WIS Monitoring Workshop 21-24 January 2014

General notes:

Proposal:
- Step 1: Identify the set of e.g. 4 main and ideally most important information categories that shall be provided by WIS
- Step 2: Identify then the set of measures that shall be applied in order to provide Step 1 information
- Step 3: Identify the quality measures and levels that shall be applied
- Step 4: Define a reporting process which will include which information shall be reported upon and for what reason and in which form. This will include an „information escalation process“. Such information escalation process will also consider aspects of audience, confidentiality and resulting actions and responsibilities for such actions as result of the report.
- Step 5: Translate previous steps into requirements and service specification and resulting technical implementation options

E.g take Leonids paper and take the main points and abstract them. Then agree on the most top 4.

Those top 4 could be (supported by the non-exclusive list of sub-bullets):

1. Centre status ( this depends on the services a centre offers and to report on their status);
1.1 Centre backup readiness monitoring;
1.2 Consider monitoring of continuous adherence to WIS TechSpec and Compliance (see TT-CAC)

2. Network and Interfaces ;

3. Data Management ;
3.1 Metadata exchange;
3.2 Observations and products
3.3 24-h data cache;
3.4 Provision for specific actions and purposes:
- Specific message transmission monitoring (Tsunami, SIGMEТ)

4 User Services
4.1 Request monitoring and meeting of user requests;
4.2 User feedback
4.3 User registration and data usage statistics

REPORTING:
- consider the quasi real-time reporting as well as offline (time span) reporting
- creation of reports on above points
- definition of quality criteria and how they are measured (KPI)
- Reporting management process and escalation procedures
- Consider capacity planning
- Consider actions and responsibilities as a result of a report
- Centre interaction as a result of a report
- include measures to be taken to act on real-time events

then put all this into the Manual on WIS