Erica Aulik: … group for an early launch. You may have heard about the upcoming release from a fellow coworker or from Dr. Klote, Dr. Jeans. I’m excited to announce that today after nearly two-and-a-half years of planning and testing and working and reworking and reworking and reworking, we are finally ready to release Find Pro VA wide.   
  
I cannot say that this is a perfect tool. Well, not yet. But it is more robust, organized and faster to search than any ORD web or SharePoint site you have had access to in the past. I am very proud and honored to show you how far we have come and invite you to jump into the application as soon as this webinar concludes. I’m confident that you will soon realize how powerful the platform is and how it will help you make important decisions doing your everyday tasks, especially those involving the protections of human subjects’ research.   
  
After this presentation we will provide the Find Pro link to all VA research lists served via email. \_\_\_\_\_ [00:01:08] This presentation will be recorded for future reference and posted on the ORPP website along with all of our other webinars. Please help us distribute the information to everyone you know in the research community by forwarding the email you will receive after this presentation to your work groups.

I am Erica Aulik, project manager for Find Pro. Dr. Jeans and Dr. Klote are the ORD champions of the tool. Karen is the content expert and she contributes tirelessly to the project, determined by the most accurate and up-to-date information possible. Molly has cheered for us along the way. A great encourager when we felt overwhelmed and fatigued. I want to personally thank them both for helping keep me on track to manage this awesome application.  
  
Steven, can you see if Molly is on today for any comments? I’m not sure if she was able to make it or not.

Steven: I don’t see her on. I’m not sure if she was able to make it.

Erica Aulik: Okay. I know she’s at a leadership meeting this week out of town.   
  
Well of course none of this could have been possible without a ton of development on the backend. Steven Henshaw far surpassed our expectations with his abilities to manage and organize large amounts of information. He has injected many levels of quality assurance throughout the workflows and queries and has provided many great ideas on how to automate processes. Hats off to Steven.   
  
Naveet is our coordinator for incoming questions and feedback of Find Pro. She will provide quality assurance checks and will keep information library up-to-date. Yes, there is a live person behind this application. Yes, we will meet regularly with Naveet to ensure Find Pro is exceeding ORD’s goals and expectations.

Kristin is our communication or project manager from the contractor’s side of things. Along with creating correspondence materials and graphics, she monitors the project lifecycle and manages the schedule.

A special thank you to those who helped test during our focus groups and soft launches. We appreciate the time you spent playing in our sandbox and sending your ideas and opinions. I hope you’ll see that we’ve applied your comments and how much they have improved this tool.   
  
We also acknowledge and appreciate the OINT viper team that gave us the stamp of approval in their security assessment and consultants such as Jeffrey Ferraro, HSR&D’s biomedical informaticist and Dr. Gil Alterovitz, director of artificial intelligence.   
  
Pulling this together has been a huge team effort and took way more time than I ever imagined. But I believe you will agree with me that the diligence was worth it.   
  
This summarizes the development and launch of the Find Pro tool. We started off with the development of the document finder tool in the first quarter of 2021 which was released in quarter two of 2022 after several iterations of our focus group and feedback. Then we started a separate undertaking for the FAQ management with the back end of the FAQs completed July of 2022. After a second focus group and three more soft launches, we focused on different types of users. We combined the document finder tool and the FAQs, firing up the integration that we now know as Find Pro.   
  
The goal of this tool is to enable VA researchers to efficiently find the most current policy and guidance content that contributes to their success and mission. We currently have over 1,000 searchable documents in the portal. New or modified policies and FAQs can easily be uploaded as they are released and a quality assurance plan has been developed. Maintaining this information is a priority for ORD. The success of our goal would be measured through formal surveys, informal comments received via the Find Pro feedback tool and meta data analysis of searches such as the volume of searches and the key word searched. Find Pro provides ORD staff, clinical researchers and additional VA stakeholders with numerous benefits which we’ll show you in the presentation.   
  
Find Pro does three main things. Efficiently finds current information regarding VA research policy, guidance and FAQs. It provides a portal to ask subject matter experts within ORD question regarding VA research policy. It offers opportunities to provide feedback that is read and discussed by ORD. In the next few slides, we will break down each of these areas and dive a little deeper.   
  
