

# NEWSLETTER

July 2024

## BREAKING NEWS



### Contract with VisualVault has been signed!

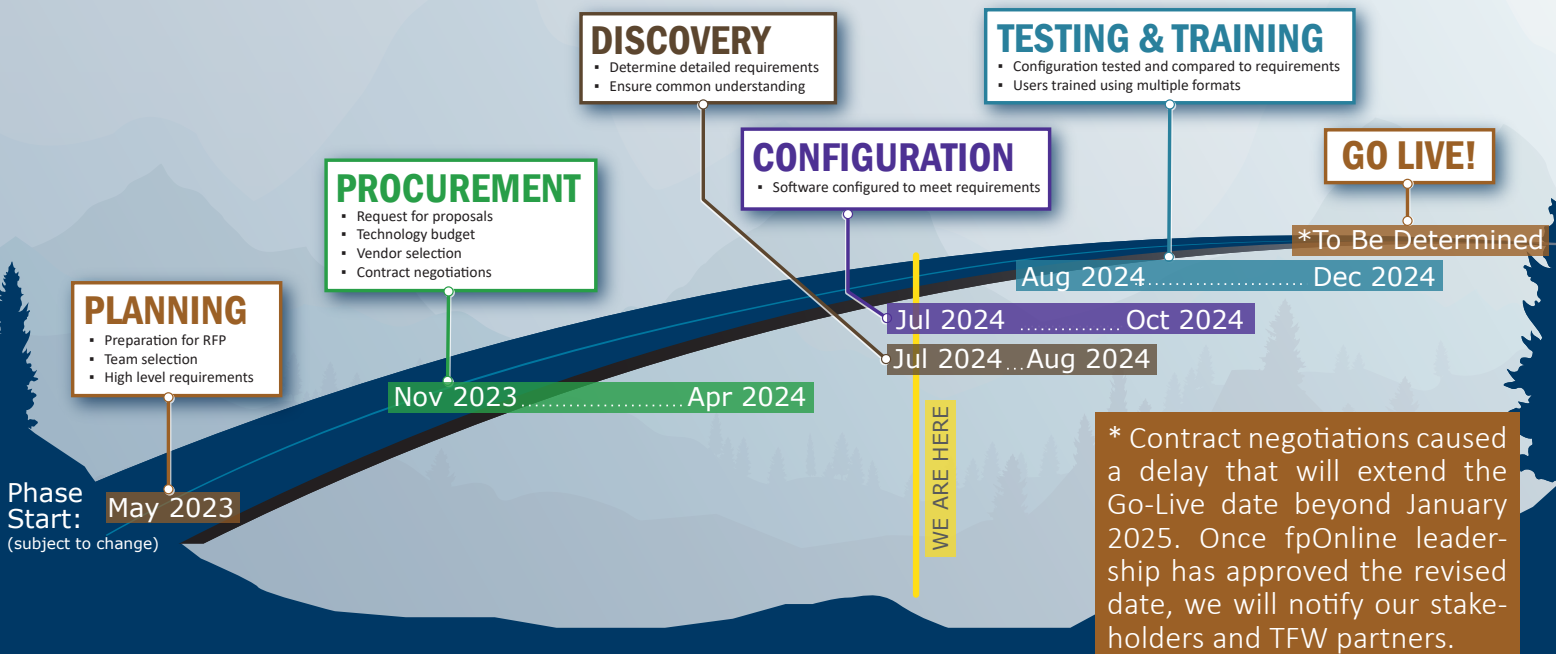
- » This is a major milestone: fpOnline is now officially under construction!

- » Advisory Committees will provide targeted feedback based on where we are in the configuration.
- » VisualVault will be sharing “play-back demos” showing specific pieces of the application.

- » The first Change Champion Forum will kick off in early July. It will focus on what the role is, and how to be effective with your colleagues and peers.

See more on Page 3.

