User Support Highlights 2012-13

Users – USD – Observatory

- Provide scientific /technical support to users of ESO (V) facilities (Phase 1, Phase 2, post-Phase 2)
- Responsible for up-to-date information services
- Specification and operations of the front-end infrastructure (tools, interfaces, USD help-desk)
- VATravel + Users’ Committee
Outlook

- Complete deployment of P2PP3/OT3 to all UTs
  - Requires update of tools (EVM, ETRM), operational interfaces, information services
  - More users’ training workshop(s) → Summer
  - Foreseen deadline: start of P90 (Oct 1)

- Operational readiness for PRIMA, KMOS, MUSE and SPHERE (commissioning, dry-runs, policies)

- Tools development in a running environment
- Smooth transition (UT2 Apr12; UT1-3-4/VLTI Oct 12)
- Training workshops (Jan12 + Jul 12)
- Overall very positive feedback (both external and internal)
Improved services for the users

- Phase 2 delegation (USD/DFI)
  - 21.1% in P90, 19.6% in P91 (so-far)

- Improvements in the User Portal (USD/DFI)
Improved services for the users

- Run progress pages (new night log database) (USD/DFI)
  - Real-time queries (wrt. once-per-day updates)
  - Phase 2/data delegates have access as well
  - QC grade + comments from observer + subscription to email notifications
What else kept us busy

- Re-coding of all EVM/ETRM for P2PP3 (May/Jun 12)

- Two extra Phase 2
  - +265h on ISAAC & VIMOS (end of P90) (VISIR)
  - +774h on ISAAC (83 new P90/91 SM runs) (SPHERE)

- Extra/special support
  - VISIR (P89/P90)
  - XSHOOTER (ADC)
  - FORS2 (red camera)
  - NACO (field selector, IR-WFS)
  - HAWK-I (customized filter)

All in August!
Users’ Feedback

• Follow-up of the Service Mode questionnaire (i.e. individual feedback to the users and action items)

• 102/424 responses (24%)
Users’ Feedback
Users’ Feedback

- Skycat Easy For Finding Charts?
  - Percent: 90.0% Yes, 10.0% No

- Skycat Installation
  - Percent: 50.0% Good, 30.0% Excellent, 20.0% Fair, 0.0% Poor

- Finding Chart Cookbook Helpful/Useful?
  - Percent: 90.0% Yes, 10.0% No

- Skycat Useability
  - Percent: 60.0% Good, 30.0% Excellent, 0.0% Poor, 10.0% Fair
Users’ Feedback

But this is being looked at now …
What’s coming

Support:

KMOS (P92)  ERIS
SPHERE / MUSE  ESPRESSO
VISIR Upgrade  GRAVITY
CRIRES Upgrade  4MOST/MOONS

Projects:

Programme Change Request Tool (starts in May13)

SM Questionnaire (3+4Q2013)

Workflows (on-going)
What’s coming

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(3+4Q2013)

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(on-going)