



Notes and Follow-up Steps from Belgrade DANUBIS DCM Workshop 22nd-24th of June, 2016

Location: World Bank Office, 6th Floor, Bulevar Kralja Aleksandra 86, 11000 Belgrade, Serbia

Participants

See attached list.

Introduction

The Workshop was designed to provide representatives of the Managing Institutions for the DANUBIS DCM Platform with the skills and knowledge needed to operate the DANUBIS DCM platform. The training program introduced the philosophy behind the platform and the various roles assigned (see Agenda attached).

On June 24 discussion took place on the status of implementation and operation in each country and the follow-up steps needed to make the DANUBIS DCM platform operational in each country.

Clarification of the Reporting Functions within DCM and DANUBIS

Participants were reminded that DANUBIS DCM is not in and of itself a Benchmarking (BM) tool, but a data collection and management platform.

In order for generating reports from the data the DANUBIS Utility Benchmarking tools should be used.

- for BM data still needs to be uploaded to IBNet; DANUBIS DCM has an export function to create an IBNet-compatible data file, which must be transmitted manually to IB-Net through the World Bank.
- MIs should provide guest access to DANUBIS DCM → every institution that needs access should have access (e.g. ministry, regulator, donors, water utility associations)
- Recent launch of improved reporting tools on DANUBIS (utility performance scorecard and utility benchmarking report) allow very good and easy to understand reports to be generated.
- As soon as data is implemented into IBNet (via export function from DANUBIS DCM) the data is available for reporting on DANUBIS (David Michaud gave an introduction into the utility reports on DANUBIS.org)
- If changes are made via DANUBIS DCM to the data that are already in IBNet, it is possible to re-import the improved data to the IBNet database (using the export function again).

Overall Timetable and Actions

- Access to the system for testing and viewing purpose is provided at <http://macro-dev01.cloudapp.net/>, Please note that work to finalize the platform is still being completed and the platform is still not fully operational.
- The system will be migrated in the coming weeks (when the final changes are made) to a new provider to do final testing and ensure the security of operation.
- Emails with screenshots (including the website address) can be sent to Macroconsulting for clarification if there are problems in using the system during this stage.
- IAWD will secure a domain and handle the hosting of the database
- Timetable for finalization of DANUBIS DCM platform:
 - By end of July - IAWD will extend to the Steering committee a proposal for the hosting and migration of the DANUBIS DCM portal.
 - By mid to end of July - DANUBIS DCM platform will be finished and ready for transfer to the new host.
 - By end of July - The Manual (plus a separate manual for utilities) will be finished by third week of July and end of July and made available to the MIs
 - In August - The final version of the platform will be available and Excel files for translation by the MIs will be sent. As soon as the translations are returned another two weeks are needed for the implementation of the translations into the platform
 - In August - MIs should be aware that in addition to the Platform commands translation there is the need for translation of additional variables (in addition to IBNet) that have been included in the platform.
 - By End of August - It is planned that the DANUBIS DCM platform is in full operation (including migration and translation).
 - Up to end of October - Any bugs that remain in the system will be corrected by Macroconsulting as soon as possible

It was emphasized that new developments are not expected to be made to the Platform until a full cycle of utility benchmarking has been completed. The Steering Committee will then review any potential upgrades or new developments that might be needed and discuss how such upgrades / developments would need to be funded.

As soon as the platform is in operation, questions and comments should be noted and send directly to IAWD.

If necessary after beginning operation a short conference call between the MIs and Macroconsulting can be organized to provide any needed support.

