Community Support @ HSC

HUG#4   15-16 December 2011

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Community Support : Notable Events

Recent and planned events	
HSpot 6.0 roll out (for OT2 Phase 1 proposal submission)	Jun.7
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	Dec.2
OT2 Phase 2 data entry	Dec.12 to Jan.19 2012
HIPE 8.0.1 roll out	Dec.13
HSpot 6.1 roll out (for OT2 Phase 2 proposal submission)	Dec.14
First OT2 observations scheduled	Dec.27 (OD#958)
Bulk reprocessing of HSA contents with HCSS 8.1	Jan/Feb 2012
2012 Data Processing Workshop (targeted to OT1 users)	20-24 Feb 2012
HIPE 9.0 branch-off	17 Apr 2012
HIPE 10.0 branch-off	Mid-Oct 2012

Community Support : Herschel Users Community

Programme Name	Accepted/Submitted proposals
KPGT	21 / 21
KPOT	21 / 62
GT1	33 / 33
OT1	(176 p1 / 65 p2) / 567
GT2	32 / 32
OT2	(181 p1 / 192 p2) / 530
Growing community	
Number of Herschel registered users just before the OT2 call	1687
Number of Herschel registered users as of today	1945 (+258 users)

Community Support : Mission Planning

Improved scheduling efficiency	Planned / Used / Lost (%) science time
Routine Phase global	18.47h / 17.82h (3.5%)
Last year (Cycles 28-53 / ODs 567-930)	19.76h / 19.08h (3.4%)
Last 6 months (Cycles 41-53 / ODs 749-930)	20.12h / 19.76h (1.9%)
Long Term Scheduling goals	
Target date for KPGT/KPOT completion (80% level)	< end of spring 2011 (ACHIEVED)
Target date for GT1 completion (80% level)	< end of summer 2011 (ACHIEVED)
Target date for OT1p1 completion (80% level)	< end of spring 2012
Target date for GT2 completion (80% level)	< end of summer 2012
Target date for OT2p1 completion (80% level)	< end of 2012
Assumed nominal end of mission	< end of February 2013
Improved long-term scheduling strategies	
Allocation of ODs to (sub-)instruments as a function of long term availability of non-scheduled AORs	…and others: e.g. advanced scheduling of AORs in DTCPs

Community Support : Proposal Handling

Proposal Updates	
Usually through Helpdesk – HSC or user requests; for approved proposals	With the support of ICS Team
Now starting OT2 Phase 2, much simplified exercise after the new policies applied to this call starting this week	To be completed by mid-Jan 2012; bulk of OT2p1 AORs will not be scheduled until early summer 2012
Blocking/unblocking of AORs at HSC or user request for various reasons	
Execution Status Progress Reports (98% KPGT; 98% KPOT; 94% GT1; 40% OT1p1; 1.7% OT1p2; 0.8% GT2 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 6.0 for OT2 Phase 1 ; HSpot 6.1 for OT2 Phase 2

Community Support : HSC Helpdesk

Overall statistics	
1740 new Helpdesk tickets raised in 2010; 1200 new Helpdesk tickets raised in 2011 (note Phase 2 is only starting now this year; will generate a lot of traffic – at least 373 release messages in the coming month)	~6 new tickets / working day (with the support of ICS Team + others)
Irregular distribution: from 15-25 new tickets per week to peaks of ~150 new tickets per week ; e.g. 45 new tickets last week	Potential risk that some may fall into the cracks, if combined with other time demanding operational events
~200 tickets with status open reported @ HUG#2 ~160 tickets with status open reported @ HUG#3 ~110 tickets with status open as of today	Mainly proposal updates and DP related questions
Recent activity / measures taken	
Herschel statistics generated every week	Included in weekly reports
Better tracking of overdue tickets and more prominent display	Reminders sent to owner staff; now at least once every month
Organisation of closing ticket jamborees (#2 on 30-Nov)	Overall clean-up; very useful
Investigation of muti-user access to individual tickets	New version of Kayako needed

