

## Minutes

<b>Minutes date</b> 30 September 2020	<b>Our reference</b> 11205095-004-ZWS-0002	<b>Project</b> 11205095-004 Delft-FEWS 2020   Community Activities 2020	<b>Number of pages</b> 1 of 4
<b>Contact person</b> Nadine Slootjes	<b>Direct number</b> +31(0)88 335 8080	<b>E-mail</b> Nadine.Slootjes@deltares.nl	
<b>Meeting date</b> 29 September 2020	<b>Meeting</b> Delft-FEWS CSB Minutes #19		

### Present

A. Tavendale / Marc Philippart / Martin Ebel / Trey Flowers / Adam Smith / Roger de Crook /  
Deborah Summerskil / Gabriel Miller / Ben Balk / Nadine Slootjes / Marcel Ververs / Gerben Boot

### Absent

Stefan Laeger

## Introduction and attendance

On 29 September 2020, the 19<sup>th</sup> Delft-FEWS Community Strategy Board (CSB) meeting was held. At the time of the meeting the CSB consists of the following members:

Organisation	Represented by	Present
Bureau of Meteorology in Australia	Adam Smith	Yes
Dutch Waterboards	Roger de Crook	Yes
Federal Office for the ENvironment Switzerland	Martin Ebel	Yes
Rijkswaterstaat in the Netherlands	Marc Philippart	Yes
Scottish Environment Protection Agency	Amy Tavendale	Yes
National Weather Service (USA)	Trey Flowers	Yes
Environment Agency (UK)	Stefan Laeger *	No
Tennessee Valley Authority	Gabe Miller	Yes
Deltares-USA	Edwin Welles	No
	Ben Balk	Yes
Deltares NL	Nadine Slootjes	Yes
	Marcel Ververs	Yes
	Gerben Boot	Yes

\* for this meeting Deb Summerskil replaces Stefan Laeger

## Agenda

The agenda was as follows:

12:00 (CET)	Opening	Welcome
12:05 - 12:50	Standardization Support & Maintenance contracts	Presentation by Marcel Discussion (all)
12:50 – 12:55	Any other business	All
12.55 - 13:00	Closure	Summary and actions

## Opening

Nadine Slootjes opens the 19<sup>th</sup> CSB meeting by welcoming everyone. This CSB meeting is an extra one with only one topic: to give an update of the process of standardizing the Support & Maintenance contracts of Delft-FEWS. From the Environment Agency, Deb Summerskill is deputising for Stefan Laeger for this meeting. A quick round of introductions is taking place to familiarize Deb Summerskill with the other members.

## Presentation on S&M contracts

The presentation on (the progress of) standardizing the S&M contracts is the main topic. A memo has been sent in advance detailing the various options for levels of service packages. Marcel explains the purpose of the standardization of S&M and the role of the CSB. Deltares appreciates the involvement of the CSB in this process in order to be transparent in this migration and share the impact of the changed set-up of these contracts.

Note: after this meeting an updated version of both the Powerpoint presentation and the memo will be shared with the CSB.

## Discussion and Questions

During the presentation questions are asked and answered/discussed.

Ben Balk: Will an operational issue be solved in two weeks if you have the Basic Service Package? Or should they access the patch from portal?

Answer: In terms of direct operational support, Deltares will help. Conclusion may be that it is a problem for which a patch is not sufficient or needed (e.g. config problem, database issue). No patches in this package means that no 'individual' (or direct/dedicated) patches will be supplied to them (if the solution is a patch). They will have to wait before their solution is part of the 'general available' patch on the portal. Urgent solutions leading to a patch for a specific organization are part of the "Full advanced" and "Professional" Service Packages.

In addition to this, Ben Balk asks what the time-line of portal patches is? Answer: the current idea is either a monthly or bi-monthly schedule.

Martin Ebel: In what way do the patches (patches to solve urgent issues and portal patches) relate? Answer: All fixes in patches directly delivered to clients will end up in the portal patches. If an organization has a 'dedicated' Delft-FEWS branch, there is even more control. Only relevant fixes are applied to that branch.

