

Data Priorities for 2021: States Only

Done

Current run (last updated Sep 21, 2020 11:08am)

18

Activities

72

Participants

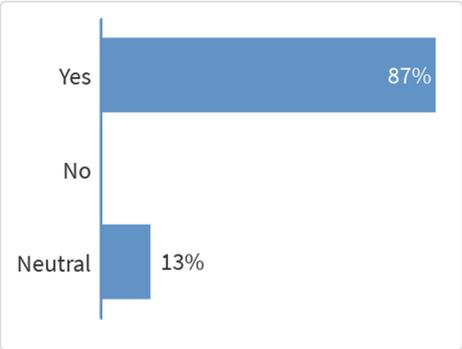
32

Average responses



Average engagement

Should ASDWA Establish a Data Committee?



Response options

Yes

No

Neutral

Count Percentage

47 87%

0 0%

7 13%

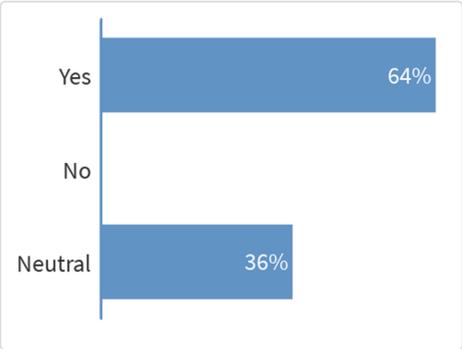


Engagement

54

Responses

Do you agree with EPA's parallel development approach?



Response options

Yes

No

Neutral

Count Percentage

35 64%

0 0%

20 36%

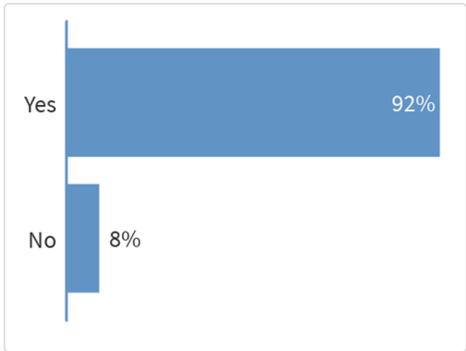


Engagement

55

Responses

Would you adopt an EPA-developed LCRR module for SDWIS State?



| Response options | Count | Percentage |
|------------------|-----------|------------|
| Yes | 45 | 92% |
| No | 4 | 8% |

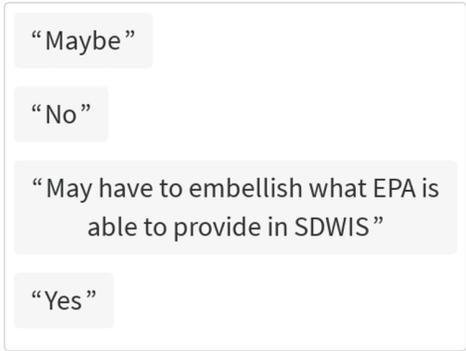
68%

Engagement

49

Responses

Do you have or plan to develop a non-SDWIS solution?



Responses

Maybe No May have to embellish what EPA is able to provide in SDWIS Yes

Depends on what they develop before we decide on adoption or build our own

Have not discussed yet. managing the lead inventory, maybe

Not at this time. Will depend on how the SDWIS solution works

Yes as a Non- SDWIS State state we will need to develop something

Not planning on it but if the PA program is crap we will need to do something No No

No plans to Yes, hopefully. Depends on what new flavors of reporting are required.

Yes, we'll develop our own program No Plan At the Moment :-)

Nothing formulated as of yet. yes because we have to nope No

Likely not. We don't have the resources to develop one, so we'll have to put our resources into using what will be available.

We like SDWIS solutions... no Unknown No no

36%

Engagement

26

Responses

With respect to LCRR support in SDWIS, what, if any, concerns or considerations for EPA do you have?

