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Operations and Services

NWS Requirements, NWSPD 10-1

New or Enhanced Products and Services, NWSI 10-102

REGIONAL PROCEDURES FOR EXPERIMENTAL PRODUCTS AND SERVICES

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

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 <signed>
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Date

1. Purpose. The purpose of this Supplement is to describe the procedures for implementation of an experimental product or service, or a change to an existing operational product or service. The procedures are consistent with both NWS Policy Directive (NWSPD) 10-1, “NWS Requirements” and NWS Instruction 10-102, “New or Enhanced Products and Services”.

2. Background. All new products and services must be fully documented through the preparation and submission of a Product Description Document (PDD), and undergo an appropriate period of experimental testing and evaluation before achieving operational status. The steps in preparing a PDD for a new product or service are clearly outlined in NWSI 10-102. The process through which a PDD is submitted and approved, and the associated product or service is implemented as experimental is provided in Section 3 of this Supplement. The process also includes steps for transitioning the experimental product or service to operational status.

Implementing a change to an existing product or service essentially will follow the same process as outlined in Section 3, except that an original PDD will already reside within the national catalog. The PDD, however, may require a change to its content and thus re-posting to the catalog.

3. Procedures. The process for implementing a new experimental product or service is as follows:

- The originating office will prepare a PDD describing the product or service. Instructions for preparing an appropriate PDD are provided in NWSI 10-102. The PDD will be submitted by the office’s Meteorologist-In-Charge (MIC) or Hydrologist-In-Charge (HIC) via electronic mail (e-mail) to the Southern Region Headquarters’ Chief of the Operational Services Division (OSD). The Chief of the OSD (or authorized designee) will engage the expertise of appropriate Southern Region Headquarters (SRH) staff in the review process.
- After review, the Chief of the OSD will:
 - forward the PDD to the Regional Director with a recommendation for approval;
 - return the PDD to the originating office and request revision, if its content requires correction or clarification, or does not fully comply with the instructions in NWSI 10-102; or
 - notify the originating office that the PDD is being disapproved for stated reasons (e.g. the product or service is already in testing).
- Upon approval of the Regional Director, the Chief of the OSD (or authorized designee) will inform the originating office that the new product or service can be implemented as experimental. The Chief of the OSD (or authorized designee) will forward the PDD via e-mail to NWS Headquarters (NWSProducts@noaa.gov) for inclusion in the national PDD catalog.

If the product or service is to be posted to the office's webpage, the following steps must be completed:

- the word "experimental" must be prominently displayed with the posting of the product or service;
- a link to an official survey must be established so as to facilitate efficient customer feedback (SRH staff will assist the office in establishing this link); and
- a period of evaluation of at least 6 months, but not to exceed one year, must be established and clearly disclosed to the customers.

After the required period of product or service evaluation has ended, the originating office, in cooperation with the SRH OSD staff, will assess the feedback from customers. If deemed favorable, the MIC or HIC of the office will submit a recommendation via e-mail to the Chief of the OSD that the product or service be transitioned to operational status. This recommendation will be forwarded to the Regional Director for approval. Upon approval, if the product or service is posted to the webpage, the office may remove:

- all mention of the word "experimental" from the product or service;
- the link to the official customer survey; and
- disclosure of the period of evaluation.

The Chief of the OSD (or authorized designee) will inform appropriate staff members at both NWS Headquarters and other Regional Headquarters via e-mail that the product or service has been transitioned to operational status.

The aforementioned procedures apply to changes to any existing product or service, with the exception that the PDD archived in the national catalog must be reviewed for warranted modifications. This review will be conducted by the originating office's staff and any changes to the PDD will be coordinated with the Chief of the OSD, who will submit the revised PDD to NWS Headquarters for replacement in the national catalog.