

Issues	Response
Presented in calendar format, showing sample(s) on relevant days; block colours	Identified as new feature, see questionnaire "Improved calendar\PDF display"
No key to indicate what area (zone) each colour on the schedule represents. This key is on the schedule page only and not viewable when exported	Identified as new feature, see questionnaire "Improved calendar\PDF display"
Physical addresses of each sample site, are not know. Need sample to assign sample locations	Identified as new feature, see questionnaire "Improved calendar generation"
Physical sample locations can be added manually by double clicking each scheduled sample; you can only view by double clicking. This function does not work when exported	Identified as new feature, see questionnaire "Improved calendar\PDF display"
Laboratory require sample details of area each colour represents and a physical location; there is no room to hand write this detail on the schedule	Identified as new feature, see questionnaire "Ability to export data"
can only be exported to pdf, not excel. Needs to be excel format for laboratory to have something to work from	Identified as new feature, see questionnaire "Ability to export data"
cannot schedule source or plant samples e.g. secure bore samples need to be prepared and submitted to the lab using a different means than DWO	The User Manual has been updated about how to access this feature. See section " <i>Generating a Sample Schedule</i> "
schedule/DWO does not recognise the need to test at random locations	Identified as new feature, see questionnaire "Improved calendar generation"
does not recognise public holidays	Identified as new feature, see questionnaire "Improved calendar generation"
Unable to assign bacteriological and protozoa criteria if supplies are not attempting UV compliance	The User Manual has been updated about how to access this feature, see section "7.1. Creating a Quarterly Compliance"
No visible audit trail on annual survey – who has assessed and when and what added	Identified as new feature, see questionnaire "Full audit trail (history) on items"
No means of tracking transgression history for each supply apparent	Identified as new feature, see questionnaire "Full audit trail (history) on items"
Commercial clients require copies of results usually every 6 months, it is unclear how this is easily generated	New Feature available. Updated Drinking water manual with section on "Exporting Samples"

<p>The schedule does not deliver what it says it can!</p>	<p>Please feel free to contact our Zendesk support, we would love to help. Otherwise see "<i>Automatically generating a Sample Schedule</i>" in the User manual.</p>
<p>No audit trail of who has made changes, what the changes are and when they occurred</p>	<p>Identified as new feature, see questionnaire "Full audit trail (history) on items"</p>
<p>WSPs complete life trail should be viewable on DWO, from date of submission to PH with clear timeframe of any steps taken by either party (transparency)</p>	<p>Identified as new feature, see questionnaire "Full audit trail (history) on items"</p>
<p>Forms are not available or linked on the site e.g. registration forms</p>	<p>Unfortunately this is outside the scope of D-WO, which was specifically designed not to address workflow. Please use your regular point of contact for these.</p>
<p>Health Act requirements are not listed, Council are assessed on at the end of each year</p>	<p>New Feature in D-WO: The compliance surveys have been updated to include the supplementary questions to address the requirements. This is combined with a new feature proposal, see questionnaire "Ability to view the compliance criteria/questions earlier"</p>
<p>The database requires excel version 2013 not 2010. This is so that some of the MoH codes could be used to convert some test methods into something user friendly. We were informed by Water Outlook of this. E.g. dichromo... test could only be entered as DCL, rather than labs (customer) changing all of the naming they can use code so it becomes an automatic step. We use excel 2010. Any results associated with a supply or zone will not be stored in one location</p>	<p>Identified as new feature, see questionnaire "Greater batch importing functionality"</p>
<p>Horrifically time consuming and concerned over loss of historic data</p>	<p>Entering individual samples can be very time consuming. Please use the "Import Multiple Samples" functionality to import samples from a spreadsheet. Data will be securely maintained on D-WO, but local copies of the spreadsheets could be kept if this is a concern. See "<i>Importing Samples and Test Result Data</i>" in the user manual</p>