

OAM reports
progress

Cybersecurity
Awareness Month

Knowledge Management
Resource Center

Fire Safety
tips

CLOSED Circuit

PUBLISHED
FOR EMPLOYEES
OCTOBER
2018

WESTERN AREA POWER ADMINISTRATION



Safe,
secure,
steadfast

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CLOSED Circuit

VOL. 40 NO. 10, OCTOBER 2018

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Do you have an idea for a story?
Contact reed@wapa.gov



Western Area
Power Administration

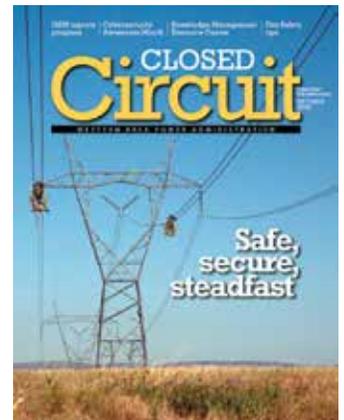
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Linemen from three duty stations came together in northern Colorado to replace spacers along five miles of the Ault-to-Craig transmission line. Read about this project on Page 14. (Photo by Lisa Meiman)



KM Resource Center reflects on first year

By John Flynt



In November 2016, WAPA launched its Knowledge Management Resource Center. It has steadily grown in scope and number of visitors, with nearly 3,000 page views in May. Of these, 800 represented unique visitors, meaning that roughly half of all WAPA employees visited the site that month.

Knowledge Management is a program created to address one of the most worrisome questions for almost any successful business organization: How can information essential to business operations be transferred from one generation of employees to another?

To answer this question, the Knowledge Management Resource Center provides a selection of virtual classrooms corresponding to topics suggested by WAPA employees or which were identified by Knowledge Management research. Each classroom contains links to videos and other resources relating to practices, procedures and narratives that explore the topic.

Each classroom has at least one mentor. A mentor is any WAPA employee who contributes to a classroom.

In some instances, mentors personally appear in a video, such as when Electrical Engineer **Gary Zevenbergen** and Safety and Occupational Health Manager **Kevin Ripplinger** sit across from each other at a conference room table and review minimum approach distance tables from the Power System Safety Manual.

With other mentors, such as Administrative Assistant **Renee Lavery** and Supervisory Financial Analyst **Neilia Abban**, their energetic voiceovers explain Automated Time Attendance and Production System procedures. In still other instances, such as with Electrical

