

SPBNET.Africa DATABASE MANUAL



Database by WRc plc (Version 2)

October 2001



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BACKGROUND

Building on the lessons and achievements of an earlier trial performance indicators project, the Water Utility Partnership for Capacity Building in Africa (WUP) launched SPBNET.Africa in September 2000. Since then we have held workshops throughout Africa to define and refine the questionnaires and to determine the structure of this project. The questionnaires were later circulated to all the utilities that participated in the workshops. A total of 110 utilities from 40 Countries submitted data for inclusion in the database which is presented in the CD.

This manual explains how to use the CD effectively and for the sake of getting maximum benefit out of it. The CD is very rich with information on the performance of utilities. You can make any combination of utilities to compare their performance i.e. you can select all the privately run water utilities, utilities in a particular region. You can also select any particular performance indicator i.e. tariff, unaccounted for water e.t.c.

It is my great hope that the data generated by this project will be of use to participants in identifying those areas of operation where there is the potential for performance improvement. I hope that the data will be of use not only to direct utility participants but also to Government policy makers, regulatory agencies, NGO's and financial institutions.

The value of much of the information presented in the CD will increase when trends can be established over time. It is therefore my hope that the process of performance evaluation will continue from year to year, building a bank of data available to all participants, and enabling participants to monitor their progress against the benchmark target in each area.

I therefore trust that all participants will realise value from their participation in the current effort and that we can count on your support in the future.



Dennis Mwanza
Managing Director
WATER UTILITY PARTNERSHIP

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This document has been produced by WRc plc for the Water Utility Partnership.

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1 Getting Started

To start SPBNET, click Start on the Microsoft Windows Taskbar and then Programs, Spbnet, Spbnet. SPBNET will open and the Welcome screen will appear (Figure 1).

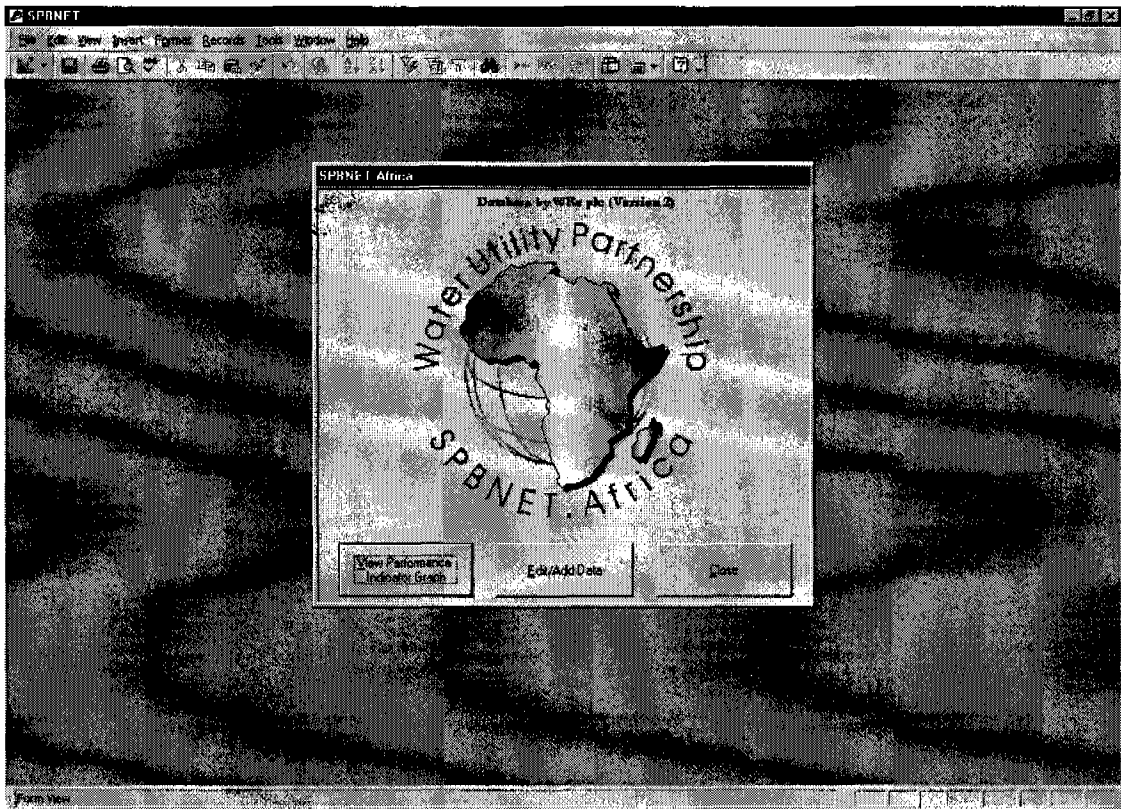


Figure 1 Welcome screen

To change the language of the program from English to French or French to English click anywhere on the map of Africa.

The three buttons on the welcome screen are:

- View Performance Indicator Graph
Click on this button to enter the screens where all the data can be viewed in various styles.
- Edit/Add Data
Click on this button to enter the screens where data can be added or edited.
- Close
To exit the program click on this button

The screens following selection of the first two buttons are described in the following sections.

2 Viewing Performance Indicators

2.1 Performance Indicator Lists

Clicking the View Performance Indicator Graph button on the Welcome screen takes the user to the Performance Indicator List screen (Figure 2).

