

Climate Service Development Principles

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. 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:

1) 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 to the project?

2) It takes (at least) two to “service”



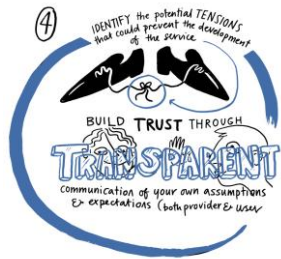
- Have all the relevant people been involved in the discussion?
- Does the project initiator have a good understanding of the end-users' needs?
- Do the providers have all the skills needed to deliver the service on time and in full?
- What expertise will the users contribute to the climate service development?

3) 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
- It is also important to maintain a clear understanding of what is not within the scope of the project.

4) 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 issue, (scientific, technical, legal, political or commercial) which could limit the service.

5) 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.

6) 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.

7) Scope-deliver-evaluate: iterate.



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