

**WORKSHOP ON “ACHIEVING BENEFITS OF ENHANCED SERVICE DELIVERY BY NATIONAL METEOROLOGICAL SERVICES IN EASTERN AND SOUTHERN AFRICA”
(DAR ES SALAAM, UNITED REPUBLIC OF TANZANIA, 21-24 FEBRUARY 2011)**

PROVISIONAL PROGRAMME

(Updated as of 14.03.2011)

OBJECTIVES OF THIS WORKSHOP:

1. Better uptake and sharing of best practices in the provision and use of weather and climate-related information and services in decision making by end users; and,
2. Increase policy influencing capacity of National Meteorological Services (NMSs).

OUTCOMES:

- Improved institutional and human capacity to enhance the relevance of information and increase its uptake;
- Shared good practices; and,
- Methodology to improve how services are organized and delivered.

Monday, 21 February 2011

DAY 1			
Time(s): 0900-1730	TITLE(S) / SUBJECT(S):	Presenter(s):	Time(s):
0900-0930	Welcome / Opening Ceremony	<ul style="list-style-type: none"> • Mr K. Konare (WMO Secretary-General Representative) • Dr. A. L. Kijazi (Permanent Representative, United Republic of Tanzania) • Mr Omar Nundu (Hon. Minister for Transport, MP, United Republic of Tanzania Government Representative) 	30 minutes
0930-0935	BREAK		
0935-0945	Workshop Perspectives: Structure, Organization, Objectives and Expected Outcomes	<ul style="list-style-type: none"> • Mr K. Konare (WMO) 	10 minutes
0945-0955	WMO Strategy for Service Delivery	<ul style="list-style-type: none"> • Ms H. Kootval (WMO) 	10 minutes
0955-1030	COFFEE / TEA BREAK		

SESSION 1 – SERVICE DELIVERY				
Co-Chairpersons: M.S.Z. Nkalubo (Permanent Representative of Uganda) and M.A.B. Poundja (Permanent Representative of the Comoros) Rapporteur: M. Majodina (Representative of Permanent Representative of South Africa)				
1030-1230	I.	Models of Service Development and Delivery Topics to be Addressed: <ul style="list-style-type: none"> • Defining Service Delivery; • Current models for Service Delivery; • Challenges for each model for delivering sustainable services; • Distinction between “push” (NMS driven) and “pull” (user driven) models of service delivery; and, • Understanding decision-making processes: cost-benefit of decisions. 	<ul style="list-style-type: none"> • Mr M. Majodina (South African Weather Service (SAWS)) • Ms A. L. Kijazi (Tanzania Meteorological Agency (TMA)) 	30 minutes +10 min. Q&A 30 minutes +10 min. Q&A

1230-1400	LUNCH BREAK			
1400-1530	II.	Examples of National Models for Service Delivery Topics to be Addressed: <ul style="list-style-type: none"> • Total government support; • Cost recovery; • Government Agency; • Contracted to government; and, • Competed Commercial Services. 	Presentations by 4 participating NMSs <ul style="list-style-type: none"> • Kenya • Mozambique • Mauritius • United Kingdom 	20 minutes each +10 minutes of Q&A Total 90 mins.
1530-1550	COFFEE / TEA BREAK			
1550-1720	II.	Examples of National Models for Service Delivery (Continued)	Presentations by 4 participating NMSs <ul style="list-style-type: none"> • Uganda • Botswana • Zimbabwe • Namibia 	20 minutes each +10 minutes of Q&A Total 90 mins.

Tuesday, 22 February 2011

DAY 2				
SESSION 1 – SERVICE DELIVERY (CONTINUED)				
Time(s): 0900-1740	TITLE(S) / SUBJECT(S):		Presenter(s):	Time(s):
0900-1040	Synthesis of the Outcome of Presentations addressing the Workshop Objectives		<ul style="list-style-type: none"> • Mr S. Muchemi (WMO Secretariat) 	5 minutes

