

EUPORIAS

Climate Service Development Principles

Carlo Buontempo with symposium participants

EUPORIAS Science coordinator

Met Office

The Deer Park Hotel

Honiton, Devon, UK

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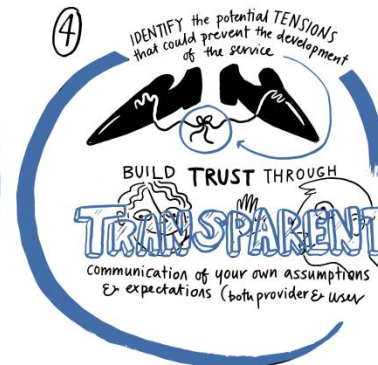


Background to the meeting

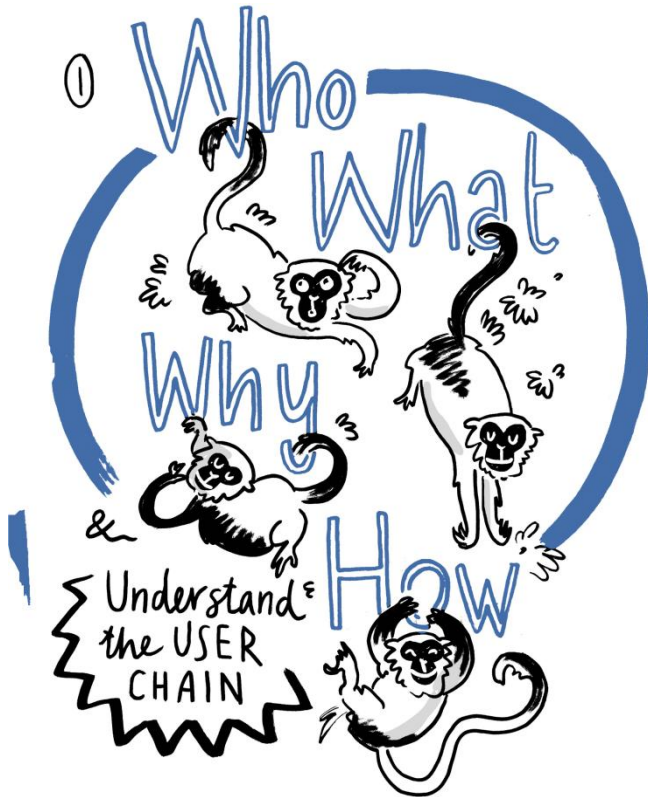
- In November 2014, a group of 30 international experts in climate service development gathered in Honiton, UK, to discuss and identify the **key principles** that should be considered when developing new **climate services** by all the actors involved.
- The symposium was supported by EUPORIAS (www.euporias.eu) and ECOMS (www.ecoms-wikidot.com), two climate service-related initiatives funded by the European Commission through its 7th Framework Programme. Through an interactive and dynamic workshop the attendees identified seven principles:

SUCCESSFUL CLIMATE SERVICE

Principles



Be mindful of the edges



- Who are the users and possible users of the climate service?
- What is the proposed approach?
- What are the motivations of each participant to take part in the project?

It takes (at least) two to “service”

- Are all the relevant people involved in the discussion?
- Does the project initiator have a good understanding of the end-users' needs?
- Do the providers have all the skills needed to deliver the service on time and in full?
- What expertise will the users bring to the service development?



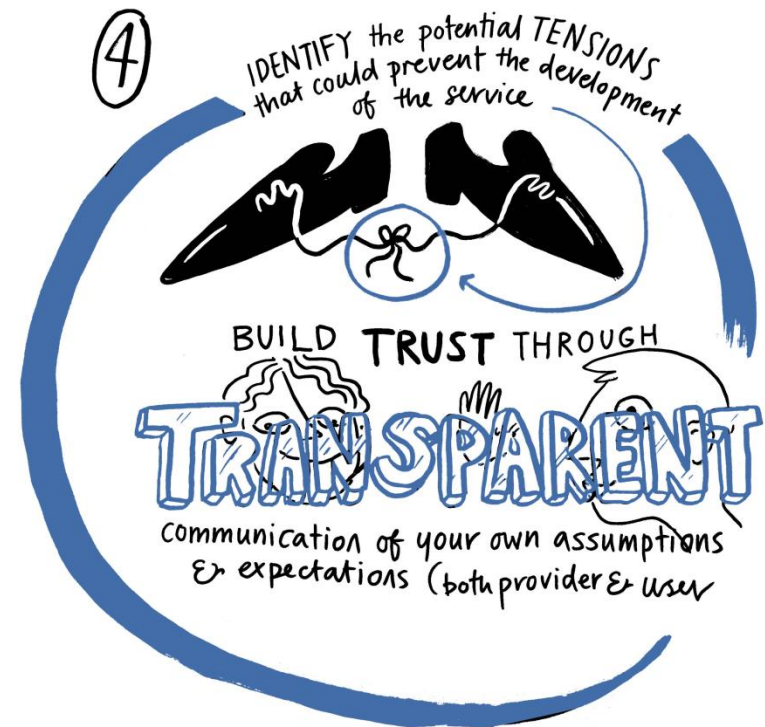
Listen to understand



- It is essential that the scope is clearly defined at the beginning of the project AND to ensure there is a common understanding how the scope is evolving throughout the project.
- What is in scope and what is not?

Be open to be believed

- Be honest about what is and it is not achievable within the project.
- Be open about new ideas that can alter your perception of what is and is not possible.
- Spell out all the possible issues (scientific, technical, legal, political or commercial) which could limit the service.



Take the journey together



- The service (should) provide value to users but it is also important to identify value (not necessarily monetary) to the provider.
- Make clear what each actor involved is expecting to get out of the service, meaning the journey can be more easily taken together.

Be flexible

- Expect changes in the scope as this is part of human nature.
- Maintaining a highly interactive and flexible work-programme you will be able to account for some of those changes.
- Make clear what this means in terms of scope and what are the boundaries of flexibility.



Scope-deliver-evaluate: iterate



- If possible divide the service in small components that can be delivered separately.
- Scope each of these, deliver and evaluate them with the users and then, if necessary, re-scope.
- Some project management practices (e.g. [agile](#)) are intrinsically designed for these sort of applications.

Thank you

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