

User Group Session 7 - NextGen WFDSS Focus Group

System Notifications and Preferences

Response – Resolution

1. **What is your first impression of the View Profile and the system preferences/notifications?**
 - 100% of Users had a positive or indifferent impression.

2. **Comments or suggestions for View Profile: preferences and notifications?**
 - **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. Once the iNAP is connected to the UAT (user acceptance testing) environment, users will be able to log in and provide feedback through feedback forms.
 - **Users had questions on how the “Custom” map feature would work.**
 - At this time users can utilize units
 - **Users suggested that GAEs be able to choose their agency specific regional views.**
 - At this time users can utilize units’ field to choose the center of the extent. The user can then zoom out to the desired level to see the necessary area.
 - Maintaining multiple agency regional level views is out of scope. It will be added to the enhancements list. The NextGen Team is working on a way for users to vote on the order priority of enhancements.
 - **Users suggested that the “Planning Area” notification read “Planning Area Created or Updated”.**
 - Changing the language to “Planning Area Created or Updated” would alleviate the need for onscreen help content. The wording change is being considered as the development continues.
 - **Users suggested that the GAE tab not show up for someone who is not a GAE.**
 - Greying out features that unavailable is a cost-effective software development method.
 - Many users were pleased with View Profile and felt it was intuitive.

3. **First impressions of user’s ability to manage System Notifications via email or text?**
 - 95% of users were positive or indifferent to the ability to manage System Notifications.

4. **Comments regarding the ability to Manage System Notifications?**
 - Users liked the ability to manage the notifications themselves. Function provides ability to manage when they are on days off or assignment. Users noted they liked being able to turn off notifications without having to modify each of the notification items.
 - Some users felt they could not provide opinion until they see the function preform.

- It is difficult to simulate all the WFDSS NextGen features even in the UAT environment. Changes required after the application goes live will take time and funding to modify.
 - **Some users felt the test/phone preferences should be moved from the Profile tab to the Notifications/Alerts tab. Moving text/phone preferences would consolidate the notification items in once place.**
 - WFDSS NextGen is making some subtle onscreen changes to address issues. The screen shots from the demo were mockups of proposed design.
- 5. First impressions of ability to make changes to the Initial Page, Default Map view and the Basemap layer choices?**
- **95% of users were positive or indifferent to the ability to manage System Notifications.**
- 6. Comments pertaining to the ability to make changes to the Initial Page, Default Map view and the Basemap layer choices?**
- **Users were pleased with the ability to set specific base layers and eliminating the need to repeat the process every time they logged in to the application.**
 - **Users would like to print maps from the application.**
 - WFDSS Nextgen team is exploring options to print georeferenced PDF maps.
 - A majority of the WFDSS data will be available as a service to push out to other apps like EGP and dashboards.
 - WFDSS NextGen is looking at pushing data out to other applications capable of printing.
- 7. Initial impressions of the Notification/Alerts page?**
- **95% of users were positive or indifferent to the Notification/Alerts page.**
- 8. Comments regarding the Notification/Alerts page?**
- **Users commented that if notifications, and subscriptions are all the same, they should be located on one tab with common language. The language is currently confusing.**
 - WFDSS Nextgen help content should help clarify the language. There will also be some subtle onscreen modifications to assist the end user.
- 9. Does it appear easy to add GA and National Notifications?**
- **100% of users were positive or indifferent to ability to add GA and National Notifications.**
- 10. Comments regarding GA and National Notifications?**
- **Users like the idea of adding themselves to notification list, however unclear on how to create multiples of the various types of reports.**
 - WFDSS NextGen will create help content to assist users with adding multiple reports for multiple GAs, agencies, and units.
 - Users will be able to click the Notification type and then select the GA, agency and/or unit. Then the user will click ADD. The process will repeat for each Notification Type the user needs. Multiples of each Notification type can be created.

11. Does it appear easy to add Incident Notifications?

- 100% of users were positive or indifferent to the ability to add Incident Notifications.

12. Comments regarding Incident Notifications?

- Users were needing clarification on if they needed to be an owner of an incident or if any role would automatically trigger notifications.
 - Any user can choose to receive notifications for an incident.
 - Users attached to the incident will automatically receive notifications if the user has selected to be notified under their profile notification settings.
 - WFDSS NextGen is also considering notification options for the user's personalized Watchlist. The opt in will be under the user's profile notification settings.

13. Does it appear easy to manage Current Subscriptions?

- 100% of users were positive or indifferent to the ability to manage Incident Notifications.

14. Comments regarding managing Current Subscriptions?

- Users hope that the Current Subscription section supports flexibility as options tend to flex and shift into the future.
 - Deleting or adding subscriptions can be completed by the user at any time.
 - Deleting or adding subscriptions can be completed under the user's profile settings.
 - WFDSS NextGen is being developed to allow for cost effective modifications to adjust to changing needs and policy. Changes will take time to run through the change control board for approval and funding.

15. Feedback on Focus Group Session 7

- 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. Once the iNAP is connected to the UAT (user acceptance testing) environment, users will be able to log in and provide feedback through feedback forms.
- Users want to remind us to read out loud the questions in the chat and their answers. The recordings do not include all the questions answered in the chat session.
- Users would like PPTs posted on the website before the session.
 - 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
 - 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>
 - The WFMRDA has set up this site to serve up the User Group information:
 - <https://wfmrda.nwcg.gov/news/next-generation-wfdss>
- Users like POD data and approved QWRA data (National, Regional, Forest or Fireshed) available for decisions in WFDSS.
 - WFDSS NextGen is currently working on the PODS.