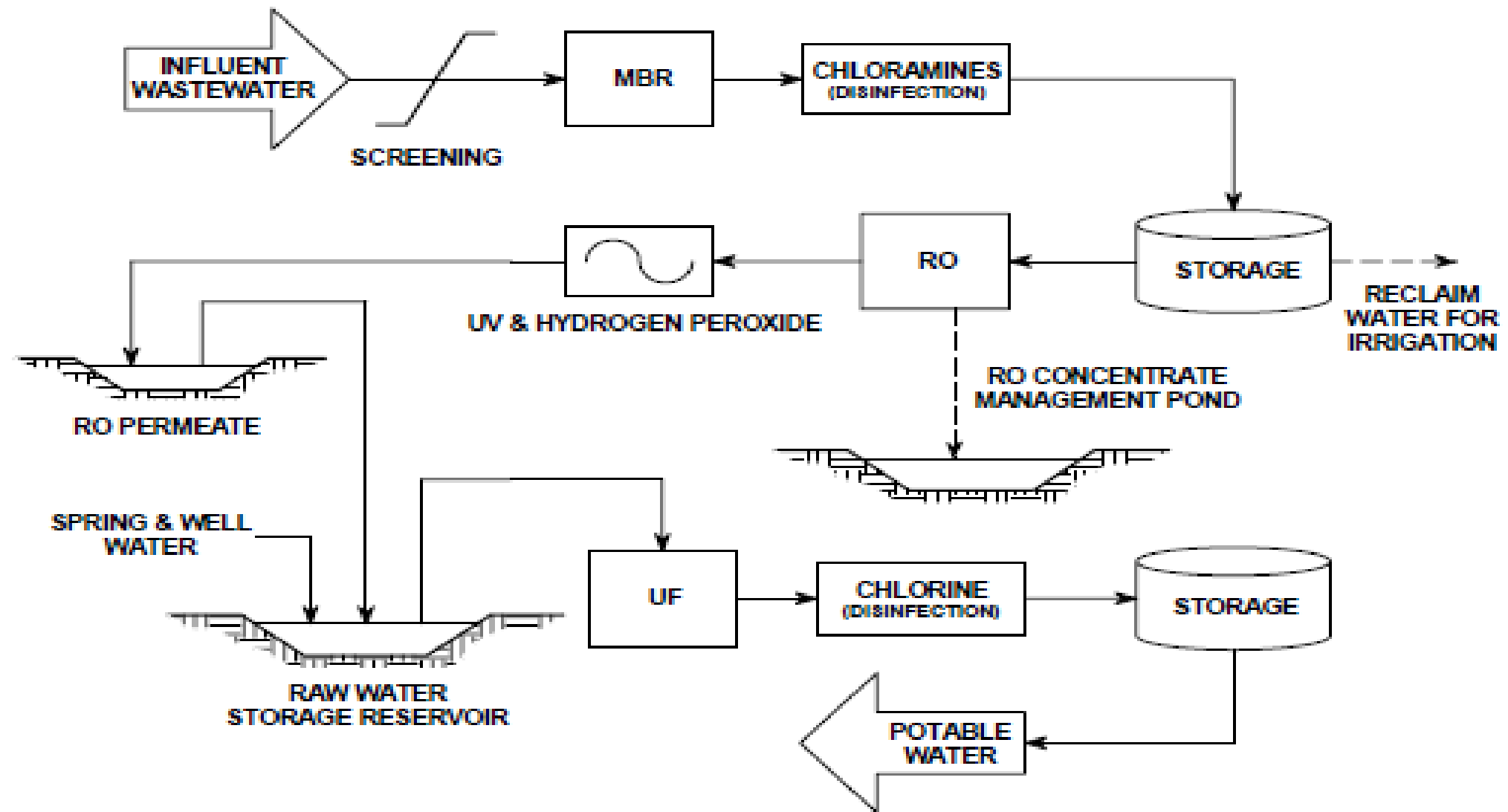


# WESTCAS ANNUAL CONFERENCE 2015 NM STATE REPORT SUPPLEMENT

Joshua Rosenblatt, BSC, MPA

Regulatory and Environmental Analyst

Las Cruces Utilities



CLOUDCROFT DPU FLOWCHART

# Assessing Your Knowledge Management System

Louis Martinez, Senior Asset Manager

