

NEWSLETTER

February 2025

ACCOMPLISHMENTS



fpOnline Development

VisualVault completed the FPARS Form templates, several appendices, and forms related to signatures and payments. See [page 4](#) for more details.



Town Hall

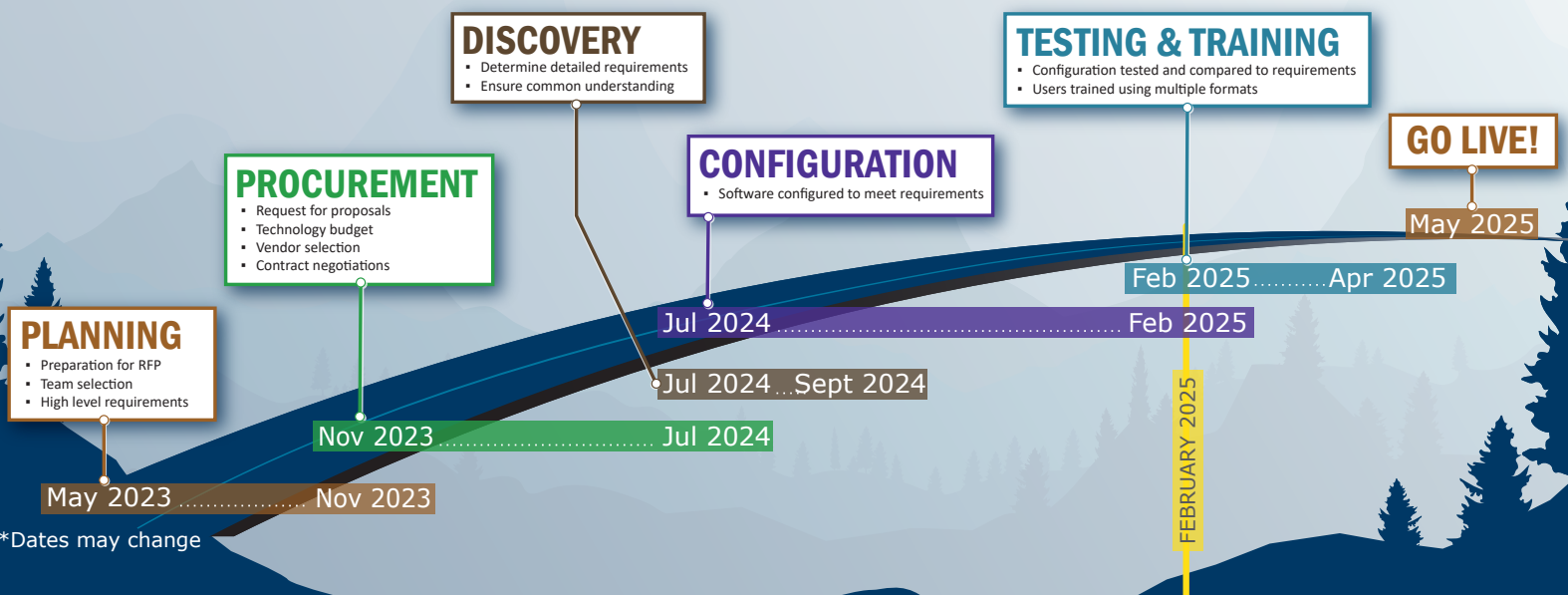
The Town Hall held on January 17 was a great success—watch the recording [here](#).



Change Champion Forums

Change Champion Forums are underway, with our Champions engaged as we prepare for launch in May.

PROJECT MILESTONES & PHASES



*Dates may change

LOOKAHEAD



Join us for an fpOnline Demo Friday, February 28 at 1:30 PM. Here's the Zoom link:
<https://dnr-wa-gov.zoom.us/j/85342355137>



VisualVault will begin working on the GIS Mapping Tool.

| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|----------|--|---|--|--|---|
| February | 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 <div style="border: 1px solid black; padding: 5px; text-align: center;"> CELEBRATING PRESIDENT'S DAY </div> | 18 *FP Assistants Monthly Meeting 1–2 p.m. | 19 *FP Program Meeting 10–11 a.m. | 20 | 21 |
| | 24 | 25 | 26 *Quarterly Sponsor Coalition - WaTech IT Projects 4–5 p.m. | 27 *fpOnline Steering Committee 3–4:30 p.m. | 28 <div style="border: 1px solid black; padding: 5px; text-align: center;"> fpOnline Demo 1:30 </div> |
| March | 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 *FP Program Meeting 10–11 a.m. | 20 | 21 |
| | 24 | 25 | 26 | 27 *fpOnline Steering Committee 3–4:30 p.m. | 28 |
| | 31 | | | | |

*DNR Internal Forest Practices (FP) program meetings



The demo I saw looked just a little more complicated than filling out an Amazon order.
 —DNR Expert

fpOnline TEAM MEMBER SPOTLIGHT

Sarah Bottoms, DNR Forest Regulation - Division Budget Analyst



Sarah Bottoms joined the Forest Regulation Division in 2024 as a Budget Analyst 4. Sarah plays a key role as the Budget Analyst for fpOnline, serving as a liaison with the DNR's Central Budget Team.