	IV.	Examples of Regional Models for Service Delivery	<ul style="list-style-type: none"> • Mr G. Okoth (ICPAC, Nairobi, Kenya) • Dr B. Garanganga (SADC-DMC, Gaborone, Botswana) • Mr P. O. Dieye (AGRHYMET, Niamey, Niger) • Dr S. B. Awulachew (African Climate Policy Center, United Nations Economic Commission for Africa) 	15 minutes +5 minutes of Q&A each
1040-1100	COFFEE / TEA BREAK			
SESSION 2 – SOCIO-ECONOMIC ISSUES RELATED TO WEATHER, CLIMATE AND WATER (WCW) SERVICES Co-Chairpersons: M. R. Matitu (Representative of Permanent Representative of the United Republic of Tanzania) and J. Nkomoki (Permanent Representative of Zambia) Rapporteur: M.-L. Rakotondrafara (Representative of Permanent Representative of Madagascar)				
USER PERSPECTIVE				
1100-1120	I.	Millennium Development Goals (MDGs)	<ul style="list-style-type: none"> • Mr K. Konare (WMO) 	20 minutes
1120-1150	II.	How to Conduct User Needs Assessments <ul style="list-style-type: none"> • Survey research; and, • Qualitative research. 	<ul style="list-style-type: none"> • Mr K. Groves (UK Met Office, United Kingdom) 	30 minutes
1150-1230	III.	Meeting User Needs and Expectations Topics to be Addressed: <ul style="list-style-type: none"> • Educating the users: Creating the capacity among users for information uptake and use; • Educating the providers: creating the awareness among providers of the need to work with users; • Properly translating user needs and integrating them in NMSs sustainable plans for development (capacity building, upgrading infrastructure, institutional strengthening); • Building partnerships with users (team approach to ensure buying in from the users; feedback from users as a means of improving services); and, • Communicating benefits of NMSs' services to decision makers (governments). 	Development Partners and user organizations: <ul style="list-style-type: none"> • Mr J. Mngodo (Ministry of Agriculture and Food Security, United Republic of Tanzania) 	30 minutes +10 minutes of Q&A

1230-1400		LUNCH BREAK		
1400-1540	III.	Meeting User Needs and Expectations (Continued)	Development Partners and user organizations:	
			<ul style="list-style-type: none"> • Mr A. Matheou (IFRC, Nairobi, Kenya) • Ms V. Easterbrook (Accenture, Nairobi, Kenya) • Mr G. Kinyoda Galu (FEWSNET, Nairobi, Kenya) 	<p>25 minutes +10 minutes of Q&A</p> <p>25 minutes +10 minutes of Q&A</p> <p>25 minutes +5 minutes of Q&A</p>
1540-1600		COFFEE / TEA BREAK		
1600-1715	IV.	How to Deliver Services to Users	<ul style="list-style-type: none"> • Mr P. Luganda: Radio, TV, Mobile, Social Networks (NECJOGHA, Kampala, Uganda) • Mrs M. Kingamkono (Farm radio, United Republic of Tanzania) • Mr M. Waiswa: RANET in Africa, (Department of Meteorology, Entebbe, Uganda) 	<p>20 minutes +5 minutes of Q&A</p> <p>20 minutes +5 minutes of Q&A</p> <p>20 minutes +5 minutes of Q&A</p>

Wednesday, 23 February 2011

DAY 3				
Time(s): 0900-1730	TITLE(S) / SUBJECT(S):	Presenter(s):	Time(s):	
SESSION 2 – SOCIO-ECONOMIC ISSUES RELATED TO WEATHER, CLIMATE AND WATER (WCW) SERVICES (CONTINUED)				
0900-1035	VI.	Synthesis of the Outcome of Presentations Addressing the Workshop Objectives	<ul style="list-style-type: none"> • Ms M.L. Rakotondrafara (Representative of the Permanent Representative of Madagascar) 	5 Minutes
		Examples of Regional Models for Service Delivery	<ul style="list-style-type: none"> • Mr M. Kadi (ACMAD) 	20 minutes +5 minutes of Q&A

		How to Help Ensure Best Outcomes for Communities Topics to be Addressed: <ul style="list-style-type: none"> Ability and willingness of users to use services and information; Understanding user constraints and reasons in their decision making process; Helping users with solutions to overcome constraints and encourage informed decision making using services and information; Influence behavior change based on the information provided; and, Community-level users. 	<ul style="list-style-type: none"> Dr A. O. Awiti (Aga Khan University, Nairobi, Kenya) 	20 minutes +5 minutes of Q&A
			<ul style="list-style-type: none"> Prof. H. F. Mahoo (Sokoine University of Agriculture, United Republic of Tanzania) 	20 minutes +5 minutes of Q&A
			<ul style="list-style-type: none"> Dr G. O. Ouma (University of Nairobi, Kenya) 	20 minutes +5 minutes of Q&A Total 95 minutes

