

Knowledge Capture

Southern Coast Region Water Supplies



Metropolitan Water District

- Wholesale provider of imported water for Southern California
- Serves about 50% of the supply for 19 million people
- Average of 1.7 billion gallons of water per day
- Special district comprised of 26 cities and water agencies
- in Los Angeles, Orange, Riverside, San Bernardino, San Diego and Ventura counties
- 5,200 square mile service area
- \$16.6 billion infrastructure replacement value
- \$2.0 billion annual budget
- 242 mile CRA, 770 miles of conveyance and distribution pipelines, five treatment plants (323MGD-750MGD), 16 hydroelectric plants; 14 dams and reservoirs
- 967 Water System Operations employees; average age of 50

Knowledge Capture

Overview

Knowledge Capture Videos

- Capture Key Operations and Maintenance Activities
- Narrated by Subject Matter Experts (SME)
- Prioritize Subject Area (Retirements, Criticality, Uniqueness)

Transfer Knowledge

- Sequence & Transcribe Video
- Attach Supporting Documentation
- Make Available Online

Collaboration & Information Sharing

- Lessons Learned
- Ask and Expert
- SCADA Wiki

Knowledge Capture

Information Captured

- Processes & Procedures
- Unique or one time operations
- Key expertise from experienced staff
- Lessons learned
- Safety & Regulatory information
- Maintenance Techniques & Sequences
- Key Rigging Operations
- Operational parameters and techniques
- Engineering & contractor training on new facilities

Knowledge Capture Process



Knowledge Capture Capture Experience

The screenshot displays the KnowledgeKeeper portal for The Metropolitan Water District of Southern California. The page features a search interface with a search bar, a search button, and dropdown menus for search criteria. Below the search area is a video player showing a construction site. At the bottom, a table lists various articles with their titles, subject matter experts, and asset locations.

Search for articles (?) Search Tips

Search .. GO

Advanced Search

Hot Topics

Click Folder to Browse
Metropolitan Water Dist

Keyword search using All Words

Search Within: Click Folder to Browse KnowledgeKeeper Articles
All Categories

Current playlist selection

Title	Subject Matter Experts (SMEs)	Asset Location
MWD WSO Desert Ops 0001	Terry Raymond and Dale Stuart	CRA Overview of Canal
MWD WSO Desert Ops 0002	Terry Raymond and Dale Stuart	CRA Canal Chlorination
MWD WSO Desert Ops 0003	Charlie McDowell & Randy Smith	CRA Canal Dragging
MWD WSO Desert Ops 0004	Terry Raymond and Hale Roach	CRA Canal Road Grading
MWD WSO Desert Ops 0005	Gary Suiter and Hector Enriquez	Eagle Mountain Discharge
MWD WSO Desert Ops 0006	Gary Suiter and Hector Enriquez	Eagle Mountain Discharge
MWD WSO Desert Ops 0007	Gary Suiter and Hector Enriquez	Eagle Mountain Discharge