Any word that is in a document or an FAQ within our database is searchable. Some examples are, where can I find 1200.01? Do I need consent to take a photograph? Which directives provide information on international research? As you can see in the chart, all VA and VHA directives and all VA and VHA handbooks, many ORD guidance documents and FAQs are searchable. At this time most FAQs are in maintenance, but you will soon see many more FAQs linked, directly linked, to the supporting documents. Most FAQs are currently pulled out of the database for the time being to run one more quality analysis on them. We really want to make sure that everything in the information library is current and useful. Karen will speak to this at the end of the presentation.   
  
Note, the guidance documents and FAQs in this database all focus on topics within VA research policy. Administratives that are not provided in this tool, also SOPs and funding applications are not in the scope of this application.   
  
Asking a question via the tool will results in the same type of response from ORD policy experts as the regulatory mailbox. However, asking a question within Find Pro will search for key words while you are typing the question. So you may have an answer before hitting the send button. Try it and let us know what you think.   
  
For the one person out there that likes to reuse their manuals, we have it just for you. It’s a whopping eight pages long, packed full of pictures, reinforcing that this tool is straightforward and has a very easy user interface. You can also send us feedback. Yes, ORD really does want to hear from you. Find Pro aims to provide a centralized and efficient way to find relevant information regarding VA research policy and guidance from various sources. If these goals are not being met, please let us know. Let us know if you’re not seeing something that you would expect to see in the database.   
  
We do have weekly meetings to discuss the progress of this application and your input will help to shape this tool as well as other educational opportunities supported by ORD. In a few minutes Steven will demonstrate how easy it is to use each of these features. But first, let’s take a really quick look at the advantage of Find Pro versus information on websites.   
  
Find Pro was built on the same foundation as search engines like Google and Bing. It is simple and lightweight, providing answers efficiently and consistently. Find Pro helps users retrieve information by allowing them to search by specific key words or phrases. And not only that, when it pulls up the document or FAQ, you can do sub searches within that text, the subtext. The search algorithm will index and rank relevant resources based on the query. This will also be highlighted in Steven’s demonstration. This tool uses a search algorithm called term frequency inverse document frequency to quantify the relevance of words and phrases in a document amongst a collection of other documents.   
  
Basically what this means is that this helps us determine what words are most significant or relevant to each document in our library. Some terms appear in documents frequently and others rarely. Both measures are important to capturing a document’s contents. The search query is then compared to each document’s contents and relevance ranking is created, returning the best matches first. Again, this will be highlighted in a demonstration.

Find Pro allows for collaboration between subject matter experts within ORD. There’s a lot of things going on behind the scenes administratively that are pretty cool. It enables reporting function that highlight the gaps and redundancies in questions, pinpointing topics for educational opportunities. Information is routinely validated to ensure its accuracy. We are continuously expanding to add more functionality, faster results and better access to subject matter experts.   
  
Basically we hope you’re getting the idea that we’re not going to launch this tool and just forget it and just move on to another project. We do have long-term goals in mind and we’re going to continue maintaining and bolstering and taking your feedback and comments seriously.   
  
Let’s see the demonstration, Steven.

Steven Henshaw: Thank you, Erica. It is wonderful to be announcing the release of an application that we have worked hard to produce. Find Pro is packed full of functionalities that I’m excited to show you today.   
  
First, we will start off with technical specifications related to accessing the tool. Find Pro is a web application created utilizing Microsoft power apps. It can be accessed using any common browser including Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari. On any computer running an operating system that can launch the browsers.   
  
The layout is not optimized for mobile devices but can still be accessed from mobile device if it meets the other criteria. However, a fair warning. Your mobile device is likely too small to enable full use of the Find Pro tool so it is recommended to use a desktop computer or a laptop with a larger screen.   
  
Being a web app, an internet connection is required. Also you will need a VA intranet connection through onsite connection or a VPN. This will enable you to access the tool and all of its contents. There are no licensing requirements to access Find Pro. It will be available to all VA employees directly proceeding this webinar.   
  
