

## Minutes

<b>Minutes date</b> 9 June 2020	<b>Our reference</b> 11205095-004-ZWS-0001	<b>Project</b> 11205095-004 Delft-FEWS 2020   Community Activities 2020	<b>Number of pages</b> 1 of 4
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<b>Meeting date</b> 9 June 2020	<b>Meeting</b> Delft-FEWS CSB Minutes #18 (2020-02)		

### Present

A. Tavendale, M. Philippart, M. Ebel, T. Flowers, A. Smith, R. de Crook, S. Laeger, G. Miller, B. Balk, N. Slootjes, M. Ververs, G. Boot.

### Introduction and attendance

On 9 June 2020, the 18<sup>th</sup> Delft-FEWS Community Strategy Board (CSB) meeting was held. At the time of the meeting the CSB consists of the following members:

Organisation	Represented by	Present
Bureau of Meteorology in Australia	Adam Smith	Yes
Dutch Waterboards	Roger de Crook	Yes
Federal Office for the ENvironment Switzerland	Martin Ebel	Yes
Rijkswaterstaat in the Netherlands	Marc Philippart	Yes
Scottish Environment Protection Agency	Amy Tavendale	Yes
National Weather Service (USA)	Trey Flowers	Yes
Environment Agency (UK)	Stefan Laeger	Yes
Tennessee Valley Authority	Gabe Miller	Yes
Deltares-USA	Edwin Welles	No
	Ben Balk	Yes
	Nadine Slootjes	Yes
Deltares NL	Marcel Ververs	Yes
	Gerben Boot	Yes
		Yes

### Agenda

The agenda was as follows:

12:00 (CET)	Opening	Welcome
12:05 - 12:10	Status update Business continuity during the Covid-19 outbreak	
12:10 - 12:15	Actions minutes previous meeting	Minutes CSB #17
12:15 - 12:25	Status update Release 20.01 and Roadmaps 2020-2025	Presentation by Gerben
12:25 - 13:30	Standardization Support & Maintenance contracts	Presentation by Marcel
13:30 - 13:40	News from the community	
13:40 - 13:50	Any other business	All
13:50 - 13:55	Next meeting	Date and topics
13.55 - 14:00	Closure	Summary and actions

## Opening

Nadine Slootjes opens the 18<sup>th</sup> CSB meeting by welcoming everyone. It is the first meeting where Gabe Miller is present. He introduces himself briefly.

## Status update Business continuity during the Covid-19 outbreak

Nadine provides a status update of Deltares and Delft-FEWS services in relation to Covid-19 pandemic. Just after the meeting on 17 March, an email was sent to all support clients on our measures in relation to the COVID-19 outbreak to ensure that we will be able to provide support for the Delft-FEWS software as before. Now looking back to the past months, the main message is that we have been continuing business as usual. There has been no business interruption due to the absence of staff or working from home. We even have identified new opportunities such as e-learning, webinar, stand-ups...

The Dutch, German and Australian user days are going to be held online. It is not yet clear if the international Delft-FEWS User Days will be held online too or that we will set up a hybrid version (combination of online and in person). This will depend on the experience with the online versions of the regional user days and the COVID-19 developments.

## Actions minutes previous meeting

Action		Due by	Status
13.1	Share list of potential developments with other clients	Deltares December 2019	Closed
17.1	Share examples on the Delft-FEWS portal of (smaller) functionality/features which could be 'crowd-funded'	Deltares June 2020	Closed
17.2	Share status of 'Seamless integration for grids' (part of the outstanding Roadmap 2020 features backlog)	Deltares June 2020	Closed
17.3	Share a list of 'what will be developed in the next release' (Delft-FEWS 2020.02 will be the first version to have this list available on the portal)	Deltares June 2020	Closed
17.4	Further detail the different levels within a standardised S&M contract	Deltares June 2020	Closed

## Status update Release 20.01 and Roadmaps 2020-2025

Gerben presents the status of the 20.01 release and the activities planned for the Roadmap 2020-2025.

