

fpOnline

NEWSLETTER



WASHINGTON STATE DEPT OF
**NATURAL
RESOURCES**

May 2024

ACCOMPLISHMENTS



Project Meetings & Presentations

fpOnline staff hosted a table at the Washington Farm Forestry Association Annual Conference in April to answer questions about fpOnline from small forest landowners.

The fpOnline Town Hall meeting took place in April and a recording is available on the [fpOnline web page](#).

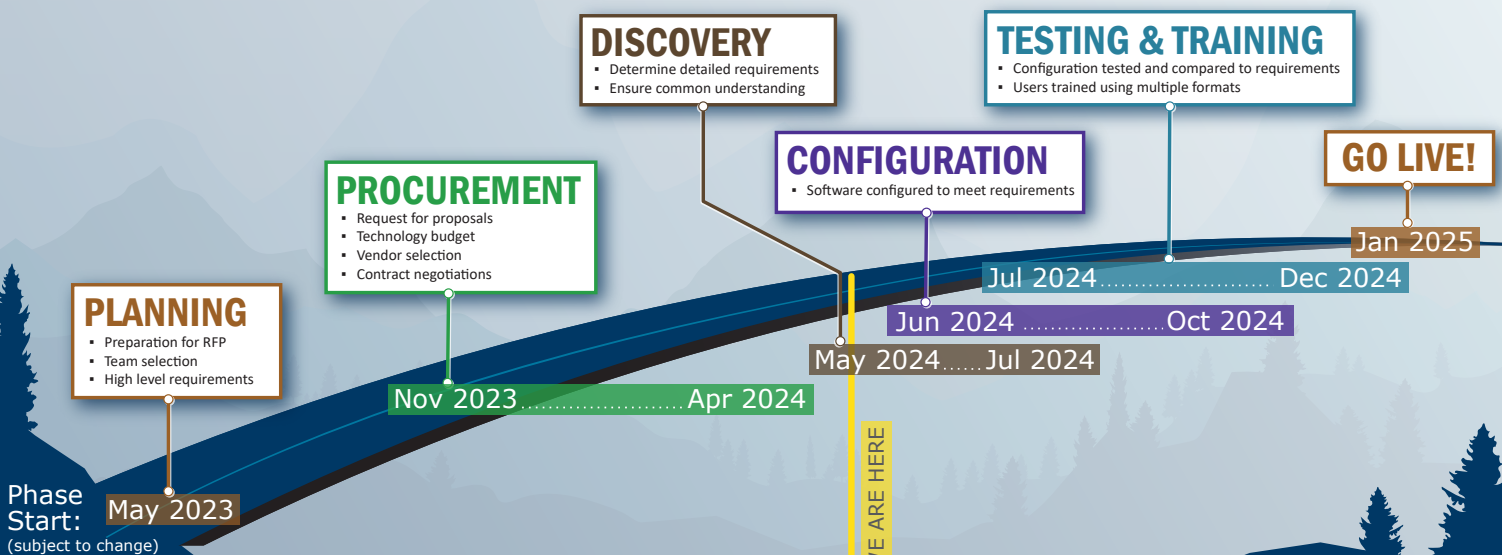


Project Targets

Planned communication and engagement efforts are under way.

All meetings and communications are on schedule.

PROJECT MILESTONES & PHASES



LOOKAHEAD



VisualVault will begin discovery efforts to finalize detailed requirements and ensure common understanding.



fpOnline experts will begin participating in the discovery process.



fpOnline Change Champion Forums will begin in May (Change Champions are leaders representing stakeholder groups who assist their colleagues with change).

