MEETING AGENDA

- Introduction & brief roundtable
- Evolution since last SG meeting
  - Overview
  - Resources and events
  - Country portals
  - Data collection and management platform
- Future possible improvements, for guidance
  - Utility performance reporting
  - User management and forums
- Conclusions and next steps
INTRODUCTION AND ROUNDTABLE
EVOLUTION SINCE LAST SG MEETING

Overview
The DANUBIS water platform is an online repository of resources for and about water and sanitation utilities in the Danube region.

- For regulators, ministries: make information available; obtain international benchmarks
- For utilities: obtain resources and national / international benchmarks
- For Local Governments: obtain national benchmarks
WEBSITE USAGE

- About 750 single visitors per month
- Top countries: Serbia, Austria, BiH, FYR Macedonia, Germany, Kosovo
- Top pages: Utility report, database, news & events
EVOLUTION SINCE LAST SG MEETING

Resources and events
RESOURCES

- Improved structure by topic
- Search function
- Anyone can register / upload and edit past resources
- Multiple languages supported
- User rating
- User comments allowed
- More than 70 technical and 100 country resources, growing
- Sharing on LinkedIn
• Improvements in publishing and displaying
  • All upcoming events shown together
  • Filter by type, topic, audience possible
• About 10 events displayed for next 6 months
  • Anyone can easily upload new event (please do!)
  • Danubis team also trying to keep track
EVOLUTION SINCE LAST SG MEETING

- Country Portals
COUNTRY PORTALS

- Country-Managed, in local language
- Similar structure to main page, but customizable
- Available for BiH, Bulgaria, Kosovo, Montenegro and Serbia
- NEW: generation of utility reports in local language
- Open to all!
EVOLUTION SINCE LAST SG MEETING

- Data collection and management platform
OBJECTIVE

- Allow utility companies to enter utility performance data in an amicable web interface;
- Help national institutions check the quality and consistency of the data provided; and manage and safeguard the data in a secure manner;
- Provide utility managers with a simple scorecard of their performance over time and against targets;
- Ensure a linkage to DANUBIS’s data platform and the national country systems, for reporting and further processing purpose.
FLOW OF INFORMATION

**Final registration in central DB**

- **DANUBIS DB**
  - **Supervisor**
  - **Control user**
  - **Data entry user 1**
  - **Data entry user 2**
  - **Data entry user 3**

**data Supervision / final validation**

**Data control / first validation**

**MI**

**UTILITY**

Data entry / Control/ First validation

- **Supervisor user**
- **Control User**
MAIN MENU

- After Login:
  - Global view
  - Input
  - Output
  - Settings

- Navigation Path always present on screen (clickable when relevant)

- Specific back buttons when relevant (they cancel current action)
GLOBAL VIEW

DCM Platform

Data IndexSubTso

Managing Institution: Man Ins 1
Utility: Ut 1 - 1
Status: --Choose one Option--

Organization

<table>
<thead>
<tr>
<th>Year</th>
<th>Annual</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q1</td>
</tr>
<tr>
<td>2016</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td></td>
</tr>
</tbody>
</table>
## Overview

### Activities Dashboard

**Tasks that require your action**

<table>
<thead>
<tr>
<th>Survey</th>
<th>Status</th>
<th>Progress</th>
<th>Dead Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>IBNet</td>
<td>Waiting for utility validation and approval</td>
<td>11/20/2015</td>
</tr>
<tr>
<td>2016 - January</td>
<td>IBNet</td>
<td>Waiting for utility validation and approval</td>
<td>12/14/2015</td>
</tr>
</tbody>
</table>

**Tasks that require actions from other users**

<table>
<thead>
<tr>
<th>Survey</th>
<th>Status</th>
<th>Progress</th>
<th>Dead Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>IBNet</td>
<td>Data Entering Process</td>
<td>1/1/2016</td>
</tr>
<tr>
<td>2015 - January</td>
<td>IBNet</td>
<td>Data Entering Process</td>
<td>1/1/2016</td>
</tr>
<tr>
<td>2015 - February</td>
<td>IBNet</td>
<td>Data Entering Process</td>
<td>1/1/2016</td>
</tr>
<tr>
<td>2015 - March</td>
<td>IBNet</td>
<td>Data Entering Process</td>
<td>1/1/2016</td>
</tr>
<tr>
<td>2015 - April</td>
<td>IBNet</td>
<td>Data Entering Process</td>
<td>4/14/2016</td>
</tr>
<tr>
<td>2018</td>
<td>Test</td>
<td>Data Entering Process</td>
<td>1/7/2018</td>
</tr>
</tbody>
</table>
### Validate Data

Use this page to validate the items of the survey.

