

Communities of Practice to learn, to share, and replicate best practices



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Water Operator Partnership Programs

WaterWorX is a long-term (2017-2030) Water Operator Partnership (WOP) programme of all Dutch water utilities, 40 partner utilities in Asia and Africa, and the Dutch Ministry of Foreign Affairs. The overall goals of the programme is to support and strengthen “well-performing utilities that provide sustainable, inclusive and climate resilient water services (basic or safely managed) to their current customers and to an additional 10 million people by 2030.” In co-financing peer-to-peer knowledge exchange between one or more peers (water operators), these WOPs focus on strengthening the technical, commercial, and financial performance of participating water operators by investing in leadership, organizational development, and staff capacity to improve prioritized working processes.

The EU-WOP program (coordinated by UN GWOPA in Bonn) encourages European water companies to engage in WOPs; there are currently 22 ongoing WOPs with an average duration of 3 to 4 years. Both WOP programs closely work together in areas of common interest: *Knowledge Management, Communities of Practice (CoPs), Research & Innovation, and Advocacy of WOPs. The CoPs form the machinery of peer interaction and exchange.*

What is a CoP?

A Community of Practice (CoP) is a ‘safe haven’ for utility experts to meet, to network, chat, find answers to questions, and learn from one another. By actively sharing experiences and knowledge, members can develop their personal and professional skills, while replication of ‘good practices’ can accelerate operational performance improvement of their respective utilities.

10 CoPs have been established within the Global WOPs Community of Practitioners to accelerate the UN SDG6 ambitions: **water and sanitation for ALL by 2030**. The online platform (accessible through a browser or Workplace App Workplace App) enables members to take part in webinars, access relevant resource material (in the Knowledge Library), and engage with peers through direct messaging (Workplace Chat App). CoP moderators steer and stimulate these expert communities to interact and create valuable knowledge products worth sharing within the CoP and beyond.

CoPs as accelerator for SDG6

Each WOP has unique features to bring about performance improvement within the local utility. These valuable experiences and innovative approaches are worth sharing in the peer expert CoPs. Currently the Global WOP Community has over 1500 members; dispersed over various expert CoPs that are interactively accessible for utility peers. By sharing success stories, best practices, valuable insights and by online exchange webinars and/or regional meetings/trainings their replication can be promoted.

Capacity development of peers within the CoPs may induce their readiness and availability for local, national or regional exchange of expertise. This is the ultimate goal: self-sustainability of expert support within the country or region. CoPs will actively support this and seek alliances with the African Water Association (AfWa), International Water Association (IWA), and other sector organisations to promote this agenda.

When to use CoPs?

CoP members use the platform to find answers to questions, resource material/knowledge products ('best practice' 2-pagers, posts, SOPs, training material, webinar presentations and recordings) or to engage peers one-one-one - to sharpen their mind, absorb novel knowledge, or take notice of innovations. CoPs also inform members on upcoming events, trainings, opportunities , etc.

Each CoP has a limited library function in Workplace. The CoP (co-)moderators decide what relevant material is included in the Knowledge Library. Registered participants can joint one or more thematic (CoP) groups once their profile is activated.

Who can use it?

CoPs are exclusively open for employees working in water utilities. The CoP is a one-stop-shop for utility staff (technical experts and managers) and WOP (project) managers/coordinators/

Sign-up for free through the above captioned hyperlink!



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