

R2S2 - What's in it for YOU?

Hot Topics & R2S2 Project Portal

March 01, 2017

Greetings and Gratitude

Thank you for carving out time to spend with us today.

The purpose of our *R2S2 What's in it for YOU* bi-weekly forum is to share R2S2 updates, listen to your ideas and concerns and answer questions about the new service.

These sessions will help us develop training, job aids and other support tools to assist with a smooth transition to R2S2. We look forward to working with you,

Sarah Walton and Michelle Kirwan, your OCM Team.

Session Objectives

- › Discuss Hot Topics
- › Provide Overview of the R2S2 Project Portal
 - R2S2 Home Page
 - Frequently Asked Questions
 - Contact Us
 - What’s in it for YOU Forum
 - Go-Live Timeline
- › Solicit Ideas for R2S2 Project Portal Expansion
- › Share Future Forum Topics and ask for More Ideas

Hot Topics - *So Much To Do...So Little Time*

- › User Acceptance Testing (UAT)
- › Deadline for Campsite Photo Submission
- › Multiple Data Collection Efforts
- › Upcoming Communication with the Public
- › Training Preparation
- › Responses to R2S2 What's in it for YOU Questions



Hot Topics – User Acceptance Testing (UAT)

- › First off – *thank you* for the overwhelming interest in participating in UAT. We wish we could involve each of you. Unfortunately that is not practical with a project of this size and with our timelines.
- › Secondly – we want to clarify how testers were identified
 - Configuration is organized around functionality (camping, web, passes, etc.)
 - Park Ops Leadership selected SMEs to help with configuration for these functional areas
 - The SMEs are transitioning to UAT as they have the most familiarity with R2S2 functionality and why decisions were made to configure R2S2 in specific ways

User Acceptance Testing - Continued

- › Finally – while not everyone will have the opportunity to participate in R2S2 User Acceptance Testing, everyone will receive training:
 - Instructor-led Training
 - Self-guided training through the Learning Hub
 - Plenty of opportunities to ask questions about R2S2, how the system works and how you can use it most effectively

Hot Topics – Deadline for Campsite Photos

- › Thank you all for submitting your completed Overnight Facilities and Amenities Checklists
- › The deadline for submitting the campsite photos – the second part of this effort to ensure accurate data is uploaded to R2S2 for Go-Live is **April 1, 2017**
- › Several Parks have submitted photos – THANK YOU!
- › If you need a copy of the instructions for submission, and/or specifications for each image, please send a request through the R2S2 email
- › Remember – one image per site and please include the site number in the photo name

Hot Topics – Multiple Data Collection Efforts

- › Overnight Facilities and Amenities Checklists
- › Pricing and Unit Type Standardization
- › Park Highlights (swimming, camping, hiking)
- › Descriptions, Directions and Park Hours
- › Parking and Day-Use Inventory
- › Boat Launch Ramp Inventory and Fee Standardization

Hot Topics – Upcoming Communication

- › R2S2 Project Team working with Public Affairs Office on News Releases – first is to announce the new reservation service for camping and tours – hope to publish early next week
- › We will add a link to the R2S2 Portal for News Releases
- › DPR has secured the domain for the public-facing name for the service and will announce later this week so stay tuned for details
- › DPR will use Social Media, the new service website and the Parks.ca.gov homepage for sharing information

Hot Topics – Training Preparation

- › Training Development is underway - DPR Training, the OCM Team, the Xerox Learning Team and functional area SMEs are participating in development and review
- › A large group of Training for Trainers recipients has been identified and is being finalized. These T for T recipients will help train staff across all parks
- › We are excited that both instructor-led and independent study options will be available for staff
- › More to come on Training in a future WIFY session

Hot Topics – Responses to WIFY Questions

- › We have received some great questions during these sessions
- › We also have received a number of inquiries and suggestions through the R2S2 email address
- › THANK YOU and keep them coming
- › The OCM Team is vetting responses through R2S2 Project and Park Operations Leadership
- › We will conduct a WIFY Session to cover these questions AND will create a new tab on the portal specifically for posting responses to these questions (different from the FAQs)

R2S2 Portal Overview

› www.parks.ca.gov/r2s2

R2S2 Home Page



WELCOME TO THE RECREATION AND RESERVATIONS SALES SERVICE (R2S2) PROJECT PORTAL

What is R2S2?

The California State Parks Recreation and Reservations Sales Service (R2S2) Project is underway. The new service will modernize and enhance our visitor-facing reservation system and provide a broad range of updated services to both staff and visitors. R2S2 will be deployed to Parks in phases. The initial phase will be launched on August 1, 2017. Additional deployment phases are scheduled to occur between October 2017 and March 2018 until rollout is complete.

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Navigating the Pages

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- ✓ The links shown here are located at the right side of the home page to assist you in navigating to your desired topic. We refresh content regularly to ensure the most up-to-date information is available.
- ✓ As the project progresses the OCM team will add pertinent links and information to keep you informed of project phases such as training.

Frequently Asked Questions

| [Section One](#) | [Section Two](#) | [Section Three](#) |

[What is R2S2?](#)

R2S2 is the Recreation and Reservations Sales Service Project DPR initiated to modernize the existing reservations service and point-of-sale processes at our state parks. R2S2 will enable parks to accept a variety of payment types and will provide a more customer-friendly web interface.