<table>
<thead>
<tr>
<th>Data item</th>
<th>Value</th>
<th>Validate</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>40 - Population served - water [in inhabitants]</td>
<td>33.0000000000000000000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40a - Population served - direct water supply &amp; shared taps [in inhabitants]</td>
<td>22.0000000000000000000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40b - Population served - public water points [inhabitants]</td>
<td>11.0000000000000000000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>41 - Water connections year end [number]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>42 - Design capacity of all water intakes [full figure]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>43 - Number of public water points [full figure]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>53 - Connections with operating meter [number]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>54 - Length of water distribution network [km]</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Any specific feedback on existing features and improvements?

Which institutions are interested in developing Country Portals?

Which institutions would like to share more utility data?

Any other institution interested in data collection and management platform?

How can we make the platform more widely known and used?

Is the Steering Group an effective model and should its role and function be adjusted?
FUTURE POSSIBLE IMPROVEMENTS, FOR GUIDANCE

- Utility performance reporting
CONCEPT

- Current utility performance report:
  - Most successful DANUBIS page (1000+ page viewed, used by hundreds of utilities in BMK exercises in BiH, Montenegro and Serbia)
  - Combine basic information with benchmarking

- Vision: split for dual audience:
  - A scorecard for non-technical audience (local governments, citizens etc.)
  - A proper utility performance benchmarking report for utility staff and management
UTILITY SCORECARD

- Automated benchmark selection
- Profile
- Overall Performance
- Areas of strength and weakness

![Utility Scorecard Diagram]

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
<th>Percentile</th>
<th>Average</th>
<th>Best 10%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewerage coverage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Revenue Water</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewer System Blockages</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JKP-Rasko</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Areas where performance exceeds peers</th>
<th>Areas where performance is at par with peers</th>
<th>Areas where performance is below peers</th>
</tr>
</thead>
<tbody>
<tr>
<td>List KPIs indicators in the top third of performance</td>
<td>List KPIs indicators in the medium third</td>
<td>List KPIs indicators in the lowest third</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Areas where performance has improved</th>
<th>Areas where performance is stable</th>
<th>Areas where performance has decreased</th>
</tr>
</thead>
<tbody>
<tr>
<td>List KPIs indicators which show a score improvement of 5% or above</td>
<td>List KPIs indicators with change of less than 5% above or below.</td>
<td>List KPIs indicators which show a score decrease of 5% or above</td>
</tr>
</tbody>
</table>
Ability to define & refine benchmarks
- Country, Size, GDP, density

Cover section as per scorecard

10 WUPI KPIs

All IB-Net Indicators
- Trends and benchmarks
- Some additional ones (Energy, assets, costs)

Full indicator and benchmarks table
YOUR GUIDANCE

- Are you and your partners using the utility reports now? Why or why not?
- Is further development a priority, or you see other utility database priorities?
- Do you agree with the proposed split of reports (scorecard and benchmarking)?
- Any specific feedback on the proposed structure of reports?
FUTURE POSSIBLE IMPROVEMENTS, FOR GUIDANCE

» User management and forums
CONCEPT

- Current page relatively static
- How to get people more involved and bring more value
- Proposals / alternatives:
  - Create a LinkedIn group to facilitate exchanges on water services in Danube region
  - Promote active users on DANUBIS website
  - Share updates on recent changes on the website
LINKEDIN GROUP

- Could also serve as community of practitioners
- Would allow conversations on all water services topics
- Many in the region using it, but not everyone…
USER COMMUNITY ON DANUBIS

- Currently only around 10 registered users (DWP team, ERRA, UTVSI, AMAC)
  - Posting resources
  - Posting news and events
- Active contributors could be highlighted
- A link to their professional CV (maybe on LinkedIn) could be added
- A forum could be created
New information added frequently, but users don’t know:
- Additional utility datasets, news, events, technical or country resources

How to communicate changes so people come back and check DANUBIS.org?
- Weekly email to users or subscribers
- “What’s new” page
- Updates to LinkedIn group
- All of the above?
YOUR GUIDANCE

Do you think DANUBIS:

- Should offer more users / community services?
- Should inform better about changes?

Which ways would work best for you?

- LinkedIn?
- Dedicated forum on DANUBIS?
- Email communication

Do you see any other priority / suggestion?
CONCLUSIONS AND NEXT STEPS
NEXT STEPS

- **DANUBIS development:**
  - **Today**  
    Decision on scope of development
  - **March-April**  
    Implementation of change to reporting and user management
  - **April**  
    Finalization of DANUBIS brochure

- **Data collection platform**
  - **Feb.-March**  
    Testing, piloting and customization
  - **April**  
    Country launch

- **Next steering group meeting: May 2016 (Danube Water Conference)**
THANK YOU

David Michaud / Philip Weller

DANUBIS team

www.danubis.org