Discussion on Status of DCM Operation in Each MI and Next steps

- **Serbia:**
 - Serbia institutions are currently collecting data for 2015, this year's questionnaire is in accordance with IBNet. DWP is providing limited funding to help start the process through the association, but in the long term the national actors will need to agree on a sustainable basis for BM in Serbia.
 - UTSVI will establish a unit, that will work with DANUBIS DCM platform (probably 1 staff member exclusively for DCM because of >100 utilities)
 - dialogue with other stakeholders (ministry, chamber of commerce, associations of waterworks company) to organize pilot projects for the DANUBIS DCM with single utilities (pilots will start in fall and be finished before the new cycle)

- if pilots work out, UTSVI will organize trainings within the regional chamber of commerce to disseminate information on the DANUBIS DCM to interested utilities
- time frame for using the DANUBIS DCM Platform: 12 months starting in 09/2016
- **Montenegro:**
 - There is a need to define the responsibilities on the state level.
 - The association representatives present will speak to ministry and associations about how the implementation of DANUBIS DCM can be worked out.
 - The World Bank and IAWD will need to support discussion on the operation of DANUBIS DCM and the cooperation between the Ministry and the Association.
 - It is planned to work with DANUBIS DCM this year DWP could provide limited funding to help start the process through the association, but in the long term the national actors will need to agree on a sustainable basis for BM in Montenegro.
- **Macedonia:**
 - There is currently a process of defining the whole structure of steps related to policy on BM and who is responsible for data collection.
 - A milestone in the reform of water sector will take place in September and a comparative workshop to show possibilities of DANUBIS DCM for national BM will be held.
 - It is the interest of ADKOM's to act as MI on national level but discussion will also be led with other stakeholders, including the regulator, to avoid duplication of data collection processes
 - A start to provide training on DANUBIS DCM platform plus collecting data will be made using input data of 2015
 - It is expected that implementation of DANUBIS DCM into the reform of water sector will take place, if stakeholders agree to use it
 - ADKOM plans to organize regional workshop to train the utilities
 - time frame for implementation: October – December 2016
 - ADKOM will continue to use the IBNet questionnaire; maybe at a later stage additional variables will be needed (e.g. additional requirements by the regulator)
 - creation of country portal for Macedonia on DANUBIS (will take place at the latest end of July)
- **BiH:**
 - Discussion is needed with the Ministry of Foreign Trade and Commerce on the signature of the LoI, MoU and establishment of a MI. The DANUBIS DCM steering committee will need to provide its agreement to BiH joining.
 - Agreement is needed from utility board director to use DANUBIS DCM platform within RS.
 - About 20 utilities in the Association (RS) could use the DANUBIS DCM and start collecting data by the end of the year; in the medium run the goal would however be to have all or most RS utility companies participating.
 - The precondition is that DANUBIS DCM platform allows that MI supervisor functions is limited to specific groups of utilities (utilities in RS) with the interest to have a second Supervisory function for the Federation
 - Some money should be available out of DWP funds to support developments and the World Bank and IAWD will support the needed dialogue to establish the needed arrangements if the will exists.
- **Kosovo**
 - Discussions need to take place to secure the signing of the MoU
 - The informing of stakeholders (government, water utilities) has begun

- Audited data for 2015 has been collected by the regulator.
- Responsible person needed for the input of data into DANUBIS DCM at water companies are well known already
- A decision will be made if a Workshop with one water company after another or all together to train them on the DCM platform will be made.
- It is intended to replace the currently monthly and annual reporting via the DANUBIS DCM platform
- The Regulator will reach out to Shukos (and eventually to Shukalb) to bring them on board, e.g. as guest users
- Time frame: It is expected that beginning of September – end of 2016 data of 2015 should be brought into the DCM platform (as an exercise, because the data was already sent to the regulator)

Follow-up for Steering Group

- Participants of DCM workshop should inform their respective member in the Steering Group Committee about the workshop and the current status of the DANUBIS DCM Platform.
- IAWD as Secretariat to the Steering Group will prepare correspondence and information for the Steering Committee and to establish a meeting to determine key issues (i.e. hosting of the Platform).
- All MIs are invited to ensure that the DANUBIS DCM platform is seen as a key sector asset for all stakeholders, including ministries and donors / IFIs, and seek to build ownership to establish it on a sustainable basis.