**Workshop on Public Weather Services**

(Hanoi, 26-30 March 2018)

Provisional Programme

(Updated on 14 March 2018)

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| **Date** | **Time** | **Agenda Items** | **Who** |
| 26 March 2018 (Monday) | 09:00 – 12:30 | Item 1: Opening/welcomeItem 2.1: Working ArrangementsItem 2.2: Workshop objectives and outline**Item 3**: Presentations by participants: * weather warning dissemination, challenges and gaps
 | Host/WMOHostS. Muchemi, WMOAll PWS ParticipantsModerator (S. Muchemi) |
| 14:00-17:00 | * Service Delivery: The case of UK Met Office
* Practical Session: Determining Service Delivery gaps
 | J. HammondS. Muchemi |
| 27 March 2018 (Tuesday) | 09:00-12:30 | **Item 4:** Impact-Based Forecasting & warning | J. Hammond |
| 14:00-17:00 | * WMO guide No. 1150 on IBF
* The WMO Strategy for service Delivery
 | S. Muchemi |
| 28 March 2018 (Wednesday) | 09:00-12:30 | * User perspective: Disaster Manager
* Common Alerting Protocol
 | TBDS. Muchemi |
| 14:00-17:00 | Impact-based forecasting and warning (continued) | J. Hammond |
| 29 March 2018 (Thursday) | 09:00-12:30 | **Item 5:** Working with the media* User perspective: media
* Working with the media
 | TBDS. Muchemi |
| 14:00-17:00 | **Item 6:** Service delivery evaluation**Item 7:** WMO global platforms for service delivery | J. HammondS. Muchemi |
| 30 March 2018 (Friday) | 09:00-12:30 | **Item 8:** Practical session* Improvement in service delivery
 | All participants |
| 14:00-17:00 | * Improvement in service delivery
* Workshop evaluation
 | All participants |
| **Daily Breaks** | 10:00-10:30 | Morning Coffee |  |
| 12:30-14:00 | Lunch Break |  |
| 15:30-16:00 | Evening Coffee |  |