

Proposed interface to offer assistance in the field of flood forecasting and early warning



WMO OMM

World Meteorological Organization
Organisation météorologique mondiale

Third meeting of the FFI Advisory Group
5 to 7 December 2017

IFM HelpDesk – current situation

Get Help

RAPID
GUIDANCE

CAPACITY
BUILDING

PILOT
PROJECTS



TOOLS AND
PUBLICATIONS

EDUCATION

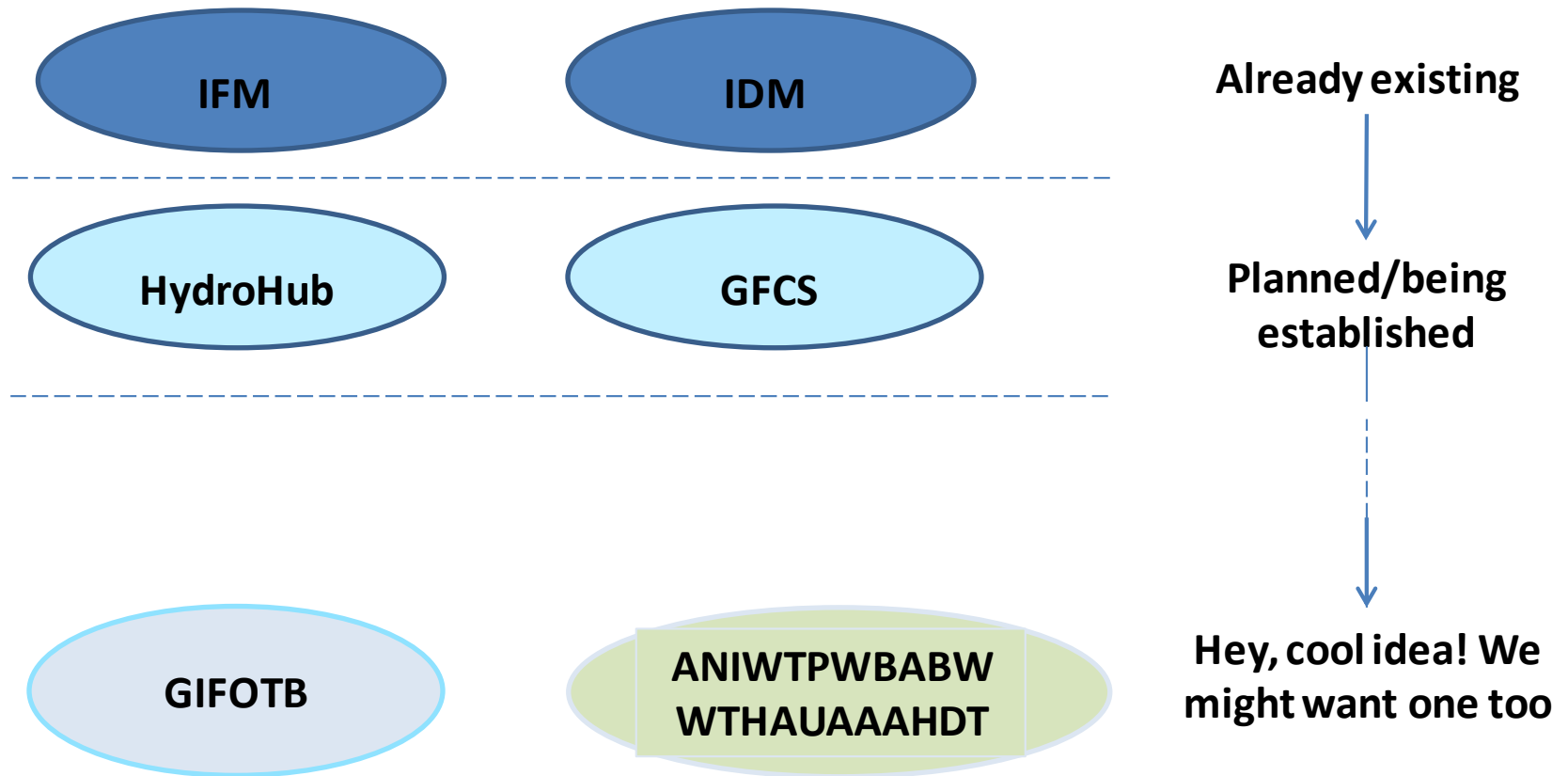
REFERENCE
CENTRE
DATABASE

QUESTIONS
& ANSWERS

Help Yourself



HelpDesk or HelpDesks?