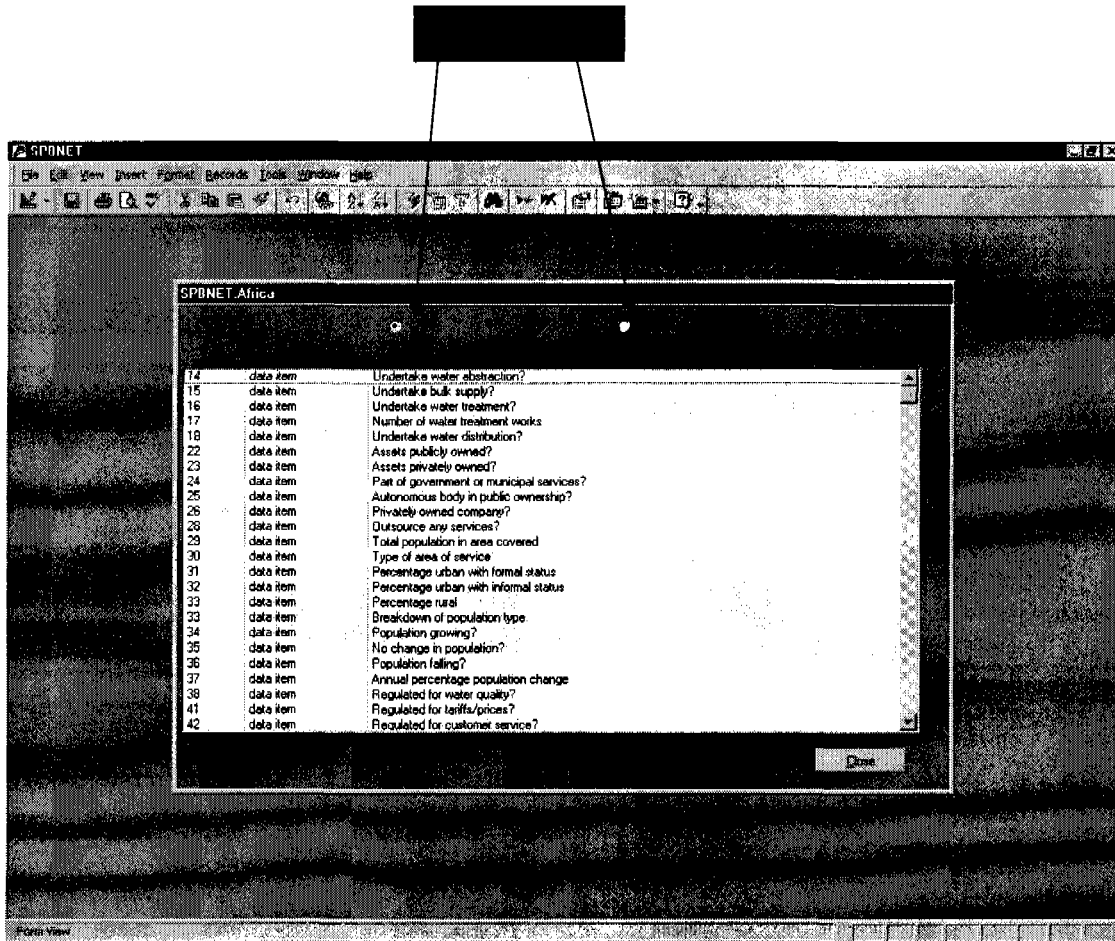


Figure 2 Performance Indicator List screen

There are two lists of indicators, Water and Sanitation, which are selected by clicking on the appropriate Option Button (Figure 2). The Water list is the default list when the screen is opened. The lists can be viewed by using the up and down arrows on the right hand side of the lists.

Data on any indicator can be accessed by double clicking on the line for that indicator. This opens up the Indicator Data screen.

The Close button returns the user to the Welcome screen.

2.2 Indicator Data screen

The Data screen for any indicator contains a graphical plot of the data associated with that indicator. For example, the default Data screen for indicator 17 of the Water List is shown in Figure 3.

