Safe Drinking Water Information System/State Support Services

Global Environmental Consulting (GEC) supports numerous states and EPA Regions on SDWIS for the services listed below.

Version Upgrades or Installations

GEC supports SDWIS/State, its full suite of applications, and the data synchronization engine (DSE) for the Compliance Monitoring Data Portal (CMDP).

Data Quality Improvement (DQI)

Where errors are found or problems are anticipated, GEC can help with either resolution or explanation of the problems. For example, some agencies need support to address errors identified through the Bridge or FedRep, or assistance with unsuccessful attempts to submit data to CMDP or using MigrateToState. GEC assists states with data clean-up or understanding the nuances of data elements within SDWIS, such as how to set up Water System indicators. GEC can create queries for faster data quality reviews, and in many cases, write scripts to quickly import improved data to SDWIS. GEC can also assist with eliminating data quality errors identified after making quarterly reports to EPA.

Help Desk Support

Some agencies need SDWIS subject matter experts (SMEs) to answer questions or provide quick support to program staff or IT departments. GEC can provide this on-call support to agencies through various channels. GEC has a Zendesk ticketing system which provides quick turn-around (first response within 2 hours during business hours but usually sooner). We can be reached through messages on Teams, or through email or phone calls.

Development of Standard Operating Procedures (SOPs) and Best Practices

GEC has an in-depth knowledge of the Safe Drinking Water Act (SDWA) regulations and how these rules are implemented in SDWIS. Our SMEs have worked with every primacy agency over the past 25+ years and can share ideas for efficiencies or innovative ways to manage data or encourage compliance. We can help develop SOPs, conduct training, and provide other tools to support data management and rule implementation. Our knowledge helps you build a best practices approach to continued compliance training and standardization.

Training for Staff on SDWIS, Regulations, and Compliance Determination

GEC can provide training for new features in SDWIS, training for new staff on how to use SDWIS, or expand the knowledge base for your existing staff. GEC also offers advanced training for your staff on all aspects of safe drinking water compliance and suggests ways to expand how the primacy agency can use SDWIS to manage oversight of the SDWA rules. For example,

we can assist your staff with how to run SDWIS reports and to build and execute Microsoft Access queries. We can train SDWIS administrators, compliance managers, compliance officers, inspectors, enforcement staff, data entry specialists, and laboratory sample submitters. Training can be either in person, through virtual classroom via webinar, or one-on-one.

File Review or Program Review

As part of staff development and DQI initiatives, some clients request a mini file review or spot audits of staff to see if individuals are making the correct decisions based on your regulations and policies. Another tactic is to administer open book quizzes by regulation. The reviews and quizzes determine staff baseline knowledge and allow the state or GEC to develop a training regimen that addresses individual training needs. Once training has been completed, staff can be re-audited or quizzed as follow up to assure the training is successful.

CMDP Support

GEC supports more than 10 agencies with implementation of CMDP. Support can include:
- SDWIS data cleanup and data quality checks to ensure the correct data are available for laboratories and water systems.
- Installation of the DSE and confirmation of data flows through CMDP to SDWIS.
- Shared best practices found throughout the country during implementation such as options for the Path to Production for laboratories, program management, and staff responsibilities.
- Examples and methods of communication with users of CMDP to encourage adoption, share news and updates, or resolve issues.
- Training protocols for Shared CROMERR Services (SCS) and CMDP, including delivery of training for application administrators, staff, laboratories, and water systems.
- On-boarding of state and private labs or water systems.
- Ongoing support and maintenance of the application.

SDWIS Hosting

Some primacy agencies prefer to outsource the database and its applications. GEC hosts the SDWIS database and applications within its FedRAMP, SOC 2 Type 2, NIST 800-53 R4 compliant Microsoft Azure Government cloud and supports access for clients through secure VPN tunnels.

SDWIS/State Metrics and Custom Reports

Primacy agencies often need to characterize and summarize information in SDWIS/State - especially when responding to EPA and public requests for information. This is especially important when considering the lag time between information reported to SDWIS/Fed and the current information in SDWIS/State. Metrics and Reports developed as queries and/or interfacing applications help states give a complete and accurate response. GEC has a library of existing reports and metrics and is ready to develop customized reports if needed.

For further information, please contact:
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