select the Certify button highlighted in red.

Slide 35 Would you certify this record?

This officer only documented a small volume of information in the note section. Anyone looking at this note section should know that no products of interest were found.

The correct answer is yes, you would certify this record. Remember you could always e-mail the officer if you would like to see more information or you have a question.

Slide 36 Would you certify this record? The answer would be no. No details were recorded in the note section. This survey does not provide APHIS with any information to evaluate to close pathways.

Slide 37 To certify Seizure reports, select Reporting/Analysis on the home page.  
Then select data certification  
Select the Seizure tab.  
Select the chosen seizure.  
Review the Activity Record detail and after verifying the data is correct, select Certify. We will work through this procedure over the next few slides.

Slide 38 This is the seizure section of the SNICAS Job Aid. Note that seizures entered into SNICAS should be recorded in AQAS on an Emergency Action Notification (EAN) form.

The officer needs to record the EAN number in the SNICAS seizure record.  
Review the correctness of the product seizure.  
Ensure the officer has selected the correct product from the SNICAS product library. Ensure the officer has used the correct CFR.  
Review the seizure record to ensure supporting documentation is in the record.  
Always check the supplier information for accuracy.  
Now we will work through the procedure for certifying the seizure report.

Slide 39 Select Reporting/Analysis on the toolbar of the SNICAS home page.

Slide 40 Select the Seizures tab. This tab is used to certify individual seizure reports that the officers have entered into SNICAS since the last certification.

To certify any seizure report, select this tab and a list of all seizures that need to be certified will appear.

Slide 41 These slide shows an example of what a Seizure Activity record would look like. Record number 204193 is displayed on this slide. The Activity record number can be found on the top left hand corner of the report.  
The note section documents in detail what happened in this case. This record is documented in a way that clearly describes what happened.

Slide 42 Select the Certify button when you believe the data meets the data quality certification standard.

Slide 43      The procedure of certifying Trace Initiated reports is to select Reporting/Analysis on the home page.  
Select Data Certification.  
Select the Trace Initiated tab.  
Select the chosen trace.  
Review the Activity Record detail  
After verifying the information is correct, select Certify.  
We will work through this procedure over the next few slides.

Slide 44      This is the Trace section of the SNICAS Job Aid. The officer has seven closing options to choose from when closing a trace.  
Did the officer use the correct option?

The officer can advance the trace or create a new trace based on the activities of the trace request. Only one commodity can be used in each trace.

If more than one product was found while conducting a site visit, additional traces would be needed to document each individual product.

The officer needs to record all of the steps in the pathway trace. Now we will work through the procedure for certifying the trace initiated report.

Slide 45      Select Reporting/Analysis on the drop-down menu of the toolbar of the SNICAS home page.

Slide 46      Locate the Trace Initiated tab. This tab is used to certify individual traces initiated that the officers have entered into SNICAS since the last certification.

To certify a Trace Initiated Report, select this tab and a list of all Traces Initiated that need to be certified will appear. For this example, select Trace ID number 30331.

Slide 47      You have selected trace record 30331 displayed on the slide. The note section and follow-up survey documents the details about what occurred in this case.

Select the Certify Trace Initiation button located in the middle of the screen.

- Slide 48      Would you certify this record? This Trace appears to be complete. The officer has provided extensive details.  
This is especially important because the trace was initiated when Customs and Border Protection sent an Interagency Referral Form. We want to build on that relationship and provide them with as much information as possible to encourage future cooperation and to close the pathway.  
The record appears to be complete with notes.
- Slide 49      This is the procedure for certifying closed trace reports. We will work through this procedure over the next few slides.
- Slide 50      Confirm if the officer documented a completed trace forward or trace back since the two are sometimes confused. Trace definitions can be found on page 3-2-56 of the SNICAS Manual.  
  
Confirm the officer used SOP-29 when completing a mail trace. Always confirm that the officer documented any follow-up survey information. Now we will work through the procedure for certifying the trace closed report.
- Slide 51      Select the Reporting/Analysis drop-down menu on the toolbar of the SNICAS home page.
- Slide 52      Locate the Traces Closed tab. This tab is used to certify individual closed traces that the officers have entered into SNICAS since the last certification.  
  
To certify a Trace Closed report, select this tab and a list of all the Traces closed records that need to be certified will appear.  
This slide shows a list of Trace Closed records. As an example, Trace ID number 29382 is selected.

Slide 53 Trace Record 29382 has been selected and is displayed on this slide. The note section and follow-up survey documents in detail what happened in this case.

Slide 54 Select the Certify Trace Closure button located in the middle of the screen. This will close the trace and it will disappear from the trace closed list.

Slide 55 We have discussed the SNICAS Data Certification Module and Data Certification Tabs. We will now discuss Limitations and Common Mistakes.

Slide 56 The next three slides contain a list of limitations and common report problems provided by SITC supervisors. These slides should assist you in focusing on specific areas of your reports.

A limitation of the SNICAS system is that data cannot be rejected. Minor typographical errors can be corrected by you, but more complicated errors must be corrected by the officer. You must send an e-mail to your officer so that they can make corrections.

As many boxes as possible on Commerce/Site Location must be completed. Officers should enter as much information as possible in the Note section and document when nothing was found.

Slide 57 Pertinent product information should be included for Traces, Recalls, and Seizures.

If an officer initiates a trace to a residence, a targeting request must be submitted to ensure officer safety.

If notes are made on surveys or traces showing additional product was found, the report should not be certified until additional traces have been initiated.

Slide 58 If an officer conducts trace visit to a home which results in several seizures, a follow-up survey based on a high priority should be scheduled in the near future.

If an officer visits an office that is not open, documentation should be made in the note section of the current trace instead of creating a new trace.

If no one is home during a trace visit, the officer should make a notation in trace notes.

Slide 59 We have completed the topics in the SNICAS Data Certification review including, SNICAS Data Certification Module, Data Certification Tabs, and Limitations and Common Mistakes.

Slide 60 You should be able to ensure data standards are met in accordance with PPQ policy when certifying data in SNICAS. This completes this review of the SNICAS certification process.

Slide 61 If you should have any questions you can contact me by phone or by e-mail.