

fpOnline NEWSLETTER

November 2024

ACCOMPLISHMENTS

Software Configuration

VisualVault completed Sprints 1-3. See below for more updates from VisualVault.

Baseline Survey

We have completed the baseline survey of DNR's Forest Practices Application (FPA) process. See the results below.

New Tester Selected

We have selected a new tester and contract review is underway.

UPDATES FROM VISUAL VAULT

In October, VisualVault accomplished the following toward development of the fpOnline system:

1. Defined high level technical architecture
2. Continued configuration with further build out of the Forest Practice Application/Notification (FPA/N) form in Sprint 3
3. Initiated QA cycles for each sprint
4. Conducted VisualVault knowledge transfer interviews
5. Developed solutions for Contact Management and Signature functions
6. Developed initial versions of the following forms online:
 - FP Aerial Chemical Application Form
 - Step 1 Long-Term FP Application Form Eastern & Western Washington
 - FPA/N Renewal Form
 - FPA/N Amendment Request Form
 - FPA/N Notice of Transfer
 - Long-Term Application 5-Day Notice

VisualVault looks forward to demonstrating the user's experience with fpOnline's new FPA in November's Town Hall.

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 ended 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

SAVE THE DATE for our Town Hall Meeting on November 18, 2024, 9:30 a.m. – 11 a.m.

fpOnline Executive Sponsor Katie Rose Allen will welcome everyone and discuss the project, Business Sponsors Saboor Jawad and Donelle Mahan will give an update, and the VisualVault team will host a demonstration of parts of the fpOnline tool. We will also have a Q&A session. Please join us!

VisualVault will begin Sprints 4-5.

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 Playback, 9:30 – 11:00 a.m.

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

November 20, 2024 - *FP Program Meeting , 10:00 – 11:00 a.m.

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

November 3, 2024 - DNR FP Staff Advisory Committee 9:00 – 10:30 a.m.

December 3, 2024 - Reviewers Advisory Committee, 2:30 – 4:00 p.m.

December 4, 2024 - Landowner Advisory Committee 8:00 – 9:30 a.m.

December 4, 2024 - *FP Program Coordinator Call, 9:00 – 10:30 a.m.

December 5, 2024 - *FP District Manager Meeting, 8:15 – 10:00 a.m.

December 17, 2024 - *FP Assistants Monthly Meeting, 1:00 – 2:00 p.m.

December 18, 2024 - *FP Program Meeting , 10:00 – 11:00 a.m.

*DNR Internal Forest Practices program meetings

QUESTION OF THE MONTH

What is the Training Plan for fpOnline?

fpOnline Training will be custom designed for system administrators, staff, super users, and community users. The training has three certification levels:

1. Fundamental Training Series

For all users; covers basic navigation and functionality of fpOnline, and includes hands-on experience.

2. System Administrator Certification

For admins who will manage system security and user access, and make functional changes.

3. Implementer Certification

Advanced technical training on how to write scripts; manage queries; and create iForms, workflows, analytic data models, and reports.

Train-The-Trainer Program. Training will be conducted in each Region by DNR Trainers who have completed VisualVault's Train-The-Trainer Program. DNR Trainers will be selected based on their understanding and interaction with the fpOnline application, and their knowledge of DNR's Forest Practices Program business processes.

Measuring Effectiveness. The fpOnline Training Team will formally monitor end-user training sessions. Monitoring supports consistent delivery of the training experience and ensures the feedback provided improves future training events.

The training process will begin in 2025:

- January 2025 - Create Role-based Curriculum
- February 2025 - Develop Training Materials
- March 2025 - Validation, Testing, and Pilot Training
- April 2025 - Deploy and Deliver Training
- May 2025 - Measure Training Effectiveness

Nerd Corner

2024 Baseline User Experience and Partner Survey

The fpOnline Team conducted a baseline survey to measure the satisfaction that users and partners have with DNR’s current FPA process. In future years, we will use this baseline to compare user satisfaction with fpOnline. The table below shows the percentage of people who “agreed” or “strongly agreed” with each statement.

