



A framework for provider-user engagement to drive climate service development

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By identifying the User Interface Platform as a key component of successful climate service development, the Global Framework for Climate Services puts a strong emphasis on climate service provider-user engagement. This paper will present an evolving theoretical framework for guiding user-engagement to drive the development of useable climate services. This user-engagement framework draws on a wealth of experience and expertise in the management of user-engagement and product development from other disciplines, such as market intelligence and software development. The framework will continue to be developed from experience in conducting user-engagement activities within climate service development projects and programmes, such as the EUPORIAS (European Provision Of Regional Impacts Assessment on Seasonal and Decadal Timescales) project.

The framework proposed is very much centred on the idea of co-development of climate services to ensure that climate information is delivered in a format that can be directly useable by decision makers in different sectors. This approach requires continued and sustained engagement and relationship development with stakeholders representing the sector for which services are being developed.