

Electronic Records Management – Is your data a dump or a gold mine?

Course Overview

- Introductions/Safety
- Review DWQMS 2.0 – Element 5
- Review MDWL/DWWP Requirements
- Discuss currently available document/data management programs
- Demonstration of e.Ris and SharePoint
- Group discussion on best practices for electronic record management
- Tips and tricks from participants
- Review session learning objectives

Course Learning Objectives

Participants will:

- ✓ Review and discuss the requirements of Element 5 of DWQMS 2.0 and of the MDWL/DWWP with respect to document and record control
- ✓ Review currently available programs/services for controlling and maintaining data
- ✓ Gain knowledge on best management practices on how other municipalities have been able to leverage electronic data management tools

Files Gone Wild

HELLO
MY NAME
IS



DWQMS 2.0 - Element 5

Document and Records Control

PLAN – The Operational Plan shall document a procedure for Document and Records control that describes how:

- a) Documents required by the Quality Management System are:
 - i. kept current, legible and readily identifiable
 - ii. retrievable
 - iii. stored, protected, retained and disposed of, and
- b) Records required by the Quality Management System are:
 - i. kept legible, and readily identifiable
 - ii. retrievable
 - iii. stored, protected, retained and disposed of.

DWQMS 2.0 - Element 5

Document and Records Control

DO – The Operating Authority shall implement and conform to the procedure for Document and Records control and shall ensure that the Quality Management System documentation for the Subject System includes:

- a) the Operational Plan and its associated policies and procedures,
- b) Documents and Records determined by the Operating Authority as being needed to ensure the effective planning, operation and control of its operations, and
- c) the results of internal and external Audits and management reviews.

MDWL - Records

12.0 Information to be Provided

12.1 Any information requested by a Director or a provincial officer concerning the drinking water system and its operation, including but not limited to any records required to be kept by this licence or the drinking water works permit, shall be provided upon request.

13.0 Records Retention

13.1 Except as otherwise required in this licence or the drinking water works permit, any records required by or created in accordance with this licence or the drinking water works permit, other than the records specifically referenced in section 12 or section 13 of O. Reg. 170/03, shall be retained for at least 5 years and made available for inspection by a provincial officer, upon request.

MDWL - Records

16.0 Operations and Maintenance Manual

16.1 An up-to-date operations and maintenance manual or manuals shall be maintained and applicable parts of the manual or manuals shall be made available for reference to all persons responsible for all or part of the operation or maintenance of the drinking water system.

NOTE: The MECP has indicated that electronic versions of the Operations and Maintenance Manuals will meet the requirements of this section

- What exactly is a document management system??

Electronic Records/Log Programs

- Laserfiche
- eRis
- Intellex
- Maintenance management programs (Avantis)
- SharePoint
- Excel
- Access
- ESRI
- In-House

From Paper to Computer

134
October 18, 2018

0000 Ferric to west RF

0540 @ 0005 Incin said they were going to start pulling from reactor #2

@ 0100 Poly Unit 3 started, CIP'd CFS-6 Schwing 0261 YS, sliding frame 0860 I/S, CFS-6 → silo 3.

@ 230 CFS-6 shut off twice with main motor fault WR# 59182

@ 240 CFS-6 shut down to CIP because of High Vibrations.

@ 0700 CFS-6 to production.
WR# 59182 CFS-7 main motor fault -mk.

0700 Shift D Jim, Mike, Hank 7-1300

0715 ferric Sulphate east

0745 @ Yesterday Oct 17 @ 1414 Ferric Dose Changes
- GT 9/10 + GT 11/12 from 75 → 80
- SC 5-8 from 65 → 70
- AT 9 + 13 from 65 → 70

