# ERA4CS

## An ERA-NET
## initiated by JPI Climate

Project: 690462 AQUACLEW


**Full project title:**

## Advancing QUAlity of CLimate services for European Water

**Milestone: M3.2**

# Initial interviews / studies of end-users conducted for each case study

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# Table of Contents

# Introduction

Climate services often combine user needs with climate information to provide customized climate information, tools and analysis to facilitate mitigation and adaptation decision making by individuals and organizations. The European Research and Innovation Roadmap for Climate Services (Street et al. 2013) has stimulated the development of many pan-European climate services addressing climate impacts in different sectors, including water resources.

However, uptake of climate services for adaptation is still considered insufficient (Klein/Juhola 2014, Brasseur/Gallardo 2016). This is partly due to the fact that data and information in present climate services reflect high uncertainties and low resolution, which is difficult to use in practical climate adaptation work (e.g. Olsson et al. 2016). Furthermore, many climate services were developed in a top-down fashion, i.e. without significant user involvement. Hence the datasets offered and the way they are provided do not sufficiently cater to the needs of potential users of such climate services.

The overall goal of the AQUACLEW project is therefore to both improve data quality and better tailor climate data and adaptation knowledge to prospective users. Through co-development with users in both research and information production the project aims to advance the quality and usability of climate services in water management. Among others AQUACLEW will develop and apply new methods based on the most recent research to tailor choices of climate model ensemble, bias-correction methods and the hydrological model ensemble used to make predictions. As a result, AQUACLEW will decrease the influence of improbable models in impact results thus narrowing the spread of projected outcomes and, moreover, permit user interaction along the climate data production line.

Besides developing methods for better climate data AQUACLEW also aims to understand and evaluate if and how the co-developed climate services facilitate and possibly accelerate decision-making. This is done by researching seven real-world case study organizations.

As a first step one needs to establish a baseline of how the case study organizations are working *prior to* using AQUACLEW data. Hence interviews were conducted on how the case study organizations are operating, among others by asking questions like:

- What decision making and management processes take place within the organization that are climate and water-related and how often do they take place?
- How ‘critical’ or influential are water and climate related decisions for the case study organization?
- What climate and water related data (observation and/or projections) are currently used and what are key quality characteristics of these data?
- What tools or methods are used for analyzing the data?
- How are analytical results presented to the final decision-makers or operating officers?

These questions can only be answered by officials/employees of the case study organizations. For assisting the AQUACLEW interviewers an interview guide was developed that leads through a thematic sequence of questions. The interview guide is not a survey questionnaire with pre-defined answers, but rather posed open-ended, qualitative questions that helped the interviewer explore relevant analysis and decision-making processes.

This Milestone contains the English summaries of the conducted interviews. These baseline interviews will be used later on when they are compared with interviews that are conducted during and after AQUACLEW climate services have been delivered to the case study organizations.