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# The VIADUC project: innovate in climate adaptation thanks to service design

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Within the framework of the French National Adaptation to Climate Change Plan, the "Drias, les futurs du climat" portal and associated support have been developed in order to provide an easy access to the French regional climate projections. This is a major step forward in the development of the French Climate Services. Two years after its launching, we wonder how useful is this service for the end-users and decision makers involved in adaptation planning at local scale?
The VIADUC project has this target: to evaluate and enhance Drias, as well as to imagine future developments to support adaptation. Climate researchers work together with end-users and a service designer. The designer's role consists in proposing an innovative approach based on the interaction between scientists and citizens. The chosen end-users are three Natural Regional Parks located in the South West of France. Such parks are administrative entities which gather together municipalities defined by a common natural and cultural heritage. They are also rural areas in which economic activities do take place, and therefore concerned and involved in both protecting their environment and setting up sustainable economic development.
The first year of the project has been dedicated to investigation and questioning with relevant representatives. Three key local economic sectors have been selected, which are forestry, agro-pastoralism and construction. Working groups composed of expert technicians, administrative and maintenance staff, politicians and climate researchers have been created. The sectors needs for climate information have been gauged, and concrete actions are now undertaken. They will be presented in this communication, together with lessons learnt.