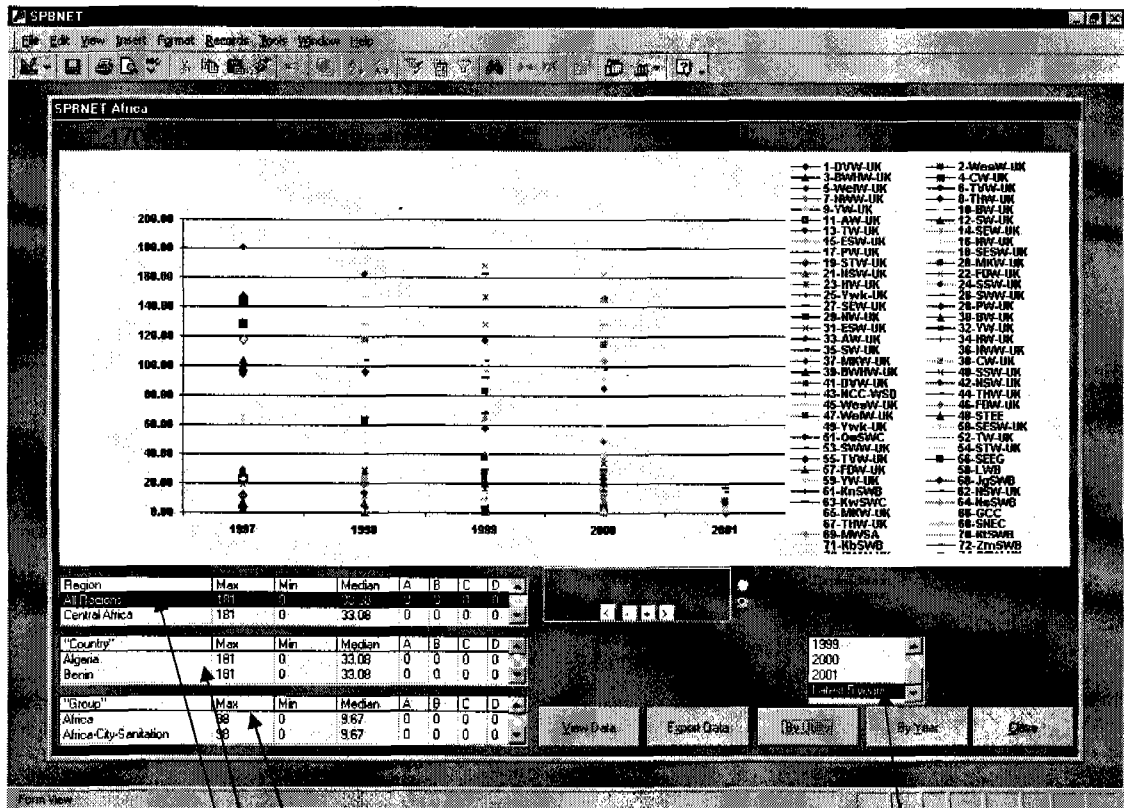


Figure 3 Indicator Data screen

2.2.1 Selecting geographical area

By default, All Regions is selected on opening an Indicator Data screen. The geographical area of interest can be changed by clicking on a line in any of the three geographical boxes: Region, "Country" and "Group" (Figure 3). By clicking on the up and down arrows on the right hand side of the boxes the full list of options can be viewed.

- **Region**
These are regions of Africa as well as the United Kingdom (Table 1). By clicking on a line in this box, data for that Region are selected and displayed.

- “Country”
This lists all the countries in the Region selected. By clicking on a line in this box, available data for the selected Country are displayed.
- “Group”
This lists groupings of utilities that are user specified (see Sections 3.1.3 and 3.1.4 on setting up Groups). This list is independent of the Region or Country. Table 2 lists the current Groups. By clicking on a line in this box, the data for the selected Group are displayed.

Table 1 Regions in database

Region Name
Southern Africa (1)
Southern Africa (2)
North Africa
East Africa (1)
East Africa (2)
West Africa (English)
West Africa (French)
Central Africa
United Kingdom
Africa

Table 2 Groups in database

Group Name
Africa
Africa-Town-Water
Africa-Town-Sanitation
Africa-City-Water
Africa-City-Sanitation
Africa-Regional-Water
Africa-Regional-Sanitation
Africa-National-Water
Africa-National-Sanitation

2.2.2 Choosing time period

By default, the time period selected on entering the Indicator Data screen is Latest 5 Years. This can be changed to a single year by clicking on a year in the period box. The available years can be viewed by using the up and down arrows on the right hand side of the box.

2.2.3 Year and Utility graphs

By default, the Indicator Data screen contains a graph of the selected indicator against Year. This can be changed to a graph against Utility by clicking on the By Utility button (Figure 4). The Year graph can be returned to by clicking on the By Year button.

By selecting Utility graph and a single year, a set of Option Buttons are made available to change the order of the plotting (Figure 4), namely, ascending or descending by value of indicator, ascending or descending by utility name.

