

Service Program Teams

CHARTER

INTRODUCTION

The Forecast Services Division, within the NWS Analyze, Forecast and Support Office (AFSO), is the home to the 11 National Service Programs (NSP). Each NSP has a corresponding Service Program Team (SPT) responsible for capturing, vetting and becoming a champion of proposed field requirements, providing programmatic input into the Annual Operating Plan (AOP) process, reviewing and making approval decisions for Experimental Products and Services (supporting the Products and Services Change Management – 10-102; replacing the former Cross Agency Review Team), and providing the service delivery portfolios with subject matter expertise regarding innovation context and research transition. This document serves as the official charter for each SPT. The charter provides governance, roles, responsibilities, guidelines, and procedures for operating the SPTs.

VISION

Service Program Teams are cross-agency pillars effecting National Weather Service Strategic and Weather-Ready Nation Goals through effective and judicious evaluation of requirements and programmatic input into the development of Annual Operating Plans for the National Weather Service.

MISSION

SPTs ensure inclusivity and balance via coordination with all stakeholders, including key external partners in support of NWS' Strategic documents (e.g., Program Guidance Memorandum (PGM), Weather-Ready Nation (WRN) Implementation Plan and DOC/NOAA/NWS Strategic Plans) and provide the direction for requirements to support AOP processes, the identification of programmatic gaps, and development of milestones.

TEAM MEMBERSHIP

In order to ensure appropriate and inclusive programmatic input, each SPT will include membership from the corresponding service area / National Service Program, field units (Regions, and Centers), and other stakeholders, as appropriate for the SPT. The authority and accountability for each SPT to operate extends from the NWS Chief Operating Officer (COO) through the following organizational units:

- NWS COO (W/COO)
- AFSO Director (W/AFS)
- AFSO Forecast Services Division (W/AFS2) Division Chief
- National Service Program Manager / AFSO Branch Chief (W/AFS2x)
- National Service Program Lead

Membership from each SPT includes the following (as appropriate):

- Lead from corresponding NSP (AFS2 - Voting)
- Division Chiefs (representing MSD, CSD and HSD Chiefs) or their appointed designee from each of the six Regions (voting)
- NCEP COO, or XO, or designated representatives from NCEP Service Centers (voting)
- Office of Water Prediction Leadership (voting)
- Key Federal partners as advisors (non-voting)
- NWSEO advisors (non-voting)

In addition to the SPT Lead, SPTs may have one or more SMEs from their NSP to carry out the necessary evaluation of requests (advisor, non-voting).

All voting members will have the authority to represent their unit and have the full support of their Director. It is the responsibility of each voting member to out brief the results from SPT decisions to their Directors. Each FMC will have one vote on items being voted on regardless of the number of members from the FMC on the Team(s) addressing that item.

Eighty percent (80%) of voting members must be in attendance for a decisional meeting to be held. Voting members who cannot attend may provide their vote via email or designate a representative empowered to vote on their behalf.

TEAM DURATION

SPTs will continue unless specifically disbanded by the NWS COO. This charter will be reviewed for applicability and any necessary updates every two years.

SCOPE / EXPECTATION

SPT representatives are responsible for seeking and recording input from all portions of their organization or program. Each SPT will address requests as provided by the CaRDS process, and according to CaRDS process timeline expectations. All SPT members should address their approval based on strategic need and benefit as it applies to 'corporate' NWS. The following is a listing of responsibilities and activities associated with the SPT process:

- Regional representatives support the opportunity for input among all regional field staff, and also collaborate across all Regional Divisions and field offices (fully integrated field structure concept)
- NCEP representatives articulate the needs and positions of their Service Centers
- AFS Program Managers collaborate with other AFS elements on proposed national activities
- SPTs are responsible for coordinating with external partners (e.g., federal/ state/ local governments, emergency management community, and the weather enterprise) when necessary
- SPTs shall coordinate with appropriate Service Delivery Portfolio representatives (at Tier 2 level) when there are expectations that validated requirements will be presented to the Portfolio Integration Council (PIC)
- Most meetings are conducted via teleconference. However, for high priority meetings, AFSSO may provide funding for membership and NWSEO representative(s) to attend

