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# Community Support @ HSC

HUG#2 23-24 February 2011

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SRE-OAH

# Community Support : Upcoming Notable Events



| Events  |                     |
|---|---------------------|
| <b>KPGT/KPOT/GT1</b>                          |                     |
| Finalization of programmes                    | <Spring 2011        |
|   |                     |
| <b>OT1</b>                                    |                     |
| OT1 Phase 2 data entry                        | ..still on-going... |
| OT1 Data Processing Workshop                  | Mar.14 to Mar.18    |
| OT1 mass scheduling                           | >Spring 2011        |
|   |                     |
| <b>GT2</b>                                    |                     |
| GT2 Call opening                              | Apr.07              |
| GT2 Call closure                              | May 12              |
| GT2 / HOTAC virtual meeting                   | May 17              |
| GT2 results announced to successful proposers | May 19              |
| GT2 mini-phase 2 data entry                   | May 23 to Jun.2     |
| GT2 results posted on the web / HROST updated | Jun.3               |

# Community Support : Upcoming Notable Events



| Events  |                   |
|---|-------------------|
| <b>OT2</b>                                      |                   |
| OT2 Call opening                                | Jun.9             |
| OT2 Observation Planning Workshop (HSC & NHSC)  | Jun. 20/21 (TBD)  |
| OT2 Call closure                                | Sep.15            |
| OT2 Technical Review                            | Sep.27 to Oct.31  |
| OT2 HOTAC web review phase                      | Sep.27 to Oct.31  |
| OT2 HOTAC meeting in person @ ESAC              | Nov.7 to Nov.10   |
| OT2 results announced to proposers              | Nov.22            |
| OT2 Phase 2 data entry                          | Nov.27 to Dec.14+ |
| First OT2 observations available for scheduling | Dec.1             |
| OT2 Data Processing Workshop                    | March 2012        |

# Community Support : Herschel Users Community



| Programme Name  | Accepted/Submitted proposals                      |
|---|---|
| KPGT  | 21/21   |
| KPOT  | 21/62   |
| GT1   | 33/33   |
| OT1   | 241/567   |
| OT2   | ??/??   |
|   |   |
| <b>Growing community</b>                                |   |
| Registered Users:                                       | From ~800 to ~1500 after OT1;<br>1592 as of today |
| Number of unique co-I's involved in submitted proposals | ~2350 unique co-Is in submitted OT1               |
|   |   |
|   |   |

# Community Support : Mission Planning



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|--|--|
| <b>Short Term Mission Planning</b>   |  |
| Weekly generation of a minimum of 7 ODs per week (plus occasional re-plannings) typically  | 1 scientists + 3 TAs (demo)<br>1 scientist + 1 MP TA on-call during weekends |
| Processing and validation of ICC deliveries containing calibration and engineering observations and new Instrument Mission Configurations  | 1 scientist  |
| Validation of new versions of mission planning software  | For every new version of HCSS  |
| Overall tracking of time constrained observations  | Dedicated twiki web page   |
| <b>Advance Mission Planning</b>  |  |
| Use of a 'staging' database for advance planning   | Generation of early draft schedules  |
| <b>Long Term Mission Planning</b>  |  |
| HILTS: generation of statistics, overall inspection of the operational database, duplication analysis software, links to fillers catalogue and overall long term mission planning strategies | Support from SW Maintenance Team (demo)                                      |

# Community Support : Proposal Handling



|   |   |
|---|---|
| <b>Proposal Updates</b>   |   |
| Usually through Helpdesk – HSC or user requests; for approved proposals   | ALL with the support of ICS Team  |
| Huge effort for OT1 Phase 2 (painful analysis and resolution of duplications)                                     | But no delay in scheduling of OT1 proposals - To be better explained to users in future calls |
| Blocking/unblocking of AORs at HSC or user request for various reasons  |   |
| Execution Status Progress Reports   | Generated weekly – keeping track of individual programmes time budget                         |
|   |   |
| <b>Access to programme AORs by users</b>  |   |
| Through PHS web pages (in real time) or through HSpot (deferred)  | Now astronomers database seen through HSpot updated every week                                |
|   |   |
| <b>Uplink software</b>  |   |
| Provision of user and operational requirements and validation of new versions of HSpot, propHandler & HOTAC tools | HSpot 5.3 for GT2 ; HSpot 6.0 for OT2   |

# Community Support : HSC Helpdesk



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|--|---|
| <b>Overall statistics</b>  |   |
| 1740 new Helpdesk tickets raised in 2010   | ~8 new tickets / working day (ALL with the support of ICS Team + others)                                    |
| Irregular distribution: from 25 new tickets per week to peaks of ~150 new tickets per week | Potential risk that some may fall into the cracks, if combined with other time demanding operational events |
| ~200 tickets with status: open   | Mainly Phase 2 iterations with OT1 users and OT1 DP Workshop participants                                   |
|  |   |
| <b>Recent activity / measures taken</b>  |   |
| Herschel statistics generated now every week   | Included in weekly reports  |
| Better tracking of overdue tickets and more prominent display                              | Reminders sent to owner staff   |
| Organisation of closing ticket jamborees   | Overall clean-up  |
| Investigation multi-user access to individual tickets                                      | New version of Kayako needed  |

