

# What are the boundaries and responsibilities of the OD function?

- OD is the most important part – we need to be proactive and needed to ensure sustainability of the service
- Consideration of users and audience – who are they?
- NOT reaching out to local/small-scale users
- ARE reaching out to national providers and transnational users
- The CCCS will contain and provide global information and products. To what extent do we reach out proactively to users beyond Europe?
- Some sectors/industries have their own specialised software, so don't try to replicate/replace what they do
- Provide a toolbox? Downscaling tool?? (or is this a national climate service role?)
- Collaboration between CCCS and national climate services and sharing experiences, software, etc. between each – CCCS could facilitate
- Messages need to be positive guiding investments and boosting economy (e.g. wind farms, flood defence)

# O&D

- Chair: Chris Hewitt
- Secretary: Tim Stockdale

# How can OD best support national outreach initiatives?

- CCCS has to be visible – can't hide behind national climate service activities
- Firstly assess what is already going on nationally and what isn't.
- Identify national contact points and sectorial contact points
- Language is potentially a key issue – 1 language, several, all? What are the other Copernicus services doing?
- Should national portals see themselves as an arm of CCCS? Some funding of national portals could help
- Guidance: providing advice on best data sources, information on uncertainty, how decision-making process works and supporting it, providing best practice
- CCCS statements on European scale shouldn't conflict with statements on the national scale – can be authoritative but not necessarily unique
- National activities will often be closer to the end users but will benefit greatly from the CCCS
- Respect national responsibilities and support them, e.g. for warnings. Want to avoid conflicting information

# What should be the functionalities of the CCCS Portal?

- Visual impression and ease of use of website is really important
- Look at existing portals (eg CCI, CLIPC, IRI, NASA, NCDC)
- What is missing from the IRI's (as we understand it)?:
  - IRI is a data portal but not so much an information service – how do we do this?
  - Measures of uncertainty
  - Good search engine, eg CMIP5's
  - Metadata, on quality, and guidance on use of data
  - “Amazon” style feedback. Should this be moderated?
  - Even more user-friendly, especially for newcomers (IRI provide training for new users)
- Functionalities should include real use cases, pitfalls to watch for
- A service desk with (at least) email response
- Downscaling? (should this be the national activity because it's hard to do well, and EQC role here)
- Need to coordinate with national activities
- Balance between looking too slick but not at expense of quality etc.
- Language?

# What training and education activities should OD provide?

- Key question: who are the audience(s)?
- Educating the public is either not a role for CCCS, or if it is then this is a delicate topic – discuss!!
- Consider the skills and location of the trainers
- In-house training? (eg for DGs in Brussels, have someone based in Brussels but their role would need to be wider, eg expert/consultant)
- Workshops
- Manuals, documentation, and on-line material
- E-learning, but face-to-face training builds contacts and relationships and long-term benefit for feedback and EQC
- Industry comment: be patient, keep it simple. Industry reps find it difficult to justify attending training
- Training with users – go to their events, involve them. Is this achievable?
- Get feedback to review and revise training to make it fit for purpose

# What training and education activities should OD provide?

- Periodic reports – state of the climate. Big event every 1-2 years. Big profile. Open to all of the European climate community
- Specialised reports – eg extreme events, in Europe, sectorial. Can we demonstrate how this has influenced decisions and policy?
- Importance of capacity building
- Develop case studies for sectors
- Importance of the media – engage, train, inform
- Training on uncertainty – user-driven need here
- Should CCCS engage with young people/schools, through training, youtube, etc.?