Community Support : HSC web site

Overall reorganisation of HSC web site	New main menu; still 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	A lot of improvement here since HUG#3 Main uplink/downlink documents, including technical notes, cookbooks & instrument calibration info; organised as public twiki pages
Data Processing pages	Instrument Data Reduction Guides On-demand reprocessing Links to DP questionnaire / HIPE communiy twiki / Learn HIPE youtube & twitter channel
User Reduced Data	**Starting with KP data (incresing number of links and growing!) – will be one of the main tasks in POPS**
User Contributed Software	From simple scripts to complex tools (e.g. Scanamorphos, CASSIS,..) – also growing

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 now added)
Observing Log	Queriable 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	New web page
Helpdesk link more prominent	HUG#2 recommendation
DPUG web page	HUG#2 recommendation
Search functionality	**HUG#2 recommendation (implementation under test)**

Community Support : Communications to users

Mass-mailings	
E-News + general announcements (e.g. DP workshops)	To all registered users E-news: increased rate (once per month – 5 since HUG#3) Latest mass-mailing: - release of HIPE 8.0.1
DP Questionnaire	To first authors of refereed Herschel publications; continuous activity; intended to collext user feedback on DP experience with HIPE **Need to address now the OT1 community; so far only KP users!**
Instrument/Observing mode-specific announcements	Targeted to subsets of affected users

Community Support : Communications to users

Individual messages to PIs	
Regular notification e-mails announcing availability of data in HSA	Since February 2011 for GT1+OT1+TOO+DDT proposals Automatedly generated now.
Failed observations	Log maintained in dedicated Twiki page
Data Processing problems – bad pipeline products	announced to affected users
KP Status for programmes with small number of remaining observations	If issues with observing time budget
Outreach	
Links to web releases – frequent contact with media – food for OSHI,…	OSHI application for iPhones Continuous postings of new web releases under 'Latest News'

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 (now many more in HSA!) new technology archive coming soon
Handling of proprietary rights	Transition period is over: now all observations are proprietary only for 6 months
Working now on the release of calibration observations not duplicating any science AOR	Coming soon; not a priority
Promotion of on-demand reprocessing	New section added to DP web page Announced in e-News
Handling co-users associated to individual programmes	Regular updates on-request
HROST / Herschel Duplication Checker in OT2	
Searches on the Reserved Observation List – useful for analysis of duplications, now expanded with a new tool: the Herschel Duplication Checker, heavily used in OT2	HDC very useful to deal with duplications; also for the technical reviewers in OT2

Community Support : Organization of workshops

Data Processing Workshops	
Current scheme is to have only one big event per year	Last was for OT1 new users – 14-18 March 2011 – limited attendance- too early?? **There will be an OT2 DP Wkshop in 20-24 Feb 2012 targeted to OT1 users (feedback from HUG#4 about scope and format !!)**
Data Analysis Schools @ NHSC	No manpower resources @ HSC
Topic oriented workshops – e.g. large maps – calibration of extended sources / PACS spectroscopy unchopped mode…	Moving in this direction: Shall the Feb 2012 workshop be organised as a collection of mini-workshops on particular calibration problems affecting OT1 users? Topics can be collected through a dedicated questionnaire or via the webex telecons
Remote assistance	
Webex DP telecons	Very successful! Also small topic-oriented web-based workshops and/or broadcasted tutorials on specific aspects of DP?
In-person assistance	
Visits from 2-3 people representing a research group assisted by instruments experts on-site	Manpower limited – perhaps in POPS?

Survey on Community Services?	
The HSC (not necessarily the DPUG) should consider soliciting feedback on other topics related to data and science results.	The HUG would be happy to assist in the construction and evaluation of such a survey The HSC is open to suggestions and guidance Convenient to target OT1 users now that they are getting the bulk of their data products

Community Support : Preparing for POPS

New activities	
Collection of User Reduced Data from KPs (later can be extended to completed Cycle 1 GT1/OT1 and Cycle 2 GT2/OT2 programmes)	Wrap-up telecons with KP PIs to collect feedback on experience with Herschel and promised data products for eventual ingestion in the HSA
Ingestion of Highly Processed Data Products in HSA	Directly from user reduced data deliveries or generated by instrument teams at HSC/ICCs/NHSC
Tracking of publications (305 refereed papers in ADS based on Herschel data as of 1 Dec 2011)	Links to publications from the HSA
Doing our own science!	We know better than anyone else in the world what is in the HSA! and how to exploit archival data in order to maximize the scientific return of the mission