fpOnline NEWSLETTER

October 2024

ACCOMPLISHMENTS

- The Gate 4 Tech Budget has been approved and funding released for the next phase of fpOnline.
- VisualVault's discovery process is complete. See below for more updates from VisualVault.
- We are excited to announce that Chris McBurney has accepted the fpOnline System Administrator position. Chris was selected from a pool of 50 candidates because of his extensive experience with similar systems and his excellent communication skills. Chris will assist with the design and configuration of initial build, will administer the system after launch, and will work with Visual Vault on future enhancements. Welcome Chris!

UPDATES FROM VISUAL VAULT

In September, VisualVault accomplished the following toward development of the fpOnline system.

1. Completed the Discovery Phase with Fit-Gap Analysis
2. Basedlined the VisualVault project schedule with the consolidated DNR project schedule
3. Delivered the Technical Organizational Change Management (OCM) Plan
4. Completed Sprint 0 cycle to prepare for the Sprint ceremonies
5. Identified User Stories for the first two sprint cycles
6. Initiated Configuration with Sprint 1
7. Supported September Advisory meetings

PROJECT MILESTONES & PHASES

- The Planning phase involves preparation for RFP, team selection and high-level requirements. This phase started in May 2023.
- The PROCUREMENT phase involves request for proposals, technology budget, vendor selection, and contract negotiations. This phase started in November 2023 and ended in July 2024.
- The DISCOVERY phase involves determining detailed requirements and ensuring common understanding. This phase started in July 2024 and ends in September 2024.
- The CONFIGURATION phase involves configuring software to meet requirements. This phase started in July 2024 and ends in February 2025.
- The TESTING & TRAINING phase involves testing configuration and comparing it to requirements and training users using multiple formats. This phase starts in February 2024 and ends in April 2025.
- The software will Go Live in May 2025.

LOOKAHEAD

- The fpOnline Training plan will be approved in October. Next step: develop regional training sessions.
- Save the date for our next Town Hall with VisualVault presenting a demonstation of fpOnline on November 18, 9:30–11 a.m.
- We'll be sending out the fpOnline baseline survey in October. Please take a few minutes to fill it out. Your input is vital!

October 1, 2024 - DNR FP Staff Advisory Committee 9:00 – 10:30 a.m.

October 1, 2024 - Reviewers Advisory Committee, 2:30 – 4:00 p.m.

October 2, 2024 - Landowner Advisory Committee 8:00 – 9:30 a.m.

October 2, 2024 - *FP Program Coordinator Call, 9:00 - 10:30 a.m.

October 3, 2024 - *FP District Manager Meeting, 8:15 – 10:00 a.m.

October 8, 2024 - *FP Permit Specialist Summit

October 15, 2024 - *FP Assistants Monthly Meeting, 1:00 – 2:00 p.m.

October 15-16, 2024 - *FP Quarterly Meeting

October 24, 2024 - *fpOnline Steering Committee, 3:00 – 4:30 p.m.

November 5, 2024 - DNR FP Staff Advisory Committee 9:00 – 10:30 a.m.

November 5, 2024 - Reviewers Advisory Committee, 2:30 – 4:00 p.m.

November 6, 2024 - Landowner Advisory Committee 8:00 – 9:30 a.m.

November 6, 2024 - *FP Program Coordinator Call, 9:00 – 10:30 a.m.

November 7, 2024 - *FP District Manager Meeting, 8:15 – 10:00 a.m.

November 18, 2024 - Town Hall and fpOnline Demo, 9:30 – 11:00 a.m.

November 19, 2024 - *FP Assistants Monthly Meeting, 1:00 – 2:00 p.m.

November 27, 2024 - *Quarterly Sponsor Coalition - WaTech IT Projects 4:00 – 5:00 p.m.

*DNR Internal Forest Practices program meetings

QUESTION OF THE MONTH

What is data cleansing and how is DNR implementing it?

