



Community Support @ HSC

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Community Support : Notable Events



Events	
KPGT/KPOT/GT1	
Finalization of programmes (90% level)	End of June 2011
OT1	
OT1 Phase 2 data entry	Completed by 7 Apr (a few exceptions)
OT1 Data Processing Workshop	Mar.14 to Mar.18 – very successful, although limited attendance
OT1 mass scheduling	May 2011 (ramping up)
GT2	
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	
OT2	
OT2 Call opening	Jun.9
OT2 Observation Planning Workshop (HSC & NHSC)	Jun. 20/21
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.8 to Nov.11
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	??/??
Growing community	
Number of unique co-I's involved in submitted proposals	2350 unique co-Is in submitted OT1
Number of unique co-I's involved in accepted proposals	1742 (825 new users; only involved in OT1 proposals; not in KPs)

Community Support : Mission Planning



Short Term Mission Planning	
Weekly generation of a minimum of 7 ODs per week (plus occasional re-plannings) typically	1 scientist + 3 MP TAs 1 scientist + 1 MP TA on-call during weekends (soon will be extended to week days; ICS + NHSC will be involved)
Processing and validation of ICC deliveries containing calibration and engineering observations and new Instrument Mission Configurations	1 scientist (+ backup)
Validation of new versions of mission planning software	For every new version of HCSS
Overall tracking of time constrained observations	Dedicated twiki web page
Advance Mission Planning	
Use of a 'staging' database for advance planning	Generation of early draft schedules
Long Term Mission Planning	
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 (improving strategies – define assignment of ODs to sub-instruments for every new cycle)

Community Support : Proposal Handling



Proposal Updates	
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 (80% KPGT; 77% KPOT; 53% GT1; 1.9% OT1 as of last week)	Generated weekly – keeping track of individual programmes time budget
Access to programme AORs by users	
Through PHS web pages (in real time) or through HSpot (deferred)	Now astronomers database seen through HSpot updated every week
Uplink software	
Provision of user and operational requirements and validation of new versions of HSpot, propHandler & HOTAC tools	HSpot 5.3.1 for GT2 ; HSpot 6.0 for OT2

Community Support : HSC Helpdesk



Overall statistics	
1740 new Helpdesk tickets raised in 2010; 562 in the first 4 months of 2011 (very similar rate)	~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 ; e.g. 36 new tickets last week	Potential risk that some may fall into the cracks, if combined with other time demanding operational events
~160 tickets with status: open (compared to 200 reported @ HUG#2)	Mainly proposal updates and DP related questions (increasing)
Recent activity / measures taken	
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



Overall reorganisation of HSC web site	New main menu; needs some shrinking – too many items – HUG#2 recommendation
New web pages	
Observer's page	Future calls info; Scheduling strategy Execution status; Proprietary rights policy
Observatory & Instrument specific web pages	Work on-going; still a lot to improve Main uplink/downlink documents, including technical notes, cookbooks & instrument calibration info; HUG#2 recommendation
DP Known Issues	Applic. to HCSS x.y; prominent link now in main HSC web (HUG#2 rec.)
User Reduced Data	Starting with SDP data (limited support until eventual ingestion in HSA)
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



Improved web pages	
HIPE download	Which HIPE version do I need? Links to latest user release Links to PACS recommended/stable builds – not always applicable Links to latest developer builds Documentation generated on-the-fly (Links to latest calibration trees)
Observing Log	Queryable Form SPG information QC Status info
Yet to come	
Herschel calibration web pages	With links to calsdb models & calibration docs
ToO/DDT requests / ToO/DDT approved programmes	
Helpdesk link more prominent	HUG#2 recommendation
DPUG web page	HUG#2 recommendation
Search functionality	HUG#2 recommendation

