



Lehigh County Authority's Knowledge Process Improvements

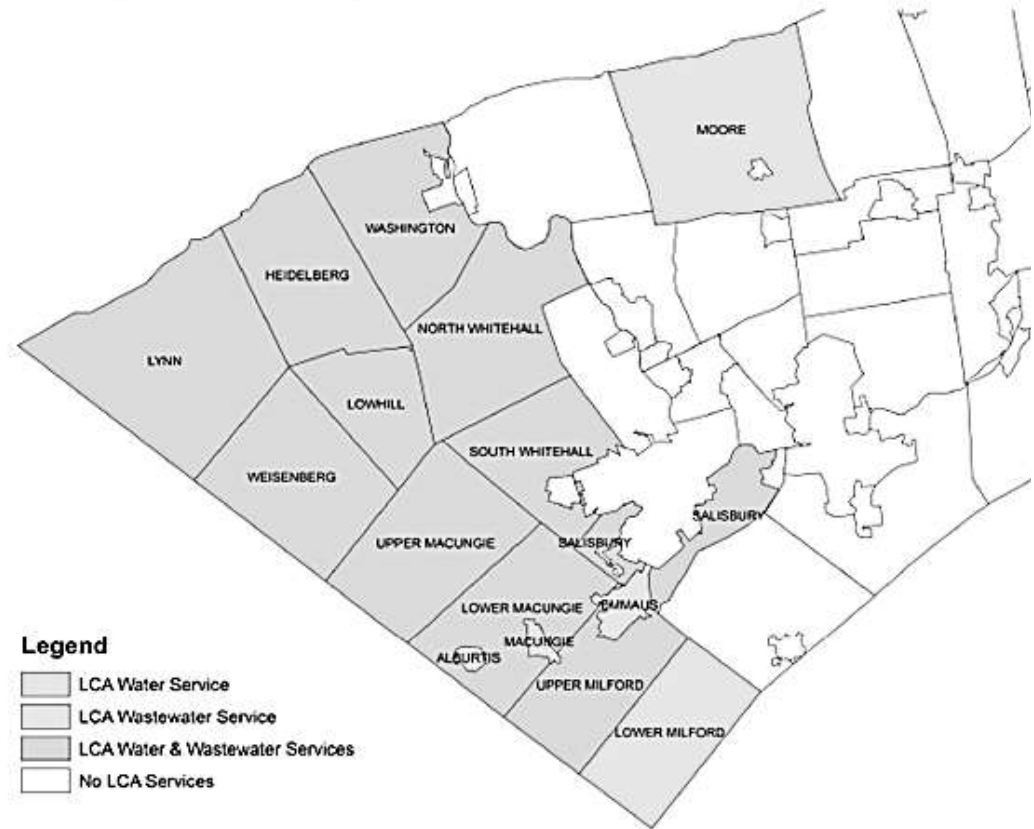
Varun R. Sekar | GHD



About Lehigh County Authority (LCA)

- Employs 150+ staff of Professional and Skilled Technical Workers
- Serves 55,000+ Customers
- Annual Budget of \$46M
- 600 Miles of Water Main
- Founded in 1966
- Operates 14 Water Systems
- Wastewater Services for 17 Municipalities
- High-Performing

Lehigh County Authority
Municipalities Served by LCA Water and Wastewater Systems



