
THE PROGRAMME FOR THE “INTERNATIONAL SYMPOSIUM ON PWS: A KEY TO SERVICE DELIVERY”

Geneva, 3-5 December 2007

MONDAY 3 DECEMBER (0800 - 0900)

Registration outside the Symposium Venue

MONDAY 3 DECEMBER (0900 – 1200)

1. **Opening** (*20 minutes*)
2. **Beginnings of PWS in WMO and the societal value of weather. Climate and water services-** Keynote – K. O’Loughlin
3. **PWS in the front line of NMHSs: What the PWS Programme has achieved so far –** W. Kusch
4. **The PWS Strategy – How Does PWS Relate to Service Delivery –** G. Fleming
5. **Investment Needs and Resource Opportunities for PWS: The Multilateral Development Banks Approach –** K.B. John

140 minutes for talks (all at 30 minutes including 5 minutes for questions) plus 20 minutes for coffee

MONDAY 3 DECEMBER (1400 – 1700)

SERVICE DELIVERY

THE CHALLENGES AND BEST PRACTICES IN THE DELIVERY OF WEATHER, CLIMATE AND
WATER SERVICES

6. Weather Services

160 minutes for talks (all at 20 minutes including 5 minutes for questions) plus 20 minutes for coffee

- a. Evolution in Service Production (How technology has changed forecasting production) – A. Gusev, President CBS
- b. Experience in service delivery from a developing country: the case of Cuba - J. Rubiera
- c. Experience in service delivery through working with regional centres– M. Ndabambi
- d. Past and future of service delivery (especially the experience of working within the customer environment) - D. Robinson, S. Barnes, G. Leitsch
- e. Communications Technology (How changes in communication technology are changing the way weather information is delivered) – T. Molina
- f. Weather Services in Support of Natural Disaster Mitigation – C. Y. Lam
- g. Weather Services and Urban Environment – Tang-Xu
- h. Innovations and new technology for improved weather services - J. Guiney and M. Staudinger

TUESDAY 4 DECEMBER (0900 – 1200)

7. Hydrological Services and Climate Services

160 minutes for talks (all at 20 minutes including 5 minutes for questions) plus 20minutes for coffee

- a. The development of Hydrological Services - B. Stewart, President CHY
- b. Hydrological Services from Water Managers' perspective – J. Mensah
- c. Building Public Awareness Towards Hydrological – P. Munah
- d. "CLiPS": RCOFs, Regional Networking and Consensus Building, and User Liaison for Targeted Climate service Delivery – L. Ogallo
- e. What Customers/Stakeholders expect from National Climate Services – D. Wilhite
- f. Climate and Environmental Services for Development Needs – M. Boulahya, D. Rogers
- g. Optimizing Climate Services for Climate-Related Risk Management (including communication of uncertainty to users) – H. Meinke
- h. Development of User-Driven Climate Products and Services for Key Socio-Economic Sector Applications - P. Bessemoulin, President CCL

TUESDAY 4 DECEMBER(1400 – 1700)

EDUCATION AND CAPACITY BUILDING

8. Building Capability in Service Delivery

100 minutes for talks (all at 20 minutes including 5 minutes for questions) plus 20minutes for coffee

- a. Economic valuation and application of Services – J. Lazo
- b. Educating Users: Sectors and Public at Large – E. Dhéliat
- c. Communication Skills and Media Training for service providers – C. Martin
- d. Communicating Forecast Uncertainty for service providers – J. Gill
- e. Special Needs of LDCs – G.B. Diagne
- f. Capacity Development for Investment and Policy Decision-Makers – P. Bénichou

9. Moderated Discussion on all aspects of service delivery, education and capacity building – J. Teather, B. Giles (Moderator)

40 minutes

WEDNESDAY 5 DECEMBER (0900 – 1200)

LOOKING AHEAD

10. New influences (20 minutes)

- a. Political, Economical and Technological Influences That Will Shape Service Delivery in the Next Decade – D. Grimes

11. Changing roles (60 minutes followed by 20 minutes for coffee)

- a. The role of the private sector in service delivery – M. Pirone
- b. The role of the public sector in commercial services – N. Gordon

- c. National Emergency Response and Management of Meteorological Disasters: Towards Improving the Effectiveness and Benefits of Meteorological Disaster Prevention and Mitigation – Ms. JIAO Meiyang

12. Taking Action (80 minutes)

- a. Through Pilot Projects Within PWS: “Learning Through Doing” – M.C. Wong
- b. Examples of pilot projects and new initiatives : NMHS development and service delivery improvements – V. Tsirkunov
- c. Examples of pilot projects and new initiatives (Malaria – Ethiopia) – S. Connor
- d. ClimDev Africa Partnership - B. Ahmadu

WEDNESDAY 5 DECEMBER (1400 – 1700)

SERVICE DELIVERY - THE NEXT DECADE

13. Panel Discussion (80 minutes with 20 minutes for coffee at end) – J. Teather, B. Giles (Moderators)

- a. Strategy
- b. Structure
- c. Resources

14. Moderated Discussion (60 minutes) J. Teather, B. Giles (Moderators)

WRAP UP

15. Concluding Remarks – W. Kusch (15 minutes)

16. Closure (5 minutes)