

Summary of Webinar for RWC Kenya and RWC Tanzania Operations

DATE-TIME: 13 August 2020, 11:00 UTC (14:00 EAT)

AUDIENCE/PARTICIPANTS: (total 8 participants)

Primary Audience (Representatives of RWC Kenya and RWC Tanzania)

RWC Kenya	David Gikungu (Mr)
RWC Tanzania	Emanuel Kidebwana (Mr)

Secondary Audience (National Focal Points on WDQMS of East African Countries)

Burundi	Babonwanayo Deogratias (Mr)
Kenya	1. Philip Kimutai Koske 2. Doreen (Ms)
Rwanda	Godfrey Habukuri (Mr)
South Sudan	Emmanuel Qurino Nijak Gorbe (Mr)
Tanzania	Chuki Sangalugembe (Mr)
Uganda	-

INVITED EXPERT

Daniel Varela	ECMWF
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WMO SECRETARIAT

Alessandro Chiariello (Mr)	WMO - Sub-Regional Office ESA
Mark Majodina (Mr)	WMO - Sub-Regional Office ESA
Luis Filipe Nunes (Mr)	WMO - WIGOS Branch
Zulkarnain (Mr)	WMO - WIGOS Branch

LANGUAGE: English

EXPECTED LEARNING OUTCOMES:

- 1) Understand the Incident Management System (IMS) workflow in JIRA ECMWF.
- 2) Be able to manage and follow up on issues through IMS for RWCs in JIRA ECMWF.

FINAL PROGRAMME

	<i>Webinar starting time</i>	
15 minutes	Introduction and welcome	- Luis Nunes - Mark Majodina
45 minutes	Incident Management System (IMS) in JIRA ECMWF (presentation and simulation)	Zulkarnain & Daniel Varela
5 minutes	Break	
20 minutes	Tanzania testing the acces to the system and creating a ticket	RWC Kenya
20 minutes	Kenya testing the acces to the system and creating a ticket	RWC Tanzania
5 minutes	Summary and closure	Luis Nunes

DURATION

The meeting started at 14.15 EAT and ended at 16.00 EAT

MAIN OUTCOMES:

- 1) Participants received instructions on how to open a ticket in the Incident Management System (JIRA ECMWF) and on how to follow up on it.
- 2) Real issues were registered in the system.
- 3) Participants expressed commitment to start following up on issues registered in the system.

Lessons learned/Actions:

- i. The Microsoft Teams video conference system performed well, although the representative of RWC Kenya was unable to share his screen and experienced continuous connection challenges.
- ii. There seems to be some lack of clarity on distinguishing the responsibilities of RWC from the responsibilities of national focal points (Members):
 - a. RWCs are responsible for processing issues, i.e. changing the status of tickets,
 - b. NFPs on WDQMS are responsible for following up on issues
- iii. RWCs should have generic email addresses to be registered with the IMS, rather than personal email. RWC Tanzania will create a dedicated email for RWC.
- iv. All RWCs staff should attend the technical training sessions for RWC and IMS.
- v. The Regional Office in Nairobi provided excellent support in contacting the East Africa Members, including representatives of RWC and National Focal Points on WDQMS
- vi. The Secretariat will make available online the recording of the Webinar and the presentations delivered.



WORLD
METEOROLOGICAL
ORGANIZATION

Learning Materials and other relevant links:

- Link to the Incident Management System prototype: jira.ecmwf.int
- Presentations and other materials available on the WQMS Resources Portal (Moodle)
<https://etp.wmo.int/course/view.php?id=146>
- Link to webinar recording: <https://vimeo.com/454274508>

Thanks to:

- Daniel Varela (ECMWF)