- “Concerned about the rush. The rule isn't even finalized yet.”
- “What about systems on LCR compliance timelines already?”
- “Depends a lot on whether they took our comments seriously or not.”

Responses

- Concerned about the rush. The rule isn't even finalized yet.
- What about systems on LCR compliance timelines already?
- Depends a lot on whether they took our comments seriously or not
- Keeping SDWIS working until we have a different working database. We cannot afford for it to break or to become incompatible.
- How to time and or staff the integration or exclusion of existing data from past SDWIS custom projects that may or may not be related but may affect end result.
- If it changes the tables too much, then it could affect our preset queries.
- Complicated rule requirements will be hard to track, do compliance determinations, and do QA/QC on data
- DEI development DEI ready before LCRR
- How does EPA plan to handle water system data vs. required reporting elements- will it all be tracked through SDWIS or are they expecting States to handle the non-reporting items separately?
- Make sure things are practical for the whole range from large LSL systems to tiny non-LSL systems.
- Tracking School/daycare testing.
- For any parts of the rule that have state flexibility, the software should accommodate that flexibility. If there needs to be a toggle switch, permitted values, etc., please allow the software to handle the rule in all ways the federal rule allows.
- Dei timing



Engagement

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Responses

Responses

Where do we start? Go back to the concerns of the group that got together when the draft of the rule was released. So many data management concerns.

Fast and quality ticket responses/support w/o hourly limit. Full rule coverage

Proper time to test out the updated LCRR support before implementation is expected.

The ability to meet the compliance reporting requirements. I am wondering if I have enough FTEs hired to do the work. It appears to be a heavy lift for primacy agencies.

simplification - don't require a lot of entry for management of the rule.

Lead Service Line inventories and public accessibility

There are a lot of additional or changed requirements in the proposed rule. SDWIS needs to give states a way to manage those.

Do it right the first time!

Need clear requirements on what level of detail is required for tasks such as inventory. Which things have to be reported to EPA in SDWIS vs. state has summary documentation for EPA.

DEI is released in timely fashion.

Insufficient time to debate what parts of LCRR tracking need to be reported.

Late or incomplete data entry instructions.

Timing of support and guidance provided

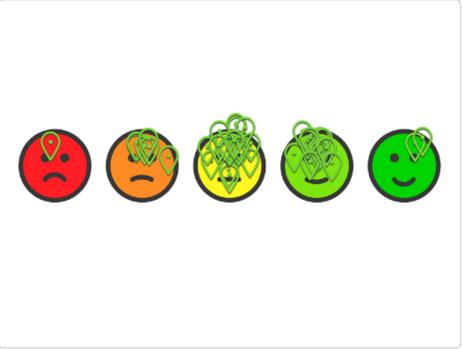
Data needs to flow...

Release date of SDWIS LCRR

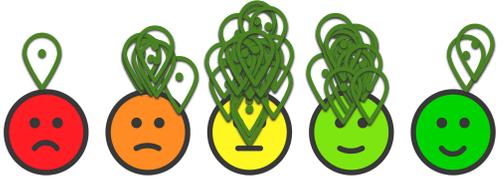
KIS

Tracking two action levels

How satisfied are you with EPA's support of SDWIS, including v3.4?



Response options



Count Percentage

45 100%

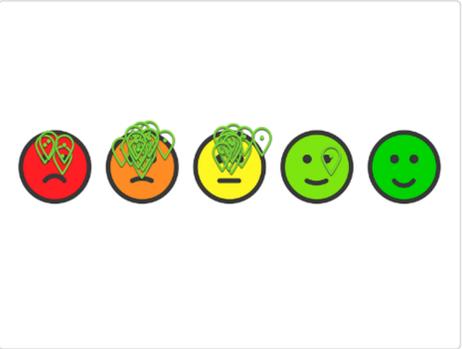


Engagement

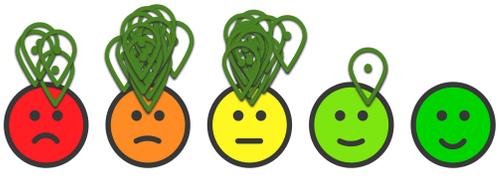
45

Responses

How satisfied are you with the level of training and guidance available for new SDWIS users?