Her responsibilities include providing monthly expense reports, analyzing budget activities, and offering budget support during critical meetings with WaTech and the Office of Financial Management (OFM).

Before joining DNR, Sarah had 15 years of experience in various roles across different organizations, including the University of Washington, the Department of Corrections, the Auditors Office, and OFM. This diverse background has given her a deep understanding of financial operations and resource management.

A lifelong Washingtonian and proud graduate of Washington State University—Go Cougs!—Sarah is an active member of the Capital City Chorale. Outside of work, she enjoys crocheting, knitting, and spending time with her five kids and three dogs. She also loves going to concerts, watching hockey, hiking, camping, and the occasional karaoke night.

FUTURE USER SPOTLIGHT

Brenda Young, DNR NRS1 FP Permit Specialist



Brenda started her career with DNR in January 1999 in Forest Practices. As a NRS1 FP Permit Specialist, Brenda's main duties include speaking with customers, explaining complex rules, helping small

landowners (who may have a once-in-a-life-time harvest) to cut and sell their timber, plus reviewing and processing FP applications and

their associated technical documents. She also reviews and processes enforcement documents generated by DNR Forest Practices Foresters and she handles water type modifications changes, transfers, amendments, renewals, and continuing landowner obligations.

In her free time Brenda loves going to the beach, fishing, rockhounding, camping, cooking, and spending time with family, grand kids and her dogs.

Brenda is excited to challenge herself to learn a new process after 16 years. She is looking forward to having a faster process for large landowners, along with the electronic signatures and payment.

UPDATES FROM



VisualVault has accomplished the following:

- » FPARS Form templates
- » Appendix D
- » Appendix J
- » Appendix H
- » Step 1 of the Long-Term Application (LTA)
- » Signature related forms
- » Payment related forms

New and ongoing work planned for February:

- » Continue work on signature and payment forms (see below and page 6 for more details)
- » FPARS Form templates
- » Application Review Page (New office checklist)
- » Data Analysis for data migration from FPARS to fpOnline
- » GIS Mapping Tool for applicants
- » Integration efforts

fpOnline EXAMPLE PAYMENT PORTAL

VisualVault has shared preliminary screenshots of fpOnline's new shopping cart and the payment portal. Please note that these solutions are in progress, so these screens may change in the final product

WASHINGTON STATE DEPARTMENT OF
NATURAL RESOURCES
SHOPPING CART

CART-0000028

* Indicates required field

Payer Cart

TRANSACTION INFORMATION

Payment Type:* Select Item **Instructions:** Select Pay to go through the online credit card process.

Total Amount: \$0.00

Line Items of Cart

Add Items Removed ?

| Open | Fee Type | Fee Description | Related Record ID | Item Balance Due ↑ | Transaction Amount |
|-----------------------|----------|-----------------|-------------------|-----------------------|--------------------|
| No records available. | | | | | |

From the shopping cart, you will click the "Pay Now" button (not shown) and be directed to the certified payment gateway.

Continued on next page



Welcome to payment processing for Washington Department of Natural Resources. Please enter your details below and press Continue to proceed.

Customer Details Payment Details Review Thank You

Enter Your Details

Account Number:
000000123

Email Address:
marisor.dorrell@visualvault.com

First Name (Optional): Last Name:
[] []

Is Address Overseas

Address Line 1 (Optional):
123 Main Street

Address Line 2 (Optional):
[]

State (Optional):
Washington

Continue

Once in the certified payment gateway, you will be presented a Customer Details screen that contains some user details populated from fpOnline, such as name and address.



Add New Card Details

Name on Card: Dorrell Card Number: []

Expiry Date: [] Card Security Code: [] [What is this?](#)

Address Details

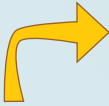
Address Line 1: 123 Main Street

Address Line 2 (Optional): [] City: []

State: Washin Zip: []

Save ch

Next you will be asked to enter your payment details (note: this part of the process is outside the fpOnline system).



Please review the details of the payment you have entered and select **Confirm** to submit the payment for processing.

