

## Webinar on WDQMS for RWCs in RA III

### Draft Summary

**DATE-TIME:** 29 April 2020, 13:30 UTC (15:30 PM CEST)

**AUDIENCE/PARTICIPANTS:** (total 11 participants)

National Focal Points on WDQMS from the RA III Countries

Argentina	Mauricio Edgardo GATTO
Plurinational State of Bolivia	Leo PEREYRA RODRÍGUEZ
Brazil	-
Chile	Janette CALDERON
Colombia	Luis Reinaldo BARRETO PEDRAZA
Ecuador	Manuel CARVAJAL
Guyana	-
Paraguay	-
Peru	Luis VERA HERNANDEZ
Suriname	-
Uruguay	Ernesto MARCHESONI
Bolivarian Republic of Venezuela	-

Others:

Chair of the RA III WG-ITD	Gastón Torres
Representatives from the RWC Argentina	Lucas Berengua and Martina Suaya
Representatives from the RWC Brazil	José Mauro de Rezende

**LANGUAGE:** Spanish

**TRAINERS:**

WMO Secretariat	Luis Nunes
ECMWF	Daniel Varela Santoalla

**EXPECTED LEARNING OUTCOMES:**

- 1) Recap of the RWC functions and the Incident Management Procedure in particular
- 2) Understand the Workflow of the Incident Management System
- 3) Accessing the JIRA software (from ECMWF) configured as IMS
- 4) Creating tickets and following up on them using the IMS-JIRA
- 5) Provide feedback/comments to the tickets
- 6) Change the status of a ticket (only for RWCs)

## FINAL PROGRAMME

	<i>Webinar starting time</i>	
10 minutes	Introduction and welcome remarks	Luis Nunes
15 minutes	Review of the Incident Management Procedure	Luis Nunes
25 minutes	The IMS prototype (Presentation)	Luis Nunes/Daniel Varela
20 minutes	The IMS prototype (live with ECMWF Jira software)	Daniel Varela/Luis Nunes
15 minutes	Questions & Answers	All
5 minutes	Wrap-up 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) Participants agreed to provide feedback to Secretariat/ECMWF on possible ways of improving the IMS
- 5) The Chair of the WG-ITDA and the representatives from RWCs will identify a date to start using the IMS
- 6) The Secretariat will make available the recording of the Webinar and the presentations delivered

### Lessons learned:

- The BlueJeans video conference system didn't perform well, some breaks happened in both the audio and video from the presenters, which doesn't happen with other systems; Other systems should be considered, e.g. MS-Teams, for future Webinars;
- A follow-up Webinar should be considered, e.g. within two or three months, to check on any doubts, questions and comments from the participants.

### Learning Materials:

- Link to the recording of the Webinar (BlueJeans video conference system):  
<https://bluejeans.com/s/Eu5@@>
- Presentations and other materials available on the WDQMS Resources Portal (Moodle):  
<https://etrp.wmo.int/WDQMS>

### Thanks to:

- Gastón Torres (Chile): for all the kind support;
- Daniel Varela Santoalla (ECMWF): for the excellent work in configuring the Jira software and contribution to this Webinar.