Response options



Count Percentage

32 100%



Engagement

32

Responses

What other concerns or considerations do you have regarding SDWIS State?

- “it needs to be retired now”
- “It's aging. New IT staff don't have "archaic" skills.”
- “Probably better for earlier LCRR specific question, BUT being on a team that deals with RTCR and GWR but not LCRR, I am concerned

Responses

- it needs to be retired now
- It's aging. New IT staff don't have "archaic" skills.
- Probably better for earlier LCRR specific question, BUT being on a team that deals with RTCR and GWR but not LCRR, I am concerned about adding LCRR to GW bridge. I hope sorting functions are added to make data separation and task management easier. Also don't break it.
- None.
- it is often glitchy
- Drinking Water Watch training needs to be implemented, and manual or videos on how to use SDWIS
- Support for current SDWIS fading as project timeline on modernization moves forward
- This is much more low level, but the inability to reliably tab through fields in SDWIS 3.4 is very much impacting our day-to-day use
- Sometimes data disappears and it has to be put in repeatedly.
- What about stuff that we've not been doing or earlier staff did wrong? What's worth fixing in State vs. waiting for PrimeLater
- Concerned about EPA's commitment to supporting SDWIS/State.
- More errors due to incompatibility with age of software.
- complete integration with CMDP
- We need to ensure the legacy of SDWIS State regardless of the next 3-5 years. We may have states that remain much longer in SDWIS State 3.?? after the implementation of LCRR. I need for SDWIS State to function and remain functioning without the fear of losing support. The support of SAIC and ASDWA is critical.
- Need complete integration with CMDP
- Need user guide, design and requirement doc
- It limits our ability to customize for our own needs.



Engagement

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Responses

Responses

CDSsetup reports are sometimes helpful, sometimes cryptic.

Keep CMDP radar there are holes in Data Storage that are needed for more robust CMDP Op Data

poor integration for state-specific regulation vs federal regs

What happens when Dianna Heaberlin retires? Does SAIC have a succession plan?

We are stilling having issues with security in SS. Our IT department is starting to push back on allowing us to have security waivers. 3-5 years is probably not going to work with waivers.

That it isn't going away

Too many quirks that are not documented

Data that was migrated in earlier versions of SDWIS is missing things or not quite right. Worried about migration this time.

Need better instructions for installing SDWIS 3.4

won't age well

For SDWIS Free States, what are your data concerns looking at the next 3-5 years?

- “How does their data conform with SDWIS data”
- “Getting out legacy system to where we can transition”
- “IT knowledge of older systems”
- “should we transition to SDWIS

Responses

- How does their data conform with SDWIS data
- Getting out legacy system to where we can transition
- IT knowledge of older systems
- should we transition to SDWIS State
- Second the fear of IT
- Internal It support as older staff retire. Cost of oracle.
- We sustaining our applications and waiting for SDWIS Prime Roll Out
- Fear that our IT will pull our plugs
- Dei timing continues to be an issue
- database maintenance
- Staff knowledge and ability to keep the existing SDWIS-free DB current. Staff and systems both aging out.
- support for transition
- Maintaining aging system while meeting data tracking and reporting for new rules.
- Timely issuance of DEIs
- I need to start looking at our own solution, that's another really long time
- EPA support for transition to whatever's next
- MT N/A
- End of life systems

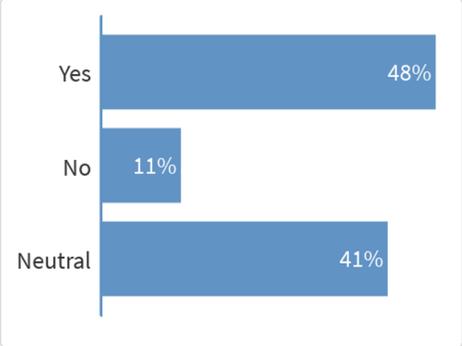


Engagement

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Responses

Do you, generally, agree with EPA's decision to evaluate a COTS option?