How can Find Pro be accessed? Using this link here will launch the Find Pro application. Bookmarking this link or saving it for quick reference is strongly encouraged so you can access the tool whenever you need to search for information. If you need this link in the future, it can be found on this presentation and all of Find Pro’s documentation in release announcements. Near the end of this webinar, towards the end of our Q&A session, we will also be dropping it in the chat so you can access it right away.   
  
If you’re having issues, take a look at our general user guide. We have sections for getting started and troubleshooting that might help solve any problems. If our user guide cannot solve your problems, there are links here and on other supporting documentation that will open an email box to [vhacoordfindproquestions@va.gov](mailto:VHACOORDFINDPROQUESTIONS@va.gov) with a subject line Find Pro support required and those will be routed to our technical support team.   
  
First-time users will see a dialogue box when accessing Find Pro. The application requires these permissions to ensure we are not providing access to resources that users are not permitted to view. Listed here is how we will use each of these permissions to provide you with the highest quality product. As a reminder, the OINT viper team has completed a security assessment of this tool and it is safe to use. Without allowing Find Pro any of these permissions you will not receive access to the tool and will be redirected to this screen every time you try to log in.   
  
Now we’ll move on to a few scenarios demonstrating how we can interact with the Find Pro tool. We start off on the opening splash screen where you can choose to search for information, ask ORD questions or search health documentation and provide feedback. To search for a document by title or publication number we will navigate to the find information button. Here we will find information relate to VHA directive 1200.05. That is the search term we will use. After putting it in the search bar at the top, we can click search and after a few seconds searching our document library it will return a list of documents meeting that criteria. The other thing it will do is it will show a preview of our document on the right-hand side.  
  
As you will have noticed searching our information library returns documents that are relevant to the key words or phrases you’ve used. Here we will look at finding content within the documents that are relevant to your search. For this example, we will type in R&D committee and we will do a search on those key terms. One of the first documents that pulled up will be VHA directive 1200.01. By clicking on the search icon in the preview screen we can type in a search term, here collaborative research, and we can see all of the instances that match those search terms. They will be highlighted in the text for us.   
  
We can also look at our search terms and optimize the results we get by optimizing our search terms. The more specific our search, the more focused our results will be. As an example, we can look at the results we get when we search for international research. Some of the first results we get will be related to VA research with animals. Now if we refine the search term a little bit further to international human research and search again, we will receive a much more curated list of documents. In this case, only one. Sometimes a document that we want to view will not be the first result. Selecting further results in our return list will preview that document and we can use specific filters to filter for specific types of documents.   
  
Here we will look for informed consent and hit our search button once more. Our return list will start off with a few guidance documents and FAQ documents but we may want to view a VHA handbook. That will be our fourth result. So we can scroll down and click on that item to view the preview. Additionally, we can use the filters on the left-hand side to view only VHA handbooks.  
  
Frequently asked questions are currently being updated to ensure our published information is accurate and relevant. We will be adding more FAQs over time. Here we can show that we can search for documents and FAQs for our search platform currently. An example will be searching for an information security platform \_\_\_\_\_ [00:19:02]. When we hit the search button, we’ll notice that we’ve received documents based on those search terms. But we can also flip over to the FAQs tab to see FAQs related to this search term. Currently our FAQs are returned based on exact search term matches. To find the best information use short search term phrases containing one or two key terms will give you the best result. Expanding this functionality is one of our priorities for future development.   
  
Searching for documents and FAQs occur simultaneously. You can begin on either tab.   
  
Our information library may not be able to answer every question that you have related to human related research policy. That’s why we have a portal to connect you to ORD’s research policy subject matter experts.   
  
In this example we will look at one of our last scenarios and we will ask ORD subject matter expert for \_\_\_\_\_ [00:20:07]. When we put in a search word or phrase you will see that we receive potential FAQ matches on the right-hand side and can toggle to the answers. If you review these potential matches and still cannot find the answer to your question, you can fill out the rest of the information, your question and some details about your research role and location to help our SME better tailor their answers to your specific use cases. Additionally, you can attach documents if you feel you have information that might help our SMEs provide you a more specific answer.   
  
