

Dear colleagues and members of the DANUBIS.org Steering Group:

Thank you for your participation in the virtual Steering Group meeting on 24 April 2017. Given that some of the participants experienced troubles with the connection, for the benefit of all, below is a short summary of the discussions; the presentation that was made is also attached.

1. **Introductions**

2. **Summary.** Representatives from Albania (WRAA), Bosnia and Herzegovina (Aquasan), Kosovo (WSRA) and Serbia (UTVSI), as well as IAWD and the World Bank attended the meeting and briefly summarized their country's activities with regards to utility performance data collection systems and benchmarking.

3. **DANUBIS.org Presentation.** Several changes were implemented since the last Steering Group meeting in May 2016 and a full presentation of the DANUBIS.org platform was made, including:

a. *New features:*

- i. Implementation of Business Opportunities section to provide information on Calls & Tenders and Job Offers in the region,
- ii. Two new Country Portals (Albania and Macedonia) providing information and access to the utility database in national language
- iii. Restructure of the menu to allow for a more intuitive journey at DANUBIS.org

b. *Promotional efforts:*

- i. National water utility associations have been provided with promotion text and brochure to be posted on the websites and supplied among members
- ii. Promotion via social media, i.e. LinkedIn and Facebook (YWP groups)
- iii. Promotional presentations at several events in the region

c. *Statistics:* since last SG meeting in May 2016 approx. 5300 users have visited the page in 9.000 sessions with 25.000 page views, i.e. ~3 pages/session. The average session duration was ~3,75 minutes with a bounce rate of 46% (user leaves page after single page visit, e.g. landing page)

4. **Comments and Feedback on DANUBIS.org.** Participants are pleased with DANUBIS.org as a tool for exchange of information and endorsed the improvements made to the platform. Some of the additional comments made included:

- a. Ensure the reliability of data in the utility database
- b. Cooperation with NALAS to involve local governments and increase their use of the data and platform

5. **Dissemination of DANUBIS.org.** The Steering Group agreed that the focus is now on ensuring that DANUBIS.org is as widely known and used as possible. Institutions in the Steering Group should play the main role in promoting a lively and useful water platform. The following actions were discussed:

- a. Create a Teaser Trailer and post video clips on how to use DANUBIS.org on LinkedIn and respective Facebook pages (e.g. YWP pages)
- b. Include a Facebook Sharing Button
- c. DANUBIS.org breakfast at 2017 DWC (19 May 2017)

In order to facilitate the dissemination of the DANUBIS.org, IAWD and the World Bank will be happy to organize follow-up learning sessions, so that national institutions would be able to promote it adequately. Interested institutions should feel free to contact the DANUBIS.org team ([schilling@iawd.at](mailto:schilling@iawd.at) or <mailto:office@danubis.org>.)

6. **DANUBIS.org versus DANUBIS Data Collection and Management (DANUBIS DCM).** It is important to make a clear distinction between DANUBIS.org, which is an open online

knowledge space for everything on water and wastewater in the Danube region, and DANUBIS DCM, which is a closed national Data Collection and Management System to allow national institutions to easily collect, validate, manage, share and publish utility performance data. Both systems are interrelated via data exchange, as data from DANUBIS DCM is sent to IB-Net, which is the database for the benchmarking exercises on DANUBIS.org.

We hope that this summarizes our discussions and invite you to engage with us should you have any question or comment. In parallel, please do your part to ensure that the platform continues to grow in content and usefulness – spread the word, and connect!

For those persons who are part of the DANUBIS.org Steering Group and were not able to attend the meeting, please do not hesitate to contact us for any additional information needed on the meeting and in particular on strategies for increasing the use of DANUBIS.org.

Best regards

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