- Coordinate review with other SPTs and the AFS1 Corporate Project Teams* (CPT) when applicable
- Coordinate any necessary updates to the CaRDS request and associated documents with the originator and CaRDS analyst
- Deliberate if CaRDS requests meet criteria to be deemed a NWS Requirement
- Prepare decision package for the AFS Director for requests that are determined to be validated requirements candidates (i.e. Recommend Approval)
- Inform the CaRDS Analyst of requests which are deemed "Not Approved", along with rationale for disapproval (CaRDS analyst will forward decision and rationale to Originator and AFSO)
- Address requirement validity, readiness, scope and need for comment and review for new or significantly changed products and services under the PSCM process
- Address readiness and decision on transitioning experimental products to Operational product state after analysis of comments from the comment and review period are provided to the SPT

*The current (summer 2016) AFS1 Corporate Project Teams include: IDSS, Impacts Catalog Demo, Ecological Forecasting, and National Blend of Models Demo, and Enhanced Digital Services.

GOVERNANCE

It is the responsibility of each voting member to represent their Director and vote on items as presented by the SPT Lead. Full consensus of all approval decisions by SPT voting members is desired; however final vote decision can be made by simple majority. Members may vote to approve, Not-approve, or 'thumbs-sideways'. All voting members have an equal voice. Any dissenting votes will be recorded, and in the case of the CaRDS process, will be provided to the next higher tier for consideration. It is the responsibility of each voting member to bring to the SPT's attention if a proposal is linked to an AOP milestone, has high corporate visibility, or is part of an Executive Branch mandate.

Voting Governance:

- All votes are equal
- Consensus by SPT voting members is desired
- An approval decision will be based upon a simple majority of voting members
- Any dispute or need of arbitration shall be provided to the AFSO Director
- All dissenting opinion(s) will be recorded and provided to the next higher tier for consideration
- If a vote of "non-approval" occurs, then an appeal to the next higher tier is available by either a SPT member or the request originator (if associated with a proposed CaRDS submission)
- The highest appeal level available to SPT membership is the NWS Mission Delivery Council (MDC), which is chaired by the COO
- Requests do not become validated as a field requirement until/unless approved and validated by MDC or, if the requirement is contained within AFS portfolio; approved and validated by AFSO Director (with notification to the MDC).
- Each FMC has one vote. If members from the same office/region/center do not all agree, they should resolve their differences either amongst themselves or with their management – up to their director level if needed.

SPT Meeting Frequency:

- At a minimum, SPTs should meet monthly
- For those SPTs with a high volume of traffic, meetings should be scheduled every two weeks
- SPT members shall be given at least Ten (10) business days to review submitted materials. SPT approval decisions should be made within one month of notification.
- Email coordination, review and voting may take place in-lieu of a formal meeting unless there issues requiring a meeting forum for resolution.

ROLES AND RESPONSIBILITIES

SPT Team Lead:

- Schedules and conducts reviews and formal team meetings
- Provides programmatic input into the Annual Operating Plan (AOP) process
- Provides direction to team members
- Participates in recurring CaRDS/SPT monthly meetings
- Ensures requests are addressed in a timely manner (see Governance section above)
- Validates the minimum number of voting members is in attendance (or provided delegate or comments and their vote via email or electronic documents – Google Docs) for decisional meetings
- Strives to maintain a corporate balance among the voting members so that all opinions provided by field units are fairly considered
- Ensures status and document updates are provided to the CaRDS analysts
- Reviews decision packages for each request and when appropriate, schedules briefings with the AFS Director to address the request(s) which are recommended for Validation as requirement(s)
- Invites the request Originator, SMEs, CaRDS or PSCM Analyst, and other SPT / CPT leads to meetings as appropriate
- Reaches out to CPT leads and Service Delivery Portfolios as needed
- Delivers to the next appropriate level (AFS Director), any SPT Approve/Not Approve decision or recommendation