(Global Integrated Framework Of Trendy Buzzwords)

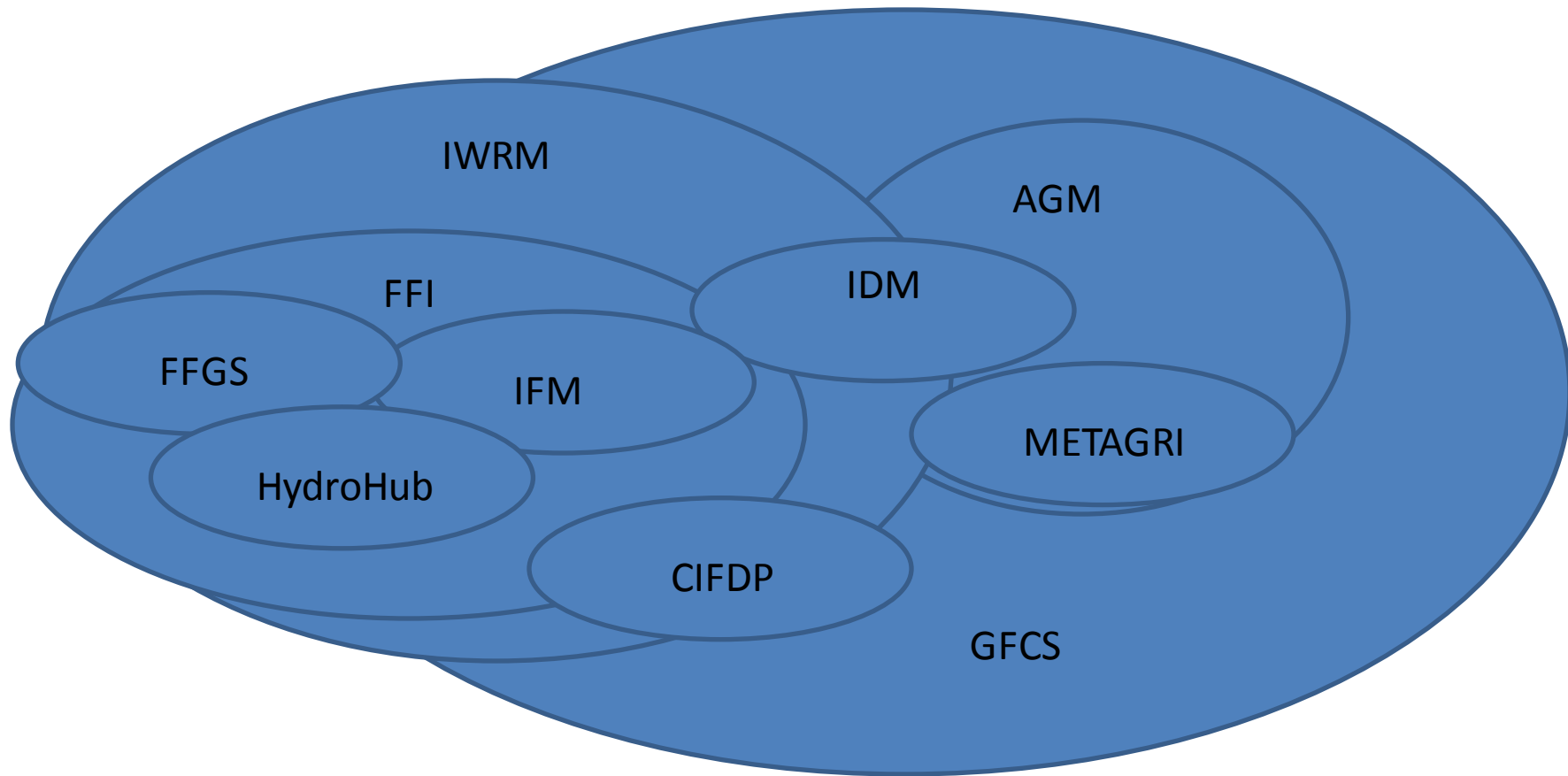
(Absolutely No Idea What This Programme Will Be About, But We Wanted To Have An Unpronounceable Acronym And An HelpDesk Too!)



