Environment Online release one - external user acceptance testing feedback summary

Environment Online release one external user acceptance testing (UAT) was conducted in July 2022 where external stakeholders tested scenarios alongside DWER officers to help identify any issues, software bugs, and ensure the end-to-end process meets the requirements of industry stakeholders and our staff. Below is a summary of the feedback received and how it will be addressed and prioritised for inclusion in release one or future releases.

Comment from User Acceptance Testing – External testers	Environment Online response
Authentication	
1. Opposition of using My Gov ID as the key authenticator for logging in.	1. The use of MyGovID aligns with requirements of the Digital Strategy for the Western Australia Government 2021-2025 and the Australian Government Digital Identity System. It is currently used to provide access to more than 60 State and Commonwealth services/applications. We will be focusing effort on explaining the rationale for the use of MyGovID in upcoming announcements and planned communications.
Structure of the project, proposal, and application	
1. These are new terms for Part IV assessments and need to be communicated adequately with stakeholders. 2. The current structure of creating a project is hidden with the proposal screen. This is not intuitive for the user. 3. The application types need to be renamed appropriately (e.g. based on legislation types).	1. Agreed. We will be engaging stakeholders with these new terms in the coming weeks and after go-live. We hope to offer interactive feature based online sessions with demos after go live. 2. Agreed. This will be examined further post go-live and restructured in a future release. 3. Fixed. This has now been fixed, with application types reflecting the correct terminology.

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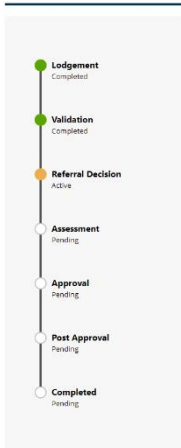| Comment from User Acceptance Testing – External testers	Environment Online response
Industry sectors	
1. The industry sector list should be refined and/or there should be an industry type called "other" (e.g. where does renewable energy sit?). 2. The list of industries does not appear to align with ANZSIC.	1. The industry sector list now aligns with ANZIC. 2. You can choose the industry of other however, it is likely that the industry in question would fall within the current structure. Renewable energy would sit under other energy generation, which is already in the system. An Industry such as lithium mining would fall below the "other metal ore mining industry".
Word count and character limit	
1. An indicated word count for each field would be useful to understand the expected level of detail required. 2. The character limit for the maximum extent field on an element should be increased. 3. The character limit for local government authority should be increased. 4. The character limit for alternative types should be increased.	1. The expected information required is outlined in the guidance. The fields are being expanded to a 50,000 character limit. 2. This has been logged as a bug and will be fixed either pre or post the go-live date. 3. This has been logged as a bug and will be fixed either pre or post the go-live date. 4. This has been logged as a bug and will be fixed either pre or post the go-live date.
Mandatory fields	
1. Mandatory fields need to be appropriately identified.	1. Fixed. This has now been fixed, with fields appropriately identified as mandatory.

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Department of **Water and Environmental Regulation**

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Rich text fields	
1. Preference of a rich text field for the proposal description. 2. Preference of a rich text field for the policy and guidance under each Environmental Factor.	1. For consideration in next release. 2. For consideration in next release.
Spatial data	
1. Use of the map functionality is clunky, particularly if a user needs to change the shapefiles. 2. The map should be able to be expanded, as it currently is too small on the page and therefore not user friendly. 3. The draw function on the map appears as a black dot, which cannot be seen against aerial imagery. 4. The guide for the map does not work when the map is fully expanded. 5. Map symbols not referenced in the legend. 6. The map functionality for the alternative location requires an alternative development envelope and disturbance footprint. This needs to be reconsidered. 7. The map does not validate the shapefiles if the development envelope and disturbance footprint is the same boundary. 8. Unable to use the map on the offsets page as the page continuously refreshes.	1. Agreed. Following the external UAT, the map functionality has been reworked to ease use of the map functionality. The map functionality will also be looked at further in future releases to improve functionality. 2. The map can be expanded using the expansion button in the top right hand of the screen. 3. This is currently under investigation to see if the black dot can be changed in colour. 4. This has been logged as a bug and will be fixed either pre or post the go-live date. 5. Fixed. Map legend is displaying correctly. 6. Agreed. It has been decided for Release 1 that the map functionality for alternatives will be switched off and will be reconsidered in future releases. 7. Fixed. Users will now be able to use the same shapefile for both the development envelope and disturbance footprint. 8. Fixed. The offsets map is now working as designed.

Government of **Western Australia**
Department of **Water and Environmental Regulation**

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Matrix (e.g. the elements, activities, aspects and mitigations prefill)	
1. The reference data for the model elements needs to be cleaned up (multiples of the same element, use of irrelevant numbers in the naming convention, spelling errors). 2. Trenching and water supply need to be added as a model element activities. 3. Aspects are not populating correctly (e.g. still showing aspects that are related to deleted elements, many irrelevant aspects are displaying so the user needs to delete many irrelevant aspects, and some aspects appear as blank). 4. The reference data for mitigations needs to be reviewed (e.g. many mitigations missing). 5. Conditional logic within the aspects page is not working correctly (e.g. fields are not displaying correct aspect types)	1. Agreed. The numbers in the naming convention are required for a system limitation that will be addressed for release two. This will also address the apparent duplication of activities. 2. The model data is continually being reviewed, expanded and refined. Activities such as trenching and water supply can be added on review of proposals received through the system. 3. Fixed. Aspects are now populating correctly. 4. Work to establish and approve Industry standard mitigation actions is ongoing. The system is likely to go live without any mitigation actions suggested, but this will be improved over time. 5. Fixed. Aspects are now populating correctly.
Design and user experience	
1. On the elements and activities page in the proposal creation, it is not clear that the activities are nested under each element. 2. The activities listed under each element should be able to the re-ordered if necessary. 3. Need to ensure we can copy and paste into fields. 4. Save buttons should be consistent throughout the application. 5. Start dates and end dates should be by month and year rather than day, month and year.	1. Agreed. These fields will now be automatically expanded, so that it is clear that the activities are nested under each element. 2. For consideration in a future release. 3. This is currently under investigation to ensure that fields can be filled in via the copy and paste command. 4. Agreed. The designs are currently under review to ensure consistency across each form. 5. For consideration in a future release.