Customer Details Payment Details Review Thank You

Account Details

Account Number: 000000123
Name On Account: Dorrell

Payment Details

Payment Method: Visa Card ending in 9990
Payment Type: One Time
Card Address: 123 Main Street, Olympia, WA 98501, USA
Expiry Date: 12/25
Payment Amount: \$100.00
Fee: \$2.90
Payment Date: 01/27/2025
Total Amount: \$102.90

By clicking **Confirm** to confirm your payment, you authorize us to initiate a debit from the **Payment Method Account** to make a payment to the **Account**, as detailed above. The payment to your account will be made on the **Payment Date** detailed above, and the debit from your account will occur within two business days of that date, but no earlier than that date. You also authorize your financial institution (and its successors or assigns), to process this debit to your account.

I agree to the Washington Department of Natural Resources's [Terms and Conditions](#) for use of this service. I also agree to the platform [Terms of Service and Privacy Policy](#).

Confirm **Edit**

And finally, you will have a chance to review your info and confirm your payment.



QUESTION OF THE MONTH



How do I know my credit card information is secure with fpOnline's new electronic payment system?

fpOnline's developers have put in place a number of elements that add up to a secure payment transaction every time.

CERTIFIED PAYMENT GATEWAY

The online payment mechanisms of fpOnline will use a certified payment gateway to receive payments. Your credit card information is not stored in fpOnline.



CERTIFICATION STANDARDS

Organizations who provide this service go through a national certification for Payment Card Industry Data Security Standards (PCI DSS).



SECURE TECHNOLOGY

This means that the organization must put technology in place to ensure secure communications and protected storage of credit card information.



LIMITED ACCESS

This certification also requires that the organization enforce policies that prevent access to credit card information unless an employee's job requires it.



MONITORED ACCESS

Employees of the organization's payment system must be vetted with thorough background checks and they must be closely monitored.



ENCRYPTED TRANSMISSION

When you enter your payment information, it will be transmitted securely through the highest levels of encryption/protection possible.



ISOLATED TRANSACTION

The payment system will complete the transaction isolated from fpOnline and return a transaction ID to fpOnline for reference.



TRANSACTION ID

fpOnline will store this transaction ID to ensure that your transactions can be traced and verified. The transaction ID will enable DNR to identify your transaction, determine the status of your payment, and facilitate a refund if needed.



TRANSACTION PROTECTION

fpOnline will treat each transaction with care. Every transaction will be protected and cannot be changed.



AUDIT TRAIL

fpOnline will provide a clear audit trail for every fee assessed and every payment received.



A SECURE TRANSACTION!



A lot of our small contractors [forestry consultants] are more leery of the system. They won't often use the internet in general. For a lot of them, [fpOnline] might be a little too complex. They will still do the paper copy with wet ink.

—FP Specialist

2024 Q4 QUARTERLY SURVEY RESULTS

The fpOnline team sent out its quarterly survey to future users of fpOnline, with 63 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
- » Features will help them do their jobs better
- » It will make their jobs easier

SUMMARY

We had 63 respondents for the Q4 2024 survey, about half of the number in Q3 2024. Note that the Q3 survey had a large number of respondents because it was also the baseline survey for FPARS user satisfaction data.

The Q4 2024 survey measured:

- » Sense of being well-communicated with
- » Knowledge of the project
- » Readiness for change (ADKAR)

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.

▼60% Goal Avg.

74% agree/strongly agree

Q3- 74%

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.

▼60% Goal Avg.

51% agree/strongly agree

Q3- 45%

The fpOnline team is working hard to increase knowledge about the project. We suspect that as we approach the May 2025 launch date, more future users of fpOnline will engage more intensively and their knowledge of the project will increase.

ADKAR

ADKAR measures readiness for change among partners and 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.

83% agree/strongly agree

Q3- 81%

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

▼67.5% Goal Avg.

71% agree/strongly agree

Q3- 75%

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

▼67.5% Goal Avg.

48% agree/strongly agree

Q3- 47%

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

▼67.5% Goal Avg.

60% agree/strongly agree

Q3- 65%

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

▼67.5% Goal Avg.

77% agree/strongly agree

Q3- 77%

Since fpOnline is still in development, it makes sense that our future users’ sense of knowledge and ability are relatively low. We expect these percentages to increase as VisualVault shares more playbacks and demos, after the application is available for users to test, and after training commences.

HOW TO GET INVOLVED



- » Attend a VisualVault playback session, showing a feature of fpOnline as it is being developed. These will be recorded.
- » 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](#)
- » Read [previous newsletters](#)

FUTURE USER QUOTES



The folks [from my company] who tuned into the [January] Town Hall were pleasantly surprised at the progress that has already been made. These grouchy guys that I work with had far more positive feedback than I expected to hear. Their questions or concerns are good hearted.

—Large Forest Landowner Representative