

## Severn Trent Water, Operations & Maintenance Documentation

In the late 1990's Severn Trent Water faced a growing number of operational and maintenance problems on its asset base. Many of its long service workforce were reaching retirement and crucial local knowledge of plant and procedures was being lost as a result.

At the time, the Operation and Maintenance manuals were continuing to degrade. The volume of documentation held for almost a quarter of a million items of equipment was vast and Severn Trent Water urgently required an efficient system for the management of this important information.

Historically, Severn Trent Water specified four sets of paper-based documentation for each of its operational sites. On a large site, over 100 manuals could result. The various copies were often held in separate locations by different types of user.

*Missing, incomplete or damaged documents*

*Out of date information*

*Time wasted searching for the correct information*



### Electronic O&M Manual and Matrix Service

Cognica proposed an electronic manual system to manage Severn Trent Water's information. Documentation was converted into or obtained in, electronic format and organised in such a way that it could be related to specific assets or processes within the system. The unique navigational approach allowed the user to specify how they wished to access the information.

Cognica project managed the process including collection and collation of the O&M data, and its conversion into electronic format. A two year programme was run to ensure that the O&M information for all strategic water treatment and sewage treatment works were in place electronically for the start of the AMP investment period.

*Standardised format*

*Secure*

*Easily accessible*

*Easily maintained*

*Multiple uses for information*



Cognica have been engaged by Severn Trent Water for over 20 years, working with their AMP contractors to manage and deliver their O&M Manuals.

