



3rd West Coast Water Utility Workshop
November 3, 2011
Livermore, California

Use of IT to Support Training & Knowledge Management

1. What constraints do you think should be taken into account when deciding whether video-conferencing or webinars are an appropriate medium for a specific kind of training? What factors can be built into distance training processes to make them more effective?
2. Where do you think the water/wastewater industry could most effectively expand its use of video technology area in order to provide more effective training to staff?
3. Do you see potential for agencies to share distance learning through video-conferencing using the internet?
4. What advice would you have for a water/wastewater utility that wanted to set up a computerized knowledge management system?
5. What do you see as the primary constraints holding us back from more advanced use of technology to support staff training?
6. What culture changes are needed in order to get staff to document, record, and store information in such a way that it will be useful and available to other workgroups, and over time?
7. Is there an easy-to-use "learning management system that isn't too expensive"?
8. What potential do you see for using the BAYWORK website as an opportunity to support the training efforts of individuals utilities by posting training materials and standard operating procedures in areas where many utilities share training needs (e.g., the BAYWORK video on how to replace a motor)?
9. Also, do you and Jim have it worked out about when he will send you the workshop powerpoint so that you will have time to make copies?