Help documentation can also be found inside the tool and searched in the same way we searched that policy for content. Scrolling to the help box and feedback section on our main screen will pull up the help docs section first. Here we can use that search icon once again to search for permissions. You will see our document preview will automatically move to that section.   
  
One other thing to see here is in our help docs and feedback we have upcoming office hours and those will be used to answer any further questions that you may have while you’re using this tool that you may not be able to ask at the end of this presentation. We will be keeping these up-to-date with links to join these presentations. We will be starting out in Webex and then moving bimonthly starting in July to Microsoft Teams.   
  
Feedback is super important to helping us improve and plan our future updates. We review feedback on our weekly meetings and escalate information to leadership or subject matter experts as necessary. Attachments can also be included to show us anything you’d like us to see. Screenshots of issues experienced will also help our technical support team to quickly pinpoint the problem and expedite a resolution. We encourage any type of feedback—good, bad or ugly—that helps us to improve this tool more than you know.   
  
If you know of documents related to human research protection policy that you cannot find in our information library, please send a suggestion to add the document. Like general feedback, we will review these suggestions weekly. If we determine that your suggested document meets our objectives for Find Pro, the information on this form will help us locate the document’s source and incorporate it into Find Pro for future searches.   
  
Now that I’ve given you a taste of what Find Pro can do, I’m going to pass it off to Dr. Jeans to talk about a road map and future updates.

Dr. Karen Jeans: Thank you, Steven. As you can tell, we are really excited about this. This is something that we have been working on for a number of years but origin started even earlier than that. I’ve been with VA for 20 years. And 20 years ago, I said where is one place that I can find everything. Every policy, every directive, every handbook at that time because directives didn’t exist, so I can have it all in one place. I was shown multiple places. I’m not good at scavenger hunts by the way. Then Dr. Klote who is my director, my boss, came around four-and-a-half years ago and asked the same question. Really that is when because of Dr. Klote’s commitment to getting this project into life and into fruition, that’s our goal.   
  
Where is one place that you can try to find the majority of documents that you need to do your job better that we can all use to find the source? Not only in terms of just building it but as both Erica and Steven have referenced, maintaining it because you’re only as good as current information.   
  
In terms of where we are, where we are now is not necessarily where we’ll be in the future. Again, you’re hearing what we’re releasing with right now. But we are bringing more staff into my office particularly in order to expand the policy and of course Ms. Douche left two years ago and we’re getting ready to advertise for her position as our education coordinator. That is a role that we’re highly committed to and that we think is fantastic that we’re getting to hire that position back.   
  
In terms of the FAQs, now I want to reinforce to all of you on this call today that if you go right now to the link where it’s searchable to FAQ database, it’s still there. It continues to exist. And it will continue to exist for awhile longer. What we are dedicating to doing is putting in the most accurate information.   
  
We are going through every single FAQ that was previously published and we are refining it. If it needs to be archived, it’s going out. We’re not going to populate this with FAQs that are outdated. That doesn’t make sense. But also for those that need to be updated, that’s what we’re doing. That’s why Steven said we are committed to continually doing this forward. That’s why we have a little over 30 in right now. You’ll see more than that next week. We already have some new FAQs that didn’t exist before.   
  
Again in terms of the third function of this portal, where you can ask questions directly to ORD for policy questions, right now the primary source is the regulatory mailbox. That box continues to exist. It’s not going anywhere for now. But what we want to be able to do is \_\_\_\_\_ [00:25:51] over to document workflow, make it easier for us to generate documents, find trends is to be able to capture it within the app. For that purpose, even now when you go and get on the link, you’ll be able to ask questions either through the regulatory box or you can use the FAQ question and answer portal. We encourage you to use it and try it out and see what you think.  
  
Our goal is eventually to take down the regulatory box. Now that’s not going to happen tomorrow, but that is our goal. Again, we’re trying to go for full functionality in the future. As we want to make something that indeed works for all of us to improve us in the VA research community and make it an easy resource.   
  
In terms of supporting this app, we have dedicated personnel who that’s their sole job is to do anything and everything related to make this the best user experience. Naveet, the picture you see on your screen, is support. She’s our Find Pro coordinator.   
  