## PROJECT MILESTONES & PHASES



# LOOKAHEAD



VisualVault will start the Discovery and Configuration phases of the project.



fpOnline experts will begin participating in the discovery process.



fpOnline Change Champion Forums will get underway over the summer.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
July	1	2 DNR FP Staff Advisory Committee 9–10:30 a.m. Reviewers Advisory Committee 2:30–4 p.m.	Landowner Advisory Committee 8–9:30 a.m. *FP District Manager Meeting 8:15–10 a.m. *FP Program Coordinator Call 9–10:30 a.m.	4 <div style="border: 1px solid black; padding: 5px; text-align: center;">           CELEBRATING  <b>JULY 4TH</b>            INDEPENDENCE DAY         </div>	5
	8	9	10	11	12
	15	16 *FP Assistants Monthly Meeting 1–2 p.m.	17 *FP Program Statewide Meeting 10–11 a.m.	18	19
	22	23	24	25 *fpOnline Steering Committee 3–4:30 p.m.	26
	29	30	31	1 *FP District Manager Meeting 8:15–10 a.m.	2
August	5	6 DNR FP Staff Advisory Committee 9–10:30 a.m. Reviewers Advisory Committee 2:30–4 p.m.	7 Landowner Advisory Committee 8–9:30 a.m. *FP Program Coordinator Call 9–10:30 a.m.	8	9
	12	13	14 *FP Board Meeting 9 a.m.–5 p.m.	15	16
	19	20 *FP Assistants Monthly Meeting 1–2 p.m.	21 *FP Program Statewide Meeting 10–11 a.m.	22 *fpOnline Steering Committee 3–4:30 p.m.	23
	26	27 *DNR Sponsor Coalition Meeting 4–5 p.m.	28	29	30

\*DNR Internal Forest Practices (FP) program meetings

# NEWS YOU CAN USE



## What's happening

The launch date for fpOnline is being moved (date to be determined).



## What this means for you

You will continue to use FPARS until the launch.



## What you have to do

Nothing. We will reach out when testing and training begin for fpOnline.

## BREAKING NEWS CONTINUED FROM PAGE 1



### The contract with VisualVault has been signed!

- » We're focusing our work with VisualVault to produce an intuitive and user-friendly interface, with a bug-free final product.
- » During the Discovery and Configuration phases, we will start building up expertise within our internal DNR staff so we can help external users understand how to use the system.
- » VisualVault will continue working with us for three months after fpOnline's launch to address any issues.
- » We encourage you to be an end-user tester. If interested, contact us at: [dnrrefponline@dnr.wa.gov](mailto:dnrrefponline@dnr.wa.gov).
- » Learn more about the Discovery phase in our [April Newsletter](#).
- » A big thank you to the key people who assisted in getting the contract negotiated and signed:
- » Katie Rose Allen, Saboor Jawad, Gil Reyes, Clare Olson, Assistant Attorney General attorneys, DNR Contracts and Procurement staff, and VisualVault staff.



Photo credit: Mary Blake



# fpOnline TEAM MEMBER SPOTLIGHT

## Edward West, Organizational Change Management (OCM) Lead



Edward West is one of the dedicated practitioners overseeing OCM for the fpOnline project. Edward ensures that the transitions introduced by fpOnline yield positive outcomes for all stakeholders. With a substantial background in project

management spanning several years, Edward has refined his skills as a Change Management Professional and holds a ProSci certification. His career commenced with a focused engagement in process improvement, fostering a deep understanding of enhancing organizational efficiency and optimizing technology investments.

Apart from his responsibilities at Halcyon Northwest, Edward is actively engaged in education. He serves as an Associate Clinical Professor at the University of Washington School of Public Health, contributes at Georgetown University's School of Nursing, and instructs Lean Healthcare at North Carolina State University.

On a personal level, Edward enjoys spending quality time with his family, coaching sports with his two sons, and exploring nature through hiking with his wife.