# Community Support : HSC web site



|  |   |
|--|---|
| <b>Overall reorganisation of HSC web site on-going</b> | New main menu   |
| <b>New web pages</b>                                   |   |
| Observer's page  | <ul style="list-style-type: none"> <li>Future calls info</li> <li>Scheduling strategy</li> <li>Execution status</li> <li>Proprietary rights policy</li> </ul>   |
| Observatory & Instrument specific web pages            | <ul style="list-style-type: none"> <li>Initial versions – still a lot to improve</li> <li>Main uplink/downlink documents, Including technical notes</li> <li>Access to pipeline scripts and instrument calibration files (trees)</li> </ul> |
| DP Known Issues  | Applicable to HCSS x.y  |
| User Reduced Data                                      | <ul style="list-style-type: none"> <li>Starting with SDP data</li> <li>Eventual ingestion in HSA</li> </ul>   |
| User Contributed Software                              | From simple scripts to complex tools (e.g. Scanamorphos, CASSIS,..)   |
| Fillers programme                                      | Info on currently approved filler programmes  |



# Community Support : HSC web site



|  |   |
|--|---|
| <b>Improved web pages</b>                      |   |
| HIPE download                                  | <p>Which HIPE version do I need?<br/>                 Links to latest user release<br/>                 Links to ICC recommended stable builds (PACS)<br/>                 Links to latest developer builds<br/>                 Documentation generated on-the-fly</p> |
| Observing Log                                  | <p>Queryable Form<br/>                 SPG information<br/>                 QC Status info</p>  |
| <b>Yet to come</b>                             |   |
| Herschel calibration web pages                 | <p>With links to calbdb models &amp; calibration docs</p>   |
| ToO/DDT requests / ToO/DDT approved programmes |   |
| More detailed execution status reports?        | <p>Per programme/instrument/observing mode</p>  |

# Community Support : HSC web site



|  |  |
|--|--|
| <b>Improved web pages</b>                      |  |
| HIPE download                                  | Which HIPE version do I need?<br>Links to latest user release<br>Links to ICC recommended stable builds (PACS)<br>Links to latest developer builds<br>Documentation generated on-the-fly |
| Herschel Publications                          | Updated regularly –<br>only refereed papers  |
| Observing Log                                  | Queryable Form<br>SPG information<br>QC Status info  |
| <b>Yet to come</b>                             |  |
| Herschel calibration web pages                 | With links to calsdb models &<br>calibration docs  |
| ToO/DDT requests / ToO/DDT approved programmes |  |
| More detailed execution status reports?        | Per programme/instrument/observing<br>mode   |

# Community Support : Communications to users



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|---|--|
| <b>Mass-mailings</b>  |  |
| E-News + general announcements (e.g. DP workshops)                      | To all registered users  |
| DP Questionnaire  | To first authors of refereed Herschel publications   |
| Instrument/Observing mode-specific announcements                        | Targeted to subset of affected users   |
| <b>Individual messages to PIs</b>                                       |  |
| Availability of data in HSA   | Re-started for OT1 proposals<br>Soon to be extended to GT1 and KP<br>Manual – will be automatically generated soon |
| Failed observations   | Log maintained in dedicated Twiki page   |
| Data Processing problems – bad pipeline products                        |  |
| <b>Outreach</b>   |  |
| Links to web releases – frequent contact with media – food for OSHI,... | e.g. nice images of Andromeda in BBC2 / APOD, ...  |

# Community Support : Data Access



| <b>Data Access Handling</b>  |  |
|--|--|
| Provision of user requirements and validation of new versions of the HSA               | 1 Archive Scientist;<br>e.g. generation of browse products<br>new technology archive coming soon |
| Handling of proprietary rights   | We are now in transition period from 1 year to 6 months  |
| Working now on the release of calibration observations not duplicating any science AOR | Coming soon  |
| Promotion of on-demand reprocessing  | Working well now   |
| Handling co-users associated to individual programmes                                  |  |
|  |  |
| <b>HROST</b>   |  |
| Searches on the Reserved Observation List – useful for analysis of duplications        | Very basic - could be improved;<br>requires SAT support  |
|  |  |

# Community Support : Organization of workshops



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| <b>Data Processing Workshops</b>   |  |
| Current scheme is one big event per year   | Next is for OT1 new users – 14-18 March 2011<br>There will be an OT2 DP Workshop in March 2012 |
| User – developers mini-workshops   |  |
| Data Analysis Schools @ NHSC   | No manpower resources @ HSC  |
| Topic oriented workshops – e.g. extended sources / PACS spectroscopy unchopped mode...                                 | Moving in this direction   |
|  |  |
| <b>DP Web Tutorials</b>  |  |
| Provided by NHSC – soon on the web?  | Under analysis   |
|  |  |
| <b>Remote assistance</b>   |  |
| Via Webex? – successfully tested at NHSC Data Schools & Workshops and recent DP User – Developers mini-workshops @ HSC |  |