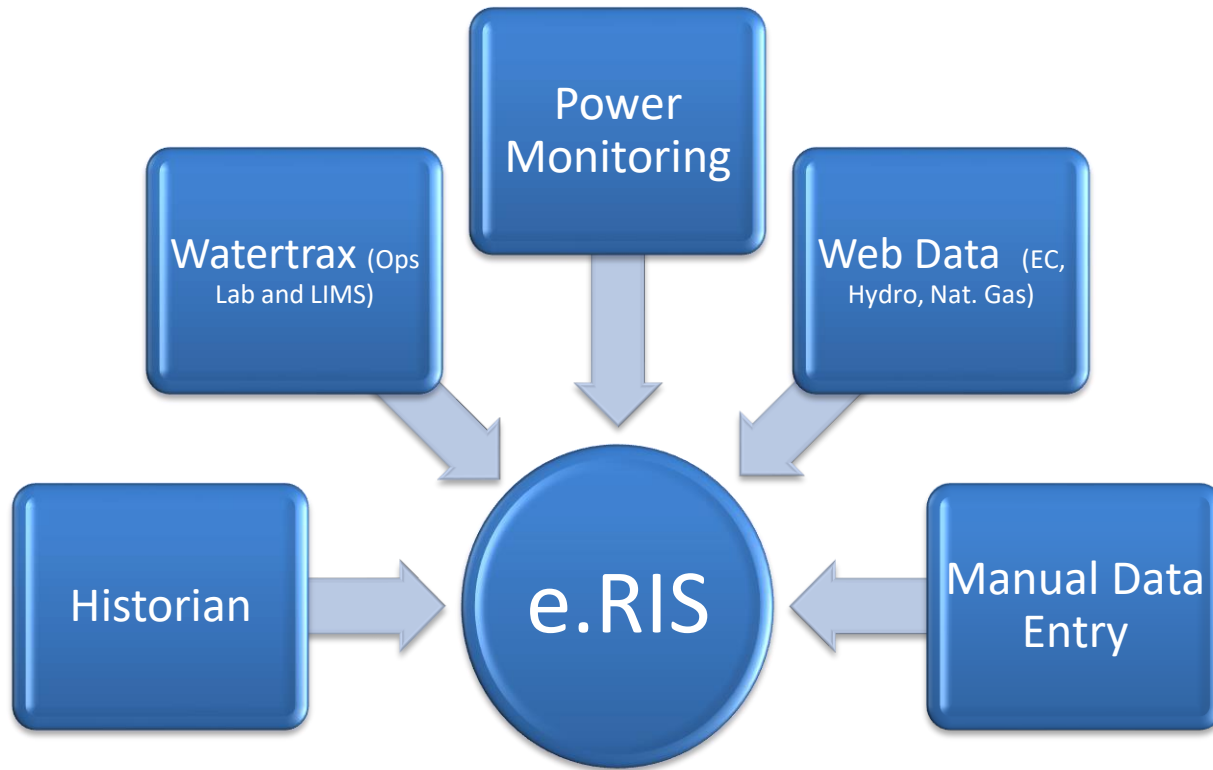
Logbook - Duffin Creek Logbook

Time Thu, Apr 11 21:39 Labels New Entry Labels... Entry Entry Text...

Entries for 2019-Mar-28 to 2019-Apr-11 1 of 22

Time	Labels	Entry	Operator
Thursday, April 11, 2019			
20:38	Digestion (Stage 1)	haulage back to PD2	syming_s
19:21	HW (Stage 1 and 2)	grit tanks 1 and 2 online, put into cycle mode	syming_s
19:16	Secondary (Stage 1 and 2)	reset return gate 7 fault	syming_s
18:30	Aeration (Stage 1 and 2)	aeration tanks 1- 8 back to D.O. Avg on all tanks	aasen_r
18:30	IPS (Stage 1 and 2)	Butterfly gates 0150, 0120 to comp/man	sulliv_n
18:10	Dewatering	increased sludge feed to silo 6 by 2 L/sec	aasen_r
17:50	Secondary (Stage 1 and 2)	RAP 120, 121, 520, 521, 920, 921, 1320, 1321 I/S , SUBMERSIBLE RAS PUMPS FOR BLDG 3 & 4 OFF RAS 1-4, 5-8 AND 13-18 BACK INTO PROPORTIONAL EFFLUENT MODE	aasen_r
17:50	HW (Stage 1 and 2)	Turned on water to the humidifier to fill before recir pumps are turned on	sulliv_n
17:45	IPS (Stage 1 and 2)	Main influent gate 0001 open to 100%	sulliv_n
17:35	HW (Stage 1 and 2)	CFP 3400, 3600 ran in manual at 50% to get flow to start, back I/S auto	sulliv_n
17:30	Secondary (Stage 1 and 2)	WAP 131 I/S AUTO WAP 531 I/S AUTO	aasen_r

Compilation of Data: Connecting to Data Silos





Success Factors



- **Leadership:** Project lead and on-site resource for administration of application
- **Ownership:** Operations Staff to be responsible and accountable
- **Customized Change Management:** Communication, training and sustainability

- eRis Demo
- SharePoint Demo

Durham Region's Experience Implementing e-Logs

- Meaningful data is essential for effective “evidence-based decision making”
- The transition from “dump” to “goldmine” is difficult and time consuming (but worth it)
- Success Requires:
 - 1) Effective data management tool
 - 2) Engaged workforce
 - 3) Customized change management program
 - 4) Desire to do better

Other Considerations

- Ensure operator input
- Give them plenty of time to test the system and listen to their comments
- Ensure that record keeping requirements are met as per regulations
- Ensure that any new processes are communicated to any concerned parties (owner, operators, supervisors, MECP, MOH etc.)
- Keep it simple





WCWC is committed to supporting the owners, operators and operating authorities of Ontario's drinking water systems

- Hands-on training
- Helpline
- Drinking Water Resource Library
- Public & on-site courses
- Pilot testing

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