Key agenda items:
1. Procedures and guidance from Copernicus Comms and training to support SIS contracts in their outreach, communication and training activities.
2. Guidance and documentation to support development of user guides, FAQ's and workflows developed within the SIS contracts.
3. Introduce SIS EQC activities - Overview from C3S 513 contract and EQC manager (Andre)
4. Introduce Iryna from the CDS team. Iryna will be the contact point in the CDS development team for the SIS contracts: Provide update on procedures to support data ingestion, VM and toolbox development.
5. Standardising SIS use cases - presenting the story maps / templates (CAS)
6. AOB - including SIS user meeting March 2019?

Additional discussion point:
Any Shapefiles used in the production of SIS datasets should also be delivered and included in harmonised tables – e.g. catchments, Energy clusters, …

Item 1: Communication & outreach

Gorana (COP/C3S) – Introduction to ongoing outreach and communication activities and outline of plans for 2019

Silke (COP/C3S) – Invite SIS contractors to propose media stories and press releases.
•   COP communications can assist with wording and design of any press releases from C3S activities. Same for press briefings.
•   C3S have resources, infrastructure and support to assist SIS contractors with outreach.
•   4 weeks notice to assist with press releases / outreach is requested

Eva (COP/C3S) – Guidelines for web pages to be distributed (see attached)
•   Access is being organised to allow contractors update their contract pages on C3S website. Logins will be issued shortly
•   Side bar on SIS landing pages to be added – links to documents, FAQs' and present user cases
•   Contractors (individual SIS contracts) are not encouraged to have their own twitter – but through C3S. Personal / institutional tweets are OK – C3S will re-tweet
•   Videos – user case videos with contractors – guidelines will be forthcoming – Generic intro and outro can be provided.
•   Design material is on FTP server and link is in the attached guidelines.
•   Francesca.fusco@ecmwf.int will be the contact point in C3S communications for SIS contractors

Questions:
•   Lorna Little: Any more details on the co-ordinated SIS user event?

- - - Moved to March. Action for all SIS contractors to send preferences / constraints – email suggestions to allow C3S to set up Doodle.
- Alberto: Control of contractor's sites
  - Login to modify own pages will be issued soon

Anna (C3S) – Overview of training activities:
- Train the trainer events will be provided in local languages (where possible) and will include material that is developed in conjunction with providers.
- Online digital platform, rather than Powerpoint based will allow material to evolve with the programme. Guest authors can be incorporated and guidelines for resources and templates will be provided – align the C3S and SIS training material as much as possible to ensure constancy.
- Anna.ghelli@ecmwf.int is the contract point for training
- http://climate.copernicus.eu/user-learning-services

Questions:
- What is the role of SIS contractors in the provision of C3S training?
  - SIS training materials can be re-used or tailored to be used in the C3S training modules as appropriate. Anna will be contact with the providers for content / templates and discuss next steps for coordinating training in 2019.
  - **Action**: Anna to send templates to SIS contractors
- Berit – Lots of training material has been developed by some SIS contractors already, can this be reused to support the training activities?
  - Yes, the (training) provider will use these to prepare their training material
- Alberto – Please clarify what is meant by training material and will the trainee's always be trainers?
  - Templates will be sent, includes user guides, any developed training developed in SIS, and no, recipients will include professionals, purveyors, students, …
- **Action**: Carlo to send existing training to Anna and training provider
- Jamie (PML) – What is the timeline for the material?
  - There is a program, but this has been modified to account to SIS timelines and can re-use your material, or co-develop material. Access to platform and templates to be shared
- Filip (VITO) – Train the trainer will focus on the CDS / Toolbox and SIS training will focus on the user community?
  - To some extent, but theory and SIS will come into it as training will be given to different audiences and materials can be re-purposed.

Item 4: Introduce Iryna from the CDS team & Provide update on procedures to support data ingestion, VM and toolbox development.
- Harmonised table is to inform the number of entries in the CDS catalogue
- Manifest file used for versioning and to inform the CDS team about new datasets
- VM Data on public disk should be well named (variable and attribute in naming convention)
- The link to the document for adding tools to the toolbox has been distributed and defines the procedure. If you need to develop tools then contact Iryna.rozum@ecmwf.int

Questions:
- What is the preferred way of adding data?
    - If adding data to VM (if you have one set up) is the simplest mechanism for ingesting into the CDS

Carlo: Any Shapefiles used in the production of SIS datasets should also be delivered and included in harmonised tables – e.g. catchments, Energy clusters, …,

Is there a standard for hydrological modelling at catchment level? EEA?
    - Berit: No standard

Johnny (WenR): Process to access data on the public disk (VM) and publish it in the CDS catalogue? – Yes, link will allow non-published data to be accessed via the toolbox, and once the forms are complete, the data in the public VM can be exposed via the CDS. All data in the catalogue will need to be included in Harmonised table and manifest files.