For the last few months, Forest Practices Coordinators, Permit Specialists, and Permit Technicians have been cleaning up "business party" data in the Forest Practices Application Review System (FPARS) in preparation for fpOnline. DNR assigns a business party number to every landowner, timber owner, and operator listed on submitted Forest Practices Application/ Notification (FPA/Ns). We use the business party number to manage the owner/operator's contact information and run simple queries.

We are cleansing over 10 years of Forest Practices Application/ Notification (FPA/N) data, consisting of more than 53,000 records. This tedious task involves identifying and researching duplicate entries and then editing FPA/N records in FPARS to align with the appropriate business party.

> Because the data set is so large, we are tackling the cleanup effort in three steps.
>
> **1. Identify duplicates**
>
> Step one consisted of sorting through the 53,000 records to identify owners/operators who have multiple business party entries.
>
> **2. Determine owner/operator information**
>
> In step two, each region is researching their duplicate owners/operators to determine the accurate legal name and contact information. This step requires analyzing contact information from FPA/Ns with external sites, such as Department of Revenue, Department of Licensing, and business websites.
>
> **3. Update FPARS**
>
> The third step will ensure the identified changes get updated in FPARS prior to fpOnline migration.

A big THANK YOU to all those committed to the data cleansing process! Your work is critical and much appreciated by all in the Forest Practices program.

fpOnline TEAM MEMBER SPOTLIGHT

Lakshmi Siram, IT Quality Assurance Senior/Specialist at DNR

Lakshmi has over 10 years of software testing experience working at IT service and IT product organizations. This is her first time working for a public service organization. Lakshmi has extensive expertise in manual and automation testing, with specialization in functionality, usability, accessibility, scalability, application programming interface (API), database, and stability testing. She has also been involved with testing in cloud-architecture-based applications and in-house infrastructure applications.

Lakshmi earned a Bachelor's Degree in computer applications and a Master's Degree in business administration with double major in information systems and marketing. She is also a certified Amazon Web Services (AWS) Solutions architect.

Lakshmi lives with her husband and daughter in Bothell, Washington. Beyond work, she volunteers for local organizations (teaching the Indian language Telugu to children and helping at the Food Bank Farm, which grows food for food banks). She likes to spend time with family, playing board games, hiking, and cooking south-Indian traditional dishes. Lakshmi loves gardening and looks forward to meeting any fellow garden lovers to add more color to her garden.

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 the [Washington State IT Project Dashboard](#)
- Read [previous newsletters](#)

FUTURE USER QUOTES

I'm excited to be able to find FPA and WTMF locations in one whole system.

— State Agency Reviewer

[fpOnline] is like a unicorn. Exciting, kind of a fantasy, not sure exactly what it will look like.

—DNR Expert

Let's have a good trial period to work out some of the bugs—the Burn Portal is still having issues.

—Forestry Consultant

DID YOU KNOW?

fpOnline will automate many tasks currently performed manually:

- Electronic signature
- Electronic payment
- GIS/mapping tools
- Better communication
- Attached documentation
- Status tracking

2024 Q2 QUARTERLY SURVEY RESULTS

The fpOnline team sent out its quarterly survey to future users of fpOnline, with 71 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
- Applications will be easy for future users
- It will make their jobs easier

SUMMARY

We had about half as many respondents as the previous survey and over 40% of the Q2 respondents were first time respondents

Scores went up over a variety of measures:

- ADKAR
- Knowledge of the project
- Sense of being well-communicated with
- Use of newsletter

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.

- 83% agree/strongly agree (Q1 had 67%)

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.

- 68% agree/strongly agree (Q1 had 49%)

The fpOnline team is happy to have 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.

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.

- 93% agree/strongly agree (Q1 had 84%)

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

- 86% agree/strongly agree (Q1 had 58%)

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

- 71% agree/strongly agree (Q1 had 58%)

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

- 76% agree/strongly agree (Q1 had 57%)

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

- 86% agree/strongly agree (Q1 had 81%)

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.