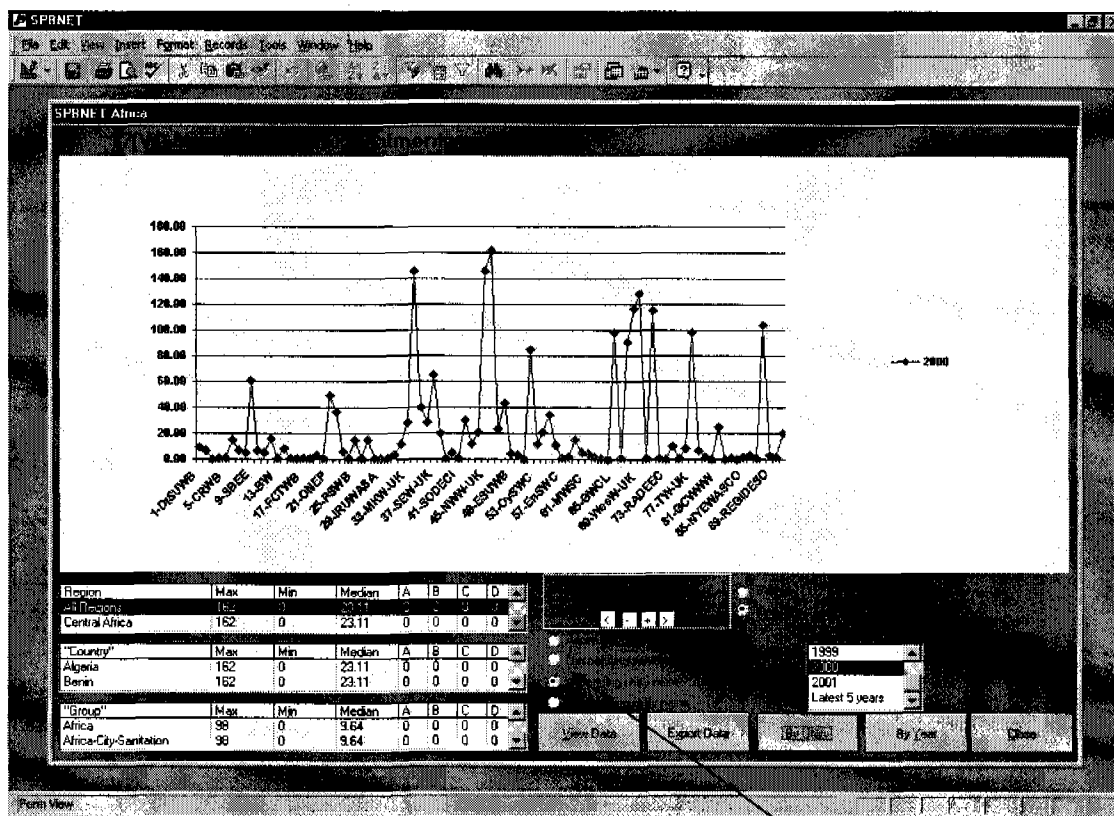


Figure 4 Graph by utility

2.2.4 Changing graph characteristics

The display of the selected data can be modified:

- **Bar and Line Button Options**
 Toggling between the two Button Options changes the graph from a Line plot (as in Figures 3 and 4) to a bar chart. An example of a Bar chart is given in Figure 5.
- **Zoom and Pan Controls**
 Where there are many data point plotted, the display can be made clearer by Zooming (- and + buttons) and Panning (< and > buttons). The total number of records is also displayed. To return to the full display after Zooming in, click on Zoom out (- button) until the full display is reached. Zoom and Pan have been used in Figure 5 where records 123 to 150 out of a total of 214 records are displayed.

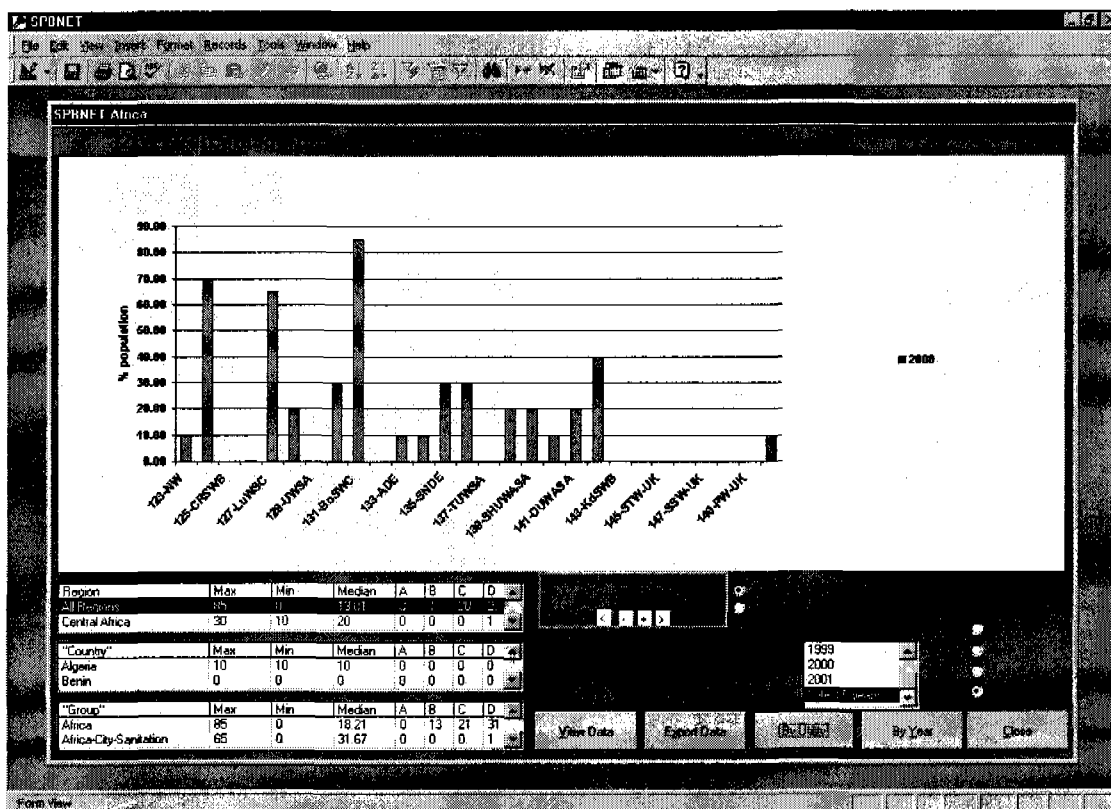


Figure 5 Bar chart

2.2.5 Yes/No Graphs

Where the data are of the type Yes or No, for example, indicator 38 of the Water list (Regulated for water quality?), the scale on the vertical axis (y-axis) on the graph is Yes = 1, No = 0.

2.2.6 Confidence bands

Where confidence bands for the data are available (e.g. Figure 6), it is possible to select the confidence bands to display by clicking on the Option Buttons. By default, All confidence bands are plotted when the Indicator Data Screen is opened.

