

Minutes

Date minutes 8 November 2016 **Our reference** 1221243-000-ZWS-0019 **Project** 1221243-000 **Made by** Gerben Boot

Date meeting 25 October 2016 **Number of pages** 6

Meeting
Fifth Community Strategy Board Meeting

Present

Roger de Crook (NL Waterboards), Martin Ebel (FOEN), Jeff Perkins (BoM), Marc Philippart (RWS), Bruce Quig (BoM), Edwin Welles (D-USA), Amy Tavendale (SEPA)

Absent

Deb Summerskill (EA), Jon Roe (NWS), Mark Glaudemans (NWS)

Introduction and attendance

On October 25th 2016, Deltares (Delft-FEWS Product Management) organised the fifth official Delft-FEWS Community Strategy Board (CSB) meeting in Delft. This time the CSB meeting was organised prior to the 12th International Delft-FEWS User Days so most CSB members were present in Delft.

Deltares considers the CSB to be the independent advisory body for the management of and developments within Delft-FEWS. We expect the CSB to play a permanent role in the Delft-FEWS community and to be a continuous representation of the key players in our community. Deltares wants the CSB to be our partner in strategic discussions and to jointly define priorities for our strategic developments. At the time of the meeting the CSB consists of the following members:

Organisation	Represented by	Present in Delft?
Bureau of Meteorology in Australia (BoM)	Jeff Perkins	No, remote via GoTo Live Meeting
Bureau of Meteorology in Australia (BoM)	Bruce Quig	Yes
Dutch Waterboards (DWB)	Roger de Crook	No, remote via GoTo Live Meeting
Federal Office for the ENvironment in Switzerland (FOEN)	Martin Ebel	Yes
Rijkswaterstaat in the Netherlands (RWS)	Marc Philippart	Yes
Scottish Environment Protection Agency (Scotland)	Amy Tavendale	Yes
Deltares-USA	Edwin Welles	Yes
Deltares NL	Nadine Slootjes Marcel Ververs Gerben Boot	Yes
Environment Agency in the UK (EA)	Deborah Summerskill	No, apology
National Weather Service (USA)	Jon Roe	No, apology
National Weather Service (USA)	Mark Glaudemans	No, apology

Agenda

The agenda is as follows:

12:00	Opening and introductions
12:15	Minutes
12:20	Actions and (updates on actions) previous meeting
12:30	Feedback Delft-FEWS Community Survey
13:00	Evaluation Community Strategy Board
13.30	Summary and Actions
13:45	Any other business
13.55	Closure and next meeting

Opening and Introductions

On behalf of Deltares, Nadine Slootjes opens and welcomes everybody to the fifth CSB meeting which will mainly focus on the 'first year of the Community Strategy Board' and a preview of the Delft-FEWS Community Survey results. If any, an update on the open actions points will be given as well.

The NWS cannot join this time. Delft-FEWS Product Management has been informed by Jon Roe that a replacement for the NWS representation is known. From February 2017 onwards, Mr. Tracey Flowers will join the CSB.

Representation from the EA (UK) is still unknown. A response by the EA is still pending. Delft-FEWS Product Management will pro-actively approach EA to discuss their involvement for the (near) future. Natural Resources Wales which 'left' the EA, but has chosen to continue to use Delft-FEWS indicated to be interested to join the CSB.

Nadine Slootjes asks if someone would like to add something to the agenda, which is not the case.

Minutes from the previous meeting

Comments from several members have been processed, amongst others from Roger (de Crook). Jeff (Perkins) makes a remark about the spelling of Bruce Quig's name. Marcel (Ververs) indicates that all remarks will be corrected and a final version of these minutes of meeting #4 will be sent around and will be added to the [Delft-FEWS portal page](#).

Actions (and updates on open actions) from the previous meeting

It was agreed to update the actions during the meeting and 'clean' the list. This means that only the open actions will be maintained in the minutes. See updated action list at the end of these minutes.

Feedback Delft-FEWS Community Survey

Gerben (Boot) provides an overview with preliminary results of the Delft-FEWS Community Survey which was based on 41 responses. A number of organisations have responded more than once (which was allowed) to reflect the different roles in their organisation. The CSB makes a remark that to interpret the output correctly: answers should be distinguished in different stakeholder groups: end users and consultants.