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAY	29	30	1 *FP Program Coordinator Call 9–10:30 a.m.	2 *FP District Manager Meeting 8:15–10 a.m.	3
	6	7	8	9	10
	13	14	15 *FP Monthly Program Call 10–11 a.m.	16	17
	20	21 *FP Assistants Monthly Meeting 1–2 p.m.	22 *DNR Sponsor Coalition Meeting 4–5 p.m.	23 *fpOnline Steering Committee 3–4:30 p.m.	24
	27 MEMORIAL DAY REMEMBER AND HONOR	28	29	30	31
JUNE	3	4 DNR FP Staff Advisory Committee 9–10:30 a.m. Reviewers Advisory Committee 2:30–4 p.m.	5 Landowner Advisory Committee 8–9:30 a.m. *FP Program Coordinator Call 9–10:30 a.m.	6 *FP District Manager Meeting 8:15–10 a.m.	7
	10	11	12	13	14
	17	18 *FP Assistants Monthly Meeting 1–2 p.m.	19 HONORING JUNETEENTH FREEDOM DAY	20	21
	24	25	26 *DNR Sponsor Coalition Meeting 4–5 p.m.	27 *fpOnline Steering Committee 3–4:30 p.m.	28

*DNR Internal Forest Practices (FP) program meetings

QUESTION OF THE MONTH



How will VisualVault's discovery process work?

The project discovery phase is the first step in the project where everyone involved gathers to figure out and write down the project's scope, goals, limits, and what needs to be achieved. This phase is like plotting the course before starting a long journey.

The discovery phase is also called the scoping phase, which involves conducting research and doing preparation work before beginning the actual development process, project execution, and launch.

The development team involved in the discovery phase will accomplish the following:

- » Figure out the main pain points, user needs, and goals
- » Settle on the project vision and value proposition
- » Clearly define the objectives, goals, deliverables, and success indicators
- » Identify possible roadblocks, limitations, and bottlenecks
- » Line out the scope of work with tangible milestones and priorities
- » Shortlist the tech stack and specifies system requirements
- » Research and finalize the product's design
- » Determine the product's features

fpOnline TEAM MEMBER SPOTLIGHT

Clare Olson, fpOnline Project Manager



In her role as fpOnline's Project Manager, Clare brings over 45 years of experience working with technology. She has spent her career in banking and public service, working with organizations such as the Department of Defense, Department of the Army (CIO/G6), Barclays Bank in London, Citibank, and the Washington State Department of Licensing.

Clare holds a master's degree in project management from Stanford University's Engineering School and a master's degree in technical project management from George Washington University.

Originally from Madison, Wisconsin, Clare is an avid Green Bay Packers fan and shareholder. Clare enjoys woodworking and traveling and rescuing Golden Retrievers. Her granddaughter, Kierra, is the light of her life (shown in photo with Clare and her husband, Stu).

How much experience does VisualVault have in creating systems similar to fpOnline?

VisualVault has been serving the public sector since 2009 and exclusively since 2016. We have implemented many similar self-service platforms that are streamlined and user friendly.

While we are not permitted to provide the names of all clients due to contractual confidentiality agreements, we recently spearheaded the combination of four large state entities into one cohesive system. This centralization effort utilized the VisualVault platform to streamline and enhance processes, highlighting our ability to handle complex tasks for more than 50,000 end users.

This project showcases our proficiency in centralizing and optimizing services. The shared emphasis on efficiency, compliance, and collaboration makes VisualVault a suitable choice for fpOnline, with the experience providing a solid foundation for success in achieving the goals of DNR's Forest Practices program.

Over hundreds of implementations, we have refined our process to ensure that each project is completed efficiently and meets the needs of each state. No two systems are exactly alike; our process is similar, allowing us to identify needs and ensure our final product meets the needs of DNR and the people they serve.

How does VisualVault use continuous improvement to create product enhancements?

VisualVault's low-code/no-code design and configurable modules will give the fpOnline system the flexibility to change and adapt to forest practice's evolving requirements. Washington will have the nation's leading Forest Practices permitting system when fpOnline goes live.

We are at the forefront of best practices for software change management, regularly evaluating the effectiveness of our continuous improvement strategies and refining them as needed. We collect user feedback, identify improvement

areas, and incorporate lessons learned into future implementations.

