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|  | Marine Service Delivery  Context Analysis |

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| **Submitter(s) Name(s)** | |  |
| **Organization** | |  |
| **Date** | |  |

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| **Service Area of Interest** | | List the service area (i.e., Services for the High Seas, Services for Coastal, Offshore, and Local Areas, Part IIb - Residential areas): |
| Include a short description of this service area as offered by your organization: | | |

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| **Primary Customers** | | | **Needs and Requirements** |
| List all primary customers for this specific marine service: | | | List customer needs and requirements, including products, issuing times, dissemination/communication tools; indicate whether these have been verified through customer interaction or survey, or revealed by incidents: |
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| **Current Forecast Products and Services** | | | |
| **Product/service** | | | **Description** |
| List of products/services: | | | Description of current status of this forecast product, including issuing times, dissemination/communication tools, and verification processes: |
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| **Staffing and Roles** | | | |
| **Staff** | | | **Role and Responsibilities** |
| List of responsible staff for delivery of these products/services: | | | Description of current role and responsibilities: |
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| **METAREA Coordination** | | |
| Describe the current level of coordination with your METAREA coordinator: | | |

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| **MHEWS** | | |
| Comment on how your organization currently implements or plans to implement multi-hazard, impact-based forecasting for this service area: | | |

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| **CAP** | | |
| Comment on how your organization currently implements or plans to implement CAP for this service area: | | |

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| **Discrepancies** | | |
| Identify any discrepancies in current service offerings to those required by customers and as described in WMO-No. 471 and 558. Include incident descriptions that highlight the discrepancies, if known: | | |

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| **Suggested Upgrades and Improvements** | | |
| Identify potential upgrades to tools, products, processes, and training: | | |
| Comment on how your services are, or can become, more customer-oriented. Indicate whether more customer surveys need to be conducted: | | |
| Review the **Assessment of Service Delivery Progress Model (SDPM)** conducted in Lesson 1. Will addressing the suggested upgrades and improvements assist your organization’s progress in implementing the strategies of the SDPM? | | |