

## **Jelmer Jeuring (Norwegian Meteorological Institute)**

### **Session 10: Communication and co-design of services.**

#### **Title: Contextualising usability in research-based service development? Some insights from a maritime decision scenario workshop in Norway**

Using context-sensitive methods in forecast service development facilitates meaningful discussions between providers and users, and allows for thicker and deeper interactions about users' forecast information needs 'in use'. In this talk I will present some insights from a workshop in which we employed contextual decision scenarios to explore opportunities and challenges of the -thus far limited- provision and use of probabilistic information in maritime services. Next to presenting a few findings from the project workshop, I will reflect on how research-based service development as a strategic interface can strengthen provider-user relationships, and vice versa.