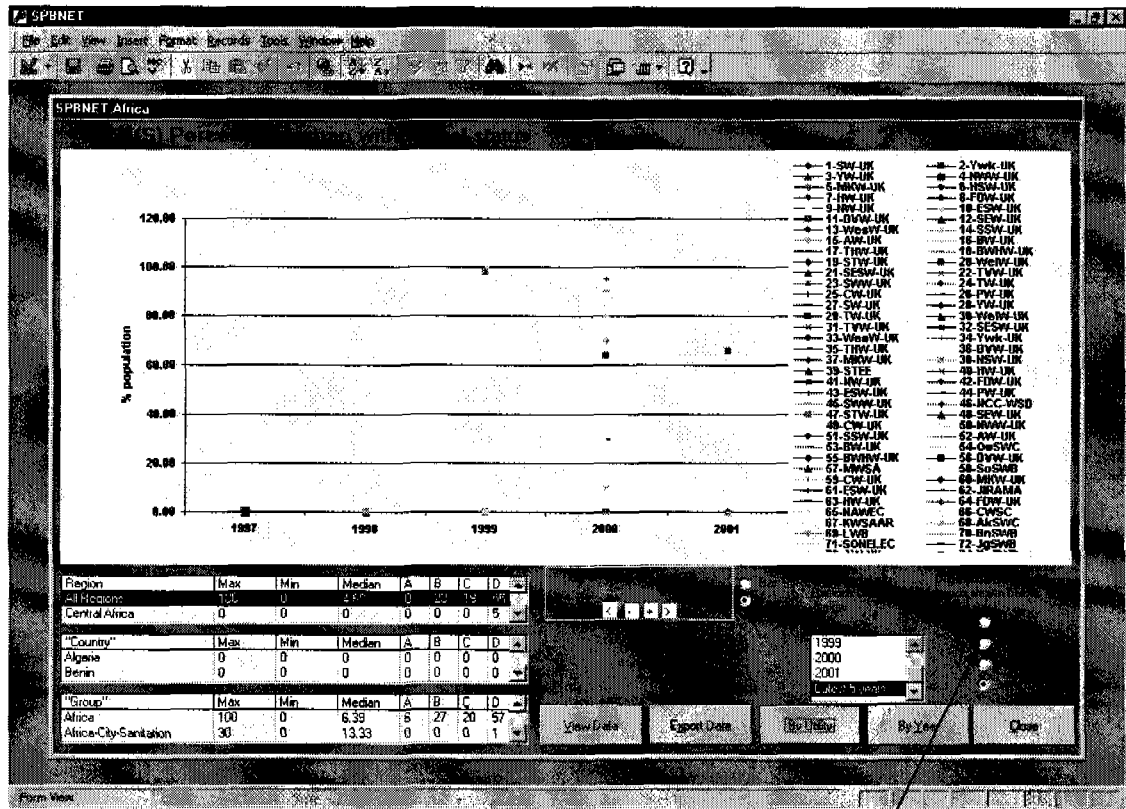


Figure 2 Confidence bands

2.2.7 Viewing data in tabular form

By clicking on the **View Data** button, a table of the data is opened (Figure 7). To close the table, click anywhere in the table.

