|  |  |  |
| --- | --- | --- |
| **WORLD METEOROLOGICAL ORGANIZATION** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **STAKEHOLDERS WORKSHOP TO IMPLEMENT  THE WMO STRATEGY FOR SERVICE DELIVERY**  LILONGWE, MALAWI, 23-27 November 2015 |  | WDS/PWS/SHW-WMO-SSD/Doc.1  ORIGINAL: ENGLISH |

**PROVISIONAL PROGRAMME**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **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 DCCMS to discuss and agree on:   * Mission objectives * Mission scope * Sectors to be studied * Responsibilities of each party * Anticipated outcome | **Mr Jolamu Nkhokwe (Director General, DCCMS and PR of Malawi with WMO)**  **Senior staff of DCCMS**  **Haleh Kootval (WMO)**  **Ms Kathrin Hall (MO)**  **Mr Tim Donovan (MO)** |  |
| The above meeting will be held on the first day between the DCCMS, WMO and MO 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 DCCMS and WMO of DCCMS’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 DCCMS of their current user engagement processes * Joint assessment with DCCMS of their current service design and development processes * Joint assessment with DCCMS of their current production and delivery processes * Joint assessment with DCCMS of their current evaluation and monitoring processes | **Mr Jolamu Nkhokwe (Director General, DCCMS and PR of Malawi with WMO)**  **Senior staff of DCCMS**  **Haleh Kootval (WMO)**  **Ms Kathrin Hall (MO)**  **Mr Tim Donovan (MO** |  |
| **DAY 2 (WORKING HOURS: 0900-1700)** | | | |
|  | Joint assessment with DCCMS and WMO of DCCMS’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 DCCMS of their current user engagement processes * Joint assessment with DCCMS of their current service design and development processes * Joint assessment with DCCMS of their current production and delivery processes   Joint assessment with DCCMS of their current evaluation and monitoring processes  This activity will continue from Day 1 |  |  |
| **Lunch** | | | |
|  |  |  | **1300-1700** |
|  | Provide guidance to DCCMS on how to organize and run stakeholder workshops |  |  |
|  | Preparation for the Stakeholder Workshop including development of detailed agenda for Days 3 and 4 |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **DAY 3 (WORKING HOURS: 0900-1700)** | | | | |
|  | |  |  | **0900-1200** |
|  | | Workshop with the participation of all stakeholders to illustrate how the Service Delivery Model works in practice to deliver services for different sectors. Examples will be shown on how this is done | * **Stakeholders** * **DCCMS** * **WMO** * **MO** |  |
| **Lunch** | | | | |
|  | |  |  | **1300-1700** |
|  | | Workshop with the participation of all stakeholders to illustrate how the Service Delivery Model works in practice to deliver services for different sectors. Examples will be shown on how this is done  (continued) | * **Stakeholders** * **DCCMS** * **WMO** * **MO** |  |
| **DAY 4 (WORKING HOURS: 0900-1700)** | | | | |
|  | Workshop with the participation of all stakeholders to illustrate how the Service Delivery Model works in practice to deliver services for different sectors. Examples will be shown on how this is done  (continued) | | * **Stakeholders** * **DCCMS** * **WMO** * **MO** |  |
| **Lunch** | | | | |
|  | | Workshop with the participation of all stakeholders to illustrate how the Service Delivery Model works in practice to deliver services for different sectors. Examples will be shown on how this is done  (continued) | * **Stakeholders** * **DCCMS** * **WMO** * **MO** | **1300-1700** |
| **DAY 5 (WORKING HOURS: 0900-1700)** | | | | |
|  | | Report on the level of development of DCCMS, jointly produced by WMO, MO and DCCMS | * **DCCMS** * **WMO** * **MO** |  |
|  | | 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 | * **DCCMS** * **WMO** * **MO** |  |
|  | | Closure of the workshop |  |  |

DCCMS: Department of Climate Change and Meteorological Services of Malawi

MO: The Met Office, UK

WMO: World Meteorological Organization