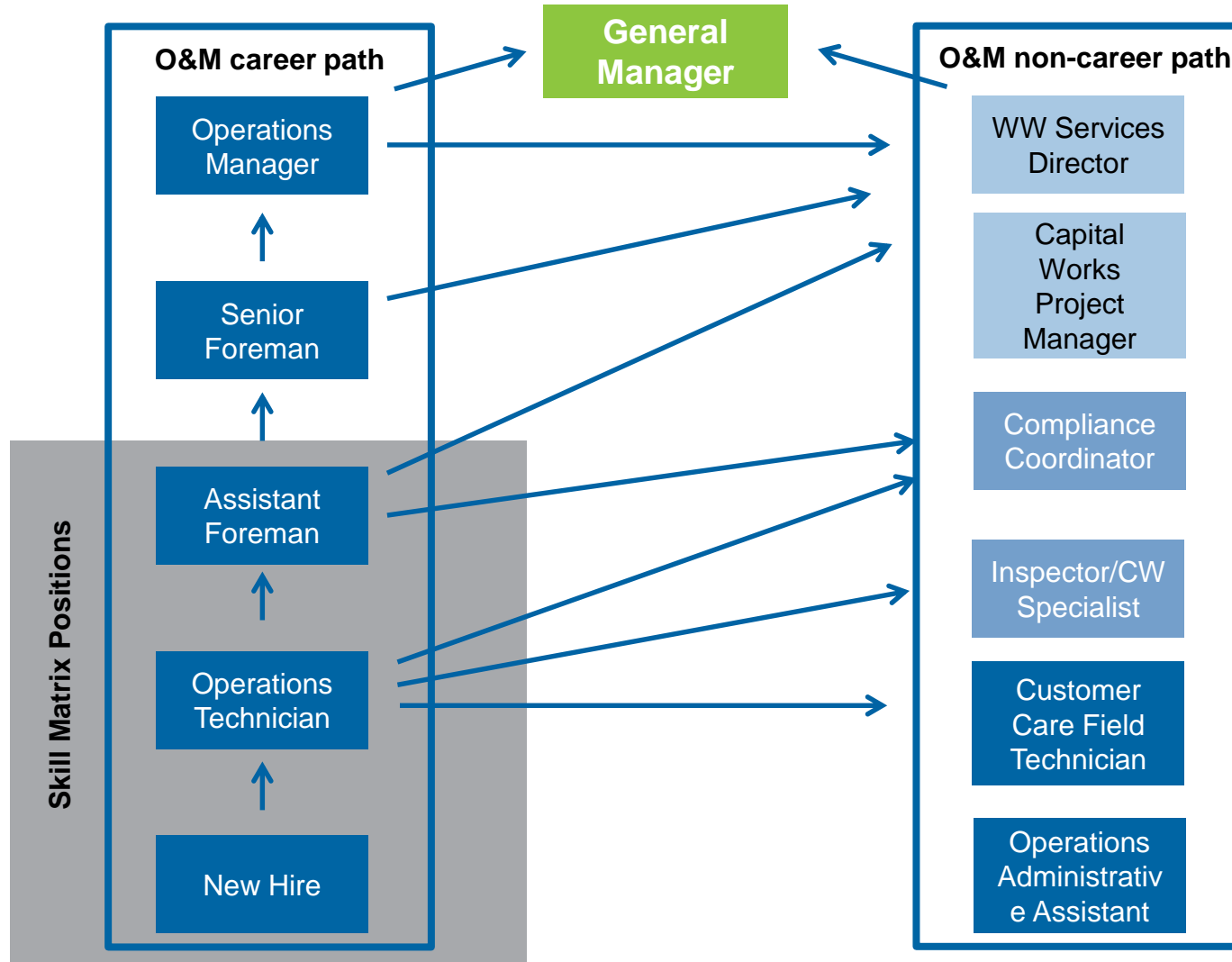
Learning objectives

- Overview of LCA's Career Path Program.
- How collaboration, information automation and information exchange could be improved throughout an organization.

LCA career path program for O&M technicians



O&M technician **focused career path**



LCA Career Path Program skills matrix

Based on development of a 341-skills matrix that covers all aspects of O&M including specialty areas

Levels of skill difficulty	Collection system maintenance	Plant operations	Electrical	Instrumentation	Distribution system maintenance	Well station maintenance	Mechanical	Equipment operations & maintenance	Customer service & metering	Safety	Miscellaneous	Total
6	0	1	0	2	0	0	0	0	0	0	6	9
5	3	3	1	0	1	0	0	0	0	0	16	39
4	14	2	20	19	9	3	15	1	0	0	12	102
3	4	8	6	14	9	6	22	11	1	1	11	82
2	12	2	0	5	18	7	11	5	16	7	12	84
1	1	0	0	0	2	0	0	11	1	8	2	25
Total	34	16	27	40	39	16	48	28	18	16	59	341

During the course of the Career Path Project ...