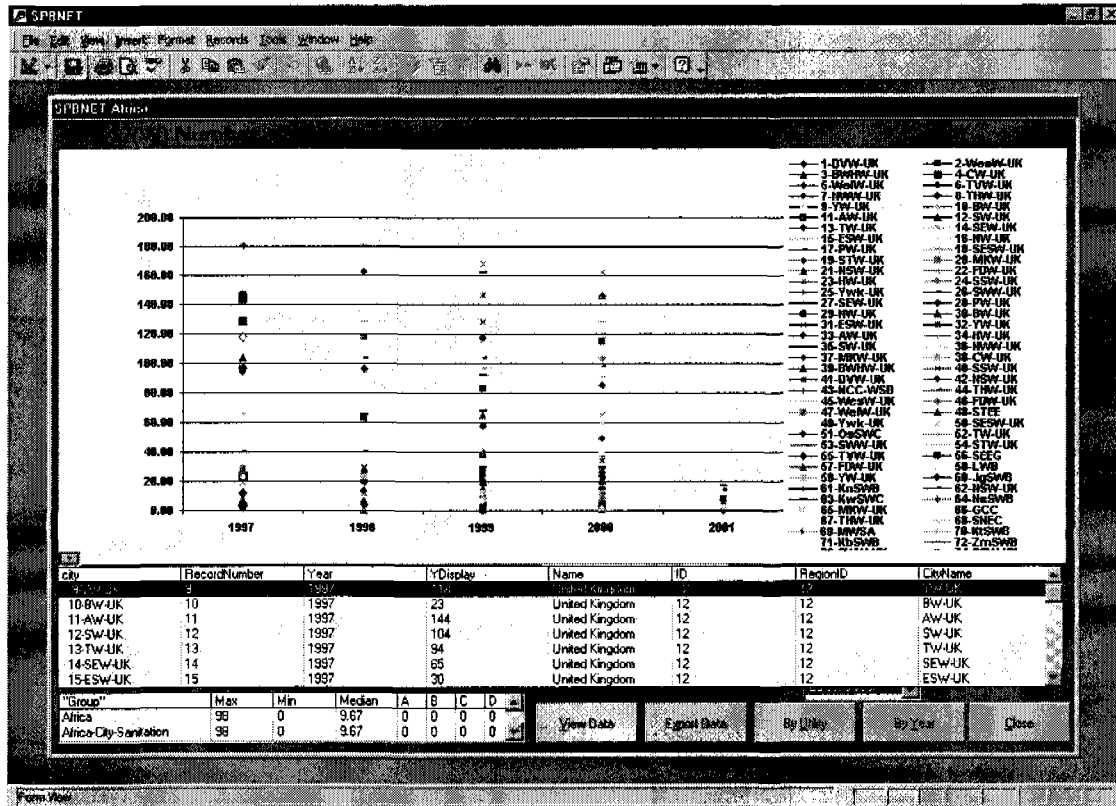


Figure 7 View data in tabular form

2.2.8 Exporting data

The data can be exported to an Excel spreadsheet by clicking on the Export Data button. The user is prompted for the directory where to save the data and the name of the Excel file (a suggested name is given which can be overwritten) (Figure 8). Note: the exact format of the Output To Window will depend on the version of Microsoft Windows installed.

By exporting the data to Excel, the user can use the data for further, specific inquiries.

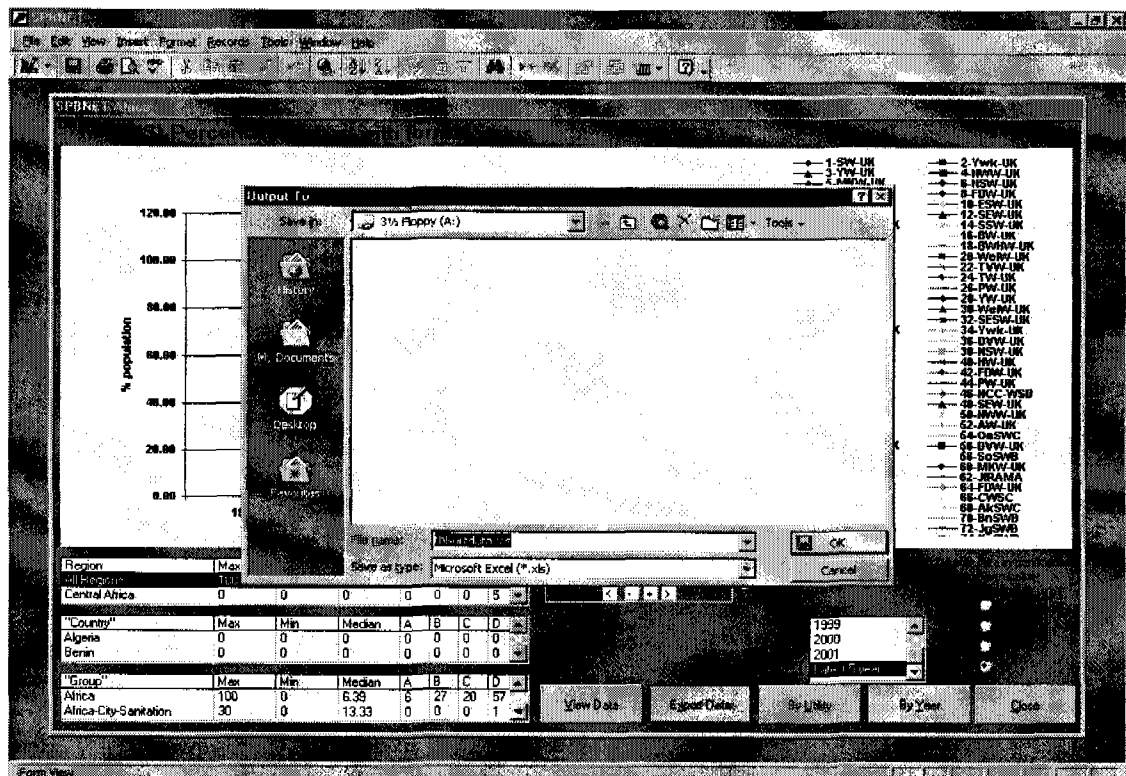


Figure 8 Exporting data

2.2.9 Close button

The Close button returns the user to the Performance Indicator List screen.

3 Editing and Adding Data

3.1 Edit/Add Data screen

Clicking the Edit/Add Data button on the Welcome screen takes the user to the Edit/Add Data screen (Figure 9).