## FUTURE USER SPOTLIGHT

## Sam Decker, Operations Forester



Sam joined Port Blakely in April 2023 as an Operations Forester. His responsibilities span both field and office environments across Port Blakely's three U.S. tree farms. Sam's primary roles include harvest unit layout, road maintenance, and construction, along with securing

the necessary permits for these activities. With a decade of experience at other private timber companies, Sam brings a unique perspective on permitting that considers various stakeholder viewpoints.

Sam's department uses FPARS regularly for harvest unit and road permitting. He believes that moving FPAs into an electronic format should help with all aspects of permitting and file management moving forward. In particular, Sam is excited about electronic signatures, real time notifications, and streamlined payment options, which should significantly improve efficiency.

Sam spends most of his free time working around the house and fishing local rivers. He is pictured with his dog, Huckleberry, who absolutely loves coming to work with Sam.

# QUESTION OF THE MONTH



**I am worried that fpOnline will be hard to use. How is DNR going to prepare users for the new system, and support them once it has been launched?**

In addition to designing fpOnline for ease of use, DNR has several avenues in place to train and support fpOnline users. These include:

1. Develop training materials
2. Create a “training cadre” of DNR Forest Practices staff
3. Host fpOnline training events in each Region
4. Hire an fpOnline system steward to assist end-users as needed
5. Establish an fpOnline helpdesk
6. Update training materials in alignment with software updates
7. Continue ongoing support with VisualVault

## 3. HOST FPONLINE TRAINING EVENTS

The FP training cadre will provide fpOnline training events in each Region for landowners and city, county, and state agency reviewers.

Training materials will be available on the FP webpage.

Subsequent training will occur as new features are developed through future software enhancements.

## 1. DEVELOP TRAINING MATERIALS



DNR will develop custom training materials based on VisualVault’s foundational Train-the-Trainer program.

Training materials may include:

- » PowerPoint presentations
- » Recorded demonstrations / playbacks
- » Print and digital documents
- » Tutorials
- » User manuals
- » Metadata

## 2. CREATE A “TRAINING CADRE”

VisualVault’s Train-the-Trainer program will train the FP Training Manager, Program Coordinators, District Managers, and other office and field staff using a Shoulder-to-Shoulder model that facilitates knowledge transfer and support.

This will create a successful training program and equip the FP training cadre to be successful in owning and managing training.

## 4. HIRE AN fpOnline SYSTEM STEWARD

A FP program System Administrator will be hired to serve as the fpOnline system steward. They will assist end-users as needed and will engage with VisualVault to assist with functional items that need expert support.

## 5. ESTABLISH AN fpOnline HELPDESK

The System Administrator will establish an fpOnline helpdesk identical to the FPARS helpdesk.

## 6. UPDATE TRAINING MATERIALS

The fpOnline system will be hosted by VisualVault and receive future upgrades and bug fixes. This is similar to subscription services provided by vendors such as Microsoft, ESRI, etc.

The FP Training Manager and training cadre will update training materials as needed when software updates occur.

## 7. CONTINUE ONGOING SUPPORT



VisualVault will provide ongoing system support and will respond to all questions within one business day.

DNR will determine if an issue is 1-Urgent, 2-High, 3-Medium, or 4-Low. For 1-Urgent issues, VisualVault will attempt to resolve it within four hours. The time to resolve other issues will correlate to its level of severity.



# HOW TO GET INVOLVED



- » Attend a VisualVault playback session
  - » These are live demonstrations showing a feature of fpOnline as it is being developed
  - » Playback sessions 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](mailto:dnrrefponline@dnr.wa.gov)
- » Visit [Washington State IT Project Dashboard](#)
- » Read [previous newsletters](#)

# FUTURE USER QUOTES

“

*I'm excited about the end product and how this could simplify the process, especially for me dealing with absentee landowners.*

*—Forestry Consultant*

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*I'm aware of fpOnline and in favor of it. It will be very helpful to applicants and to DNR in reviewing applications and communicating decisions.*

*—DNR SME*