In terms of all the feedback you give, she is going to be your customer service representative. We want to know everything. You're going to hear it over and over again. We want your feedback. Again, good, bad, apathetic, anything. We take it seriously and we truly mean that. This has come such a long way because of you. We’ve had user groups. We want to get this launched. We are launching today. We will continue to refine it. It’s only as good as our feedback. So again, please do not hesitate. We welcome it.   
  
You're going to be given how to get into this and be given the link to access Find Pro now, today. You’ll get permission screens that you will have to respond to in order to get access to the app. Try it out. It’s different in a good way. We want you to \_\_\_\_\_ [00:27:56] feedback whenever you can. Do not hesitate to let us know about any issues at all.   
  
With that said, while this is a question-answer period, we want to let you know about our office hours that we’re also using to support this. This presentation today is a launch. But we’re also having office hours, two in this month alone, where again we know that you may not have questions today because you haven’t got any experience with it. So that’s why we’re doing these office hours. Open hours. You can register for them. If you register for them and don’t come, that’s okay. Again, opportunities for you to let us know what’s going on and what you think about it.

After the ones in June, we’re going to commit to doing bi-monthly open office webinars on this session. On this new app. Again, to hear what your experiences are.   
  
With that, I’m now going to end my part of talking and open this up to questions from you. Again, we want to thank you for being part of this as we really truly are excited about this new app which we think is going to make everybody’s lives a lot better. I’m going to stop and open this up for questions. Thank you very much.

Steven Henshaw: First question that we have here. Can we use Boolean logic to search Find Pro?

Currently we don’t have the capability for Boolean logic such as ands or using quotation marks. That is something that we will be looking at expanding in the future to get more Google or Bing like functionality. But currently it just uses simple string word phrases and it compares words to the words in a document to find the best results.   
  
Great suggestion though. If you want to see Boolean logic, definitely leave us feedback. The more feedback that we get on a specific topic helps us orient what our next features are going to be.   
  
Next question. Could individual VA research programs use Find Pro for their local standard operating procedure? For that, I will turn that over to Dr. Jeans and Erica for comments.

Erica Aulik: This is Erica. I recently spoke with a group, a VA level group, who is astonishingly collecting every SOP in the entire VA. I mean hundreds of thousands of SOPs, huge amounts of SOPs. They hope to have this launched this summer. Let’s give them a little extra time, let’s say by the holidays. And they also are very open to having each individual site have space and then subspace. Of course if your VA is in Tampa, then you would have all your different folders under Tampa. Then you’d have Tampa R&D folder that you could put your SOPs in. That’s one option that we’ve looked into. Somehow working with that group because then all SOPs would be together. Every SOP under the sun.   
  
But we’ve also heard from people, I’m specifically thinking of this gentleman in Minneapolis who would like a space for just the research program within Find Pro. That is something we can look into because it would not be that big of a deal to give you some SharePoint storage and allow whatever documents you put in the to be searchable just like what we’re doing currently.   
  
That is something definitely in the works, something in the plan. But we just need to weigh where is the best place to put it and if it’s just easier to link to this other mega SOP database, that might be the best. Something we’re definitely looking into and I’d say look forward to maybe an answer not having it built out by quarter one of next year after the holidays. Something kind of on our radar. Next question.

Steven Henshaw: Thank you very much, Erica. This is very exciting. Will this tool include the possibility of including sample documents from varied VAs, a place to share created checklists, documents, tools, local SAPs, etc.? Would be helpful.   
  
I think this is perfectly summed up by Erica’s comments on the last question. We are working pretty closely with this other group that are building out this massive library of every single document. We don’t know if at this point, we’ll be incorporating all of those. I know we won’t be incorporating all of those into Find Pro at this moment.   
  
But if it would be helpful to you, give us feedback. There are opportunities in the future which we can talk about with the ORD team about sort of branching out different instances. If you have a large enough collection of documents and would like these search-like features, it’s definitely something we can talk about for your group. Leave all of that at Erica’s discretion. Send her all of your information.

Erica Aulik: Karen, do you have any firsthand comments on checklists and tools?