Kun (Deltares): Delivery of large datasets – is hard disk a possibility? – Yes, although the datasets should be optimised to allow delivery via CDS, so best to have smaller datasets than few large ones.

Alberto: Will we receive feedback on the harmonised tables? – Yes, Iryna is working through these and priority given to 422 contracts that require data ingestion into the CDS.

Alberto: Role of Shapefile is critical and there is limited flexibility within the toolbox. Concerned with process replication between offline and online workflows. Differences between ERA5 results via MARS and CDS – Know issue due to differences in interpolation. Should use CDS to access data as MARS is ECMWF infrastructure. Alberto to check ERA5 via CDS and local workflows are consistent.

Carlo / B-Open: Processing with NUTS is being investigated

Debbie (UoR/Tourism): Data for visualisation, but is not included in the CDS catalogue, is this possible? – Iryna: Yes, this is entirely possible and process for this requirement.

PML (Unknown): Variables with no CMIP5 names, how to get into the toolbox? Carlo: Propose name of variable if no standard name.

PML: Access to shapefile in CDS is barrier to entry?
Alberto: No clear documentation for shapefile process in toolbox
Action: More documentation is needed – Ongoing

JBA: 'Invisible' CDS data, and access via the toolbox – Iryna: Same process as before (in public VM), but will will not publish in the CDS catalogue.

Item 3: Introduce Andre Obregon: EQC Manager at C3S; Presentation of C3S 513 – EQC of the SIS

Questions:
PML: Is the timing of the contract by design as small overlap between C3S 513 and the 422 contracts? – Carlo: No, second time the ITT was released. C3S 513 will define framework for future contracts.

Item 5: Aligning User Cases; Presentation from CAS on the Story Maps (Arjen)

CAS presented a candidate technology to present the user cases. The Story maps are based on ArcGIS online and offer a flexible and engaging way to present the user cases.

Discussion:
Alberto: Is standardising user cases constraining? – Carlo: provides a consistent approach to provide user cases across contracts. Flexible approach to ensure different type of content presented to general audience.

Alberto: Software and license to develop the story maps? – Carlo: Not defined as yet, by ArcGIS online maybe used, which is widely used application. No issues with access to license via C3S.

Item 2: Anabelle.guillory@ecmwf.int (Copernicus User Support) on templates and knowledge base: Overview of what user support needs from the C3S SIS contractors

Deliverables should be sufficient to build up knowledge base once there is interaction with users via the help desk. Within the operational service, the tier 2-3 queries will be via email address to the contractor, and will be used once knowledge base / FAQ's no able to respond to user query.

Drupal template can be provided to allow contractor to develop FAQ based on questions from user interaction during contract. The user guides, FAQ will be accessed via the right of the SIS contractor's pages on C3S web pages.

Action: Invite Anabelle to future Cross SIOS meetings and SIS progress meetings to discuss interaction with contractors and evolution of COP user Support: SIS team / Contractor to involve user support in any CDS data / toolbox documentation discussions.

AOB:
Filip (VITO): Interaction with Story Map and SIS contracts, what do you have planned? – Carlo: Will mainly apply to new contracts, but we will provide data requirements and templates to allow user cases to be migrated to story maps. Will provide this guidance once ready.

Debbie (UoR): Toolbox is REALLY slow, are there plans to address this? – Iryna: Yes, this is a known issues and this is being investigated.
Alberto: Workflows / scripts fail / crash! – Iryna: Again, this is a known issue.
Alberto: Process for contributing to the toolbox is welcomed! Thanks for sending procedure to contractors.

Ruth (JBA; Coastal SIS): Code / tools developed by other contractors to be shared? – Iryna: depends on permissions on the GIT branch, should be able to share with other C3S contractors.
Alessandro (B-Open): Should be able to see the code used in the development of their tools.

Carlo: But the use of the VM and wrappers / containers means that you have the freedom to use other languages, not just python.
Meeting Closed

List of meeting actions:

Actions:
- ECMWF - Cross SIS meeting 4 date to be defined and invites sent – Request for discussion points
- All - Send constraints & requests for SIS User Meeting in Q1/2 2019
- Anna (C3S) to send training templates to SIS contractors