Proposal to the AC/MC 2016

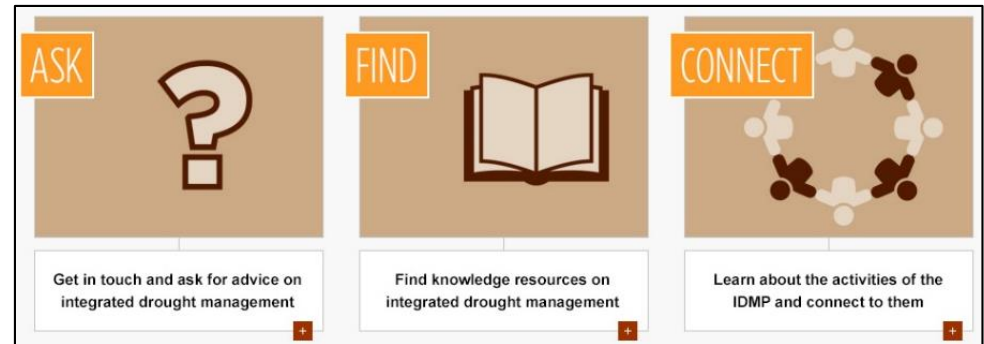
Basic Concepts:

- Include as many HelpDesk into a single one
- Rename it accordingly to avoid issues of ownership



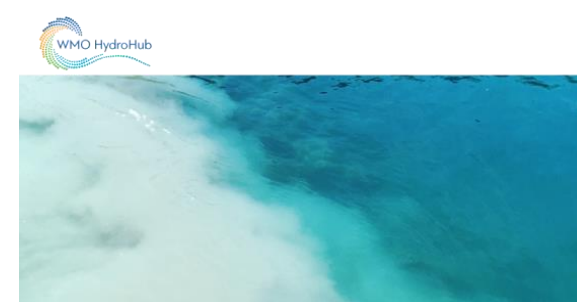
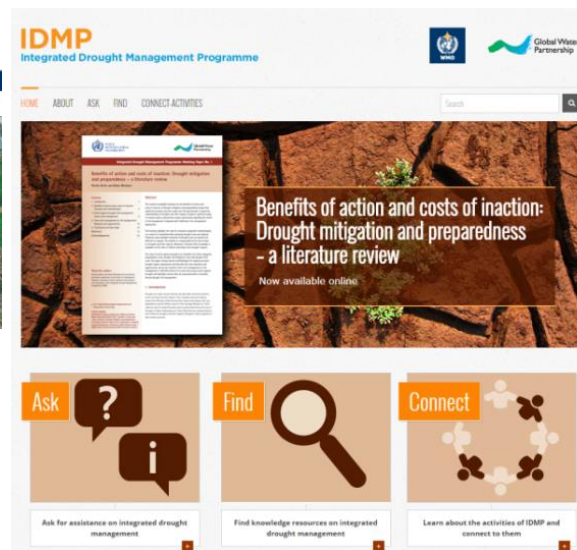
Synergies between HelpDesks

- Provide Entry Points
- Bundle Expertise – “Clearinghouse”
- Spirit of Collaboration



Proposed Integration of Helpdesks

- Retain multiple entry points
- Streamline iconography, terminology and functionality



