



Digital Worker

Assessment Tool
Checklist and
How-To Guide

2024

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Digital Worker: Assessment Tool Checklist and How-To Guide

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The
**Utility Management
Conference™**
AWWA/WEF | 2025

February 11-14 | Dallas, Texas

BAYWORK Digital Worker Initiative

Essential Materials



The Digital Worker White Paper – 2021

BAYWORK



Live Event: The Digital Worker – Building Our Digital Future



The Digital Worker – A Three-Part Webinar Series



Digital Competency in the Water Industry Report 2021

BAYWORK, JVS



THE DIGITAL WORKER TIMELINE

Click on the links to go to the events and materials

✓ 2019 NOVEMBER Research on signatory use of digital tools – survey – Michael Kushner	✓ 2020 JANUARY Focus group meetings with large, medium, and small size signatories	✓ 2021 JANUARY Webinar – Our Journey from Paper to Digital and the Lessons Learned	✓ 2022 MARCH EPA Presentation – Catherine Curtis	✓ 2023 JANUARY TEC — Submitted course content, editing guide, and attended PAC Meetings — Catherine Curtis	✓ 2024 JANUARY Began working on the digital checklist How To Guide product – Catherine Curtis, Jordan Damerei, Zora Bindra, Elizabeth Toups
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BAYWORK Digital Assessment Tool

- A tool to assess agency/utility readiness for new digital tools.
- To ensure your agency is investing in the ***right*** digital tools at the ***right*** time, consider:



BAYWORK Digital Assessment Tool

Steps

1. Assess readiness for new tools
2. Identify strategies

People



Develop a Learning Culture



Establish Training

Process



Create a digital tools inventory



Implement cybersecurity practices

Technology



Assess current state of hardware/software and future requirements.



Develop an inventory of all major technologies, projects.



Conclusion



A clear definition of the problem and how a digital tool will address it (defined by diverse set of stakeholders).



A thorough investigation of alternative approaches and tools for solving the problem.



Consider impacts on employees including elimination of jobs, learning new skills and adapting to new workflows.



New tools require initial and ongoing support for user training.



Evaluate the cybersecurity risks of the new tool to ensure it is compatible with current IT/OT systems.