Response options

Yes

No

Neutral

Count Percentage

21 48%

5 11%

18 41%



Engagement

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Responses

What would you wish EPA consider when evaluating a COTS option vs a custom-built application?

- “COTS. Would need to dovetail into Existing Federal tools”
- “Staying close to how SDWIS already functions in order for learning a new database is not too much of a burden.”
- “Requirement of COTS to be...

Responses

- COTS. Would need to dovetail into Existing Federal tools
- Passing support of COTS to local IT often fails
- Staying close to how SDWIS already functions in order for learning a new database is not too much of a burden.
- Long term use and support may be very difficult if the backend DB is incomprehensible as with many COTS solution. ERD should show SDWIS like table structure
- What if the vendor loses interest after the initial big push
- what happen when vendor decide not to support package
- Don't believe COTS exist for the complexities we are dealing with
- Vendor and product likelihood of being around in 10+ years
- I struggle to imagine that something off the shelf could meet SDWA needs, but it would need to be fully customizable for supporting SDWA needs (not just priorities, but all needs to fully run the program) and for accommodating flexibility written into the federal rule where states run the programs differently. It is worth looking into, though.
- Talks to folks who have succeeded and failed with the COTS approach
- We need to approach this with a long term investment in mind and even if it costs more now but will last longer and meet the needs long term that needs to be taken into consideration rather than the short term "savings"
- If they go with a COTS, are they still required to look for a small business first? What if that small business goes out of business or is absorbed by another company?
- Prefer custom-built app, not sure how to add additional requirements for commercial package



Engagement

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Responses

Responses

Primacy agencies have very specific functionality needs. If the COTS option cannot perform the same functions, then EPA should not consider.

Water not war

Learn from problems w/ other COTS for drinking water - operator certification software, monitoring schedule software, etc.

https://en.wikipedia.org/wiki/Open-source_software_development

Ability to handle millions of war records.

Who would pay the license fees

Reliability of product and experience of support staff.

Understand the complexities of DW rules and business needs and the extensive modifications and flexibilities that would need to be built in at great cost

long-term IT support for the app

Compatibility of interfacing applications

Flexibility for user customization.

Flexibility

Flexible Customizable

If a COTS will work for us then great. However I find it hard to believe that anything exists that's going to be able to adapt to future needs/regs changes.

Look at it from the end user perspective

Being able to get everything out of it later in case the COTS goes away.

how user friendly the app is

is the back-end database accessible and understandable by state folks,

In-house maintenance/upgrades vs vendor maintenance/upgrades. Which makes more sense in the long run?

Level of technical support provided by Vendor

Does it envision a user managing multiple regulated entities?

Responses

Maybe find a product that can be hybridized

True cost of making it work, not off the shelf cost

Given what we heard this week, what are your concerns with modernization at this stage of the project?

“co-sign that EPA needs to *fully* support current SDWIS while also developing a modernized version of SDWIS”

“Relieved to know that SDWIS State will be upgraded to support LCRR and will continue to be

Responses

co-sign that EPA needs to *fully* support current SDWIS while also developing a modernized version of SDWIS

Relieved to know that SDWIS State will be upgraded to support LCRR and will continue to be available for 3-5 years. Our confidence in the EPA's ability to successfully manage & deliver a SDWIS State replacement project has taken a hit after what happened with SDWIS Prime. Also concerned that the potential change to a document-based database will add a level of risk to an already risky project.

Look for big staff efficiency gains from small changes (e.g., not entering WSID over and over.)

