Community Support @ HSC

HUG#5   6-7 September 2012

Pedro García-Lario
HSC Community Support Group Lead

SRE-OAH

Community Support : Notable Events

Recent and planned events	
HIPE 8.0 roll out	12 Dec 2011
Hspot 6.1.0 roll out (OT2 Phase 2 version)	14 Dec 2011
HUG meeting#4@ESAC	15-16 Dec 2011
OT2 Phase 2 data entry	12 Dec 2011 to 19 Jan 2012
OT2 results posted on the web	20 Dec 2011
First OT2 observations scheduled	27 Dec (OD#958)
Herschel Data Processing Workshop 2012 @ HSC	20-24 Feb 2012
NHSC DP webinars round #2	Feb-Apr 2012
Start of KP wrap-up telecons	16 Mar 2012
Bulk reprocessing of HIFI and SPIRE data with HCSS 8.2.1	Apr-Jun 2012
New Technology Archive HAS v4.0 roll out	16 May 2012
Target date for OT1 Priority 1 completion (80% level) achieved	End May 2012
'Must-do' selection of proposals	25-26 Jun 2012
HIPE 9.0 roll out	17 Jul 2012
Bulk reprocessing of PACS data with HCSS 8.3 for PACS	Jul-Aug 2012

Community Support : Notable Events

Recent and planned events	
HSpot 6.2 roll out (consistent with HCSS 9.0)	Early Sep 2012
HUG meeting#5 @ ESAC	6-7 Sep 2012
NHSC OT2 Data Processing Workshop	10-14 Sep 2012
Bulk reprocessing with HCSS 9.1	>Sep 2012
HSC DP webinars round#3 (covering what's new in HIPE 9)	Oct-Nov 2012
HIPE Forum 2012 @ ESAC	9-11 Oct 2012
HIPE 10.0 branch-off	17 Oct 2012
Herschel POPS Readiness Review @ ESAC	30 Oct 2012
Target date for OT2 Priority 1 completion (80% completion)	Mid Nov 2012
HIPE 10.0 roll out	20 Nov 2012
HSA v5.0 roll out (with links to publications and UPDPs)	Early 2013
Bulk reprocessing with HCSS 10.1	Early 2013
PACS/SPIRE Map Making Workshop @ HSC	28-31 Jan 2013
HSC DP webinars round #4 (covering what's new in HIPE 10)	Feb-Mar 2013
Nominal End of Helium	Mar 2013

Community Support : Notable Events

Recent and planned events	
Open Calibration Workshop	Mar 2013 (3 days TBD)
Start of POPS / Run-Down Phase	1 Apr 2013
Lessons Learned / End of LHe Meeting/Review	Jun/Jul 2013
Start of POPS – Main Phase	1 Jul 2013
The (F)IR Universe Three Years Later – the contributions by Herschel @ ESTEC	15-18 Oct 2013
Start of POPS – Main Phase	1 Jul 2013
POPS Mid-Course Review	Jan-Mar 2016
End of POPS	31 Dec 2017

Community Support : Herschel Users Community

Programme Name	Accepted/Submitted proposals
KPGT	21 / 21
KPOT	21 / 62
GT1	33 / 33
OT1	(176 p1 / 53 p2) / 567
GT2	32 / 32
OT2	(181 p1 / 190 p2) / 530
Growing community	
Number of Herschel registered users as of last HUG#4	1945
Number of Herschel registered users as of today	2230 (+288 users ~ 1 more/day)

Community Support : Mission Planning

Maintained high scheduling efficiency	Planned / Used / Lost (%) science time
Routine Phase global	18.68h / 18.04h (3.4%)
Last year (Cycles 46-71 / ODs 819-1182)	19.88h / 19.38h (2.5%)
Last 6 months (Cycles 59-71 / ODs 1001-1182)	19.67h / 18.99h (3.5%)
Long Term Scheduling goals	
Target date for KPGT/KPOT completion (80% level)	< end of spring 2011 (ACHIEVED; >99% now)
Target date for GT1 completion (80% level)	< end of summer 2011 (ACHIEVED; > 98% now)
Target date for OT1p1 completion (80% level)	< end of spring 2012 (ACHIEVED; 91% now)
Target date for GT2 completion (80% level)	< end of summer 2012 (75% as of last week)
Target date for OT2p1 completion (80% level)	< mid-November 2012 (56% as of last week)
Assumed nominal end of mission	< end of February 2013
Priority 2 observations	Scheduled as gap fillers only, with higher priority for top-ranked proposals; expected execution status at end of He ~20% (mean value of all pr2 programmes)

Community Support : Proposal Handling

Proposal Updates	
Usually through Helpdesk – HSC or user requests; for approved proposals	With the support of ICS Team
OT2 Phase 2 was a much simplified exercise after the new policies applied to this call; completed by mid-Jan 2012	OT2p1 AORs scheduled regularly since late spring 2012 and earlier
Blocking/unblocking of AORs at HSC or user request for various reasons	Normal work
Execution Status Progress Reports Current completion level: >99% KPGT; >99% KPOT; 98% GT1; 91% OT1p1; 3.8% OT1p2; 75% GT2; 56% OT2p1; 0.5% OT2p2 (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)	Astronomers database (accessible through the public version of Hspot) updated every 1-2 weeks
Uplink software	
Provision of user and operational requirements and validation of new versions of HSpot, propHandler & HOTAC tools	HSpot 6.1 for OT2 Phase 2 is the latest version rolled out

