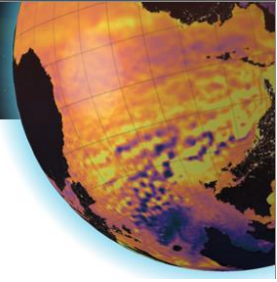




Copernicus Marine Service: towards user-driven products and services and co-designed solutions

The Copernicus Marine Service, managed by Mercator Ocean International (MOi), is a vital source of global and European regional seas information and one of the six pillars of the Copernicus programme. It uses satellite and in situ observations, along with 3D model simulations, to provide reference marine information on physical, biogeochemical, and sea ice conditions. It follows a user-driven process by taking into consideration user feedback to consistently improve its portfolio of products and services for Core users, such as policy stakeholders and regional sea conventions, and non-Core users with different levels of knowledge on marine data (light, intermediate and advanced). To achieve this goal, MOi aims to foster collaboration and partnership with stakeholders to develop ocean information that aligns with policy and governance needs. In addition, MOi manages and analyses feedback from all users on the current service and their requirements for the service evolution through diverse channels and sources, such as through the User Support team, but also through training and surveys. To plan the service evolution, feedback from groups with specific expertise is needed to help fill the gap in what is being offered and to improve the data quality. As an example of these target audiences, the Champion User Advisory Group (CUAG), formed by active users of Copernicus Marine Service, and the Marine Forum, formed by Member States, were consolidated. These initiatives, along with the Copernicus Thematic Hubs, and National Collaboration Programme (NCP) promote synergies, develop new downstream services, and support decision-making in marine and maritime sectors. The call for tenders from NCP reinforces collaboration with marine policy and governance stakeholders within EU Member States aiming to support the implementation of EU Policies and Directives. This effort also seeks to increase the uptake of Copernicus Marine Data by providing developing pilot exemplary use cases on different marine-related areas. Overall, these initiatives represent a crucial step towards better aligning ocean information with policy and governance needs. By working collaboratively with stakeholders, including core, intermediate, and end users, through a user-driven and co-design methodology, Copernicus Marine Service has the capacity to effectively answer users' needs on ocean monitoring and forecasting at European and global level.



Valentina Giunta (Mercator Ocean International), Tina Silovic (Mercator Ocean International), Corinne Derval (Mercator Ocean International), Muriel Lux (Mercator Ocean International), Laurence Crosnier (Mercator Ocean International)