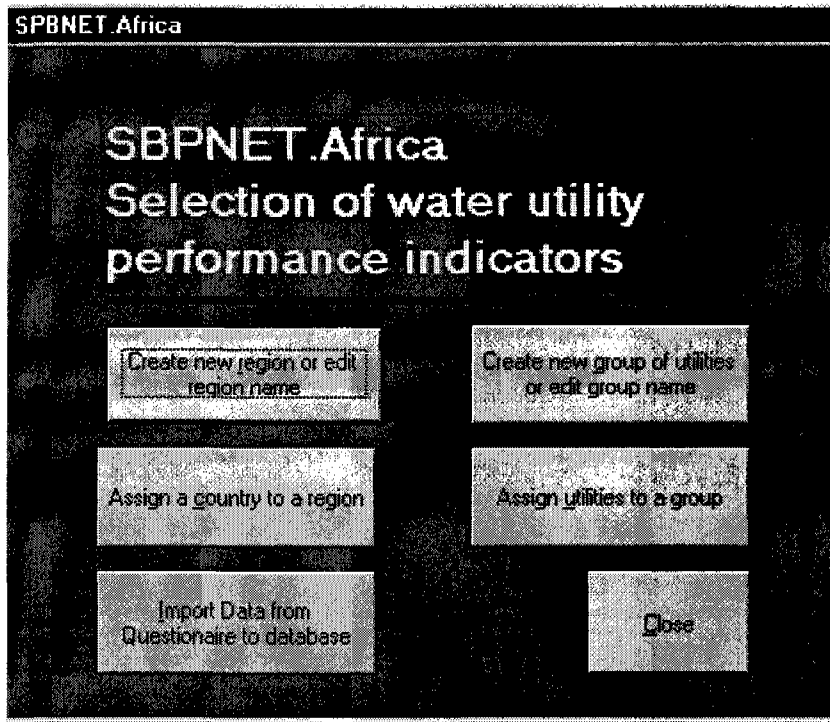


Figure 9 Edit/Add Data screen

3.1.1 Create new region or edit region name

NOTE: THIS WILL BE UNDERTAKEN ON THE LIVE DATABASE HELD BY WUP. INDIVIDUAL USERS MUST NOT MODIFY REGIONS.

Clicking on the Create new region or edit region name button on the Edit/Add Data screen opens up a screen where new Regions can be entered and existing Regions can be modified (Figure 10). Instructions are given on the screen.

The Close button exits the screen and returns the user to the Edit/Add Data screen.

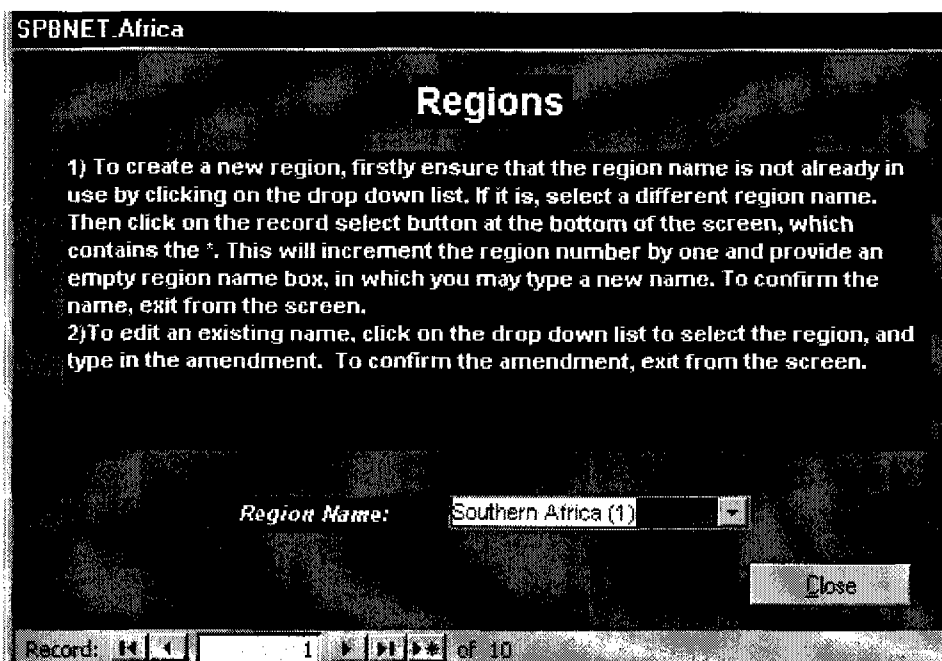



Figure 10 Create new region or edit region name

3.1.2 Assign a country to a region

NOTE: THIS WILL BE UNDERTAKEN ON THE LIVE DATABASE HELD BY WUP. INDIVIDUAL USERS MUST NOT MODIFY REGIONS OR COUNTRIES.

Clicking on the Assign a country to a region button on the Edit/Add Data screen opens up a screen where an existing or new Country can be assigned to a Region (Figure 11).

- To assign an existing (i.e. already entered) Country to a Region, scroll through the countries by using the Record Select button  at the bottom of the screen until the Country is selected. Select the Region by clicking on the dropdown menu for Region. Confirm the amendment by exiting the screen by clicking on the Close button.
- To add a new Country and assign it to a Region, click on the Record Select button at the bottom of the screen containing the *. Click in the Country Name box and type in the name of the new Country. Click in the Region box and select the Region by clicking on the dropdown menu. Confirm the entry by exiting the screen by clicking on the Close button.

The Close button returns the user to the Edit/Add Data screen.

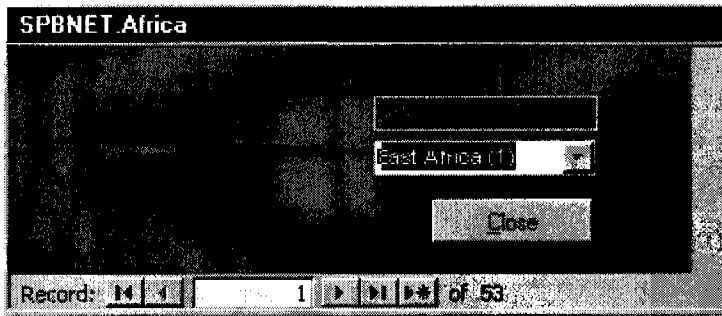


Figure 11 Assign a country to a region

3.1.3 Create new group of utilities or edit group name

Clicking on the Create new group of utilities or edit group name button on the Edit/Add Data screen opens up a screen where new Groups can be entered and existing Groups can be modified (Figure 12). Instructions are given on the screen.

The Close button exits the screen and returns the user to the Edit/Add Data screen.

