

Issue 1: 29 June - 12 August 2020

Welcome to the Met Office Weather DataHub: Atmospheric Model data update newsletter!

As you may be aware, we are adding a new Atmospheric Model data service to **Met Office Weather DataHub**.

This new service provides Met Office data customers with the ability to access meteorological data that can be adjusted to meet individual requirements via an online self-service facility.

We understand you are interested in using this service and have introduced a regular updates newsletter to keep you in the loop with progress and timings, up until the full service launch.

We have now completed the Private Beta phase and are transitioning to the Public Beta phase from today, Wednesday 12 August.

You said, we did



You said

We did

In the Private Beta phase, we gave early access to our Atmospheric Model data service to a small number of customers. Feedback from these users helped us to gain invaluable insights to make improvements ahead of Public Beta.

From 29 June to 12 Aug we have:

- Received 59 items of feedback from users.
- Completed 9 actionable improvements based on this insight.
- Are working on 45 other items of improvement.

Please see a summary below of some of these insights and how we have already started using them.

Introduction of a free trial period:

Insight	Action
Users said they would like to sample the data first through a trial period before committing to purchasing it.	We have created a 'try before you buy' usage plan that gives a 30-day free trial capped at 60GB of data.
	We have also created a free usage plan where we will offer 1GB per month of free data for consumers.

Improvements to functionality:

Insight	Action
Users said they wanted the functionality to draw map bounding boxes at high latitudes.	We added a refocus button to reset map magnification and centre the selected area.
Users noticed that on the height level page, 10m from the initial list of popular height levels.	We added in 10m as an option in the list of popular height levels.

Improvements to navigation:

Insight	Action
Users said the registration of an application was confusing.	We made the 'registering an application' step easier to find, and added a link to this page from the 'my orders' page. We have also added a user guide.

Users highlighted that there was no way to 'go back' during the process.

We are looking into adding a 'back' button and the best place for this to sit. We will keep you updated with progress.

What is the 'Public Beta phase'?

In the Public Beta phase, the service will be operational live and publicly available with both credit card and invoicing payment options available. Though the service will be live and publicly available, it will still be a Beta version, from which improvements will be iteratively made throughout Public Beta, and is not the final version.

The aim of the Public Beta phase is to open up the service to a wider number of customers to gain feedback and drive further developments and improvements to the service ahead of its full launch.

We will continuously monitor and consolidate feedback, working on incorporating this into service development, ready for a launch with enhanced functionality in early 2021.

We need your feedback



Please send any feedback or suggestions you may have on how we might improve the Met Office Weather DataHub service to us via enquiries@metoffice.gov.uk.

Your feedback during the Public Beta phase is vital in shaping and ultimately ensuring our future service will meet your requirements.

Ongoing support options

- Search, share, ask questions and participate in the support group [developer forum](#). Please choose the most appropriate forum for your API.

- Please direct any meteorological queries (including questions about the data available) to your account managers via the DPT@metoffice.gov.uk email address.
- Please raise a [support ticket](#) to address any technical queries/ issues you may have.

For more information, please see our [Support](#) page.



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