

CO-OPS 5-Year Strategic Plan Overview

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Hydrographic Services Review Panel

Long Beach, California

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NOS Priorities

NOS has identified three priorities that reflect our primary statutory and mission drivers and reflect our commitment to navigation services, coastal research and observations, emergency response, and place-based conservation programs:

- 1.Coastal preparedness, response, recovery, and resiliency**
- 2.Coastal Intelligence Network**
- 3.Place-based conservation**

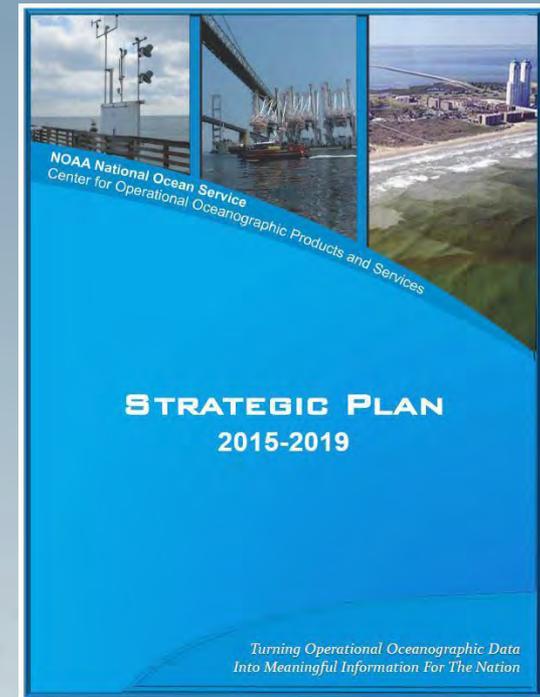


<http://oceanservice.noaa.gov/about/About-NOS.pdf>

CO-OPS 5-Year Strategic Plan

4 Strategic Goals

- 1. Customer service** - Demonstrate a customer-centered operating model that responds to emerging customer requirements and feedback
- 2. Integrated observing system** - Develop one cohesive national observing system that facilitates collaboration with local and regional partners
- 3. Advanced products and services** - Continually integrate and evolve CO-OPS products and services to meet customer needs.
- 4. Human capital and infrastructure** - Align the organization's human capital and infrastructure to consistently deliver high-quality products and services.



http://tidesandcurrents.noaa.gov/publications/CO-OPS_Strategic_Plan_2013.pdf

HYDROGRAPHIC SERVICES REVIEW PANEL



1. Customer Service

Objectives

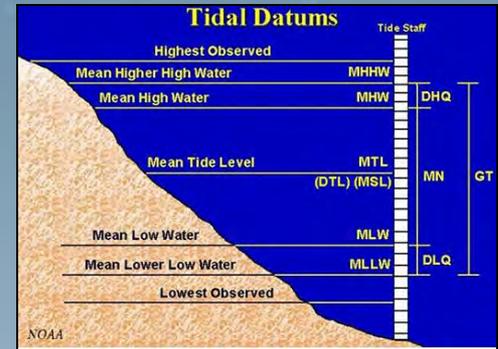
- 1) Identify customers and understand their requirements
- 2) Develop a culture of customer service
- 3) Educate customers to increase utility of CO-OPS products
- 4) Monitor customer satisfaction

Illustrative FY14 Projects

- Risk Management Communications Specialist
- Reinsurance Association of America
- Conducted series of workshops and trainings with stakeholders on understanding resilience issues surrounding port and MTS infrastructure
- PORTS Economic Study
- Customer Communications and Outreach Assessment

Goal 1. Upcoming Activities

- Top down review of Web Site and service delivery utilizing analytics
- Water Level training modules to aid in tech transfer to partners
- Expansion of collaboration with NOAA Data Center for archiving and product development



2. Integrated Observing System

Objectives

- 1) Enhance and consolidate CO-OPS' physical oceanographic observing systems
- 2) Assess and develop an integrated national coastal observing network
- 3) Continually develop and infuse technology to improve and enhance operational systems



Illustrative FY14 Projects

- New PORTS® in Jacksonville
- Completed test and evaluation of MWWL and approved for deployment
- Sandy Supplemental Water Level Station rebuilds/hardening



Goal 2. Upcoming Activities

- PORTS

- New:

- Port Fourchon
 - Morgan City
 - Savannah
 - Matagorda Bay



- Observing System Partnerships:

- NWS Alaska/Louisiana
 - National Estuarine Research Reserves (NERRS)
 - US Geological Survey
 - National Park Service