Gerben (Boot) provides an overview of the most important slides which will be shared with the participants of the International Delft-FEWS User Days. Next steps will be to elaborate the

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outcomes in a small document (or powerpoint file) which will be shared with the community. The survey will be open until 1/11/2016.

Based on the 41 responses, relevant preliminary results are:

- Responses are nicely spread over the world and were coming from:
 - 9 consultants
 - 22 end users
- Delft-FEWS Roles dominated by End Users, Configurators and Project Managers
- More than 85% would like to receive an e-mail newsletter with Delft-FEWS news around 4-6 times a year or when there's news to share from Delft-FEWS Product Management
- Delft-FEWS Users know how to contact each other e.g. in *regional* user communities (NWS RFC's, NWS, Dutch Waterboards/GO-FEWS) and appreciate the (international) Delft-FEWS User Days;
- Hosting of Delft-FEWS production systems at Deltares is not requested (but details of this kind service was not part of the question);
- Request for 24/7 support is equally distributed (yes/no);
- Request for business hours weekend support is equally distributed (yes/no);
- Access to JIRA (issue tracking system) and creating and tracking your own issues is strongly requested;
- Live Webinars and YouTube Instruction Movies are strongly needed and requested;
- The user community likes the idea of the *FEWS Feature Starter* model but also sees the difficulties on the actual finance aspect and which feature(s) to 'support';
- A portal containing this Feature Starter model should at least contain voting, discussion options (forum) and progress tracking;
- Delft-FEWS Support receives some nice compliments and suggestions for improvements;
- Documentation on Delft-FEWS is an important point of attention for Deltares. This should be improved, more up-to-date and should contain more examples, screenshots etc. Deltares recognizes this. Option is to open up the documentation WIKI to external users.
- The portal should be kept alive, add more showcases, tweets etc.
- The forum (on the portal) should be slightly adjusted (look and feel) and should be used by all end-users to help out where possible.
- About 70% of the responses have a LinkedIn account;

It was agreed to have the survey open until 1/11/2016 and after that elaborate the results in a final document to be shared amongst the community. Overall, Delft-FEWS Product Management is satisfied with the responses and the content, suggestions and points of attention. It provides a good 'focus' of the activities for the near future.

Bruce Quig suggest to repeat this survey at some point in time to recognize trends. The discussion on weekend or 24/7 supports focusses on the limited times you actually need this. Better would be to have some kind 'advanced notice' weekend support arrangement: something to consider, also according to Amy Tavendale.

In general there is a need for KPI (Key Performance Indicators) or metrics to monitor uptime. Marc (Philippart) suggests to collect a few examples. Edwin (Welles) suggests to define this as 'end users being able to issue a forecast'. Bruce (Quig) works with 'single outing over x number of hours'. Amy suggests how Delft-FEWS can help detecting uptime. One of the new features in the new version is to store 'system timeseries'.

Some other remarks concerning the survey were mentioned and or confirmed by different CSB members:

- JIRA: End users will be very happy if they can 'track & trace' their open support issues;
- Dissemination: via webinars about new features, or concept and how to keep your configuration up to date?
- Roadmaps: More standard explanation (like a roadmap) how to 'migrate' from old(er) to new(er) features or implementation of concepts would be very helpful.
- Feedback: Can feedback possibilities be added to the documentation wiki?
- Forum: Deltares should post more answers on the forum to stimulate usage by others.
- Measure popularity: Set up (and/or publish) Google Analytics on the documentation wiki to measure which page(s) are visited frequently.

Evaluation of the first year Community Strategy Board

Nadine (Slootjes) invites all participants to express the individual experiences of the CSB, if the expectations are met and how to continue next year.

Jeff Perkins: In general, expectations of the CSB are fully met and poses the question back on how Deltares feels about this first year? (see below). Besides that, he prefers video conferencing and is happy with the background of the participants being a business and/or technic lead related to Delft-FEWS.

