WESTCAS ANNUAL CONFERENCE 2015
NM STATE REPORT SUPPLEMENT

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Assessing Your Knowledge Management System

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OUR EMPLOYEES ARE AGING

AWWA SWIR:
39% within 10 years of retirement
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

- Now: 19%
  - > 5 YRS: 35%
  - < 1 YR: 14%
  - 2-5 YRS: 32%

- 2009 Roster
- 43 Critical Employees Identified