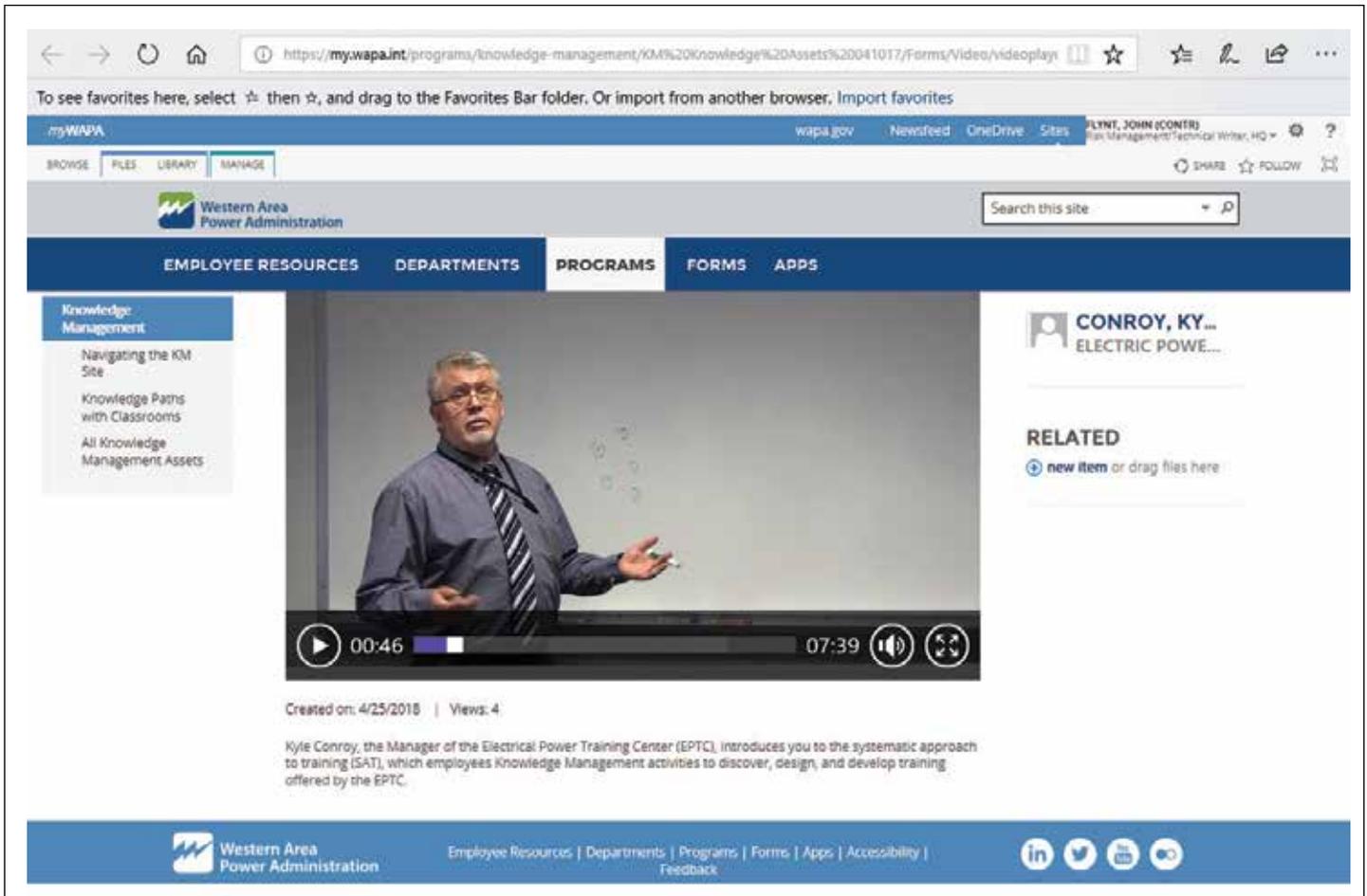
Engineer **Keith Gittlein**, a mentor stands in front of an enlarged substation circuit schematic and explains basic circuit features.

Most Knowledge Management resources are videos but supplemental materials such as data tables and PowerPoint slides are often available as well. Several of the classrooms also provide links to department or process sites to ensure that visitors learn the most effective paths of knowledge for these topics.

Emphasizing best practices across WAPA is a key focus of Knowledge Management. When employees with knowledge are not readily able to connect to employees seeking knowledge, WAPA's ability to ensure reliability of electrical power delivery is challenged. Knowledge transfer is an essential aspect of WAPA's culture.

Recently, these Knowledge Management efforts have received the endorsement of the Western Electricity Coordinating Council. WECC has invited WAPA to deliver a presentation to the Human Performance Knowledge Transfer Task Force to discuss a training and knowledge management clearinghouse currently being developed through a joint effort of Reliability Compliance and the Electric Power Training Center. □

Note: Flynt is a technical writer who works under the Wyandotte Services contract.



Electric Power Training Center Manager *Kyle Conroy* discusses the EPTC's systematic approach to training in a virtual classroom.

Turning knowledge into resources

Specialized knowledge can be turned into valuable resource videos for WAPA employees present and future. Here's how it works:

- You develop and build upon your knowledge through education, training and work experience.
- You identify a topic related to that knowledge that may be an opportunity for a Knowledge Management classroom.
- Work with Knowledge Management to develop the lesson. Keep it brief!
- Knowledge Management takes care of the recording, producing and maintenance of the lesson. You do the talking and provide your expertise.
- The content is published to a Knowledge Management classroom.



Visit the Knowledge Management Resource Center page at **myWAPA, Programs, Knowledge Management**.



Those interested in producing a video for the Knowledge Management Resource Center are invited to contact **John Flynt** at **flynt@wapa.gov**