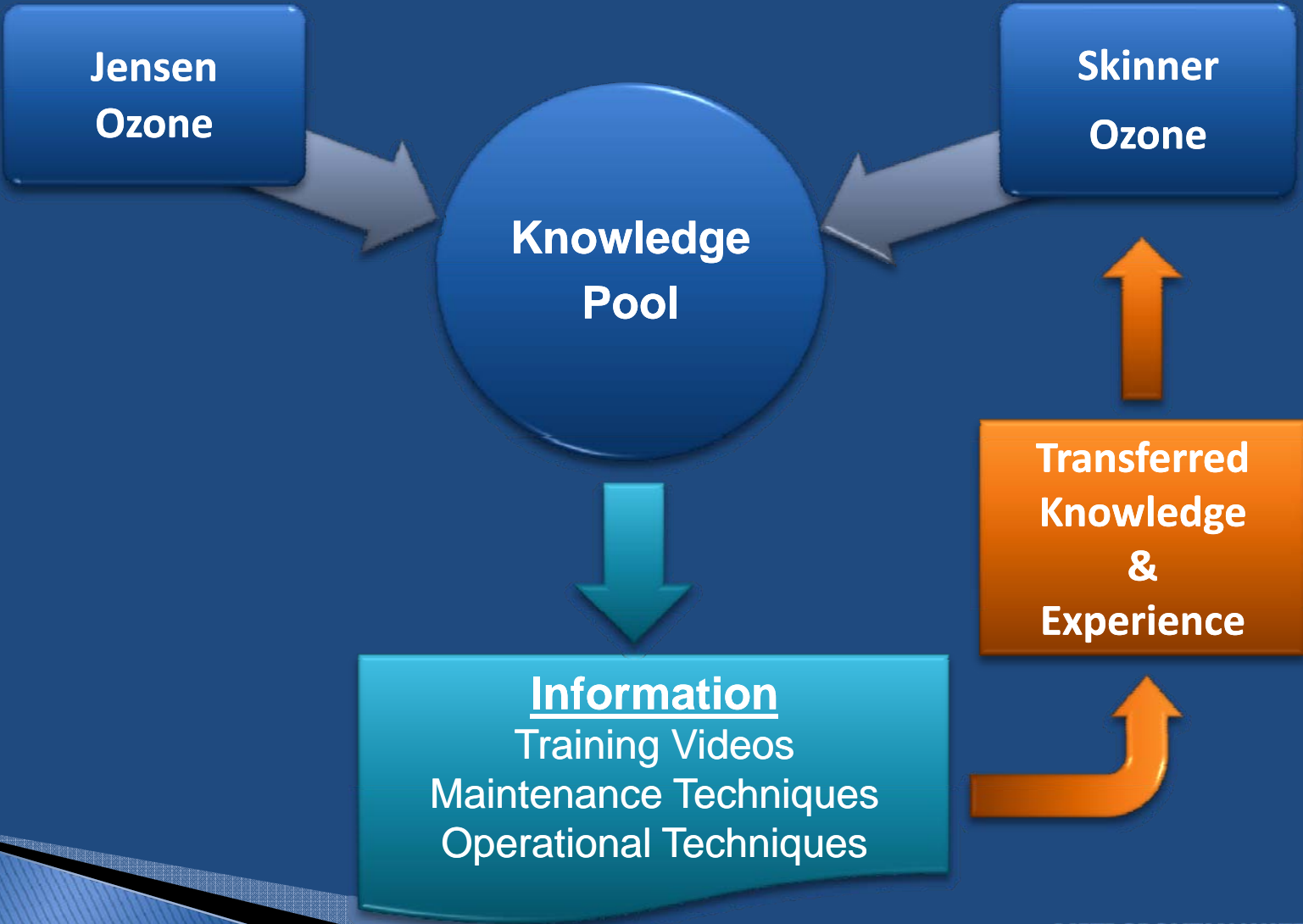
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User Guide Uptime 99.95%

Internet | Protected Mode: Off 100%

Knowledge Capture

Transfer Knowledge



Knowledge Capture

Ozone Operation

The Metropolitan Water District of Southern California ~ KnowledgeKeeper - Windows Internet Explorer

https://portal.knowledgekeeper.com/display/2/index.asp?tab=browse&c=&cpc=&cid=&cat=&catURL=&r=0.4643213

The Metropolitan Water District of Southern California

MWD KnowledgeKeeper®
On-Demand, Rapid Knowledge Transfer

Home Ask? Capture Change + Support

Search.. GO Contents FAQ Glossary Video Library Catalogs Ops Classroom Ask-An-Expert Tracking 911-EOC Log Out

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MWD WSO Desert Ops 0006	Gary Suiter and Hector Enriquez	Eagle Mountain Discharge
MWD WSO Desert Ops 0007	Gary Suiter and Hector Enriquez	Eagle Mountain Discharge

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Knowledge Capture

Status & Costs

Status

- Finished 2nd year of effort
- 245 Active Users, 40 SME's in the system
- Captured four key SME's prior to retirement – 120+ yrs of experience
- 94 finished videos online, 15 in progress
- 112 key documents, 145 FAQ

Costs

- One full time employee
- Outside consultant - \$75,000 per year
- Website hosting & maintenance - \$25,000 per year

Knowledge Capture Challenges

Building technology infrastructure

Availability of SME's

- Narrating videos
- Providing information
- Reviewing and approving information

Reluctance to go on camera

Slow to build momentum and acceptance

Handling discovered issues

Knowledge Capture Process Improvement

Operational

- Ozone – Used knowledge capture to review operation parameter with outside expertise resulting in a stream lined operation

Sharing Information & Collaboration

- SCADA Wiki – used knowledge capture share information on documenting MWD automatic process control's

Maintenance

- Ozone Effluent Analyzer -