Community Support : Communications to users



<p>Mass-mailings</p>	
<p>E-News + general announcements (e.g. DP workshops)</p>	<p>To all registered users</p> <p>E-news: increased rate (once per month – next will include</p> <ul style="list-style-type: none"> a) end of OT1 phase 2 b) shortening proprietary period c) filler programme d) registration for Obs.Plann.Wkshop <p>(HUG#2 recommendation)</p> <p>Latest mass-mailing: PACS Bright Line Mode Unchopped Spectroscopy AOT release</p>
<p>DP Questionnaire</p>	<p>To first authors of refereed Herschel publications; continuous activity; will help collecting user reduced data and getting updated feedback</p>
<p>Instrument/Observing mode-specific announcements</p>	<p>Targeted to subset of affected users</p>

Community Support : Communications to users



Individual messages to PIs	
Regular notification e-mails announcing availability of data in HSA	<p>Re-started since February for GT1+OT1+TOO+DDT proposals Automatedly generated now; can include info on proprietary period – HUG#2 recommendation SMS alert whenever a new observation is ingested in HSA?</p>
Failed observations	Log maintained in dedicated Twiki page
Data Processing problems – bad pipeline products	
KP Status for programmes with small number of remaining observations	
Outreach	
Links to web releases – frequent contact with media – food for OSHI,...	<p>OSHI application for iPhones Continuous postings of new web releases under 'Latest News'</p>

Community Support : Data Access



Data Access Handling	
Provision of user requirements and validation of new versions of the HSA	1 Archive Scientist; e.g. generation of browse products 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 (really) soon
Promotion of on-demand reprocessing	Working well now
Handling co-users associated to individual programmes	
HROST	
Searches on the Reserved Observation List – useful for analysis of duplications	Very basic - could be improved; requires SAT support

Community Support : Organization of workshops



Data Processing Workshops	
Current scheme is one big event per year	Last was for OT1 new users – 14-18 March 2011 – limited attendance There will be an OT2 DP Wkshop 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 Spectral mapping – 26/27 May Spectroscopy – 7-9 Dec Little involvement of the community at large!
DP Web Tutorials	
YouTube channel: Learn HIPE	http://youtube/learnhipe - thanks to Davide Rizzo
Remote assistance	
Via Webex	Also small topic-oriented web-based workshops and/or broadcasted tutorials on specific aspects of DP?

Community Support : OT2 preparations



Preparation Meetings	
Regular meetings involving HSC staff + PS (chaired by PGL)	To address all aspects of the call
Documentation	
All manuals (Observatory + 3 instruments) + Policies & Procedures	Only the 'Policies & Procedures' doc requires important updates
Duplication policy document (updated)	According to outcome of on-going discussions with HST and HUG; new guidelines to HOTAC required
Software	
HSpot 6.0	e.g. overlay of Reserved Observations; import of Herschel images
HerschelFORM LaTeX package	New subsections? - uniqueness of Herschel to achieve the science proposed - robustness against partial execution
Duplication analysis software	To support HOTAC activities; HUG#2 recommendation

Community Support : OT2 preparations



<p>Open questions</p>	
<p>What to do with OT1p2 programmes? They will always be fillers according to current policy, but they were not conceived to be robust against partial completion Even worse: OT1p2 programmes with time constrained observations and/or ToO-like nature?</p>	<p>Upgrade vs. non-upgrade? Can the observations be proposed by other programmes? Do they have priority against OT2p1?</p>
<p>Detailed (new) duplication policies:</p>	<p>No data sharing at all? Then we need detailed cross-panel ranking per proposal; will help when approaching end of mission Duplicated AORs in lower-ranked proposals are lost?</p>
<p>Do we need to have a new class of filler proposals? What should be the nature and priority of any kind of OT2p2 programme if existing at all?</p>	<p>Small enough or robust enough against partial completion – should they have priority over OT1p2?</p>
<p>Observation Planning Workshop</p>	
<p>For new community of OT2 proposers (20/21 June @ ESAC and IPAC)</p>	<p>Mainly supported by HSC & NHSC staff</p>

Community Support : Questionnaires/Feedback



Survey on Community Services?	
The HSC (not necessarily the DPUG) should consider soliciting feedback on other topics related to data and science results, such as calibration and top-level feedback on data processing and related issues.	The HUG would be happy to assist in the construction and evaluation of such a survey The HSC is open to suggestions and guidance