Overall Questions	All Responses	FP Permit Specialists	FP Foresters	FP Managers	Large Landowner Reps	Forestry Consultants	Small Forest Land-owners	State Agency Reviewers	Tribal Reviewers
The current FPA process is easy for me.	65%	80%	59%	67%	67%	71%	60%	40%	89%
The current FPA process is efficient.	43%	30%	53%	43%	45%	35%	60%	20%	56%
The current FPA process is consistent.	60%	40%	94%	57%	59%	47%	60%	50%	89%
The current FPA process is intuitive.	25%	10%	47%	24%	24%	29%	40%	10%	33%
The current FPA process works smoothly.	50%	50%	76%	43%	51%	53%	60%	20%	44%
The current FPA process helps me do my job effectively.	50%	60%	82%	48%	41%	41%	60%	30%	78%
I feel knowledgeable about how the current FPA process works.	79%	90%	88%	81%	84%	82%	80%	40%	67%
I know where to go for help when I have questions regarding the current FPA process.	89%	100%	94%	86%	100%	88%	80%	60%	89%
The mapping tools that DNR makes available are effective for the current process.	56%	70%	65%	62%	57%	53%	80%	20%	56%
The FPA instructions are easy to find.	65%	70%	53%	62%	76%	76%	80%	20%	78%
The FPA instructions are easy to understand.	52%	50%	41%	52%	57%	59%	80%	20%	78%
Number of respondents	147*	10	17	21	49	17	5	10	9

* The other columns do not add up to 147 because some respondents completed the “overall” questions, but did not complete the group questions, and some respondent groups were too small to include.

fpOnline TEAM MEMBER SPOTLIGHT

Chris McBurney, Forest Regulation Division fpOnline System Administrator

Chris joined DNR in 2021 as administrator of the Aquatic Resources Division's Salesforce application. Prior to DNR, Chris held a variety of positions at private software companies based in and around Seattle, Portland, and the Bay Area, and now has around 15 years of experience in technology-focused roles. Each role helped him develop not only technical skills and an understanding of SaaS software administration, but also the importance of cultivating strong, positive relationships with each application's users. Chris strives to develop and apply in-depth understanding of how the technical capabilities of a software platform most efficiently correspond to and interact with its users' real-world business processes, job responsibilities, and goals.

Outside of work, Chris enjoys playing with his two dogs, Gretel and Sebastian, listening to and making music, drinking too much coffee and tea (especially puerh and oolong), studying Japanese and Swedish, watching Star Trek and Twin Peaks, gardening with native Pacific Northwest plants, and exploring the outdoors on hikes and camping trips.

Future User Spotlight

Stephan Dillon, Region Manager for the Western Washington Region at Manulife Forest Management

Stephan joined Manulife Forest Management (formally Hancock Forest Management) in 2003. He has worked primarily in the Western Cascades and the Mid/Lower Columbia River areas.

Stephan's company uses FPARS regularly for permitting of harvest units, roads, and silvicultural activities. Having worked in Oregon using their FERNS online system, he is excited for Washington State to develop an electronic methodology that will support all aspects of the permitting process including Water Type Modification Forms.

Because Manulife's Timber Investment Management Org (TIMO) business platform supports multiple clients across different geographies in Washington State, Stephan is looking forward to utilizing an efficient forest practice permitting system that allows electronic signatures, online payment options for various clients and a generic online GIS/Arc mapping tool that all applicants can use effectively.

Stephan spends his free time working on his small family farm, hunting, fishing, hiking, and backcountry skiing in the winter.

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 appreciate the outreach that you are doing and I'm optimistic about the new roll out.

—Tribal Reviewer

I'm really excited to see how it comes out, and to see the updated plans. We are going through the same process on our side and are excited to see the beginning stages.

—WDFW State Reviewer

Overall, things have been great. I've really appreciated the effort that has gone into outreach, communication, and transparency, as much as is realistically possible. I feel very positive about the project.

—DNR Expert