NSP SMEs – In addition to the SPT Team Lead, each SPT will have one or more SMEs from their NSP to carry out the necessary evaluation of requests. The SME members will:

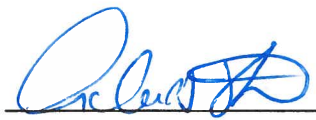
- Evaluate requests for completeness
- Coordinate and obtain information as necessary from the originator and other NWS Units in order to complete the evaluation and address questions and issues
- Conduct and participate in SPT meetings to address requests
- Prepare and complete decision packages

NWS Unit SPT members - Each SPT will have members designated by other NWS Units including the Regions, National Centers, and other OPPSD Portfolios. Their roles and duties include:

- Represent their respective unit
- Coordinate review and approval decision within their respective unit
- Update their leadership on any issues, policy impacts or risks related to the requests being addressed
- Provide information and recommendations to the SPT
- Participate in SPT meetings and provide their approval decision

APPROVALS

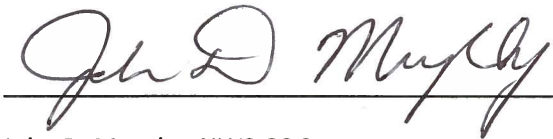
This charter, which provides governance for NWS Service Program Teams, has been reviewed by the Mission Delivery Council and approved by the Director, Analyze, Forecast and Support Office, and the NWS, Chief Operating Officer. The charter becomes effective on the date of approval by the COO.



Andrew D. Stern, Director AFSO

9/8/16

Date



John D. Murphy, NWS COO

8 Sep 16

Date

Appendix A: SPT Decision Process Summary

The following steps outline the typical decision process for evaluation of requests by the SPT. Although not explicitly stated, the SPT will coordinate and arrange meetings as necessary with SPT members and any necessary invitees to address these steps and provide status and decision information to the CaRDS analyst.

1: Affirm their Team is most appropriate to address assigned request.

In this step, the SPT Lead will determine if the subject area for the request forwarded to their team falls under their purview. If the SPT believes another SPT is more appropriate for dealing with the request, the lead will notify the CaRDS analyst. If evaluation and approval is needed from additional SPTs or CPTs, the lead will inform the CaRDS analyst and the team Lead(s) and coordinate reviews with the other team lead(s). The additional teams will provide input and recommendations to the Lead team. The lead team will make the approval decision and document the necessary information for Tier 3.

2: Ensure request clearly identifies what is needed.

In this step, the SPT determines whether or not there is sufficient information to properly determine what is needed, answering such questions as:

- Is what is to be developed or provided clearly explained?
- Is it clear who the stakeholders are and who then intended users would be?

3: Ensure ‘applicability’ and appropriateness for the NWS

In this step, the SPT looks at the appropriateness and applicability of the request (based on NWS Mission and role), taking into consideration potential policy conflicts or issues.

4: Ensure the Request is ‘beneficial’ to the NWS and other intended users.

In this step, the SPT evaluates how satisfying the request is beneficial to the NWS or other intended users / recipients. Consideration is given to other similar efforts either in process or already in place.

Question to consider - Does the expected benefit justify the use of resources to make it happen?

SPT members are to consider the benefit to corporate NWS, not just whether or not it applies to their specific program/office/region.

5: Consider scope and impact.

In this step, scope and impact are addressed. Questions to be answered here include:

- Does this apply to one functional area or region only? Should it apply nationally?
- If it benefits one stakeholder class (e.g. Emergency Managers), should it be developed for broader audience which may also benefit (e.g. media or general public)?
- How will this impact the NWS? Who will create and use the product or the results?
- What NWS units will be impacted? What user classes are impacted?
- If the request is for one type of product, would other products also benefit and therefore should be considered?