- How collaboration, information automation and information exchange could be improved throughout LCA ?
- The information available on LCA's existing intranet site allowed LCA to provide links to common resources that were requested by staff and internal stakeholders, but was limited in functionality for automation, collaborative development, workflow management, document archiving, or two-way exchange of information

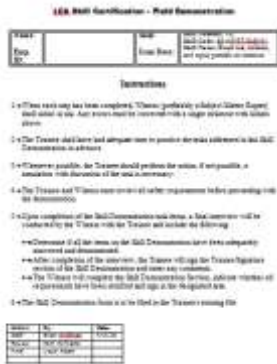
SharePoint primary functions



Document Management / Library



Dashboard / Data Visualization



Finding and Managing Skills



Intranet and Communication

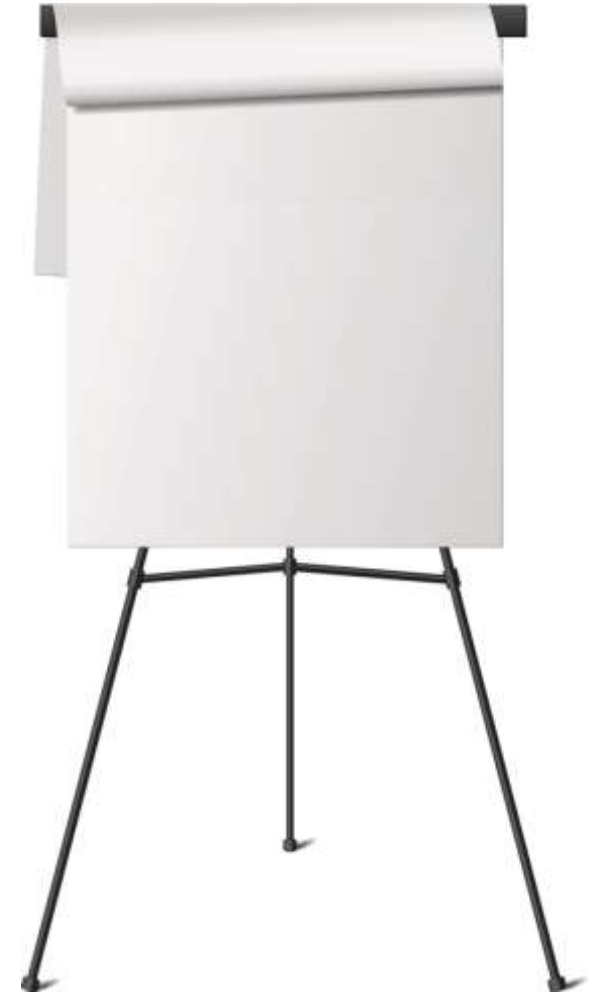


Team Rooms and Collaboration



Needs assessment workshop

- High level discussion of available functionality in SharePoint
- Brainstorming discussion as to what functionality may be beneficial to the group



Workflows – new hire



Workflow Status: WF New Hire

- Home
- Documents
- Recent**
- Board Notes
- Board Notes WF Tasks
- New Hire WF Tasks
- New Hire Documents
- New Hires
- Training Library
- Subsites
- WFP SCADA
- Company Activities
- Create New Hire
- Site Contents
- EDIT LINKS

Workflow Information

Initiator: System Account
Started: 4/14/2016 1:46 PM
Last run: 4/14/2016 2:05 PM

Item: Rogelio Monroy
Status: Completed

Tasks

This workflow created the following tasks. You can also view them in [WF New Hire Tasks](#).