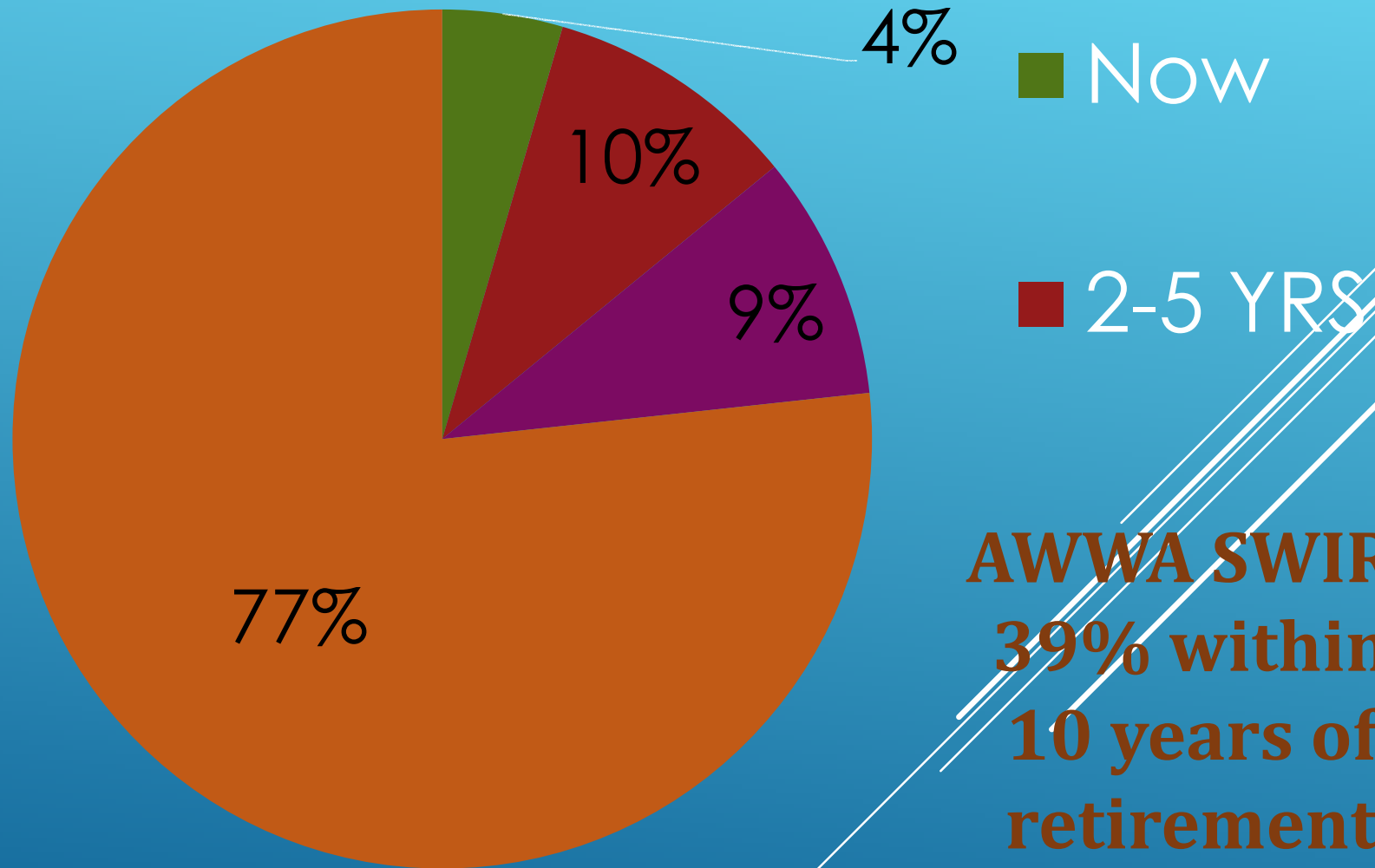
Frank Roth, Senior Policy Manager

*Albuquerque Bernalillo County Water Utility Authority*

*February 17, 2015*

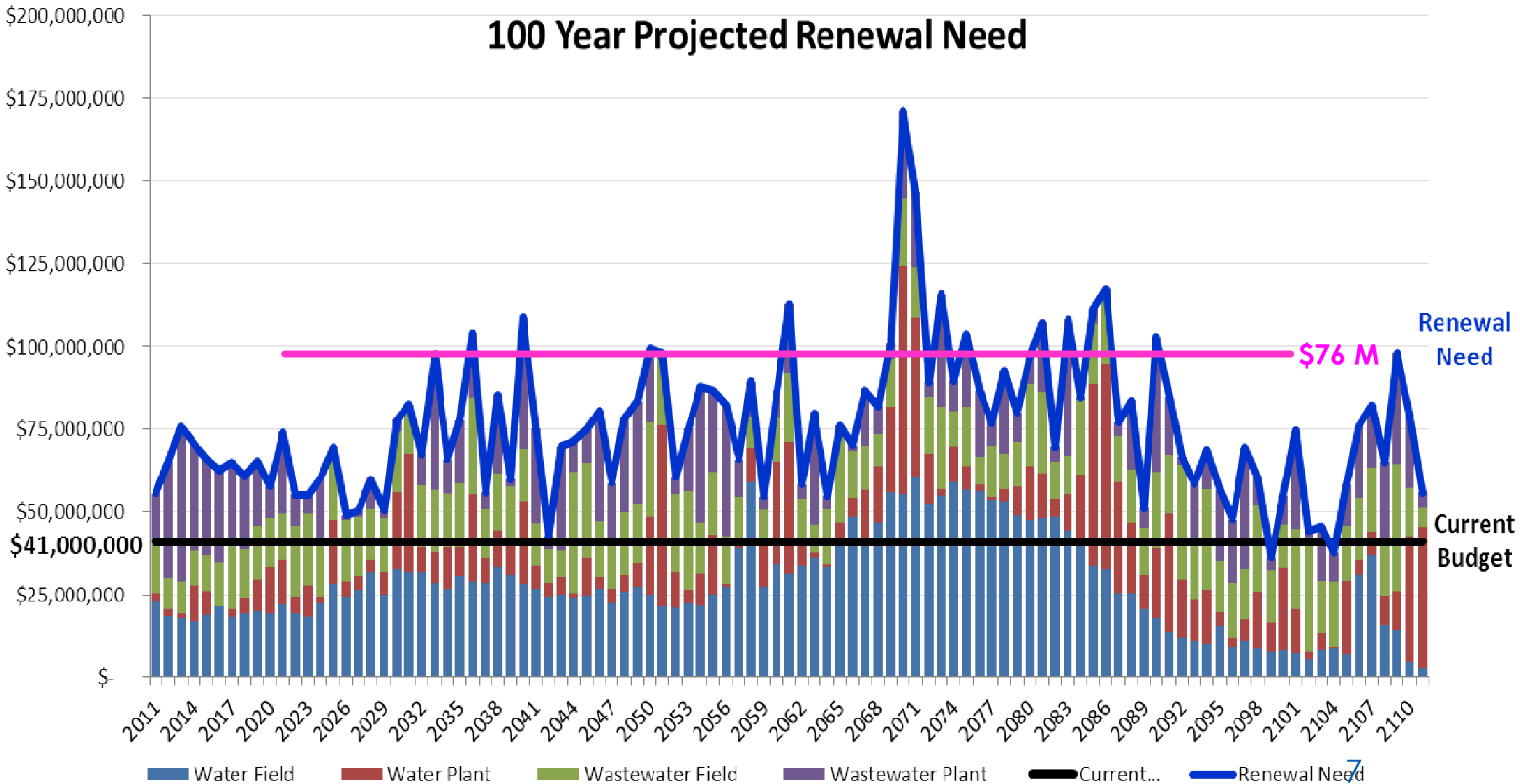


# OUR EMPLOYEES ARE AGING



# OUR INFRASTRUCTURE IS AGING

## 100 Year Projected Renewal