Compliance Monitoring Data Portal (CMDP) Strategy

Priorities through January 2020

# **Development Priorities**

## Background

The purpose of this document is to convey CMDP priorities for development and communications through January 2020. The priorities are presented in order of feasibility for accomplishment within the timeframe indicated.

## Addressing Technical Debt

There are tasks associated with modernizing the development of the CMDP application that did not exist during the initial development of this application. Project software development processes such as unit testing were not initially implemented during development. Improving the standard testing practices will improve overall application quality.

* Code refactoring
* Unit testing
* Automated testing
* Load balancer fix

## Improve User Interface and User Experience (UI / UX)

There are several items in the CMDP backlog regarding UI / UX tasks. These tasks range from properly sorting columns to improvement in error handling. In the earlier stages of CMDP development each release focused on expansion of primacy agency transition scenarios. Many of the improvements and noted UI / UX issues were backlogged as a lower priority. These should be a major focus of work through the contracts end.

* DSE migration of Purchasing and Wholesale water systems
* Addressing sorting issues within the application
* Allow for multi-selection of sample jobs for approval
* Expanded method / analyte pairings support
* Better browser support

## Improved Samples Validation

While the CMDP was not meant to replace the compliance aspect of SDWIS / State, there are validations in the CMDP that could assist with evaluating a samples basic validity. An example would be a e. coli sample that must be submitted with a TC sample. Currently the system allows a submission of one without the other.

* Warning for a microbial sample that is Absent for Total Coliform but present for E. Coli
* Update database for permitted values for Quantitray microbial sample analysis method
* Operational samples form and template inconsistencies

## Sample Retraction (Design Approach)

One of the major CMDP improvements that would remove a substantial barrier to CMDP adoption is samples retraction. Primacy agencies using other methods of electronic samples submission have noted this as being one of the features in the product they currently use. The CMDP should match that functionality. The initial task should be designing and documenting the approach given the CMDP data model and constraints. This would be a complicated feature to implement and it is premature to believe that the current contractor could accomplish implementation of this feature in the timeframe available to them, even at a higher burn allocation.

* Samples retraction from the CMDP
* Operational data retraction from the CMDP
* Composite samples retraction from the CMDP

## Monthly Operating Reports (MORs)

The CMDP captures MORs in the system, but the way it is implemented does not meet the needs some of the primacy agencies that would need this as part of their transition. This task would be to reevaluate the MORs approach for CMDP with the input of several of the PAs that have requested an improvement of this feature. Given the differences in the way PAs approach reporting this, the task would be focused on identification of the reporting gaps.

# **Communication Priorities**

## Service Level Agreement (SLA)

Develop and publish by September 6 a simplified service level agreement (SLA) that conveys expectations for responses to support requests, including:

* Standard time for response to initial requests (for the CMDP Help Center)
* Standard time for engagement by contractor support (for technical requests requiring contractor support)
* Standard time interval for CMDP Team to provide updates on requests back to the requestor (for open CMDP Help Center requests)

## Improve Frequently Asked Questions (FAQs) and CMDP Documentation on the CMDP Customer Support Zendesk Site

Tracking sheet, updated biweekly, for prioritizing and acting upon internal and external requests to improve FAQs and CMDP documentation.