1030-1100	COFFEE / TEA BREAK		
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SESSION 3 – QUANTIFYING AND DEMONSTRATING BENEFITS Chairperson: A. Makarau (Permanent Representative of Zimbabwe with WMO) Rapporteur: P. M. Lesolle (Representative of the Permanent Representative of Botswana)			
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1100-1230	I.	Topics to be Addressed: <ul style="list-style-type: none"> How to set effective and measurable metrics for assessing impact of information; Conducting economic analyses; How to quantify benefits; and, How to demonstrate these benefits. 	<ul style="list-style-type: none"> Mrs R. Ruuhela (Finnish Meteorological Institute (FMI), Helsinki, Finland) Prof. N. J. Muthama (University of Nairobi) Mr K. Groves (UK Met Office) 	25 minutes +5 minutes of Q&A each Total 90 minutes
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1230-1400	LUNCH BREAK		
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SESSION 4 – IMPROVEMENT OF WEATHER AND CLIMATE SERVICE DELIVERY BY INSTITUTIONAL STRENGTHENING, CAPACITY-BUILDING AND MODERNIZATION OF NMSS Co-Chairpersons: F. Uirab (Permanent Representative of Namibia) and G. Kidane Asefa (Permanent Representative of Ethiopia) Rapporteur: B. J. Garanganga (Coordinator, SADC Climate Services Centre)			
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1400-1415	I.	Presentation of the RA I Strategic Plan and Afica Ministerial followup	<ul style="list-style-type: none"> Mr K. Konare (WMO) 	15 minutes
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1415-1515	II.	Presentations by the World Bank	<ul style="list-style-type: none"> The World Bank (Mr V. Tsirkunov) 	60 minutes
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1515-1540	COFFEE / TEA BREAK		
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SESSION 4 – IMPROVEMENT OF WEATHER AND CLIMATE SERVICE DELIVERY BY INSTITUTIONAL STRENGTHENING, CAPACITY-BUILDING AND MODERNIZATION OF NMSS (CONTINUED)				
1540-1725	III.	Round Table discussions with participants Topics to be Addressed: <ul style="list-style-type: none"> • NMSs investment needs and priorities; • Governments' Commitments to support of NMSs; and, • Opportunities to launch regional projects. 	<ul style="list-style-type: none"> • The World Bank with all Participants 	110 minutes
1725-1730	V.	Arrangements for the Breakout Groups I and II for Day 4	<ul style="list-style-type: none"> • Ms H. Kootval (WMO) 	5 minutes

Thursday, 24 February 2011

DAY 4 (A.M.)			
Time(s): 0900-1230	TITLE(S) / SUBJECT(S):	Presenter(s);	Time(s):
	<p style="text-align: center;">BREAKOUT GROUP I: SERVICE DELIVERY</p> <p style="text-align: center;">Business Models</p> <p>Topics to be Addressed:</p> <ul style="list-style-type: none"> • What will be new models that will work for sustaining services? • Better ways of integrating users/services of NMSs; and, • What are better ways of delivering services? 	<ul style="list-style-type: none"> • Moderator: Mr M. Kadi (Secretary-General, ACMAD) • Rapporteur: Mr P. Luganda (NECJOGHA) 	
	<p style="text-align: center;">BREAKOUT GROUP II: SOCIO-ECONOMIC ISSUES RELATED TO WCW SERVICES</p> <p style="text-align: center;">Measurement of Value of Information Content</p> <p>Topics to be Addressed:</p> <ul style="list-style-type: none"> • MDGs and NMHSs • How to improve cost/benefits: minimizing costs of false alarms and maximizing benefits of warnings; • How to improve quality of information and services; • How to evaluate impact and measure benefits; <ul style="list-style-type: none"> ➢ Impacts of services on decision making and increased uptake of information and services by users; and, ➢ The need for establishing a baseline for impact assessment. 	<ul style="list-style-type: none"> • Moderator: Dr A. O. Awiti (Aga Khan University) • Rapporteur: Prof. N. Z. Muthama (University of Nairobi, Nairobi, Kenya) 	

1230-1400	LUNCH BREAK		
DAY 4 (P.M.)			
Time(s): 1400-1730	TITLE(S) / SUBJECT(S):		Time:
1400-1500	I.	Presentation of the Reports from Breakout Groups I and II	<ul style="list-style-type: none"> • Chairperson: Dr J. R. Mukabana (Kenya Meteorological Department (KMD), Nairobi, Kenya) 30 minutes per each Breakout Group Total 60 minutes
1500-1600		Convergence on: <ul style="list-style-type: none"> • Best of service models; • Information value and impact measures; and, • Greater understanding of community-wise service provisions vs. sector activities. 	<ul style="list-style-type: none"> • Chairperson: Ms A. L.Kijazi (TMA) • Rapporteur: Mr K. Groves, (Representing the Permanent Representative of the United Kingdom of Great Britain and Northern Ireland with WMO) 60 minutes
1600-1630	COFFEE / TEA BREAK		
1630-1700	II.	Workshop Evaluation	<ul style="list-style-type: none"> • All Participants 30 minutes
1700-1720	III.	Concluding Remarks	<ul style="list-style-type: none"> • Dr. J. R.Mukabana (Participants representative) • Mr. Konare (WMO) 10 minutes 10 minutes
1720-1730	IV.	Closure of the Workshop	<ul style="list-style-type: none"> • Ms A. L. Kijazi (Permanent Representative of the United, Republic of Tanzania with WMO) 10 minutes