Community Support : HSC Helpdesk

Overall statistics	
1740 new Helpdesk tickets raised in 2010; 1388 new Helpdesk tickets raised in 2011; 868 new Helpdesk tickets in 2012 (as of last week)	Decreasing rate but still ~5 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 ; lower number in summer season (e.g.: 7-20 new tickets per week in Jul-Aug)	Potential risk that some may fall into the cracks, if combined with other time demanding operational events; less probable now that massive revision of proposals has finished
~200 tickets with status open reported @ HUG#2 ~160 tickets with status open reported @ HUG#3 ~110 tickets with status open reported @ HUG#4 ~160 tickets with status open as of last week	Mainly DP related questions; still some proposal updates Recent activity included handling of 'must-do' suggestions
Recent activity / measures taken	
Investigation of muti-user access to individual tickets	Not technically possible in Kayako yet
Activation of Instant Response System (IRS) in Kayako	Nice functionality which displays related FAQs while users are raising new tickets

Community Support : HSC web site

Overall reorganisation of the HSC web site	
Draft Plan for POPS under review, containing a new structure of how information is presented	Including new deployable sub-menus and 'search' button (imminent roll out)
Overall reorganisation of web-based documentation	
Draft Plan for POPs under review, containing several layers of depth	Herschel Explanatory Supplement (4 vols. in electronic and paper format) plus Herschel Explanatory Library (with various levels of depth and links to old/historical documents; only available on-line)
User Provided Data web page	
Links to ftp repositories containing User Provided Data products (for eventual ingestion in HSA)	Main outcome of KP wrap-up telecons: will be one of the main tasks in POPS
User Contributed Software web page	
Links to User Contributed Software	From simple scripts to complex tools (e.g. Scanamorphos, CASSIS,..

Community Support : Communications to users

Mass-mailings	
E-News + general announcements	To all subscribed users (~2000) E-news: once every ~2 months – 4 since HUG#4, plus various other communications (e.g. 'DP Workshops, 'must-do' suggestions, Herschel science conference in ESTEC announcement,..) Latest mass-mailing: - release of HIPE 9.0
HUG Questionnaire	To 388 PIs of approved Herschel proposals; would like to get feedback from the HUG
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	Automatedly generated now; circulated every 2 weeks for the observations executed in the reported period
Failed observations	Log maintained in dedicated Twiki page
Data Processing problems – bad pipeline products	announced to affected users
New SMS alert service for observers that want to be informed when observations in a given programme are ingested in HSA and available for retrieval	Ready to go: imminent announcement in e-News#22
Outreach	
Links to web releases – frequent contact with media – food for OSHI,…	OSHI application for iPhones Herschel Quick Look app available for smartphones 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	New technology archive HSA v4.0 rolled out on 16 May 2012 Next version of HSA v5.0 will include links to publications and UPDPs
Handling of proprietary rights	Normal work
Release of calibration observations not duplicating any science observation	Imminent now
Promotion of bulk reprocessed level 2 products with HCSS 8.x and new level 2.5 products	Will be announced in e-News#22
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 - complemented with the Herschel Duplication Checker (HDC)	HDC was very useful to deal with duplications during the OT2 call, also for the technical reviewers

Community Support : Organization of workshops

Data Processing Workshops	
Current scheme is to have only one big event per year, complemented by a series of DP webinars (both at HSC and NHSC)	Last @ HSC was on 20-24 Feb 2012, first day for beginners; next 4 days for OT1 users with different levels of expertise in HIPE, attended by -30 people. NHSC will have its own DP workshop next week 10-14 Sep with a similar structure and attendance level
Topic oriented workshops – e.g. large maps – calibration of extended sources / PACS spectroscopy unchopped mode…	Moving in this direction: next will be the PACS/SPIRE map making workshop in 28-31 Jan 2013; participation expected also at next calibration workshop in March 2013
Remote assistance	
HSC/NHSC Webex DP telecons - very successful, well received complementary effort to annual DP workshops!	DP topic-oriented rounds of webinars run by instrument experts on very particular areas Mainly covering what's new in HIPE 9 for the next round in Oct-Nov 202 Posted on the web for a posteriori visualisation for users that could not attend the webinars In-person assistance (visits to HSC) not supported with the current level of resources

Community Support : Feedback / Publications

Feedback from the Community	
HUG Questionnaire	Circulated to all 388 PIs of approved Herschel programmes on 30 May 2012; interested in feedback
Herschel Publications Tool	
Available at: http://herschel.esac.esa.int/hpt	488 Herschel-based refereed publications as of last week (149 in 2012, and counting)
Links from publications to AORs in HSA identified by student hired for this purpose	Work will continue in POPS for an eventual ingestion of this information in HSA, that will provide links from AORs to associated publications
KP Wrap-Up Telecons	
Wrap-up telecons with KP PIs to collect feedback on experience with Herschel and promised data products for eventual ingestion in the HSA	19 held so far, as of this week; a few more planned for September; plan is to finish by early 2013 with all 42 KPs

Community Support : Preparing for POPS

POPS related activities in the near future	
Preparation of high level plans for POPs in the area of Community Support/Mission Planning under revision	Initial inputs from HCSG have been provided to management, including priorities and what can/cannot be done under the foreseen level of resources
Collection of User Provided Data Products (UPDPs) from KPs following the schedule of deliveries agreed in the wrap-up telecons for eventual ingestion in HSA is underway	Only will be done systematically for KPs, considering the foreseen manpower available in POPs
Preparing for HSA v5.0 (including links to publications and available UPDPs)	User requirements are being defined and work plan for implementation needs to be agreed with SAT team for a roll out in early 2013
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 Compromised, considering the resources assigned to our group in POPS