

## Webinar on WQMS for Regional WIGOS Centers in RA I (East African Countries)

### Draft Summary

**DATE-TIME:** 2 July 2020, 11:00 UTC (14:00 EAT)

**AUDIENCE/PARTICIPANTS:** (total 15 participants)

National Focal Points on WQMS from the RA I (East African Countries)

Burundi	Mr Alexandre Ntahondi
Kenya	Mr Philip Kimutai Koske
Rwanda	Mr Godfrey Habukuri
South Sudan	Mr Emmanuel Qurino Nijak Gorbe
Tanzania	Mr Chuki sangalugembe
Uganda	-

Representatives from RWCs in RA I:

RWC Kenya	-
RWC Morocco	1. Mr Mounir Aziz 2. Mr Rabia Merrouchi
RWC South Africa	1. Mr Francis Mosethlo 2. Ms Samantha Linnerts 3. Mr Syfred Funde
RWC Tanzania	-

Representatives from the WIGOS Monitoring Centers

ECMWF	1. Ms Cristina Prates 2. Mr Pierre Vernier
Japan	1. Mr HIRAHARA Yoichi 2. Mr OTA Yukinari
US	Mr Jeff Ator

**LANGUAGE:** English

**TRAINERS/SPEAKERS:**

WMO Secretariat	1. Mr Luis Nunes 2. Mr Zulkarnain
ECMWF	Mr Daniel Varela Santoalla
Germany	Mr Tanja Kleinert

### EXPECTED LEARNING OUTCOMES:

- 1) Remember Incident Management Procedure (IMP)
- 2) Understand the Incident Management System (IMS) workflow in JIRA (ECMWF)
- 3) Access IMS-JIRA (ECMWF) software
- 4) Create tickets and track their status
- 5) Provide feedback to tickets
- 6) Change the status of a ticket (RWCs only)

### FINAL PROGRAMME

	<i>Webinar starting time</i>	
10 minutes	Introduction and welcome	Luis Nunes
15 minutes	Review of the Incident Management Procedure	Luis Nunes
35 minutes	The Prototype of the Incident Management System (Presentation)	Zulkarnain/Daniel Varela
30 minutes	Simulation of the Incident Management System	Daniel Varela/Zulkarnain
25 minutes	Discussion	All
5 minutes	Summary and closure	Luis Nunes

### MAIN OUTCOMES:

- 1) The system was well received;
- 2) The workflow and the actions were apparently well understood;
- 3) Participants are willing to start using the system in a test mode in order to become comfortable with it;
- 4) The focal points of the two RWCs at EAC were not present, which represent a lost opportunity for the RWCs to make progress on their operations by way of learning on how to create incidents and to manage and updating tickets on the IMS (ECMWF-JIRA Software);
- 5) A question was raised on the level of involvement of the NFPs on OSCAR/Surface and of the WIGOS Monitoring (NWP) centers in the follow-up of the tickets;

**Lessons learned/Actions:**

- i. The Microsoft Teams video conference system performed well; Two participants have experienced problems with their microphones, but they were able to follow the Webinar and to communicate through the chat room.
- ii. A dedicated session on IMS should be organized soon for the Kenya and Tanzania staff in charge of RWC operations, that did not attend this Webinar.
- iii. A plan should be developed for follow-up Webinars to be considered, e.g. the next one to be held within two or three months:
  - to check on any doubts, questions and comments on the IMS,
  - to deliver training on evaluation of data availability and data quality for upper-air observations.
- iv. The Regional Office in Nairobi provided excellent support in contacting the East Africa Members to get the required nominations of NFPs.
- v. The Secretariat will make available online the recording of the Webinar and the presentations delivered.

**Learning Materials and other relevant links:**

- Link to the Incident Management System prototype: [jira.ecmwf.int](http://jira.ecmwf.int)
- Link to the recording of the Webinar: <https://vimeo.com/436810023>
- Presentations and other materials available on the WQMS Resources Portal (Moodle): <https://etrp.wmo.int/WQMS>

**Thanks to:**

- Daniel Varela Santoalla (ECMWF)
- Tanja Kleinert (Germany)