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| **WORLD METEOROLOGICAL ORGANIZATION**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**STAKEHOLDERS WORKSHOP TO IMPLEMENT THE WMO STRATEGY FOR SERVICE DELIVERY FOR THE GHANA METEOROLOGICAL AGENCY (GMET)**ACCRA, GHANA, 30 MAY – 3 JUNE 2016 |  | WDS/PWS/SHW-WMO -SSD/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):** |
| **WELCOME AND INTRODUCTION** |
| 0900-1200 | Meeting of the mission with GMET to discuss and agree on:* Mission objectives
* Mission scope
* Sectors to be studied
* Responsibilities of each party
* Anticipated outcome
 | Mr Stephen Komla (Director, GMET and PR of Ghana with WMO)Senior staff of GMET Ms Haleh Kootval (WMO)Mr Andreas Schaffhauser (ZAMG)Mr Rainer Kaltenberger (ZAMG)  | 0900-1200 |
| The above meeting will be held on the first day between GMET, WMO and ZAMG to clearly state the expected outcome of the mission and the activities that will be carried out in order to achieve the outcome. |
| **Lunch** |
| 1300-1700 | Joint assessment with GMET, WMO and ZAMG of GMET’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 GMET of their current user engagement processes
* Joint assessment with GMET of their current service design and development processes
* Joint assessment with GMET of their current production and delivery processes
* Joint assessment with GMET of their current evaluation and Monitoring processes
 | Mr Stephen Komla (GMET)Senior staff of GMET Ms Haleh Kootval (WMO)Mr Andreas Schaffhauser (ZAMG)Mr Rainer Kaltenberger (ZAMG) | 1300-1700 |
| **DAY 2 (WORKING HOURS: 0900-1700)** |
| 0900-1200 | This activity will continue from Day 1:Joint assessment with GMET, WMO and ZAMG of GMET’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 GMET of their current user engagement processes
* Joint assessment with GMET of their current service design and development processes
* Joint assessment with GMET of their current production and delivery processes

Joint assessment with GMET of their current evaluation and Monitoring processes | Mr Stephen Komla (GMET)Senior staff of GMET Ms Haleh Kootval (WMO)Mr Andreas Schaffhauser (ZAMG)Mr Rainer Kaltenberger (ZAMG) | 0900-1200 |
| **Lunch** |
| 1300-1700 | Provide guidance to GMET on how to organize and run stakeholder workshops | * WMO
* ZAMG
 | 1300-1700 |
|  | Preparation for the Stakeholders Workshop including development of detailed agenda for Days 3 and 4 | * WMO
* ZAMG
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| **DAY 3 (WORKING HOURS: 0900-1700)** |
| 0900-1200 | Workshop with the participation of all stakeholders:* Presentation to stakeholders of the purpose of the workshop and the WMO Strategy for Service Deliver
 | * WMO
* ZAMG
 | 0900-1200 |
|  | * Presentations by stakeholders on their sector activities; how the sector is impacted by weather; how they get information and services from GMET; and what improvements in services they require.
 | * Stakeholders
* GMET
* WMO
* ZAMG
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| **Lunch** |
| 1300-1700 | Workshop with the participation of all stakeholders:* Presentations by stakeholders on their sector activities; how the sector is impacted by weather; how they get information and services from GMET; and what improvements in services they require.

 (continued) | * Stakeholders
* GMET
* WMO
* ZAMG
 | 1300-1700 |
| **DAY 4 (WORKING HOURS: 0900-1700)** |
| 0900-1200 | Workshop with the participation of all stakeholders:* Presentations by stakeholders on their sector activities; how the sector is impacted by weather; how they get information and services from GMET; and what improvements in services they require.

 (continued) | * Stakeholders
* GMET
* WMO
* ZAMG
 | 0900-1200 |
| **Lunch** |
| 1300-1700 | Session with stakeholders on conclusions and outcomes of the workshop. | * Stakeholders
* GMET
* WMO
* ZAMG
 | 1300-1700 |
| **DAY 5 (WORKING HOURS: 0900-1700)** |
| 0900-1700 | Report on the level of development of GMET, jointly produced by WMO, ZAMG and GMET | * GMET
* WMO
* ZAMG
 | 0900-1700 |
|  | 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  | * GMET
* WMO
* ZAMG
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|  | Closure of the workshop |  |  |

GMET: Ghana Meteorological Agency

ZAMG: The Central Institute for Meteorology and Geodynamics, Austria

WMO: World Meteorological Organization