User Support Highlights 2013-14

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

Support:

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

Projects:

- Programme Change Request Tool (starts in May13)
- SM Questionnaire (3+4Q2013)
- Workflows (on-going)

ESA/ESO SciOps 2013
ESAC, 10-13 Sep
Outlook

Support:

KMOS (P92)   MUSE / SPHERE

Projects:

Programme Change Request Tool (starts in May 2013)

SM Questionnaire (3+4Q2013)

Workflows (on-going)
• **Full users’ support:** KMOS (+ Commiss, SV)
• **Involved in:**
  - MUSE PAE / Commiss.
  - ERIS / CRIRES+ /VISIR Upgrade / GRAAL+HAWK-I
  - ESPRESSO (FDR, tools)
  - 4MOST (operational needs)
• **Workflows:**
  - Waivers (most common ones now handled by USD) and via PROP
  - Night reports email subscription
  - UP: ACE interface upgrade for delegations
  - VA Travel interface upgrade
• **SciOps 2013:** 150 participants, cf report on ESO Messenger No. 154
• **Programme Change Request Tool**
  - To be included in the Phase1 project
More in detail … users’ satisfaction

- New SM Users’ questionnaire
  - Content updated
  - Faster
  - More modern and nicer (branching options)

155/502 (~31%) response rate & very happy users with USD!
More feedback on USD services

- Progress reports: did you consult it?

Of the 114 respondents:

<table>
<thead>
<tr>
<th>How did you find it?</th>
<th>Easy (to find)</th>
<th>Clear</th>
<th>Up-to-date</th>
<th>Complete</th>
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<td>Strongly Agree</td>
<td>49</td>
<td>42</td>
<td>63</td>
<td>53</td>
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<tr>
<td>Agree</td>
<td>41</td>
<td>49</td>
<td>41</td>
<td>44</td>
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<td>10</td>
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<tr>
<td>Disagree</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
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<tr>
<td>Strongly Disagree</td>
<td>2</td>
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<td>0</td>
<td>1</td>
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<tr>
<td>No Opinion</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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</table>
More feedback on docs

Overall

Overall feedback:
- Very satisfied: 3%
- Satisfied: 2%
- Neutral: 14%
- Dissatisfied: 11%
- Very dissatisfied: 2%
- Not consulted: 70%

Did you consult ...

<table>
<thead>
<tr>
<th>Did you consult ...</th>
<th>YES</th>
<th>NO</th>
<th>Tot.</th>
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<tbody>
<tr>
<td>Instrument webpages?</td>
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<td>181</td>
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<td>User Manual?</td>
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<td>14</td>
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<tr>
<td>Template Ref. Guide?</td>
<td>78</td>
<td>23</td>
<td>101</td>
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<tr>
<td>Calibration Plan?</td>
<td>48</td>
<td>23</td>
<td>71</td>
</tr>
</tbody>
</table>
What else kept us busy: DOME

Diving into the world of operational metrics (at ESO)

Dashboard!

From simple database mining …
Completion rates
Flavour of terminated runs
Time reserved vs invested in calib
...
Must repeat time
Carryover
What’s coming

Support:

MUSE
SPHERE
VISIR Upgrade

Projects:

Phase 1 (cf. Nando’s talk, led by OPO)

Phase 2 \(\rightarrow\) tools upgrade? (cf. Special Topic + Marina’s talk tomorrow)

Improvements on scheduling/performance monitoring