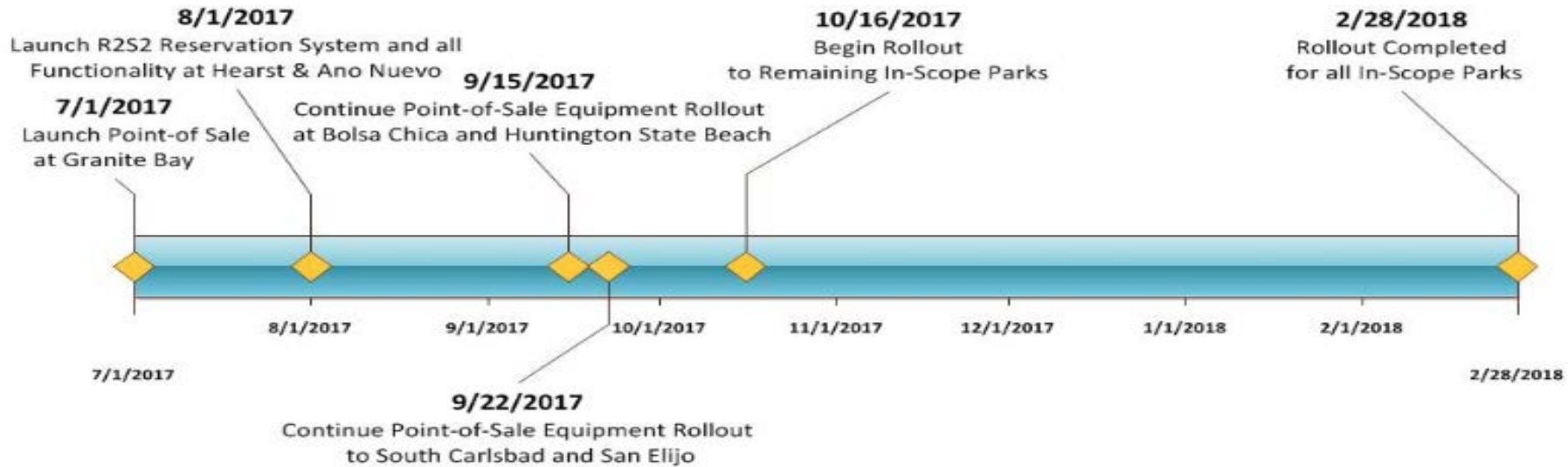
[When will R2S2 go into effect?](#)

[Who will be affected by R2S2?](#)

- ✓ We are categorizing questions for easier identification – look for this change later this week
- ✓ Navigate to the question you are looking for and click on it to reveal the answer
- ✓ Send us questions to post

Go Live Timeline

R2S2 Go Live Timeline



Alpha Site: Initial site to use live production data. Successful testing at Alpha sites triggers rollout to Beta sites.

*Non-Camping (day use) Alpha Site is Granite Bay – 7/1/2017
Camping Alpha Sites are South Carlsbad and San Elijo – 9/22/2017*

Beta Site: Secondary site for deployment following successful testing at Alpha site(s). Selected Beta sites are higher usage and incorporate live production data. Successful Beta site testing triggers initiation of full deployment.

Day-Use (non-camping) Beta Sites are Bolsa Chica and Huntington State Beach – 9/15/2017

Beginning October 16, 2017, rollout of point-of-sale devices and R2S2 functionality will commence for the remaining in-scope Park facilities. The Parks must have electricity and internet capability to achieve full use of the R2S2 Service. In this context, point-of-sale devices are all contractually required end-user hardware and software, as specified in SOW 6.3.5, to deliver and manage the R2S2 Service, for example:

- Desktops
- Mobile devices
- Tablets
- Scanners
- Printers
- Cash drawers
- Card readers

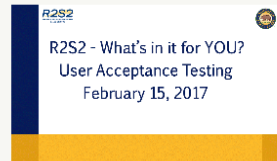
What Else Should the Portal Provide ?

- › Have you logged on to Portal?
- › What would you like added to the R2S2 Portal.
- › Use the R2S2 email box at: DPR.R2S2@Parks.ca.gov to share your ideas.
- › Do you have a standing meeting you would like us to attend?
- › Are there other forums for sharing R2S2 information you would like us to work through?

What's In It For YOU Forum

What's in it for YOU Forum

February 15, 2017 PowerPoint



Join the R2S2 What's in it for YOU Forum

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[Previous Presentations](#)

This page is a great resource:

- ✓ Previous Presentations
- ✓ Reference information
- ✓ Stay in the know when you are unable to participate in the live discussions

Future Topics

- Preparing Visitors for R2S2
 - Training Overview
- Non DPR Operators and R2S2
 - Equipment - Who, What, When, Why and How

Previous Presentations

January 18, 2017



February 1, 2017





Contact the R2S2 OCM Team

For the most current R2S2 information, log on to the R2S2 portal at:

www.parks.ca.gov/r2s2

If you have questions, send us an email at:

DPR.R2S2@Parks.ca.gov