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## EUMETSAT Comments on WCD document

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Guillaume Aubert &lt;Guillaume.Aubert@eumetsat.int&gt;

8 January 2015 at 11:35

To: Lothar Wolf &lt;Lothar.Wolf@eumetsat.int&gt;, "cbs-wisc-tt-dc@wmo.int" &lt;cbs-wisc-tt-dc@wmo.int&gt;

Cc: Michael Schick &lt;Michael.Schick@eumetsat.int&gt;

Dear All,

I wish you all an happy new year and best wishes for 2015 to you and your family.

You will find in the attached document EUMETSAT comments/suggestions regarding the different metrics with more in depth information concerning the potential improvements and missing metrics for building an operational monitoring service for the WIS.

To sum up I have the following general comments:

- **Define a roadmap and a plan to implement the WIS monitoring system.** The current WCD prototypes are very valuable to demonstrate to decision makers during congress the value of the current WIS infrastructure and what the WIS monitoring could be. On a long term basis and to go further, the WIS monitoring infrastructure should be built to support all its users (GISCs, NCs, DCPCs, end-users) and integrate requirements allowing it to become operational and a valuable asset in each data centre operational infrastructure. For these reasons, it is important to define a roadmap or plan where the different WIS centres categories will be able to participate and define requirements, metrics, ... By road map, I am thinking of some kind of high level project plan for the implementation of the WIS monitoring with a requirement definition phase which could be short but where all actors are consulted (see 3rd point).

The high level points of this roadmap should be presented together with the prototype during Congress in order to demonstrate that forward thinking has been made and that answers will be provided as part of the roadmap.

- **The WIS Common Dashboard is currently focusing on GISC monitoring and not showing the Data Centre (NC/DCPC) and end-users activity.** This is already a very useful starting point for the WIS monitoring but it could give the impression to decision makers that the Data Centres are not participating to the WIS and end users are not using the WIS. We have to introduce indicators and metrics showing the DC activities in the WIS (product published per centres, per WMO regions, ...) and end users activities (number of searches per day, number of products retrieved via the WIS, ...). Those metrics should be defined by the Data Centre and TT-DC is a good forum for that. In the document, it is also not clear what kind of information has to be provided by the DCPCs if any ?

- **Define requirements for establishing the WIS monitoring infrastructure.** The WCD prototypes have been quickly built to meet the deadline of the Congress and kick start the activity regarding the WIS monitoring. To further develop that activity after congress and establish a useful WIS monitoring infrastructure fulfilling its user's needs, it is important to develop a set of system requirements that will precise the scope of the monitoring infrastructure and define what kind of information needs to be monitored by the WCD. While defining the requirements, it is important that the principles of interoperability are respected and that clear interface

specification are defined to allow any Centre to build with its own software solutions the monitoring functions or procure them to industry. This has started with the establishment of the JSON format messages to be exchanged and it should be further developed to formalise the interface specifications. The system requirements could be developed by the different groups of ET-WISC. If it has already been done for some categories of WIS centres, it would be useful to verify that the prototypes are implementing them and vice-versa review them to add additional requirements that could have been implemented by the WCD. Regarding the way to visualise the metrics there are always many ways to present the information and I would suggest to first concentrate on above mentioned list of points and detach the actual GUI design from the requirement definition. In particular GUI design is something for which industry can provide solutions if the requirements have been defined appropriately. This will put some maturity and high level structure on our work and decision makers will appreciate this.

**- The WIS Common Dashboard seems to be presenting together different categories of information which can be misleading for the different categories of users (end-users, administrators and decision makers).**

In the future the WIS Common Dashboard should provides at least two categories of information (maybe three) in separated and linked display for "monitoring" the WIS: service indicators and reporting information. Below is more information regarding the different categories of information.

In organizations with 24/7 operational activities like meteorological data centres there is in general 3 kinds of monitoring information:

- Monitoring information. It provides present and past information at high and low level regarding the different functions or services of the monitored infrastructure. This kind of information is built to help administrators of the system understanding the current system state and help them solving issues on the system.
- Service indicators information. It is meant to provide mainly present (and past) information regarding the different services to the end users of the system. It is usually a high level instantaneous status for the different services of the infrastructure and can also have historical views. It can also be linked with the monitoring information to allow expert users to better understand the current issues on the services.
- Reporting information. This is meant to present to managers and decision makers that there is some activity on the infrastructure, that the service is performing as expected and provide "representative information to the public to demonstrate the value of the infrastructure. This is information consolidated over a larger time period (a month, a year)

We should decide what information/metrics we want to display but keep in mind that we will need to satisfy those three categories of users. It remains to be decided if it should be done by the WCD or not.

The pilot could concentrate on only one aspect and the roadmap would allow room for outlining that the other aspects are being considered.

Let know what you think.

Cheers,

Guillaume

-----Original Message-----

From: Lothar Wolf

Sent: Wednesday, January 07, 2015 1:22 PM

To: [cbs-wisc-tt-dc@wmo.int](mailto:cbs-wisc-tt-dc@wmo.int)

Cc: Guillaume Aubert; Michael Schick

Subject: 2nd TT-DC Telco on WIS monitoring

Dear colleagues

First of all I wish you a Happy New Year and hope that you got well through the festive season.

Below you will find a doodle poll to define the date and time of our next webex telco, please choose the times suitable to you. This telco will be dedicated to the topic on WIS monitoring and here to consolidate our inputs and feedback on the documents that we received for review before and during our recent last webex.

<http://doodle.com/pnqfmg8z4g95bsku>

As agreed Guillaume will prepare and circulate first draft comments this weeks from a EUMETSAT perspective suitable as starting point for our further discussions during the telco.

Kind regards

Lothar

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Lothar Wolf

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