6: Evaluate anticipated resources.

In this step, the SPT performs an analysis of “What will it take?” to implement the requested capability – although not solution specific, a recommendation of which NWS unit or Portfolio(s) are likely to address solution(s) can be made.

7: When applicable, Evaluate readiness for Experimental / Official products.

In this step, the SPT determines if the request will result in a product or service which must undergo comment and review period and coordinate such with the Products and Service Change Management process manager. For Experimental Products and Services which have undergone the comment and review period, the SPT will evaluate results and determine readiness for transitioning of products from experimental to official operational status, or extend comment period, or discontinue .

8: Prepare package for AFSO Director Validation Decision.

For each request, the SPT will prepare a Validation Decision Information (VDI) document which is forwarded to the AFSO Director. The VDI documents answers to the questions above, team members and their approval decisions, final team approval decision and recommendation for AFSO.

If during any of the steps above it is determined that the request is not appropriate, that other solutions or workarounds exist, or that there is insufficient benefit to justify expending resources, the SPT may determine that the request is NOT Approved. The decision and rationale are documented in the VDI, which is forwarded to the AFSO director for situational awareness. The Originator and Submitter are notified of Not Approved request and the rationale is provided with the notification.

The SPT should work together to make an approval decision by consensus, however if there is one or more dissenting vote, their vote and rational is documented in the VDI to ensure situational awareness at by AFSO director.

9: Notify CaRDS or PSCM analyst that team has completed their review

The SPT lead will notify the appropriate CaRDS or PSCM analyst when they have completed their review. The analyst will update information and documentation in CaRDS site and notify AFSO director, originator and submitter of the results.

General Guidelines:

SPT are to invite the request Originator, CaRDS or PSCM Analyst, and other applicable SPT/CPT leads to meetings. SPT recommended changes to the original Request document must be coordinated with the Originator.

The information provided for AFSO Director should be as complete as possible and documented in the VDI document.

Example 1:

Incomplete: *We think other regions can benefit from the requested capability.*

CORRECT: Original requested capability was for ER. SPT determined that this request should be developed for all regions. SPT approves for all regions.

Example 2:

Incomplete: *The Request should include 7-10 day graphics as well.*

CORRECT: SPT determined that 7-10 day graphics should be included in the Mission Need or Requirement section of the request and be part of the requirement. The request has been updated with concurrence from the Originator.

Example 3:

Do not state something like: *The request should also describe XYZ.*

INSTEAD: The SPT and Originator should reach an agreement and update the request so it describes XYZ.

As part of ensuring completeness, the SPT should replace questions in the VDI with the answer or resolution thereof. The only unanswered questions in the VDI should be those which require higher level decision or those which are related to solution options.

Appendix B: SPT membership composition by NWS FMC

Team	AFS	ARH	CRH	ERH	PRH	SRH	WRH	NCEP	OWP	Other (Advisors) ^{1,2}
AVIATION	X	X	X	X	X	X	X	AWC		
CLIMATE	X	X	X	X	X	X	X	CPC		STI, IA, OAR/CPO
FIRE	X	X	X	X	X	X	X	SPC		STI
MARINE	X	X	X	X	X	X	X	OPC, EMC, NHC		DISS, STI, OBS, NDBC
PUBLIC	X	X	X	X	X	X	X	WPC		
SEVERE	X	X	X	X		X	X	SPC		
SPACE	X	X	X	X	X	X	X	SWPC		
TROPICAL	X			X	X	X	X	NHC, OPC		DIS, CP, OCLO, STI
TSUNAMI	X	X		X	X	X	X			OAR/PMEL, CP, IA, OBS, NDBC, NESDIS/NCEI, NOS/COOP
WATER	X	X	X	X		X	X	WPC	X	CP
WINTER	X	X	X	X	X	X	X	SPC, WPC		

NOTES:

1. Only NOAA Line Offices / NWS units indicated.
2. Each team has at least one NWSEO advisor