<input type="checkbox"/> Assigned To	Title	Due Date	Status	Related Content	Outcome
<input type="checkbox"/> HR Group	Send Offer Letter to Applicant		Completed	Rogelio Monroy	Completed
<input type="checkbox"/> HR Group	Set Start Date		Completed	Rogelio Monroy	Completed
<input type="checkbox"/> IT Group	It create New Employee needs		Completed	Rogelio Monroy	Completed
<input type="checkbox"/> Manager Supervisor Group	Risk Manager create Key Security Codes		Completed	Rogelio Monroy	Completed
<input type="checkbox"/> HR Group	Modify next set of documents		Completed	Rogelio Monroy	Completed
<input type="checkbox"/> HR Group	Send Final Documents		Completed	Rogelio Monroy	Completed

Workflow History

The workflow recorded these events.



Workflows – new hire

SharePoint Newsfeed OneDrive Sites System Account

BROWSE FILES LIBRARY

SHARE FOLLOW SYNC

Lehigh County Authority WFP SCADA Company Activities EDIT LINKS

Search this site

New Hire Documents ▸ 6_Rogelio Monroy

+ new document or drag files here

All Documents Find a file

✓	Name	Modified	Modified By
	Employment	April 14	System Account
	FSA	April 14	System Account
	ICMA	April 14	System Account
	Insurance General	April 14	System Account
	IT	April 14	System Account
	Life and Disability	April 14	System Account
	Medical Rx Dental and Vision	April 14	System Account
	Medical Rx Dental Vision	April 14	System Account
	Onboarding	April 14	System Account
	Payroll	April 14	System Account
	PMRS	April 14	System Account
	Pre-Employment	April 14	System Account
	Required Notices	April 14	System Account

Home Documents Recent

- Board Notes
- Board Notes WF Tasks
- New Hire WF Tasks
- New Hire Documents**
- New Hires
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Workflows – new hire



My Application Page

Home

Documents

Recent

Board Notes

Board Notes WF Tasks

New Hire WF Tasks

New Hire Documents

New Hires

Training Library

Subsites

WFP SCADA

Company Activities

Create New Hire

Site Contents

EDIT LINKS

Name	<input type="text" value="Rogelio Monroy"/>
Address	<input type="text" value="184 Front Street East"/>
State/Province	<input type="text" value="Ontario"/>
Phone	<input type="text" value="647-666-9999"/>
Position	<input type="text" value="Position 1"/>
Resume	<input checked="" type="checkbox"/>
Application	<input checked="" type="checkbox"/>
Reference	<input checked="" type="checkbox"/>
Phone Interview	<input checked="" type="checkbox"/>
Face Interview	<input checked="" type="checkbox"/>
Reference Checks	<input checked="" type="checkbox"/>
Offer Letter	<input checked="" type="checkbox"/>

City	<input type="text" value="Toronto"/>
ZIP/Postal Code	<input type="text" value="M5A4N3"/>
E-mail	<input type="text" value="rmonroy@esolutionsgroup.ca"/>

- [Resume](#)
- [Application](#)
- [Reference](#)
- [Phone Interview](#)
- [Face Interview](#)
- [Reference Checks](#)
- [Offer Letter](#)

Offer Accepted?

Criminal Background Check	<input checked="" type="checkbox"/>	Criminal Background Check
Motor Vehicle Check	<input checked="" type="checkbox"/>	Motor Vehicle Check
Credit Check	<input checked="" type="checkbox"/>	Credit Check
Drug Screen	<input checked="" type="checkbox"/>	Drug Screen
Physical Screen	<input checked="" type="checkbox"/>	Physical Screen



Workflows – board notes

SharePoint Newsfeed OneDrive Sites System Account ?