Focus on SDWIS State and CMDP, make those the very best possible. Invest in the training videos. Focus on DEIs and integrating those with training videos. Modernization is necessary, yes, but not at the expense of losing what we have in place.

Integrating the Protection and Infrastructure branches might lead to simpler software

ongoing support for SDWIS State while they develop Prime

Hard to keep listening to the same record

We will be at the mercy of one contractor after another. Need a system that is elegant and simple to interface with.

what is taking so long? Build on what currently works!

In development, the EPA rule people and the EPA database people MUST work together. There are so many examples of when they haven't and states bear a much more significant burden when the two don't communicate.

Why were some solutions crossed off prior to starting?

Need to complete within reasonable time frame, or we are going to use legacy system when it complete



Engagement

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Responses

Responses

if states are relied upon for testing, that their time spent will be considered and not wasted on a dead project

Drinking Water Program is dependent on having a tool or suite of tools that works and is available and updated in a timely fashion. It's become a critical need. Previous attempts are creating uncertainty

Trying to be too complex. Modernization should Stick with basics, and let States build their own extra "fluff".

Inadequate knowledge, materials to educate on SDWIS and now modernization.

I worked on later round of testing Prime, ended up being complete waste of my time. Once bitten twice shy.

What will they charge states?

Concerned about the prospect of this failing again. It's hard to work up optimism this round will be successful. Will the same mistakes be made? What then?

Seems like EPA is moving forward with solutions at this point without a lot of state input. EPA does very little rule implementation, so this represents an information gap between decision-makers and eventual users.

Still not real clear on what the plan is or timeline.

Funding uncertainties.

restarting at square 1, is EPA is going to make another mistake that causes us to restart?

Still not feeling like the decision makers understand the complex business and data needs in implementing these DW rules

How much time will it take? Staff With knowledge are retiring

I'm concerned that it won't work again. We don't have the time or resources for that. Maybe the 4th time will be the charm.

Compatibility with interfacing applications, costs to states and timeline for implementation

Responses

We aren't hearing much about the decisions/factors - just small announcements here and there. Having minute/notes from the Board meeting would be nice.

Not sure if EPA can make this happen. Really sounded like the same thing we heard a year ago

Timing, and ability incorporate state specific needs.

I've heard the same thing EPA has said for years. We will try to do better but not a lot of "how" or "when"

I don't feel I know much more today than Monday

No progress made.

Worried about duplication of effort in working in new SDWIS State modules and again in new Prime.

a realistic timeline

Learning from mistakes of the past

timeline

Getting an even smaller core product.

We didn't hear much concrete

Are they going to rush the development timeline?

Not set deadline

Length of time that it will take.

SDWIS Prime failed a while ago, needs to get going again faster.

How long before we see new development?

Are there concerns with the current CMDP application, or missing features, that prevent your interest in adoption?

“Currently looking at developing my own because I can't wait anymore”

“The SDWIS Prime back-end database design was a crime against humanity. The fact that CMDP shares this model concerns us.”

Responses

- Currently looking at developing my own because I can't wait anymore
- The SDWIS Prime back-end database design was a crime against humanity. The fact that CMDP shares this model concerns us.
- Not as good as my state portal
- May play out differently for states w/ labs in the same agency as SDWA primacy vs. separate agencies.
- supply folk should be able to see the jobs entered by the labs they've hired.
- integration with current lab certification
- Can't communicate with SDWIS/Free
- We are a small state w/ many very small systems, some w/ very little IT capacity. Labs on the small side too. Needs to work for all of us or leave other existing avenues too.
- Yes! How many characters does this response allow?
- I can't use it without modernization
- Needs to integrate with state lab cert applications.
- yes! It'd backend is almost as horrible as prime. The DSE is very clunky and not meant to be a long term solution. It needs to get rid of the backend and interface better with SDWIS.
- Usability issues with data entry. Field level validation would be a big improvement.
- Yes
- when labs refuse to troubleshoot missing sample or facility ID codes which are required before transfer
- Tracking of lab accreditation data and using it for validations
- Lab accreditation!
- Labs should enter lab data - systems should enter system data (such as monthly operational reports). They should be limited in reporting what the other should be responsible for reporting.