The board is very positive about the Infographic and online training. It is very useful for reuse. In relation to the 01 and 02 release, it was raised if Deltares maintains a list who is using which version and who is taking which release (01 or 02) and if this list could be shared for reasons to exchange experiences about the different releases.

## Standardisation Support & Maintenance contracts

A memo was shared with the board containing some background information, some assumptions, an implementation plan and the various service packages. In addition, Marcel gives a short introduction on this subject.

A summary of the discussions/remarks/questions:

- A great move forward.
- Will it still be possible to have an additional option for enhancements. *Yes, but that will always be tailor-made. It could be an option to add development hours as a standard option.*
- How about multi-year/existing clients? *In case of a multiyear contract – we can discuss opening the contract, but it will probably be introduced when the new contract is negotiated.*
- Within the water boards in the Netherlands, there is a tendency to have multiple implementations of Delft-FEWS. The current proposal suggests that if you choose one service package, only one configuration is supported. In the proposal, it is good to know that if you have multiple configurations, it does not mean that the costs will be two or three times higher. *The idea is that the support hours in the standard service package are for one configuration. You can obtain extra support hours for an additional system using the blocks of additional support.*
- Is 3 patches an average? Some do more testing, and therefore have more bug reports? A few considerations from Deltares' side:
  - Testing developments in parallel to running an operational version (with S&M) the patches needed for the version 'in test' (or 'acceptance') do not affect the package.
  - Deltares is working on providing on a regular basis patches on the portal. One every month we provide a general patch that is available for all users. We provide information on what is being fixed. That will not affect the package.
  - When users have reported a bug that is not urgent, we wait for the following patch. We are happy to accumulate a group of bugfixes and then take one patch.

The board agrees that this is a good way forward. Especially a regular cadence on the patches with release notes.

- The advice is to make a division between stable release patches and development patches (beta-testing).
- Advice to review the text by a legal person.
- Having the options of having "add on numbers" for additional support hours is something that is important to have available.
- Response times should be followed up according SLA (Happy over-all). The FEWS support team should know the agreed service level for any client.
- With an exact number for patches in the contract, it should be addressed what happens if you reach the maximum and you have a critical bug?
- Main message for the difference between the service packages: you pay for priority
- There was a discussion about the possible need to distinguish between WIS/BOS systems with respect to patches. Another question is brought up when a client is an active reporter of bugs, how do you reward that? *The proposed set up is to have a distinction in general patches that will become available on a specific website (with a standard time interval) and client specific patches with a fix of an urgent problem only. You can wait for the patches that become generically available or take an immediate patch in case an urgent fix is needed. In case 2 patches are needed to fix 1 problem then only one will be subtracted from your "patch budget". A good approach could be to collect a few bugfixes and combine a few fixes in 1 patch.*
- What about the bugs that are fixed in the next release? Who is testing them? How to determine that a fix is correctly done? *It is important to make a distinction between development release patches (beta-testing) vs stable release patches. The patches mentioned in the support service packages is about stable release patches. Development patches can be provided much easier as they will not go through the same amount of testing.*

In relation to financing and roadmap funding, the following points emerged:

- For clients with long term contracts there will probably be other ways to contribute to the roadmaps.
- Have an accompanied roadmap with the contract to link it to the financing. To make clear what the community gets.

It is agreed to organise a one-hour CSB in September to further discuss the service packages and the impact, when we also have the price of the different packages.

### **News from the community**

Regional user days are organized for the Netherlands, Germany and Australia. All online events. The program is available on the Delft-FEWS portal. Marc gives a presentation about web services for the Dutch and Australian User Days.

Gabe started a working group under CEATI for Northern America hydropower agencies. To collaborate and bring things to the strategy board. There is a lot of support for online training.

Action		Due by		Status
18.1	Create a list that can be shared with the community on 'who is on which build'.	Deltares	Nov 2020	Open
18.2	Organise a one-hour CSB in September to discuss the service-packages	Deltares	July 2020	Open