Roger de Crook: why are you not explicit that the 'portal patches' are part of all the S&M packages? The packages differ then with respect to number of urgent patches. Marc Philippart suggest the wording (urgent patch = personal patch). Deltares will update the documents (presentation, memo) to make this distinction clearer and add "Access to portal patches" as a component of every package.

Roger de Crook: Did Deltares contact Intermediary (=consulting) companies to discuss the impact of their specific contract changes? For a CSB member is hard to judge about intermediary contracts since we don't know what they currently have.

Answer: No, Deltares has not contacted them yet and indeed this is a fair point. Deltares will contact the intermediary companies. The approach to these contracts is identical as for the other clients.

Note: It's good to remind here that the new contract set-up will be valid for new contracts and existing contracts will be migrated. In case of outliers/exceptional changes in costs, Deltares will contact the organizations on an individual basis.

Martin Ebel: Looking at the graph containing where the contracts are (% ranges of change) it will of course depend on which side of the graph "your" contract is in but overall looking at graph, the division is quite acceptable. The question is what is the flexibility here? For some companies – depending on their financial structures/budgeting – it's easier to set the service level a bit higher (buy extra support hours from the start) or other may do that later in the year. Again, what's the flexibility here? Answer: that flexibility is there. Taking the service from one of the standard packages as a start. The one closest to your current one will be the basis. Then, additional/optional components can be added. It's also that certain 'additional' components will have a standard price: e.g. blocks of 10 hours of support. But then you are not able to 'buy' 13 or so. Other components are harder to specify: e.g. on-site installation support (incl travel). It's an optional component but it has to be estimated separately since travel costs vary per location.

Marc Philippart: I notice that call priority (#) is not reflecting the pricing. How about if I want my calls to be treated as a certain category. Answer: The call category is defined in a separate table in the memo. These definitions should be clear from the start and it could be that the current definitions require a more detailed explanation. What does category 1, 2, 3 etcetera mean? It's not always clear when a call is logged, so we will treat it with the priority as how it is reported, but it will be reviewed afterwards. The response and resolution times will be judged against the final categorization of the calls.

Martin Ebel: The hours (with respect to response/resolution times) are NL office hours, I realize that (and I also know that Deltares is willing to help out on Friday afternoon at 16). But is support 'outside office hours' still a possibility? Answer: it can be labelled as 'event-based support' (with a heads-up time) as mentioned in the memo. Deltares and the organization which requests this should really negotiate this on a 1:1 basis in order to set the expectations and agree on the organizational side of things (at both ends). It is possible to add this as an optional component to the contract. Amy Tavendale adds that 'event-based support' is or should not be limited to weekends, it can also be in evenings.

As a side note, Marc Philippart suggests organizing event-based support with the help of other users or community members. Just an idea for further thinking within the CSB and is not related to the current content of the new S&M packages.

Under the current COVID-19 situation Deltares realizes that the impact of increased prices is a sensitive topic. It's crucial for Deltares to pay extra attention to the contracts which are currently the outliers (as mentioned). Goal is to come as close to the current prices and services as possible. Some 'polishing' is unavoidable for the outlier category.

The (new) timeline is shared. Goal is to offer all new clients the new service packages starting from 1/1/2021. For existing clients, Deltares is aiming for 2022 or a good moment in the near future when (multi-year) contracts are to be renewed.

Amy Tavendale suggests adding examples of (impact to) contracts in the memo (anonymized)? For SEPA she would like to have a detailed discussion on the S&M contract (package, service levels, costs). Roger de Crook stresses that it is important that the CSB can see 'examples' of what types of clients are going to pay less or more (anonymized of course)?

Answer: examples of impact/type of clients will be added to the memo. Some clear causes/reasons can be mentioned up front. Individual exceptions are caused by rate-agreements and multi-year contracts.

#### **Any other business**

Technique: GoToMeeting not always allowed. Next time CSB meeting will be in MS Teams (try-out). Amy confirms SEPA is switching to MS Teams soon.

Martin Ebel is very sorry not being able to see each other in November.

#### **Next meeting/closure**

Next meeting was originally planned around the international Delft-FEWS User Days in November. Now that event will be online, the CSB meeting has been rescheduled to **November 3<sup>rd</sup> 2020 (12:00 – 14:00 CET)**