Engagement

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Responses

Responses

CMDP was designed to handle Federally required reporting. Now it is being amended to handle state specific needs. That creates a huge project that never ends

CMDP is designed to be an EPA owned/serviced product. However, the zendesk does not provide enough help and training videos for labs and public water systems. The training videos are now outdated.

They are moving forward with new development without addressing the existing bugs.

We weren't going to consider CMDP until after we adopted Prime. Now who knows.

Too new to have concerns which is in itself concerning.

Current system of Lab to State/XML Sampling is working very well for us and labs so no incentive to move to CMDP

Need to support state lab certification

Operating data

Some labs don't do much drinking water, limited interest in spending time helping us w/ data mgmt.

Error checks

the limited ability of the state to correct/edit data before uploading

There are so many updates and outages. We are in test and it makes me nervous about going to prod.

Ability to evaluate laboratory accreditation.

Already have our own electronic reporting system.

It's a huge step down from what we have. And the level of support to this point has been abysmal.

Edit checks up front

Still would like a retraction or sample rejection feature.

That post about CMDP in the forum in the last couple of days was worth reading. Go Mississippi.

Inadequate validation of incoming data.

Responses

Initially it was the inability to use State codes I understand they've made some upgrades in this field

MOR

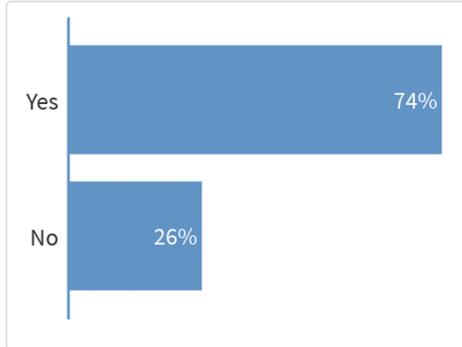
Yes

Duplicative with our state's portal.

no support for MORs

Yes

Are you participating in the Power Users Group?



Response options

Yes

No

Count Percentage

14 **74%**

5 26%

26%

Engagement

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Responses

Do you have comments about your experiences working in that Group?

“Not much substance. States don't get to see existing tickets to prioritize. A need bc Deric sure doesn't know what's most important to states. Barrett has been great”

“The group is very productive and

Responses

Not much substance. States don't get to see existing tickets to prioritize. A need bc Deric sure doesn't know what's most important to states. Barrett has been great

The group is very productive and is actively working towards prioritizing problems and upgrades.

Yes Barrett has been the best change to the group!!

New to DW and SDWIS as of June 2020. That group and its members have been a huge help for me.

It has been great to experience first hand the amount of effort going into making improvements to this application. I definitely feel like our concerns as users in production are being heard and efforts are being made to address them.

It's invaluable. The addition of Barrett Brown and his expertise are wonderful. Again - I greatly appreciate the live demos.

Teams app can sometimes be an issue. Please keep the phone line front and center

very helpful

The group has been better with the new contractor. Still would like to see a full list of requested changes so we can prioritize that.

Would help to hear from folks in it to determine if it's worthwhile.

Super helpful!

Awesome! Very Helpful

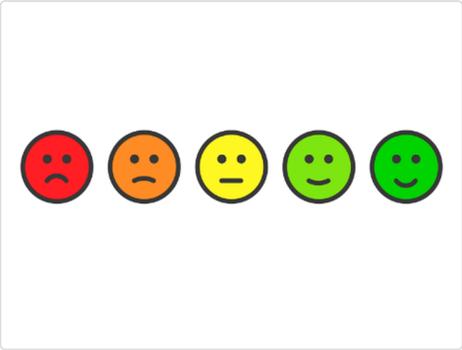


Engagement

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Responses

Rate your satisfaction with the level of user support provided by Systalex?



