



WORKING PAPER

SATELLITE DISTRIBUTION SYSTEM OPERATIONS GROUP (SADISOPSG)

THIRTEENTH MEETING

Dakar, Senegal, 27 to 29 May 2008

Agenda Item 4: Operation of the SADIS

4.3: Operational efficacy of the SADIS

REPORT OF THE SADISOPSG OPERATIONAL EFFICACY ASSESSMENT TEAM

(Presented by the SADIS Provider State on behalf of the SADISOPSG
Operational Efficacy Assessment Team)

SUMMARY

This paper contains statistics and analysis related to the replies to the 2007-2008 SADIS operational efficacy questionnaire. Any issues raised will be presented to the SADISOPSG for review and action, as appropriate.

1. INTRODUCTION

1.1 It will be recalled that the SADISOPSG/9 Meeting agreed that there was no need for the Secretariat to circulate copies of the completed efficacy questionnaires to the SADISOPSG Operational Efficacy Assessment Team. It was concluded that, in lieu of the original copies, the tabulated summary of the replies prepared by the Secretariat would suffice for the team to prepare the necessary statistics (SADISOPSG Decision 9/3 refers).

1.2 The information provided in this paper has been extracted from the tabulated format which was supplied to the SADIS Operational Efficacy Assessment Team on 25 February 2008. It may be noted that, to-date, 42 SADIS user States have responded to the questionnaire which was available on the SADISOPSG website in an interactive format.

2. DISCUSSION

2.1 It is pleasing to note that the number of States responding to the questionnaire has increased (albeit slightly) compared to last year (42 this year, 39 last year). The interactive questionnaire, introduced last year by ICAO, was intended to increase the number of replies. It is hoped that the number of States responding to the (online) questionnaire next year will show similar advances.

2.2 The questionnaires included some additional remarks which expanded on the responses provided to some of the questions. The SADIS Provider State has reviewed these remarks which primarily relate to the issues highlighted in sections 2.4 and 2.5 below.

2.3 Analysis of the completed questionnaires indicate the following top level results (last years figures in brackets):

- 85% (85%) of States considered that the service administrative messages were adequate;
- 75% (85%) of States reported good availability of upper-air data in the GRIB code form;
- 90% (50%) of States reported good availability of SIGWX data in the BUFR code form;
- 85% (85%) of States reported good availability of OPMET messages;
- 60% (65%) of States reported that they are able to produce WAFS SIGWX charts from the BUFR code form which are compliant with the SADISOPSG software criteria;
- 70% (35%) of States that are not using the BUFR encoded data are using the PNG formatted SIGWX charts;
- 90% (80%) of States reported no problems with VSAT signal quality;
- 90% (90%) of States reported a good overall assessment of the VSAT;
- 70% (35%) of States have implemented a SADIS 2G VSAT; and
- 30% (20%) of States used the 24-hour help desk. Of these, 75% (100%) reported a satisfactory level of assistance.

It may be noted that the figures have been rounded to the nearest 5%, and that they include all responses received by the SADIS Operational Efficacy Questionnaire Assessment Team on 25 February 2008.

2.4 These results are considered to be generally positive. In particular:

- a) a significant increase in the number of States that have implemented a SADIS 2G VSAT;
- b) a significant increase in the number of States reporting good availability of SIGWX data in the BUFR code form;
- c) where States are not using the BUFR encoded SIGWX data, there has been a significant increase in the number of States utilising the PNG formatted SIGWX charts as a backup;

- d) a slight increase in the number of States that report no problem with VSAT signal quality, and a continual good overall assessment of the VSAT; and

As the cessation date of SADIS 1G nears, it is particularly pleasing to note a significant increase in the implementation of SADIS 2G VSAT receiving equipment. Furthermore, of those States with users still accessing SADIS 1G, the vast majority have indicated that they intend to upgrade their receiving systems to SADIS 2G before the end of 2008.

2.5 A small number of issues stand out from the questionnaire which may need to be considered by the SADISOPSG and WAFSOPSG. These issues are identified below:

- a) A little over a third of States still do not have the ability to produce WAFS SIGWX charts from the BUFR code form which are compliant with the SADISOPSG software criteria. This is similar to last year, and the SADIS Provider continues to believe that there remain a number of reasons for slow implementation, such as:
 - *inertia*. States are slow to invest in new software and adopt modified work practices (particularly given the continued provision of the PNG formatted SIGWX charts);
 - *costs to users* involved in maintaining up-to-date, compliant visualisation software; and
 - *misunderstandings* about required work practices.
- b) Around two-thirds of States that are *not* using the BUFR encoded WAFS SIGWX data to produce compliant charts *are* still reliant on the availability of the PNG formatted WAFS SIGWX charts. This an increase on last year's figure, when around a third of non-BUFR users were reliant on the PNG charts. WAFSOPSG Conclusion 3/9 endorsed the WAFS Provider States to continue provision of PNG formatted SIGWX charts as a back-up to BUFR-coded SIGWX forecasts until at least 2010. The continued availability of the PNG formatted products will assist users yet to migrate to BUFR. However, as commented above, their continued provision may be a contributory fact to States being slow to invest in new software to visualise the BUFR data.
- c) A slight decrease in the number of States reporting good availability of the upper-air data in the GRIB code form. Since the vast majority of respondents to the questionnaire are now operating SADIS 2G, it is believed that this is a reflection on the SADIS 2G data losses (notably to GRIB) that have occurred during the last year and resulting in missing GRIB sequence numbers. The Met Office has worked to overcome the data losses, and believes that the situation is now much improved.
- d) The number of States who were dissatisfied with the level of assistance provided by the UK Met Office Service Desk has increased over the period (25% compared to 0% last year). From the comments provided by States, it appears that the dissatisfaction is related to the speed of reaction and resolution when service interruptions have occurred – notably data losses with the SADIS 2G broadcast service. This valuable feedback has been passed to the appropriate Met Office customer service and

technical support teams to ensure that improvements are implemented where necessary.

3. **ACTION BY THE SADISOPSG**

3.1 The SADISOPSG is invited to:

- a) note the information in this paper; and
- b) review the user feedback in Appendix B to WP/3 and advise the SADIS Provider State whether there are any specific issues relating to the provision of the SADIS service that require additional attention.

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