Service Blueprint WP71

Service Blueprint HACID-DSS

The service blueprint documents the actors, actions and functionality needed to deliver the HACID-DSS service

SCENARIO

Council requires data on flooding and heat shock for a Climate Adaptation Plan (2025-2050)

Created by

nesta

STAGES: **Planning** Understanding user requirements | **Developing** Gathering and analysing data | **Feedback** | **Delivering** Producing and delivering the findings and results

Actions ↓

External organizations
Organizations that need the information to make decisions about climate adaptation (i.e., council; transports company)

Climate service provider
Organizations that provide climate services (i.e., Met Office (MetO); climate agency; consultancy)

Lead climate scientist
Climate scientist working on providing a climate service and answering the external organisation's climate questions

Experts pool
International community of experts in climate science. Experts can come from academia, consultancies agencies, MetO etc.

Supporting Systems ↓

HACID-DSS
A system that can uncover relationships between many different types of data sources and infer knowledge from the knowledge database. This includes the Domain Knowledge Graph (DKG) and the Case Knowledge Graph (CKG)

- Makes a request for a climate service
- Works with the External organization to understand their needs
- 1.1 Inserts request in the HACID system as a 'Case' with detailed information on the request
- 1.1.1 Shares the 'Case' with the lead climate scientist
- 1.1 New case is created and relevant data sources are surfaced from the DKG
- 1.2 Receives the new case and analyses it to make a work plan and identify knowledge gaps
- 1.3 Formulates knowledge gaps as 'climate questions' for other climate scientists to provide input
- CKG is created and open for contributions from experts
- Receive a notification that a new case has been posted
- 2.1 Explore the case and decide to contribute to one of the 'climate questions'
- 2.2 Contribute information sources, future scenario definition and methodology to address the climate question
- 2.2.1 Review the summary of their contribution, add rational, and submit
- All the contributions are added to the CKG
- The solution is created by aggregating DKG information and contributions into a single solution
- 3.1 Reviews the collaborative solution and uses it to inform their approach to answering the climate question
- Shows and discusses interim results to external organisation
- External organisation provides feedback on the scenario definition and usefulness of results
- Makes final decision based on feedback from external organization
- 3.2 Evaluates/rates collaborative solution based on set criteria
- Provides final answers to climate questions and documents the process supported by the HACID-DSS
- Finalises delivery of climate service
- Uses climate data to make informed climate adaptation decisions

Touchpoints

HACID-DSS prototype

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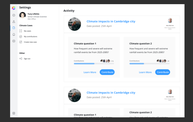
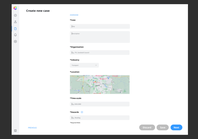
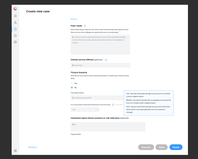
Prototype mock-up

A Home page



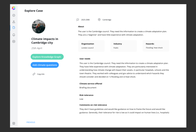
1.1 Creating a new case

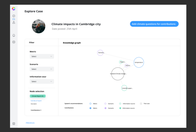




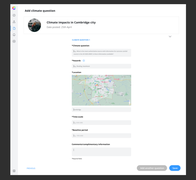
1.1.1 Sharing new Case

1.2 Exploring new case

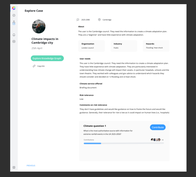


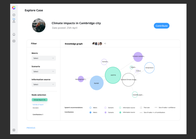


1.3 Adding climate question(s)

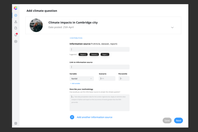


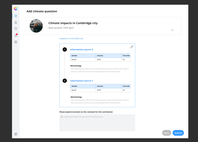
2.1 Exploring case for contribution



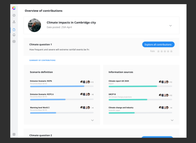


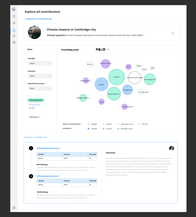
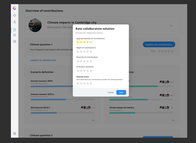
2.2 2.2.1 Contribution





3.1 Reviewing the collaborative solution





3.2 Evaluating the collective solution