Government of **Western Australia**
Department of **Water and Environmental Regulation**

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6. The fields on the Greenhouse gas emissions page do not recognise commas or decimal places. 7. Would like the ability to upload data in bulk (e.g. the stakeholder and consultation registry, and the alternatives section). 8. The mitigations page could be reworked to include the mitigations hierarchy (avoid, minimise, manage). 9. Wayfinding can be improved (e.g. Confusing to navigate between the Application and the Environmental Review pages, project title banner on the proposal form) 10. Some buttons need to be more obvious than others (e.g. create a project button is inconspicuous).	6. This is currently under investigation to ensure that fields can be filled in appropriately. 7. This is currently under investigation as to whether this is possible. 8. It is intended that the mitigation action would indicate the mitigation hierarchy e.g. avoidance area; rehabilitation within 12 months of clearing etc. However, will consider in a future release. 9. Agreed. Work has started on improving wayfinding and will continue in future releases. 10. Agreed. The designs are currently under review to improve usability and this work will continue in future releases.
Guidance, instructions and help text	
1. Missing help text and broken links to guidance and instructions. 2. Acronyms need to be referenced appropriately. 3. Need to understand how the Commonwealth system and EO portal talk to each other.	1. Fixed. Following the external UAT, considerable work has gone into loading the help text, fixing broken links and ensuring that access to guidance and instructions will work appropriately. 2. Fixed. Acronyms are now appropriately described. 3. Agreed. A knowledgebase article is currently under development to ensure that users understand.
Referring party details	
1. It would be helpful to be able to edit the referring party details	1. Fixed. Referrer details are now editable.

Government of **Western Australia**
Department of **Water and Environmental Regulation**

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Reference data	
1. Some of the reference data in table lookups require review (e.g. missing relevant Decision Making Authorities (DMAs)) 2. The lookup's need to be searching the correct field (e.g. should be able to search position or organisation rather than name)	1. The reference data is continually being reviewed, expanded and refined. The DMA data has been reviewed for release 1. DMA's that are entered into the system as custom values will be reviewed for input into the reference data. 2. Fixed. The position and organisation are now searchable via the DMA lookup.
Export documents functionality	
1. The export functionality did not work for either pdf or word documents. 2. The export functionality is critical to ensure that documents can be appropriately reviewed by proponent and consultants.	1. Fixed. The ability to export documents as a pdf and word document was not fully functional during the external UAT, however this has now been fully developed. 2. Agreed. The ability to export documents as a pdf and word document has been an integral part of the EO build, as we know that this is critical for proponents and consultants.

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Department of **Water and Environmental Regulation**

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Difficult to ascertain progress	
1. There is no way to see how much of the form has been filled in until you get to the summary page. This information would be useful throughout the form (e.g. similar to the commonwealth).	1. This has been fixed for the Environmental Review Document form, however for the proposal and application forms this will be considered for future releases.
Values	
1. The lookup for values should have an option to add new values. 2. Matters of National Environmental Significance should be reconfigured to match with the values entered into under each environmental factor.	1. Fixed. There is now an option to add specific values. 2. For consideration in a future release.
Policy and guidance	
1. It would be useful to have a look up for the relevant policy and guidance field within each Environmental Factor.	1. For consideration in a future release. Note that the policy and guidance section is not just for inclusion of Environmental Protection Authority policy and guidance. It can also include federal and state policy and guidance.

Government of **Western Australia**
Department of **Water and Environmental Regulation**

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Attachments	
1. In current state, a proponent will embed many maps and figures throughout a document. For Environment Online, it appears that the figures will need to be attached to the form. How will the figures be accurately referenced in Environment Online? 2. Attachments unable to be deleted. 3. The attachments page should say the file limit size. 4. The ability to drag and drop files would be useful.	1. The intent is for the proponent to attach the figures to the application, and label them in a way that can be referenced appropriately within the text fields. 2. Fixed. Attachments can now be deleted. 3. Content on the web page will indicate there is a file size limit of 50MB. 4. For consideration in a future release.
Statuses and tasks	
1. The status of the application from the dashboard is not explained (e.g. what does In Progress mean). 2. Tasks do not appear to be functioning correctly (e.g. the application is submitted, however the task still says it is in draft). 3. Payment request tasks do not appear to be generating appropriately.	1. An explanation of what each status means will be provided in a Knowledge Article 2. Fixed. Tasks have been reviewed and now function appropriately. 3. Fixed. The payment request tasks have been reviewed and now function appropriately.
Search engine	
1. Results in the search engine do not appear to be focused correctly (e.g. returning non-relevant results).	1. Partially fixed. The search engine will need to be refined over time and work is currently underway to make these changes.

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