BROWSE SHARE FOLLOW SYNC

Lehigh County Authority WFP SCADA Company Activities EDIT LINKS

Search this site Focus on Content

Home Documents Recent

Board Notes

Board Notes WF Tasks
New Hire WF Tasks
New Hire Documents
New Hires

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EDIT LINKS

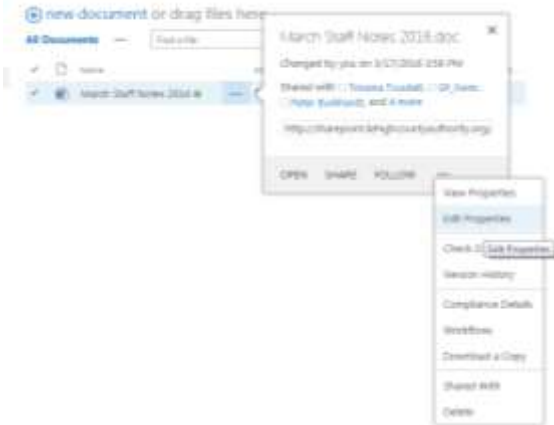
+ new document or drag files here

All Documents Find a file

✓	Name	Modified	Modified By	WF_CopyFinalToDraft
	April Staff Notes 2016	April 14	System Account	
	June Staff Notes 2015	March 17	System Account	Completed
	March Staff Notes 2016	March 24	System Account	Completed



Workflows – board notes



Name * .doc

Title


Name * March Staff Notes 2016 NEW

Return Date

Version: 1.0
Created at 3/17/2016
Last modified at 3/17/2016

March, 2016						
S	M	T	W	T	F	S
28	29	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Today is Thursday, March 17, 2016



Lehigh County Authority |
 [Dave](#) |
 [Pete](#) |
 [Lisel's Awesome Page](#) |
 [WFP SCADA](#) |
 [Company Activities](#) |
 [Lisa](#) |
 [Mark](#) |
 [EDIT PAGE](#)

Workflow Tasks: New Board Notes

Delete Item

This workflow task applies to March Staff Notes 2016.

Title	New Board Notes
Description	People assigned needs to introduce notes

Sites – customer services

SharePoint Newsfeed OneDrive Sites System Account

BROWSE PAGE SHARE FOLLOW EDIT


Lehigh County Authority **Customer Services** EDIT LINKS

Search this site

Forms Training Docs External Links Cityworks Webmap Announcements EDIT LINKS

Customer Services

Pictures



Services Calendar

Daily Activities

Today

May, 2016 June, 2016

Add tasks with dates to the timeline

+ new task or edit this list

Task Name Due Date Assigned To

There are no items to show in this view of the "Daily Activities" list.

Capital Works Communication Window

Newsfeed

Start a conversation

SP_Farm
This is a presentation
April 14 Like Reply ...

Announcements

<input type="checkbox"/>	Title	Body	Created	Location
Location : Allentown (1)				
<input type="checkbox"/>	Allentown Division – 2016 Flushing Schedule	2016-Flushing-Program.pdf	4/13/2016 2:21 PM	Allentown

Internal Announcements

<input type="checkbox"/>	Title	Body	Created	Location
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Sites – plant operations



Plant Services Site Near Miss EDIT LINKS

Search this site

Plant Services Site

LINKS

- 1. USGS
- 2. WEATHER
- 3. LCA Home Page
- 4. CITYWORKS
- 5. GIS
- 6. TUTORIAL

LIBRARIES

- 1. WATER FORMS
- 2. LOG SHEETS
- 3. PROCEDURES
- 4. EXCEL/ACCESS FILES
- 5. ADMIN FORMS

Recent

- Vehicle Accidents 1st Quarter
- Near Miss 1st Quarter
- Near Miss

[Phone Directory](#)

[Operator, Supervisor Schedule](#)

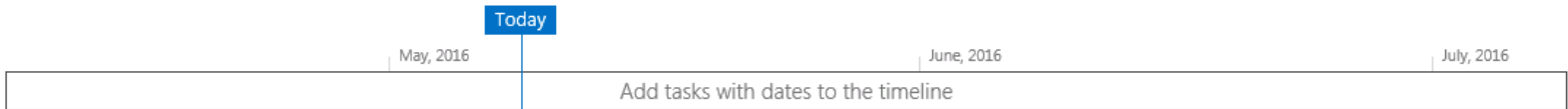
[WW Calendar](#)

[W Calendar](#)

Company Announcements

<input type="checkbox"/>	Title	Body	Created
<input type="checkbox"/>	LCA Water Supply Meets Health Standards for Lead Exposure	LCA's water has routinely passed the test for acceptable levels of lead exposure. However, some customers do face a higher risk of lead exposure depending on the plumbing materials inside their home	4/13/2016 1:46 PM

My Task List



[new task](#) or [edit](#) this list

Task Name Due Date Assigned To

There are no items to show in this view of the "My Task List" list.



