



NORTH DAKOTA
DEPARTMENT OF AGRICULTURE
STATE CAPITOL
600 E BOULEVARD AVE DEPT 602
BISMARCK ND 58505-0020

ND Dairy Inspection Program Update:

Dairy Farm Info:

56 Registered Dairy Producers.

- 50 -Grade A dairy producers
- 6 -Manufacturing Grade (grade "B")

20 farms are Interstate Milk Shippers.

- Inspected by State Rating Officer and which qualifies the farm to send milk to a fluid milk or milk products bottling plant that will be shipped across state lines.
- All other farms must go to manufacturing grade products (cheese, ice cream, butter, etc.).

Approximately 15,000 milking cows, averaging 21,733 lbs. of milk annually per cow.
ND produced about 326 Million pounds of milk (0.15% of total US production) in 2019.

Dairy Processor Info:

2 Milk Bottling Plants: Interstate Milk Shippers

Cass-Clay- Fargo

- Milk, Chocolate milk, Yogurt Pouches, Ice Cream base

Prairie Farms- Bismarck

- Formerly Dean Foods, INC. -Transitioned to Prairie Farms, June 2020
- Milk, Chocolate milk, Half&Half, Heavy Cream, Buttermilk

3 Manufacturing Plants:

Pride Dairy- Bottineau – Ice cream and butter packing

Duchessa Gelato- Carrington- Gelato

Silverlinings Ice Cream- Fargo- Ice cream

ND inspectors also inspect milk tankers, dairy distributions sites, and evaluate milk sampling procedures.

- ~400 milk loads sampled for antibiotics monthly
- All product categories sampled monthly for bacteria and antibiotics
- Every producer's milk is tested monthly for antibiotics, bacteria, and somatic cells

NDIT Successes

- Helpdesk staff provide excellent service, and are usually very good at patiently walking staff through the process, even when it isn't their first time, or passing it on to a subject matter expert in another area.
- Desktop support staff are responsive to issues, normally tickets are picked up within 24 hours and resolved as soon as possible, there are equally as many times that a NDIT tech waited for our staff, as we have waited for theirs.
- Server and project staff provide valuable insight and are experts in their fields, between projects previous biennium's and those undertaken by the department in the last year, NDIT has been an Essential partner in completing those.
- Generally NDIT selected hardware has been both reliable and effective for office staff, including the focus on the larger keyboards and monitors, and the availability of smaller lighter devices for staff that travel a lot.
- Cyber Security and Email teams do a great job of communicating when projects require work with them, new projects have required extensive work with these areas, and NDIT staff have provided valuable insight and good customer service.

NDIT Challenges

- NDIT often has issues logistically implementing their plans, sufficient thought is often not provided to how to wrap up previous software or services, or how to deal with no longer used hardware.
- NDIT has failed to effectively communicate even at the Agency Coordinator level what is in the pipe as potential, NDDA's IT Liaison, has learned about a number of implementations or their timelines in the last 12 months when service desk messages went out to all staff.
- ITCC is supposed to be an opportunity for other agencies to steer NDIT's action, I have inquired on this group regularly, the current website on NDIT's pages was last updated in October of 2019, with no information on a contact to attend the meetings, and no information on that groups meeting date or time.
- NDIT's billing and process can be confusing, fiscal staff at NDIT has been helpful in clarifying, but billing code names and other things are modified as new services are added, and this isn't always explained or communicated to agency staff tasked with ensuring the billing is accurate.
- NDIT's funding structure forces them to in essence subsidize some services with the profit from other services, this drives up the prices to agencies for some services, and limits NDIT's ability to work along with other agencies as a good partner and help the State of North Dakota move forward.
- NDIT makes high level decisions operating on the assumption that all agency staff are as familiar and comfortable with technology and new items as the staff of computer science grads that make up nearly all of NDIT's staff. NDDA hires scientists, marketing staff, and others who have a specific needed skill set, not all of those come with computer skills.