- Start MWWL infusion – 10 stations scheduled for FY15

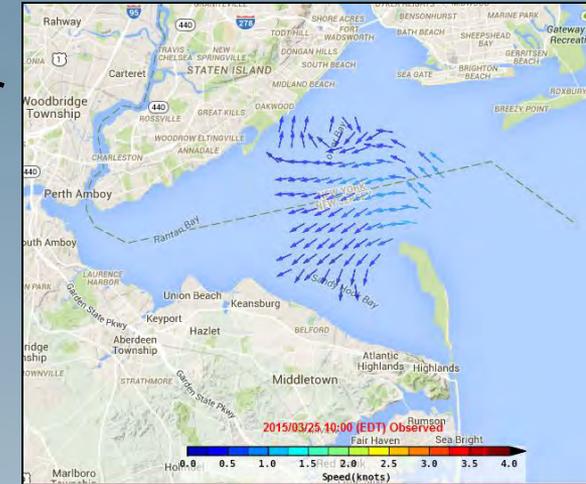
- Arctic Bottom Mounted Pressure System



3. Advanced Products and Services

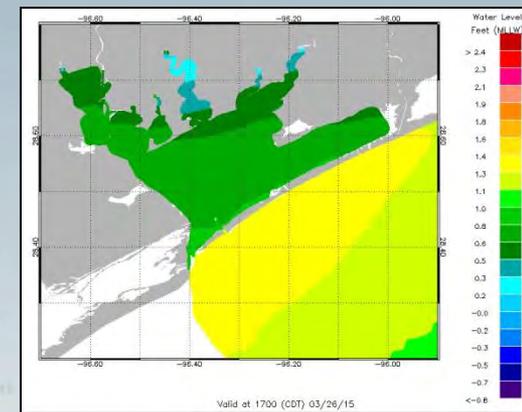
Objectives

- 1) Enhance web presence and web products
- 2) Diversify products and expand support for other NOAA mission areas
- 3) Increase available Arctic geospatial information
- 4) Expand ability to ingest and disseminate data from partners
- 5) Continue expansion of operational forecast systems (OFS) and ecological products.



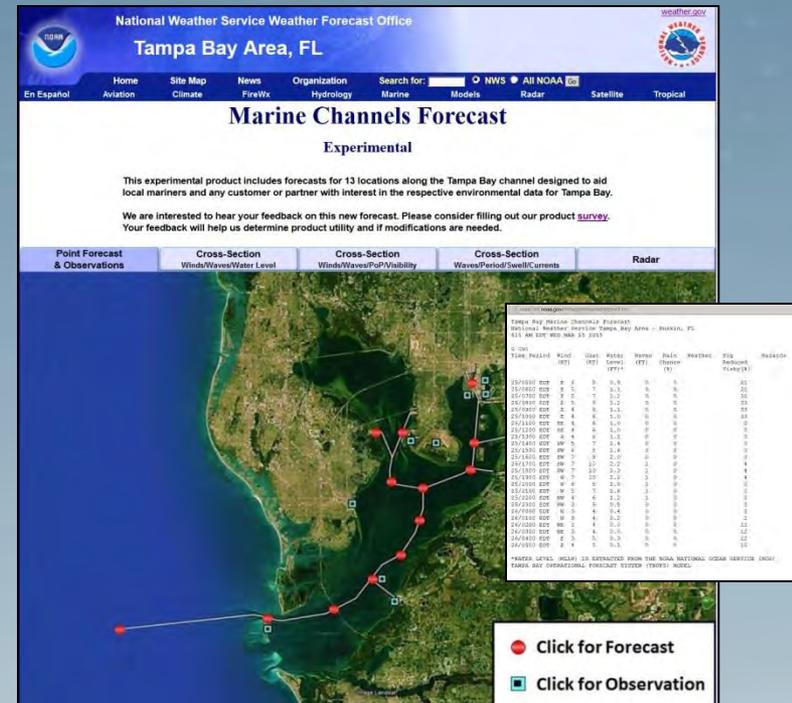
Illustrative FY14 Projects

- New OFS models in SF and Gulf of Mexico (nested)
- HFR Surface Current product rollout
 - Chesapeake Bay
 - San Francisco
 - Lower New York Bay (FY15)



Goal 3. Upcoming Activities

- Upgrade of Lake Erie Operational Forecast System
- Dissemination of hydrodynamic model guidance from external partners
- Tampa Bay Marine Channel Forecasts
- IGLD and Tidal Datum Epoch Updates
- NOAA Rip Current Forecast Support
- Coastal Inundation Dashboard (Hampton Roads)
- Landmark Inundation Network (NYC)



4. Human Capital and Infrastructure

Objectives

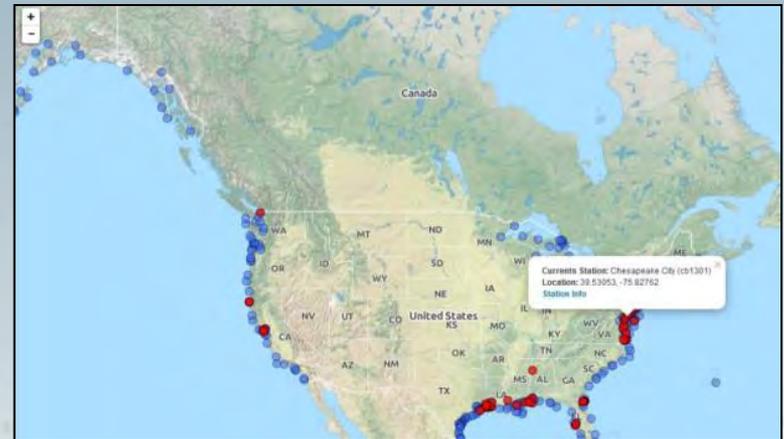
- 1) Foster and sustain a culture of accountability and adaptability
- 2) Improve the Reliable Operating System
- 3) Improve the security and management of information technology systems and infrastructure

Illustrative FY14 Projects

- Organizational Health Survey
- Established field operations presence at the Disaster Response Center (DRC) in Mobile, Alabama
- R&D Sandbox Server
- Mega Monster Board

Goal 4. Upcoming Activities

- Implement Organizational Health Survey Action Plan
- Complete CO-OPS University
- Complete RIAC (Re-engineering the Information Architecture within CO-OPS)
- GIS Architectural Framework
- Redesign web services to facilitate exchange of data between partners



Questions

