DCPC AND NC MONITORING AND REPORTING REQUIREMENTS

### 1. PURPOSE

Each DCPC or NC operator shall provide operations monitoring information to the principal GISC, for the purposes of:

a) Real-time monitoring of the WIS performance of the WIS in the GISC's area of responsibility;

b) Generation of statistics, and associated information, for inclusion in the quarterly report produced by the GISC.

### 2. Provision of Operations Monitoring Information to GISCs IN Real-TIMe

Each DCPC or NC operator shall provide continuous operations monitoring information to the "principal GISC", in real-time, which shall include:

|  |  |  |
| --- | --- | --- |
| **ITEM** | **DESCRIPTION** | **EXPECTED VALUE** |
| 1. Centre Availability | A "roll-up" indicator derived from the status of coupled indicators covering the availability of the Centre Computer Infrastructure, Applications, Network and Services. | >99.9% (monthly Centre Availability)  > 99.99% (monthly Link Availability) |
| 2. Network Application Availability | (ftp, http, etc) | > 99.99% (monthly) |
| 3. Specific Message Transmission Monitoring (approach currently under consolidation) | a) Rolling count of No. of All Hazard Network Messages in the last 24 Hrs |  |

In addition, event-driven information (e.g. outage information) shall be provided.

### 3. Provision of Information to GISCs FOR QUARTERLY REPORTING (SYNCHRONISED WITH THE REPORTING CYCLE)

Each DCPC or NC operator shall provide information to the principal GISC, synchronised with the quarterly reporting cycle that shall include, where applicable:

| **ITEM** | **DESCRIPTION** | **EXPECTED VALUE** |
| --- | --- | --- |
| 1. Availability of metadata for all products | % of data links which return an HTTP 200 result code during a data crawl |  |
| 2. Number of User Registrations | Number of registered users |  |
| 3. Type of User | Categorised according to: "Public", "Commercial", "R&D", "Official Duties", "other WMO Members", etc |  |
| 4. Number of "Dormant" Users | No. of user accounts not accessed for 12 months or more (TBC) |  |
| 5. Location (countries) of Users | Countries |  |
| 6. Type of data accessed | Categorised according to: "Observation", "Forecast", "Aviation", "Agriculture", etc |  |
| 7. Amount of NRT and off-line data requests | Categorised according to: "No. of requests", "No. of items requested", "No. of push subscriptions", etc |  |
| 8. Number of User Queries | Total number of user queries |  |
| 9. Type of User Queries | Classified according to: "User Information Request", "System Functionality and Performance", "Request for Additional Features", etc |  |
| 10. Mean Time to Closure of User Queries | Measured in "Days" from lodging of query | 3-5 Working Days |
| 11. User Satisfaction | This could include:  a) Results of User Satisfaction Survey  b) On-line User feedback statistics |  |