User Group Session 6 - NextGen WFDSS Focus Group

Response – Resolution

1. **What is your first impression of the updated RR & OA??**

   - **86% of Users had a positive impression. The remaining 14% had a negative impression.**

2. **Comments or suggestions for WFDSS NextGen RR & OA?**

   - **Users have continued frustration about the inability to access WFDSS NextGen.**
     - iNAP connection to allow users is being worked on with USDA Forest Service FAM IM. Until connection is authorized, and complete users cannot log into the system.
   - **Users were split on whether they preferred WFDSS Classic RR/OA or the WFDSS NextGen that closely aligns with PMS 236.**
     - The classic version of WFDSS was created prior to PMS 236.
     - WFDSS Classic daylighted the need for publications and standards.
     - When PMS 236 arrive, it was cost prohibitive to strip out the functionality from WFDSS Classic.
     - WFDSS NextGen closely aligned with the current PMS 236 and will need to be able to adapt to future changes in the publication.
     - WFDSS NextGen will link to the data and science to help inform the various sections of the RR & OA.
   - **Users had questions regarding the help functionality for WFDSS NextGen.**
     - The help content planned for WFDSS NextGen will be like current WFDSS. It will utilize the "?" icons for pop up content. There will also be searchable web-based content.

3. **Comments on basic RR & OA?**

   - **Users like the SAVE Button.**
     - Users will be able to save content and navigate elsewhere in the application.
   - **Users like the flow and tie to PMS 236. A third of the users mentioned the need for graphical displays.**
     - Currently graphical displays like WFDSS Classic are not in scope for the application.
     - WFDSS NextGen was scoped to follow PMS 236 as well as other national guidance and standards.
   - **Users indicated confusion about flow of the application and the greyed-out vs black tabs at the top of the screen.**
     - Given that users can navigate through the application in whatever order meets the need of the incident decision, a way to track progress was necessary based on past user feedback. The current functionality has the tabs greyed out to indicate that they had NOT been visited. The greyed-out tabs were the cost-effective solution chosen at this time.

4. **Comments regarding links/displays/maps bookmarks of pertinent information to inform the inputs of the RR & OA?**

- **60% Users are supportive of additional link for the RR & OA. 40% of users have a hard time visualizing and understanding how the links could be useful.**
  - Links will be provided that are pertinent to each section of the RR & OA process.
  - The links are only intended to help inform the selections and comments for each section of the RR & OA.
  - The links are intended to help users find data timely.
- **Some users were concerned about requiring RR & OA to be marked as complete.**
  - The RR & OA will be marked as completed for use in a current decision. They can be updated at any point like in WFDSS Classic. The purpose of marking them complete is partly for archiving in the database.
  - WFDSS NextGen, like WFDSS Classic, is intended to be scalable for incidents of size and complexity. WFDSS was originally developed to replace both the Wildland Fire Situation Analysis (WFSA) and the Wildfire Implementation Plan (WFIP). The WFSA and WFIP were both scalable to fit the incident needs.
- **Users are weary of links that are hidden or require a user to hover over text to realize that there is a link.**
  - WFDSS NextGen will take into consideration to make links highly visible.

5. **Comments pertaining to PMS 236 onscreen help/guidance?**

- **99% of users felt there should be onscreen guidance to assist users with RR & OA completion.**
- **Some users like the current help content available in WFDSS Classic and hope it moves forward.**
  - WFDSS NextGen will re-use content from WFDSS Classic where applicable.
  - WFDSS NextGen also plans to revise and trim help content as appropriate.
- **Some users had feedback about the PMS 236 itself and changes that should be addressed.**
  - WFDSS NextGen plans to be flexible and adaptable to any changes that are made to the PMS 236 and RR & OA process.
- **A suggested was made to remove the RR & OA from WFDSS.**
  - Based on WFDSS Classic and the direction the RR & OA will be included in WFDSS and the decision process.

6. **Feedback/comments regarding RR & OA summary sections?**
- 99% of users felt that the summary sections for RR & OA are sufficient to provide input into the final selection for relative risk and organization type.
- **Some users have a difficult time envisioning how this will populate in the decision.**

- o The presentation was presented with screen mock-ups. This portion is currently in development. As mock-ups or functionality becomes available, there will be a future focus group session to demonstrate and gather feedback.
- Some users are concerned about the purpose of the RR & OA in the decision. They also wonder about the field being triggered to need a new RR or OA and if that could be incorporated into the NextGen workflow.
  - o In WFDSS Classic, links to review the RR & OA were included as part of the required periodic assessment. This was done to incorporate the review of the RR & OA into the decision process.
  - o Currently WFDSS NextGen is review the simplest way to incorporate RR & OA into the process.
- **Some users had feedback about the PMS 236 itself and changes that should be addressed.**
  - o WFDSS NextGen plans to be flexible and adaptable to any changes that are made to the PMS 236 and RR & OA process.

7. **Feedback on Focus Group Session 6**

- **Some users felt the presentation was rushed due to technical difficulties.**
  - o WFDSS NextGen will make efforts to try to prevent future technical issues and rushing the presentations.
- Some users requested that all questions from the chat be read aloud with their responses because not all users can view the chat will participating in the session.
  - o WFDSS NextGen will make efforts to review questions and answers from the chat at the end of each presentation.
- **Users would like PPTs posted on the website before the session.**
  - o The sessions are posted here: https://wfmrda.nwcg.gov/news/next-generation-wfdss as soon as they are prepared, they can be updated multiple times so check back before the session to make sure you have the most up to date version.
- **Users would like these sessions posted on the RDA website.**
  - o Some sessions are posted on the FAM IM WFDSS website, however this site is experiencing issues:
    - ▪ https://famit.nwcg.gov/applications/WFDSS
    - ▪ https://famit.nwcg.gov/node/2664
  - o The WFMRDA has set up this site to serve up the User Group information:
    - ▪ https://wfmrda.nwcg.gov/news/next-generation-wfdss