ASK



FIND



CONNECT



ASK

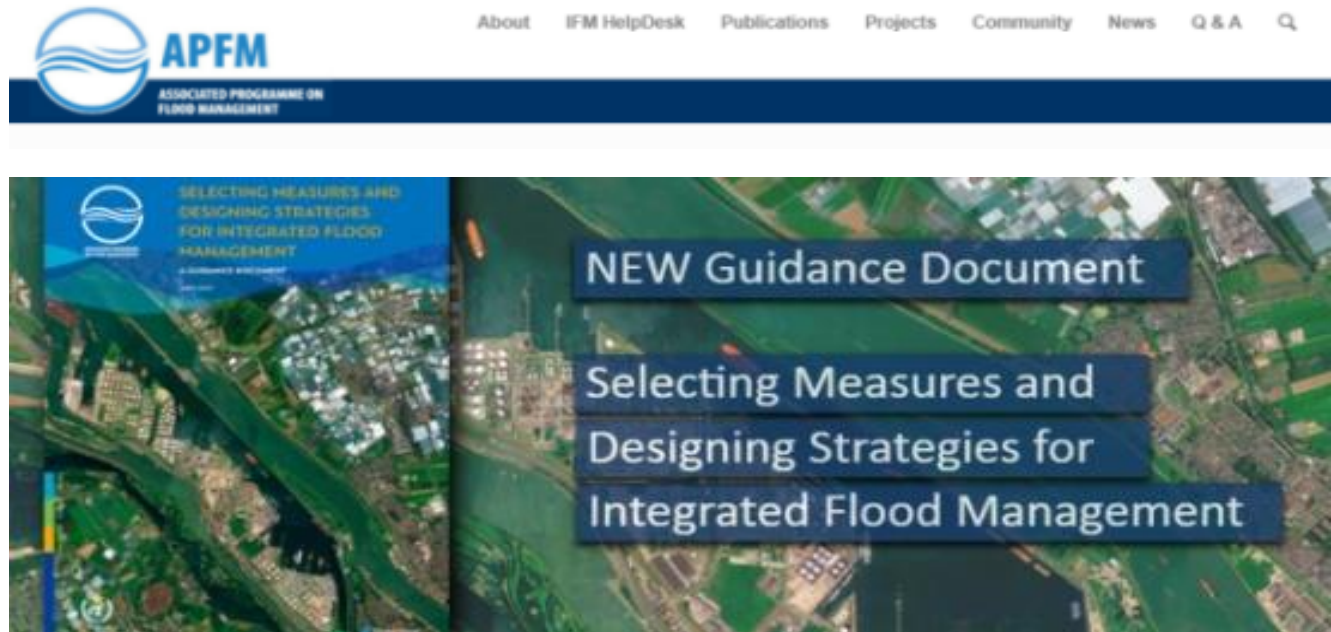


FIND



CONNECT

IFM HelpDesk – proposed new look



IFM HELPDESK



Ask

our team and our community of practice for assistance or browse our frequently answered questions



Find

tools and publications, educational materials and a reference centre database



Connect

with our Support Base Partners and view their Catalogue of Services

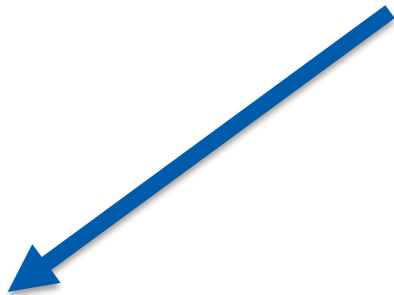


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ASK

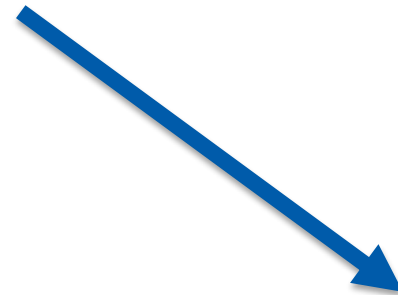
The TSU would still act as first filter and redirect the questions/requests to the most appropriate audience (HydroHub, CoP or APFM SBP network)



