

## **Chantal Donnelly (Bureau of Meteorology)**

### **Session 1: Partner perspectives and user needs**

**Title: How Sector and Services planning can inform where R&D investment can best deliver impact - bringing the customer voice to light**

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The Bureau delivers a number of product families (public weather, flood, water, aviation, space, fire, tropical cyclone, thunderstorm, marine, Antarctic, climate) that rely on shared guidance, prediction and applications tools to deliver multiple products to our customers. Each of these product families delivers to the needs of multiple customers in multiple sectors. How can we plan our investment into research and development that will future proof these to meet the needs of customers today and tomorrow? This presentation will address how customer facing teams, service delivery teams, technological and research teams can work together to understand priority needs and meet them in the short and longer term.