KPIs

LINKS

- 1. USGS
- 2. WEATHER
- 3. LCA Home Page
- 4. CITYWORKS
- 5. GIS
- 6. TUTORIAL

LIBRARIES

- 1. WATER FORMS
- 2. LOG SHEETS
- 3. PROCEDURES
- 4. EXCEL/ACCESS FILES
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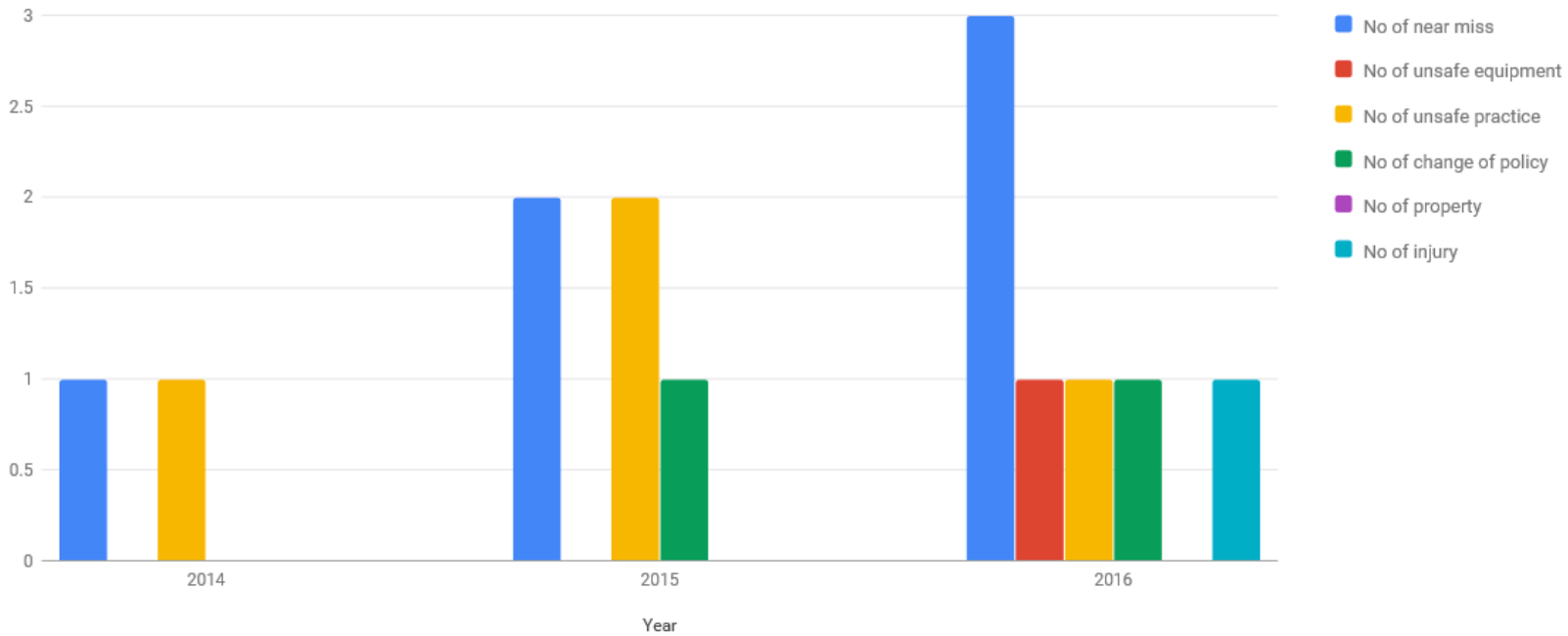
Recent

- Vehicle Accidents 1st Quarter
- Near Miss 1st Quarter

Near Miss

EDIT LINKS

Near Miss 1st Quarter





Thank you!

Questions?

Varun.Sekar@ghd.com



www.ghd.com