Dr. Karen Jeans: This is not a new request. Again, the potential to be able to share documents is important, but what we also though do not want to do is share documents that may introduce systemic issues. What we are working on, and I’m very glad this question is being asked, is what is a way that we can share documents and if they have a regulatory component, how we can vet them so that when we put them and say hey here’s example tools which we try to do and we’re dedicated to doing much more, that it has been vetted so that we do not introduce something that is against policy or that if it has something that is over and beyond, because that is what meets your institutional needs, why it’s there, so that when somebody else looks at it, hey that’s a great idea.   
  
We are indeed in the process of figuring out a way that we can do this. And agreed, we don’t believe in recreating the wheel. Absolutely this is part of our plan. Thank you for bringing this up.

Steven Henshaw: Wonderful. Thank you, Dr. Jeans. Next question here. Can you confirm what I think I understood? Obsolete guidance will be removed/not available in Find Pro so old guidance can't erroneously be used.  
  
That is correct. Yes. And I will let Dr. Jeans elaborate more on that.

Dr. Karen Jeans: Yes, let me elaborate on that. In terms of FAQs what we’re doing is FAQs that we’re populating, we’re going through every single one of the hundreds of FAQs that are currently on the searchable FAQ database to archive those that are no longer current. Like for example, there are tons of FAQs on the ORD’s administrative hold that was placed on ORD funded studies. Well, that’s obsolete now. Those are gone. That’s FAQs.

Then we have guidance documents. Again, there is a plan to update the guidance documents but there are a lot of guidance documents out there. Right now what we have done is we’ve populated Find Pro with every single ORD guidance document that’s already on the ORD policy and guidance and webpage. Those are there.   
  
There is no question that some of those documents need to be revised because they still, for example, reflect some of the policies and procedures of VHA handbook 1200.05 instead of VHA directive 1200.05. However, it does not mean that we’re going to take the whole guidance down while we’re waiting to put up the new one. That is where there may be some guidance out there that isn’t totally current but it does have those pieces because it references those aspects that are in the old prior handbook.

Again our goal is to get all the guidance documents up-to-date, but our first priority is the FAQs.

Erica Aulik: And can I add, Karen, and this was brought up yesterday maybe, we’re aware it would be a great idea to put in all the handouts from our webinars. They’re all uploaded. They’re all in a queue. We are simply waiting for our new hires which has been a much longer process than we want. Once we get more people on staff that can help that, these documents, the faster we can get them put up.   
  
We have a lot of wonderful things waiting to release to you. But you know, it’s simply a matter of staffing right now. We’re working as hard as we can on that.

Steven Henshaw: Wonderful. Thank you, Dr. Jeans. Thank you, Erica. We can move to the next question.

Operator: And that is the last one for now.

Steven Henshaw: We can hang out and see if we have any other questions that roll in. Then after we start wrapping things up, we will send a link in the chat to Find Pro and you can dive right in.

Erica Aulik: I got so excited Steven. I just sent it out.

Steven Henshaw: Oh, no harm in getting excited over that.

Erica Aulik: I think I got it. Did everyone one get it? Well, I’ll put it in the Q&A too.

Operator: Yes, it did go out to the chat there.

Erica Aulik: Are there any more questions?

Operator: Here we go. What is/is there a service level agreement when responses will be made to inquiries? How do I know if/when my inquiry is being addressed? Will I receive a copy email with my inquiry?

Steven Henshaw: When you submit a question to our Find Pro form, it will send you an automatic email saying that it’s been submitted to our ORD team and it will give you instructions on what to expect in the future. We expect there to be a few days turnaround time between you asking the question and receiving an answer. That answer will come in the form of an email. That will be an email with your question and a response from our ORD subject matter expert and it will be sent out to any additional people that you mention that could be cc’d on that email. They will all receive that response as well. For any further comments I can turn it over to Dr. Jeans or to Erica here.

Dr. Karen Jeans: This is Karen. I’d definitely like to add to this. This is working the similar way that the current process works through the VHA CO ORD regulatory box. Where you get an automatic response, thank you for your question, you can expect a response in five to seven business days. Same exact thing. Except when you get your response back from Find Pro, it’s going to look a little bit different. But it’s an email, just like Steven said. And the same people that are answering your questions when you sent to the regulatory box are the same people that are going to send it when you get it through Find Pro.   
  
