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| **WORLD METEOROLOGICAL ORGANIZATION**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**REGIONAL STAKEHOLDERS WORKSHOP TO IMPLEMENT THE WMO STRATEGY FOR SERVICE DELIVERY FOR NMHSs IN** **SOUTH-EAST EUROPE**TIRANA, ALBANIA, 17-21 OCTOBER 2016 |  | WDS/SDD/SHW-SD-SEE/Doc.1ORIGINAL: ENGLISH |

**PROVISIONAL PROGRAMME**

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|  | **DAY 1 (WORKING HOURS: 0900-1700)** |  |
| **TIME(S):** | **TITLE(S) / SUBJECT(S):** | **PRESENTER(S):** | **TIME(S):** |
| 08:00-0900 REGISTRATION OF PARTICIPANTS |
| **WELCOME AND INTRODUCTION** |
| 0900-1200 | 1. Welcome address and introduction to mission | Mr Fatos HOXAJ, Director, Institute of Geosciences, Energy, Water and Environment and PR of Albania with WMO/Ms Haleh Kootval, WMO/Ms. Tahseen Sayed, Country Manager, World Bank Group | 0900-1200 |
|  | 2. Recall of the 2015 Service Delivery Workshop in Albania (in collaboration with the World Bank) |   |  |
|  | 3. Review of outcomes and activities of the 2015 Workshop |  |  |
| **Lunch** |
| 1300-1700 | 4. Stakeholders presentations of the activities resulting from the 2015 Workshop |  | 1300-1700 |
|  | 5. Conclusions of the review |  |  |
|  | **DAY 2 (WORKING HOURS: 0900-1700)** |  |
| 0900-1200 | 1. Discussion and agreement on:* Mission objectives
* Mission scope
* Sectors to be studied
* Responsibilities of each party
* Anticipated outcome
 | Ms Haleh Kootval (WMO)Mr Andreas Schaffhauser (ZAMG)/Mr Georg Pistotnik(ZAMG) /All participants | 0900-1200 |
|  | 2. Introduction by the participating NMHSs, short presentations |  |  |
|  | 3. Joint assessment with NMHSs, WMO and ZAMG of each NMHS’s current service delivery level in the Service Delivery Progress Model (Annex 1 of the WMO Strategy for Service Delivery). The assessment will include:• Joint assessment with NMHSs of their current user engagement processes• Joint assessment with NMHSs of their current service design and development processes• Joint assessment with NMHSs of their current production and delivery processes• Joint assessment with NMHSs of their current evaluation and Monitoring processes |  |  |
| **Lunch** |
| 1300-1700 | This activity will continue from the morning session.Joint assessment with NMHSs, WMO and ZAMG of each NMHS’s current service delivery level in the Service Delivery Progress Model (Annex 1 of the WMO Strategy for Service Delivery). The assessment will include:* Joint assessment with NMHSs of their current user engagement processes
* Joint assessment with NMHSs of their current service design and development processes
* Joint assessment with NMHSs of their current production and delivery processes
* Joint assessment with NMHSs of their current evaluation and Monitoring processes
 | Ms Haleh Kootval (WMO)/Mr Andreas Schaffhauser (ZAMG)/Mr Georg Pistotnik (ZAMG)/All participants | 1300-1700 |
| **DAY 3 (WORKING HOURS: 0900-1700)** |
| 0900-1200 | This activity will continue from Day 2:Joint assessment with NMHSs, WMO and ZAMG of each NMHS’s current service delivery level in the Service Delivery Progress Model (Annex 1 of the WMO Strategy for Service Delivery). The assessment will include:* Joint assessment with NMHSs of their current user engagement processes
* Joint assessment with NMHSs of their current service design and development processes
* Joint assessment with NMHSs of their current production and delivery processes
* Joint assessment with NMHSs of their current evaluation and Monitoring processes
 | Ms Haleh Kootval (WMO)/Mr Andreas Schaffhauser (ZAMG)/Mr Georg Pistotnik (ZAMG)/All participants | 0900-1200 |
| **Lunch** |
| 1300-1700 | Provide guidance to NMHSs on how to organize and run stakeholder workshops | * WMO
* ZAMG
 | 1300-1700 |
|  | NMHss **not accompanied by stakehoders** to prepare a list of the most important stakeholders in their respective countries and list the requirements from each stakeholder (to be prepared in advance in consultation with their national stakeholders)Presentations by NMHSs on their respective important stakeholders and their activities;* how the sector is impacted by weather;
* how they get information and services from NMHSs; and
* what improvements in NMHSs services they require.
 | * WMO
* ZAMG
* NMHSs
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| **DAY 4 (WORKING HOURS: 0900-1700)** |
| 0900-1200 | This activity will continue from Day 3:Presentations by stakeholders **(in the case of those NMHSs that are accompanied by their stakeholders)** on their activities;* how the sector is impacted by weather;
* how they get information and services from NMHSs; and
* what improvements in NMHSs services they require.
 | * NMHSs
* WMO
* ZAMG
 | 0900-1200 |
| **Lunch** |
| 1300-1700 | Development of an Action Plan including level of resources, milestones, and types of actions for short, medium and long term, to start improving the Service Delivery level | * NMHSs
* WMO
* ZAMG
 | 1300-1700 |
| **DAY 5 (WORKING HOURS: 0900-1700)** |
| 0900-1200 | Development of an Action Plan including level of resources, milestones, and types of actions for short, medium and long term, to start improving the Service Delivery level  | * NMHSs
* WMO
* ZAMG
 | 0900-1200 |
| **Lunch** |
| 1300-1700 | Development of an Action Plan including level of resources, milestones, and types of actions for short, medium and long term, to start improving the Service Delivery level | * NMHSs
* WMO
* ZAMG
 | 1300-1700 |
|  | Closure of the workshop |  |  |

ZAMG: The Central Institute for Meteorology and Geodynamics, Austria

WMO: World Meteorological Organization