VisualVault's development

teams and resources are focused and responsive to the needs and feedback of our public sector clients, which often drives product enhancements. We will involve the DNR fpOnline team and stakeholder partners in our testing process for each new update.

We prioritize feedback from our clients and the communities they serve. We have a team of dedicated client success personnel who focus on the evolving functional requirements as well as the things that our clients bring to our attention, allowing our team of architects to ensure that our platform is everything you need.

Washington will have the nation's leading Forest Practices permitting system when fpOnline goes live.

FUTURE USER QUOTE

Communication has been great but can't wait until we get a chance to see and play with fpOnline.
—DNR Forest Practices staffer

2024 Q1 QUARTERLY SURVEY RESULTS

The fpOnline team sent out its quarterly survey to future users of fpOnline, with 128 people responding.

Biggest Concerns:

- » There will be bugs in the system
- » Applicants will struggle to use the system
- » It will have a clunky user interface

Biggest Hopes:

- » The system will be user friendly
- » It will be a source of comprehensive records
- » It will make their jobs easier

ADKAR

ADKAR measures readiness for change among stakeholders. Our goal is to have 75 percent of DNR future users and percent of 60 external future users “agree” or “strongly agree” with each ADKAR element.

Awareness – I understand why DNR is going to move to fpOnline.

▼67.5% Goal Avg.

84% agree/strongly agree

Desire – I want to start using fpOnline when it is ready.

▼67.5% Goal Avg.

84% agree/strongly agree

Knowledge – I feel knowledgeable about how DNR wants fpOnline to work.

▼67.5% Goal Avg.

58% agree/strongly agree

Ability – I feel I will be capable of using fpOnline when it is ready.

▼67.5% Goal Avg.

57% agree/strongly agree

Reinforcement – I’m confident that once I start using fpOnline, I will use it regularly.

▼67.5% Goal Avg.

81% agree/strongly agree

Since fpOnline has not yet been built, it makes sense that our future users’ sense of knowledge and ability with the application are relatively low. We expect these percentages to increase as VisualVault shares playbacks and demos, and after training commences.

COMMUNICATION

Our goal is to have 70 percent of DNR future users and 50 percent of external future users “agree” or “strongly agree” that they feel well-communicated with about the project.

▼70% Goal

DNR staff – 78% agree/strongly agree

▼50% Goal

External – 58% agree/strongly agree

KNOWLEDGE OF THE PROJECT

Our goal is to have 70 percent of DNR future users and 50 percent of external future users “agree” or “strongly agree” that they feel knowledgeable about the fpOnline project.

▼70% Goal

DNR staff – 56% agree/strongly agree

▼50% Goal

External – 46% agree/strongly agree

The fpOnline team is happy to have met (or nearly met) our goals for communication and knowledge of the project. However, we will continue to strive to increase these numbers. It’s important to us that future users of fpOnline are knowledgeable about the project and think our communications are effective.



Communication has been working beautifully.

—DNR IT staff member

HOW TO GET INVOLVED



- » Attend a VisualVault playback session (more info coming soon)
- » Attend our next Town Hall event
- » Attend Timber, Fish, and Wildlife (TFW) or Upper Columbia Basin (UCB) meetings
- » Attend professional meetings, such as:
 - » Washington Forest Protection Association (WFPA)
 - » Northwest Indian Fish Commission (NWIFC)
 - » Washington Farm Forestry Association (WFFA)



KEEPING UP WITH FPONLINE

- » Sign up for the [GovDelivery email list](#)
- » Visit the web page [fpOnline | WA – DNR](#)
- » Email dnrrefponline@dnr.wa.gov
- » Visit [Washington State IT Project Dashboard](#)

FUTURE USER QUOTES

Make sure that DNR gets a functional product that is supported by the vendor—under contract—for long enough that users can use it trouble-free.

—Tribal reviewer

I think fpOnline it is a big deal because our external stakeholders already have digital tools to do business, and have been waiting for us to catch up.

—DNR Forest Practices staffer