Need

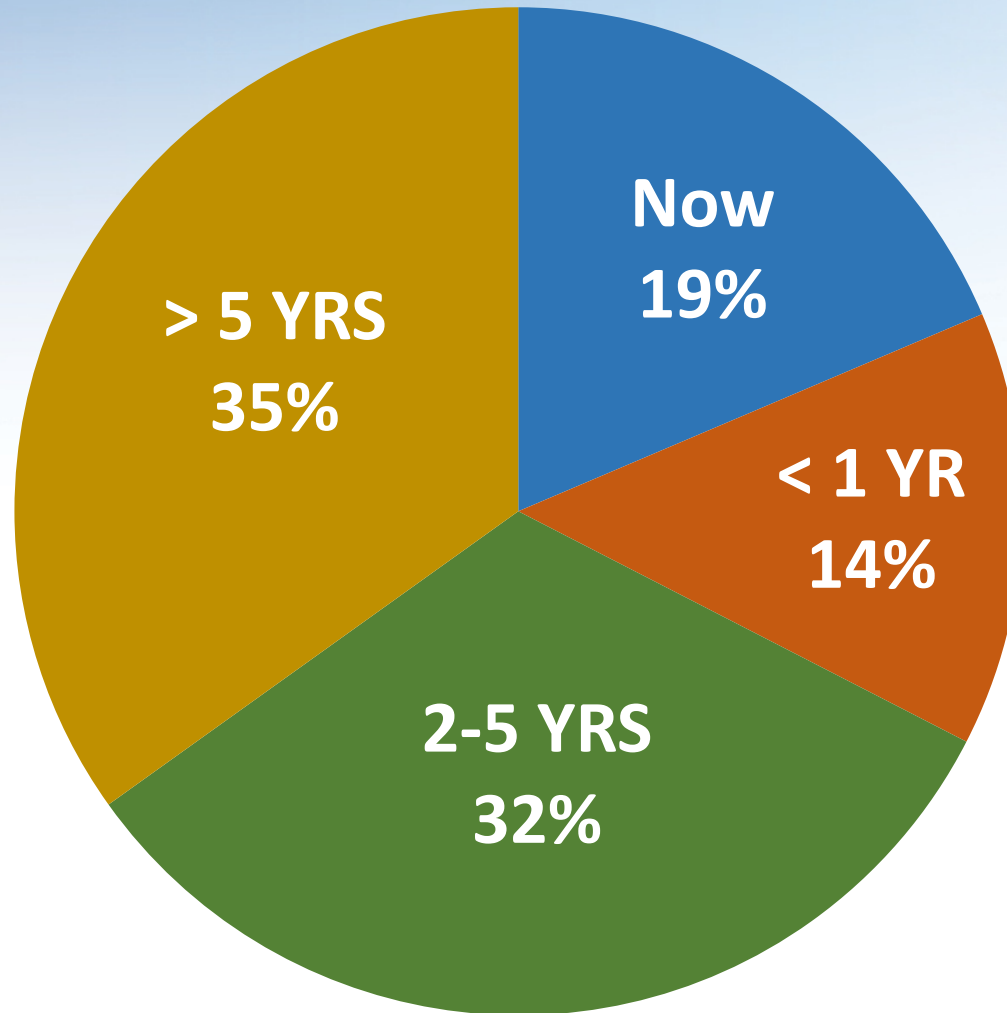


# Knowledge Management Strategy

- Knowledge Roster
  - Identify which “master” employees currently develop, store, access, use, and share the knowledge (tacit and explicit) needed to perform their jobs
  - Focus on who knows what; who is doing what with that information; where in the organization information is being held; and what is missing
- Four Core Knowledge Elements
  - **Assets**
  - **Business Processes**
  - **Documents**
  - **History**



# Knowledge Roster – Eligible to Retire



- 2009 Roster
- 43 Critical Employees Identified