HelpDesk



Community
of Practice



HelpDesk

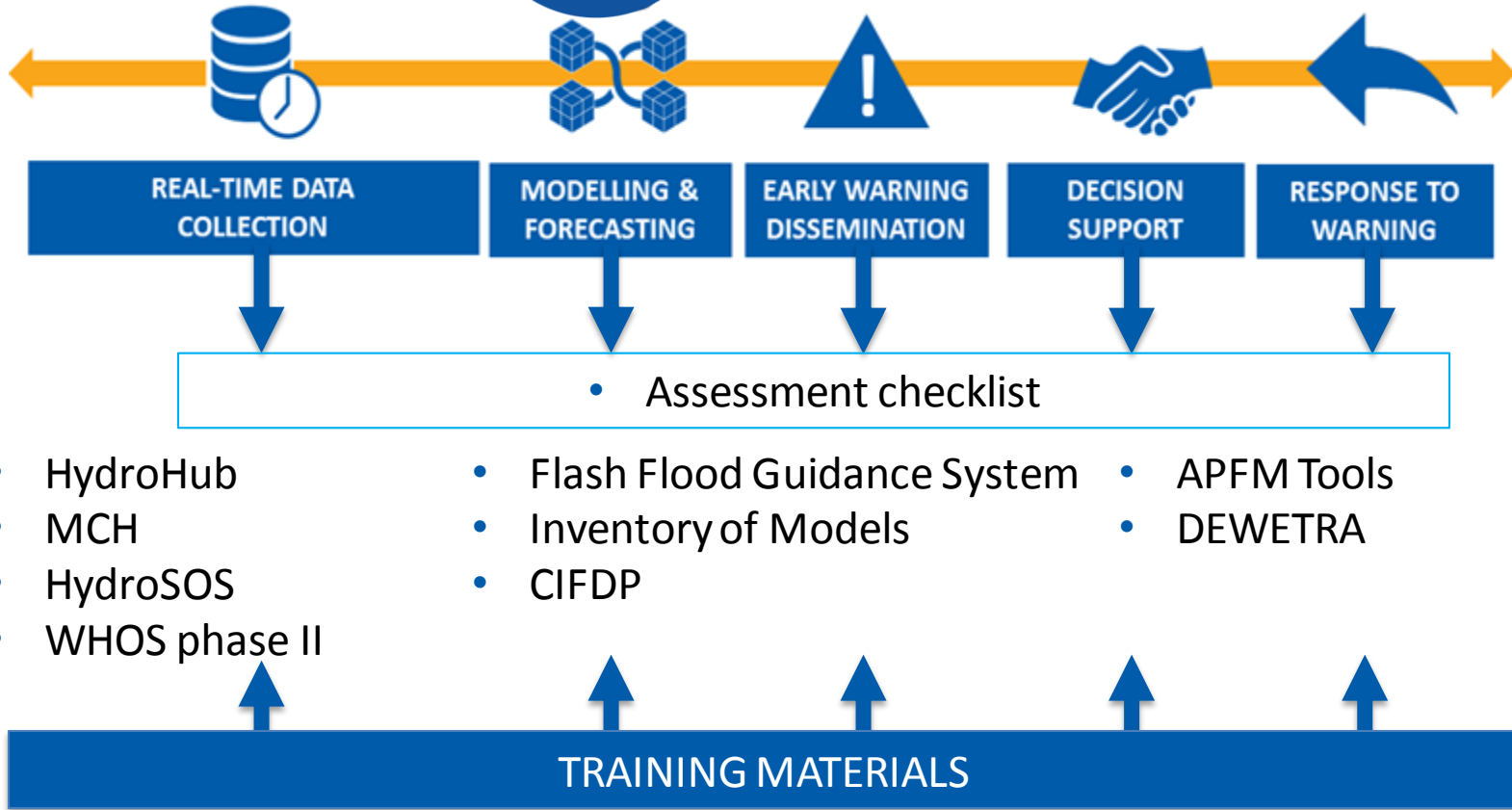
CoP agreed on the following: (excerpt)

- To access the CoP a **username / password** would be **required in order to interact (comment, ask questions, reply, etc.)** with the virtual CoP. However, **anyone should be able to view the content**. Collaboration on documents (and downloading them) should be restricted to registered users
- **The IFM HelpDesk might act as an entry point for beneficiaries to access the know-how and expertise of the CoP** [and beneficiaries might also express interest in joining the CoP as members].
- **The IFM HelpDesk would also act as a public interface for some of the CoP products and outcomes** (especially training and guidance material, e.g. the assessment guidelines) and viceversa.
- Noting that **the CoP would anyway remain independent from the IFM HelpDesk**, the CoP would also benefit from relationship (in terms of expertise) with the IFM HelpDesk Support Base Partners. IFM HelpDesk would also benefit from relationship with the CoP.
- Visual identity issues should be further considered in order to have the **WMO label clearly appearing on CoP outputs**. Details will be discussed at a later stage, involving communication experts.
- Some draft proposals for the restructured IFM HelpDesk might be proposed for evaluation to the AWG member responsible for the CoP.





FIND



Connect



CATALOGUE OF SERVICES



TRAINING



PUBLICATIONS



TOOLS



SERIOUS GAMES



SERVICES

The Catalogue of Services is a comprehensive list of services contributed by our Support Base Partners (SBPs) to the IFM HelpDesk. You can narrow down the results by selecting an icon above, using the dropdown boxes as filters below, and by typing keywords in the search field.

Type | ▾ SBP | ▾

Show

20

Search:

entries

TYPE	SBP	TITLE
Training	ADPC	Community-based disaster risk reduction
Training	ADPC	Disaster management
Training	ADPC	Mainstreaming disaster risk reduction in local governance

www.floodmanagement.info/catalogue-of-services/



Thank you Merci



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