

# WATERWORX

## Community of Practice



### ABOUT WATERWORX

WaterWorX is a flagship program that brings together 10 Dutch water utilities and more than 35 water operators in developing countries to provide 10 million people with sustainable access to clean drinking water through water operator partnerships (WOP). Supported by the Dutch Ministry of Foreign Affairs, this programme enables Dutch and local water experts to collaborate in WOP projects, across Asia, Africa and Latin America.

WaterWorX aims to increase sustainable access to drinking water to 10 million people, by:

1. Strengthening the financial, technical and social sustainability of the local partner water companies in order to make sustainable drinking water available to millions of people in developing and transition countries.
2. Strengthening the enabling environment of laws & regulations, financing and policies in which water companies are encouraged to function properly and enhance their performance.
3. Increasing access to water infrastructure investment finance, by developing investment proposals and engaging with domestic and international financing organisations and banks.

### SHARE YOUR KNOWLEDGE

The short-term mission consists of the following phases:

Preparation  
 Receive Terms of Reference  
 Find information on the COP website  
 Get information from others  
 Make workplan

Implementation (example)  
 Make analysis current situation  
 Make comparison with factsheets  
 Identify the gaps  
 Present recommendations  
 Decide upon follow-up actions and responsibilities together with partner utility

Evaluation  
 Check quality standards of report  
 Write mission report  
 Share best practices, documents or other information

### WHAT IS THE CoP?

The sharing of knowledge and of best practises is a key element of the WaterWorX programme. Where the scope is traditionally limited to individual projects, the outlook under WaterWorX (up to 2030) provides a window for knowledge development and sharing between utilities (benchmarking), projects and countries. For optimal use of this knowledge, eight Communities of Practice (CoP) have been established, covering different relevant themes in water utility operations and project management. The aim of these COP's is to collect, document, share knowledge and experiences in improving utility performance and expanding service coverage. The online platform enables you as a Short Term Expert or Project Manager to contribute to his/her effort and/or engage in dialogue with colleagues involved in other (WaterWorX) projects. Documented case studies will also increase the global visibility of the WOP concept and impact-creating exposure for the WaterWorX programme. Two times a year the members of each COP team will come together to discuss experiences.

### WHEN TO USE THE CoP

The CoP is a one-stop-shop for all short-term experts and Project managers who are working on or interested in one or more of the themes. Knowledge is relevant when it is:

- |              |   |
|--------------|---|
| Utilized     | - Use existing knowledge                      |
| Developed    | - Create knowledge                            |
| Record       | - Maintain knowledge                          |
| Disseminated | - Share knowledge (right moment, right place) |
| Activated    | - Apply new insights in practice              |

### CONTENT

News  
 This could include: new publications, announcement meeting or webinar, report meeting etc.

Calender  
 Examples include mentioning missions, meetings, related conferences etc.

General information  
 Factsheets, reports, manuals, presentations etc.

### WHO CAN USE IT?

Everybody who is involved with the WaterWorX projects can make use of the CoP. The key player in the CoP is the short termer because he/she will make information available and will make use of the information.

### CONTACT INFORMATION

Down below you will find the contact information for each Community of Practice.



COP 1  
 Leadership development  
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COP 2  
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[Click here](#) for a short introduction video about the CoP