Video Transcript

## Introduction

This is the text transcript for the Interview with Victor Zalakos about Micor.

## Transcript

[Video begins]

[Victor]: I’m Victor Zalakos, a product owner with the Department of Agriculture, Water and the Environment.

**[Pop up question: What is the issue you are addressing?]**

[Victor]: We are working with the system called ‘Micor’, Micor is the departments manual of importing country requirements, it helps producers and exporters know the requirements that they need to meet to get their products into another territory. Sadly, it became out of date and was a little bit clunky.

**[Pop up question: What have you done to implement this?]**

[Victor]: Well first of all, we are reviewing and updating every entry inside of Micor. Since July 2019 when this project started, we have updated more than 81 thousand pages.

We have made some enhancements to Micor as well. They include a new search interface to make it easier to find the information that you are looking for. We created a new user interface that also works on mobile devices, and we released the Micor update service which lets exporters know when importing country requirements have changed.

**[Pop up question: What are the features of Micor?]**

[Victor]: So, in November this year [2021] we are releasing some new enhancements to Micor. They include a new feature called ‘suggest a fix’ which allows exporters and producers to let us know if they think there is something is wrong inside Micor.

There’s also a communications panel that allows us to tell people important things that they might need to know. For example, that Micor will be down for maintenance on Wednesday night, or something like that.

And finally, there’s a new ‘show changes’ feature coming to Micor which will allow you to see the exact words that have been added or deleted from a Micor entry.

**[Pop up question: How do users benefit?]**

[Victor]: Our user researchers told us that Micor users want the information to be found quickly and to be accurate. So, the enhancements we have made to Micor have brought that about. They can now find what they are looking for faster using the enhance search capabilities.

And with this new ‘show changes’ feature that’s coming out in November, they will be able to see exactly what’s changed in an importing country’s requirements. That means they won’t have to be comparing old versions of Micor entries with current versions of Micor entries. That saves a lot of time.

There’s a bunch of little things that add up as well. The user interface makes it faster to find what you are looking for, and to make your way around Micor. And even when you print out things from Micor it now looks like a report rather than a web page, saving time in reading and scanning through the information, and also paper to print it on.

**[Pop up question: What’s next for Micor?]**

[Victor]: Well, we still have got a little bit of work to do in reviewing and updating all of those pages inside of Micor and we are going to be continuing to do that.

These enhancements are coming out in November[2021]. We’re really excited about those, but above-all I think, I and my team really like the fact that we’re helping exporters and producers get their products to market.

[Video ends]

[End of transcript]