Roger de Crook: He experiences a kind of distance to the persons he represents. It's hard to bring the topics to the table of the waterboards. May have to do with the 'typical' kind of users and focus of the systems they have (Water Information Systems instead of Forecasting Systems). This also dominates the topics since there are no 'international' WIS systems. The CSB met his expectations, although sometimes action points take some time to finalise. He realizes that Deltares/Delft-FEWS Product Management has got a lot on their plate. He also prefers video-conferencing for future meetings.

Martin Ebel: His expectations are (more) than met. Topics are fine and frequency is ok. The once per year face-to-face meeting is nice and really helps. He also struggles with the privilege of being part of the CSB: what's our mandate? That's not so clear... His overall feeling is that discussions are (very) valuable, so it's up to all of us to spread the word. Open questions remain how to deal with the non-CSB members and consultants.

Edwin Welles is happy that the CSB finally exists. NWS requested this for a long time. From the strategic part, it's important to have and maintain influence. About the representation, it would be good to make it more clear who are we representing.

Amy Tavendale: she thinks that the "UK" representation is a bit hard at the moment. The special position of the EA (at the moment) and Natural Resources Wales being interested to join the CSB. Would a rolling membership an idea? Due to technical issues at SEPA video-conferencing would be hard, so she prefers audio only.

Bruce Quig thinks that the strategic board plays an important role. Topics are right, healthy questions are posed during the meetings. It's good to have both technical and business roles involved but it could be considered to have a technical equivalent of the CSB? Just to discuss long-term technical choices. Frequency can be lower than the normal CSB.

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Marc Philippart: the first year of the CSB met his expectations (we just start building...) and feels the same about the 'representation'. He has a preference for video-conferencing.

Deltares (Nadine, Marcel, Gerben): On behalf of Deltares it is agreed that the CSB has met the expectations and expresses its importance to have key-end-users on this board. Deltares should stress more actively the fact that this board exists and spread the word who it is representing. Deltares is strong supporter of continuing the CSB.

In summary, everyone thinks that the CSB has met the expectations and should be continued. Since most of the CSB members mentioned the 'who do we represent' question it is suggested to put this on the list for the next meeting.

Any other business

No any other business.

Summary and actions

See Action List at the end of these minutes.

Closure and next meeting

The next meeting will be organized in February 2017. Main topic for this CSB meeting will be the discussion on who we represent as a 'board' and how we can decrease the distance to the user community. A second topic would be to look at the (financial) difficulties and consequences of the *FEWS Feature Starter* model.

An invitation will be send around early 2017.

Group picture and CSB diner

After the meeting a group photo was taken and later that evening all present CSB members – including Roger de Crook (DWB) – enjoyed a nice group diner in the centre of Delft.



Copy for

Marcel Ververs, Gerben Boot, Nadine Slootjes, Marc van Dijk

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Action list

Action		Due by	Completion date	Status	
1.6	Publish and promote the statement about Open Source Policy from Deltares perspective in which the direction for Delft-FEWS is mentioned	Deltares	June 2016	Nov 2016	Open
2.3	Identify a process to share patches in the community, taking into account different levels of urgency. Communication is a key issue here.	Deltares	July 2016	Jan 2017	Open
2.4	Draft a plan for community funding and identify Deltares priorities including budgets and allow people to vote and identify their priorities. Discuss in detail in the next meeting. How can people contribute?	Deltares	Dec 2016	Dec 2016	Open
2.6	Set-up an overview of webinars to be developed, include a timeline. Include patch, new features, IT aspects.	Deltares	July 2016	Dec 2016	Open
2.8	Design a framework for a FEWS letter, what to include, frequency and content, RSS feeds, publish through our website. New entries in JIRA can be published as well.	Deltares	July 2016	Dec 2016	Open
3.6	Deltares to set up a platform to share a list of potential new Delft-FEWS features as a first starting point for the FEWS Feature Starter model approach (including a progress bar representing the already available finances for this feature).	Deltares	Oct 2016	Dec 2016	Open
3.7	Deltares to come up with a more detailed plan for this FEWS Feature Starter model, taking into account the different forms of financing as explained by the different organisations.	Deltares	Oct 2016	Feb 2017	Open
4.1	Deltares to share the 'Open Software Statement' after the internal legal review	Deltares	October 2016	Nov 2016	Open