

Recommendations/Action Plan for the June 2003 NESDIS Data Users Workshop

Access

Constituent Recommendations

Government Action Plan

Recommendations for the Category: Access	Freq. of Recommendation	Action Status	Responsible Data Center	Data Center Point of Contact	Action Plan	Implementation Date
Access: Maintain human customer interface	13	Complete	All	All	NESDIS has full commitment to maintain a human element as it expands its E-Government capabilities.	6/30/2004
Access: Identify data expert/help desk for major data bases or subjects	9	Continuing	All	Joint	Expert help desks in an area that NOAA will continue to expand its capabilities. Expert help desks currently exist for several major data bases including POES and NEXRAD. Additional help desks will be created for other major data bases such as modeled data. The CLASS project will also address this need as major data bases are brought underneath its umbrella.	12/31/2006
Access: Subset monthly international surface data into manageable sizes; too large a file;	2	Complete	NCDC	Lott	The new Integrated Surface Hourly data base will be placed online by the end of 2003 (2003 data). In 2004, the 1999-2003 data will be placed online. ISH will this and other selection capabilities	12/31/2003
Access: Create 1-800 customer service number	1	Not Accepted	All	All	Although this is a good suggestion, NESDIS would prefer to place greater emphasis on E-government activities which is directly stated in the President's Management Agenda	10/8/2003
Access: Create account executives	1	Complete	NCDC	Steurer	NCDC has account executives for high usage customers; customers can request an account executive from NCDC through the normal customer service number (828-271-4800)	1/30/2004
Access: Ensure format of surface weather data is in the same format; CD-ROM surface data different format when ordered as a single station	1	Complete	NCDC	Lott	A new CDROM was recently released that provides surface weather data in the same format as the archive. These same data will also be made available for online access from the Integrated Surface Hourly Data Base	4/15/2004
Access: Ensure NESDIS provides for access methods ranging from real-time to the full archive	1	Continuing	All	Joint	The CLASS effort will provide access to large array data bases for real time and historical data access. A portion of the GOES data archive will be available in November 2003 with other data bases to follow in 2004 and 2005.	9/30/2005
Access: Investigate methods to get high seas, offshore and coastal zone forecasts certified	1	TBD	TBD	TBD	TBD	TBD
Access: Investigate variations in timing among data centers to get data certified	1	TBD	TBD	TBD	TBD	TBD
Access: Subset international surface data in global blocks	1	Complete	NCDC	Lott	The new Integrated Surface Hourly data base will be placed online by the end of 2003 (2003 data). In 2004, the 1999-2003 data will be placed online. ISH will this and other selection capabilities	12/31/2003