

## PIP PORTAL:

### PROBLEMS NOTED DURING COMPLETION OF FSA SELF-ASSESSMENTS

*Compiled by Chuck Tobler, BearingPoint*

There appears to be a character limit in the “comments” box. Please remove (or greatly expand) this character limit.

The only way to remove Nina Aten’s name (ie, the only way to establish your authorship) is to type in something in the comments box. Meaning, even if you change an answer, but do not type in something in the comments box, you will not remove Nina’s name.

There needs to be a better way of ensuring that every question has been “read.” The current method of typing “validated” in the comments box is clunky and prone to misinterpretation.

Forcing people to enter a comment when they check “risk-based decision” is an OK idea—but the implementation is too broad. For example, if you have just ONE risk-based decision checked w/no comment entered, you cannot save that page—even if there are 20 other questions for which you have NOT checked risk-based decision. So, if you are logged out of that page, you will lose ALL the work on that page—all just for one risk-based decision! There must be a more discrete way to force someone to enter a comment, **without** precluding ALL other work on that page.

For some users, if you hit the “logout” button, then log in again, your password is automatically entered. This automatic password regeneration should be eliminated.

What do the numbers in the major section headers (the headers in the yellow bars) mean? How are they calculated? Some of these sections have numbers (which appear to be “averages” of the answers in each section), while others do not. What is the rationale for these numbers?

At least one SSO told me that work was not saved, even though the “save” button had been pressed repeatedly.

The system times out quite frequently, and without warning—as a result, you can lose a lot of work w/out being aware of it. At a minimum, you should get a warning saying you will be timed out, and you should save your work. Or, the system should save automatically before timing someone out.

At least two SSOs mentioned that, after hitting “save,” instead, they were logged out of the system, and all their “saved” work was lost. This happened repeatedly, according to them.

On at least two of the completed self-assessments, the PIP would not register them as being as 100% complete, even though it appeared that all questions had been answered. What is the reason for this?

It’s a little confusing to have “100%” as the default status for the self assessments—several SSOs thought that meant that the self assessments had already been completed.