Response options



Count Percentage

0 0%



Engagement

0

Responses

Any general comments or concerns about CMDP?

- “Would love to get a text when its down.”
- “who will provide support to labs for CMDP?”
- “Monthly Operating Reports need some attention”

Responses

- Would love to get a text when its down. who will provide support to labs for CMDP?
- PWSs would appreciate a portal that covers things like SDWA certifications (PN, let)
- Monthly Operating Reports need some attention
- Now that we are continuing to use and upgrade SDWIS State, are we going to move towards making CMDP more compatible? How will that effect CMDP's compatibility with a new database? Can we do both?
- states not able to submit data using CMDP. How can we enter data better than S/S data entry modules or what modernization will have?
- The zendesk has to stay updated. Don't leave documents out there that say one thing and then an "update" says something else.
- That those of us who have successfully implemented & benefit daily from Lab-to-State continue to be supported during the transition to the SDWIS Modernization product.
- As staff numbers dwindle and monitoring requirements increase, it's difficult to get labs into the CMDP and it's difficult to provide comprehensive, long-term support to labs in the CMDP.
- Needs to work better with SDWIS
- timelines of CMDP, SWDIS State Changes, new SDWIS, while doing new LCRR, new state rules... lots to plan.
- EPA staff isn't knowledgeable enough to understand and respond to states' needs.
- Can it be expanded to capture non-water quality reports? Keep it simple!
- As a state in Production I worry about the continued support in the future.



Engagement

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Responses

Any concerns that we didn't cover that we should?

“End test”

“Thanks so much for this opportunity. Great job to all EPA ASDWA and State partners”

“Would love a SDWIS System Administrator Training”

Responses

- End test
- Thanks so much for this opportunity. Great job to all EPA ASDWA and State partners
- Would love a SDWIS System Administrator Training
- also state school lead rules vs. LCRR bringing in schools - data headaches for public communication
- Example is use of 90 day period instead of Qtr period for DBP2
- Conflicts in federal vs. state rules - Mn, PFAS, As, others.
- Fed rep errors. I know we've addressed many times. What city did we miss out on this year
- No data management concern in the rule making. Rules are so complicated which makes things so hard to program and manage
- EPA rule folks and EPA data rule managers need to work together in rule writing and database and reporting "construction"
- Rule requirements lead to complex software
- not intentionally, but putting more burden on the states to troubleshoot CMDP who are already working so lean and trying to keep their heads above water. Data is never error free when it comes from the labs. If it goes in under error - violations could be incurred that then need to be rejected.
- The data needs to know if it is raw or treated for comparisons and at the time. It may change over time (i.e adding treatment later).
- Our agency (not just DW) is pushing a Windsor Solutions tool for permits, documents, etc. CROMERR compliant. I guess we can pay for development of custom stuff, but no idea what other DW agencies are working on / asking for.
- The long freeze period and errors
- Much more implied RTCs!



Engagement

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Responses

Responses

How Data is used without the understanding of it

When schedules are added back door so to speak, the old schedules are reopened and have to be closed again.

Make use of implied RTC for monthly and other time bound Vio

Correcting errors in SDWIS state to make fed database happy.

I second the ACR automatic generation comment.

ACRs should definitely be automatically generated. Great suggestion.

Display of facility location needs to be general. We need to consider security of the water.

ACRs should be automatically generated and submitted on state's behalf.

Remove ODS three years time domain

Thanks for bringing the issues with the HB violations up. I mention it every single opportunity I have to EPA how wrong/outdated the HB violation information is.

Having data available to EPA, journalists, academia is a nice idea. But can be dangerous w/o caveats. Also nice vs. we are absolutely buried in basic tasks for federal and state rules.

What happened to the idea of removing the Qtr Freeze to allow faster more timely data flow