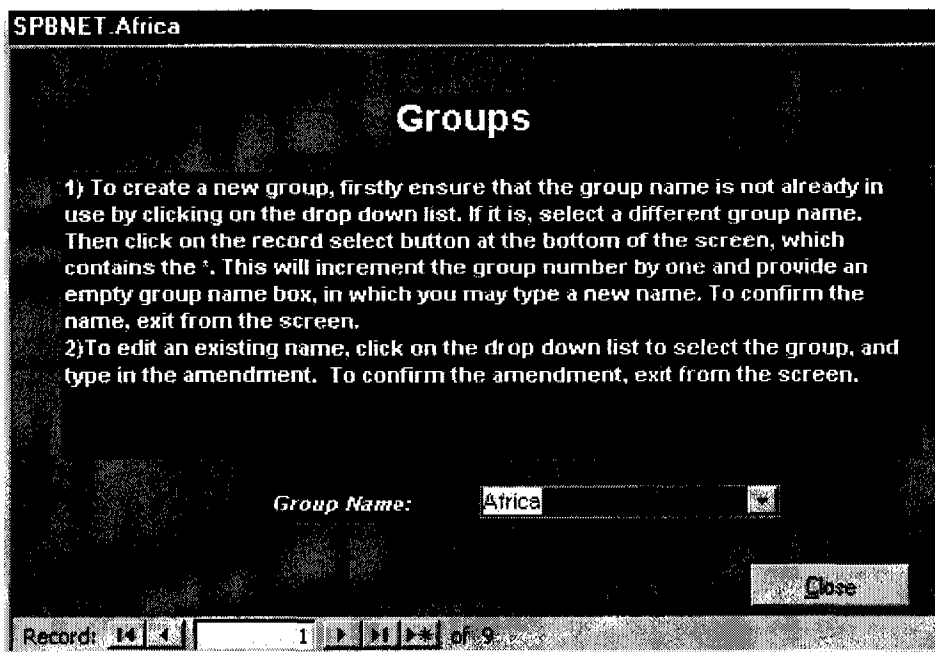


Figure 12 Create new group of utilities or edit group name

3.1.4 Assign utilities to a group

Clicking on the Assign utilities to a group button on the Edit/Add Data screen opens up a screen where utilities can be assigned to Groups (Figure 13). Select a Group by clicking on the Group Name dropdown menu. Then follow the instructions on the screen to move utilities in and out of a Group.

The Close button confirms changes and returns the user to the Edit/Add Data screen.

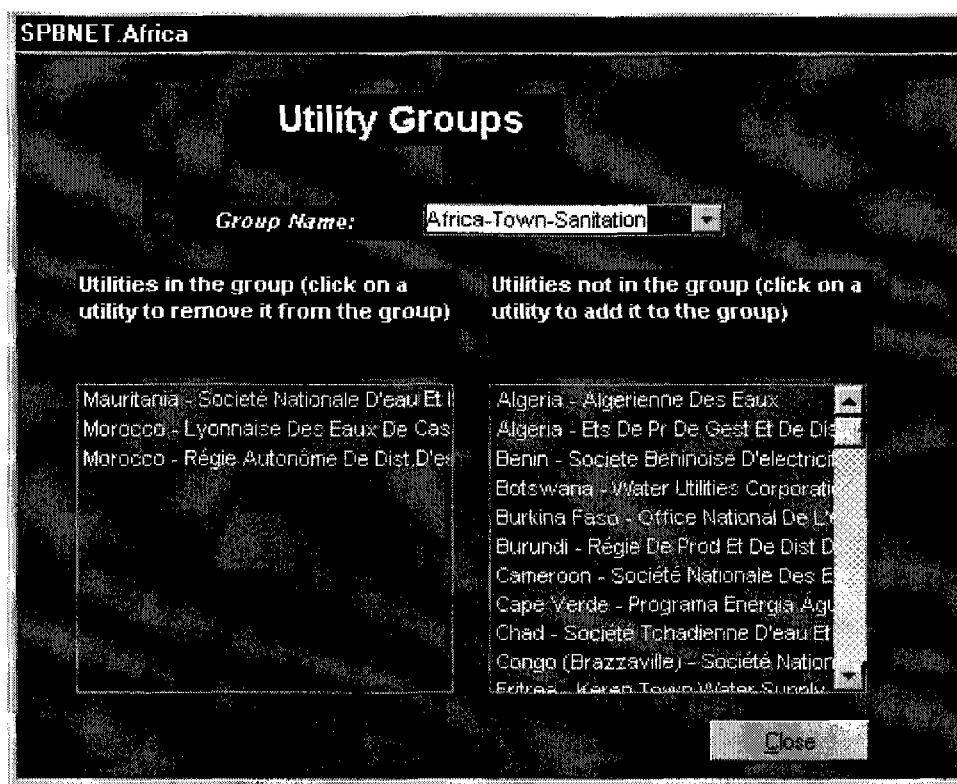


Figure 13 Assign utilities to a group

3.1.5 Import data from questionnaire to database

NOTE: THIS WILL BE UNDERTAKEN ON THE LIVE DATABASE HELD BY WUP. INDIVIDUAL USERS MUST NOT IMPORT DATA.

Clicking on the Import Data from Questionnaire to database button on the Edit/Add Data screen opens up a screen where data can be imported from an Excel spreadsheet of the Benchmarking Questionnaire.

3.1.6 Close button

The Close button returns the user to the Welcome screen.