

Valley Water Water Quality Lab San Jose, California

I. Respondent:

Surjit Saini, Laboratory Services Manager

II. Presenter:

Mera Burton, Public Information Representative III

III. Treatment Plant Characteristics:

- Water Quality Lab
- 18 Lab employees

IV. Innovation:

A. Description

Upgrade of Information Management System

B. Type of Innovations

- Modification of workflow processes or classifications
- Optimization of Existing Resources

C. Motivation for Innovations

Our current software is out of date and not supported by vendor.

D. Barriers/Challenges

New learning curve, adaptation to changes in process and daily operations. Staff also need to make time get used to the new change in addition to their daily responsibilities.

E. Benefits

Greater efficiency. Our new software is more functional. What used to be tracked separately using other means can now be in the same system to manage and run trend analyses against.

F. Effect on Staff Training

This is still yet to determine, but with the extra time needed to implement, train, and adapt to new system, either throughput will be affected, or staff will be stressed to make time to learn the new system.