It's a different method. What we do like about it, it does have some fields that you’ll enter that allow us to capture it. For example, let’s say that you're an ACOS. Our mailbox gets between 600 and 2000 queries a month. Instead of me having to look through all the emails over six months to see how many questions do we receive from ACOSs, there’s a field in the Find Pro. I can just do a dashboard on it. Say okay, here’s the different types of individuals both within VA and outside. We can again gear when we’re doing guidance documents and FAQs toward the proper audience.   
  
Very similar to how you're currently doing regulatory questions. Thank you for asking that question.

Steven Henshaw: Absolutely.

Dr. Molly Klote: This is Dr. Klote. I would just like to reinforce the idea that if you’re typing in a question like where’s the latest guidance or what guidance documents or what policy documents address informed consent, you will get an answer before you push the send button. So you may not even need to push the send button. Especially if you’re a new person and you have a very basic question. You just want to know about photography and consent. It’ll pull up that document for you and then you can do the sub search photography when 1200.05 comes up and you’ll find your answer. Bingo. Way faster than using a mailbox or submitting a question in Find Pro.   
  
There really is an advantage to using the Find Pro just because you might get your question answered as you're typing it out.

Steven Henshaw: Absolutely. Thank you for that. Once the curation of the FAQs is complete, then we can depend on the FAQ being present as an indication that it is still relevant? For that I will turn it over to Dr. Jeans.

Dr. Karen Jeans: Yes. Currently if you go into the FAQs right now, it’s going to have a publication date and that’s the date that it was originally published or if it’s a new one, it’s the new date of publication. When it’s revised, you will also have a history of that revision. Let’s say it came out five years ago and now we’re going to revise it. That’s what we’re currently doing as part of this curation. You can see when it was originally published and then when the revision date has come out. Indeed, that is absolutely, you can indeed depend upon the FAQs being present as an indication that it is indeed applicable to the current environment. Again, as part of this Find Pro application, the mechanism is being put in place with the addition of staff to be able to continually make sure that the FAQs that ORD publishes when it comes to the policy aspect are indeed current. Thank you.

Erica Aulik: And it’s much easier for us on the backend to keep things current in the database. If a new policy comes out, we can do a very thorough keyword search on every FAQ we have, do a bridge. Make an analysis of if that needs to be updated or not and get it done real quickly. We don’t have to rely on a web designer, other people external to ORD. We can do it all within our own group. It’ll go a lot faster than our current process.

Operator: Wonderful. Thank you both for your comments. I have another question. Is the link just sent by Erica the same as the link used during beta testing? i.e., before these webinars launching it.

No, the link is slightly different. We moved into a production environment. If you are one of our beta testers that has a link before, you can still use it but it will instruct you to further direct yourself to the new production version of Find Pro. If you use the old link, instead of seeing this flash screen, you're going to see a message saying that Find Pro has moved to production and a link to the production site. You should rebookmark that link.

Any further questions?

Steven Henshaw: I think that is it for the moment.

Erica Aulik: No, somebody asked, I don’t see the link to Find Pro? Where should I look for it? I just sent it to her because she must not have seen it in the chat or the Q&A box.

Steven Henshaw: Also directly proceeding this webinar, we will be sending out an email to all participants. That informational release will also have the link on it. If you’ve missed it here in chat, you don’t have to wait too long. You’ll be able to see it pop up in your email shortly. I know Dr. Jeans you’ll have to run shortly. Can you hang out for a little while longer? Or should we start wrapping this up?

Dr. Karen Jeans: Unless there’s any additional questions, I think it’s time to ask our audience to get on Find Pro and start testing and working with it and seeing how they like it.

Steven Henshaw: Absolutely, 100% agree.

Operator: Well, alright. Thank you to all the panelists for being here as well as the audience members. I want to remind our folks if they could just take that minute or two to fill out the post-webinar survey. It would be much appreciated. With that, hope everyone has a great afternoon.