



Community Support @ HSC

HUG#6 8-9 April 2013

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Community Support : Notable Events



Long Term Mission Events

See: http://herschel.esac.esa.int/twiki/pub/HSC/WebHome/LTM_Schedule_PGL_03Apr2013.pdf
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Community Support : Herschel Users Community



Growing community	
Herschel registered users by end 2010	1510
Herschel registered users by end 2011	1950 (+440)
Herschel registered users by end 2012	2365 (+415)
Herschel registered users as of today (Apr 2013)	2451 (~ 1 new user/day)

Community Support : Mission Planning



Scheduling efficiency	Planned / Used / Lost (%) science time
Routine Phase global	18.89h / 18.27h (3.3%)
Last year (Cycles 62-87 / ODs 1043-1406)	19.70h / 19.25h (2.3%)
Last 6 months (Cycles 75-87 / ODs 1225-1406)	19.82h / 19.26h (2.9%)
Long Term Scheduling goals	
Target date for KPGT/KPOT completion (80% level)	< end of spring 2011 (ACHIEVED; 100% now)
Target date for GT1 completion (80% level)	< end of summer 2011 (ACHIEVED; 100% now)
Target date for OT1p1 completion (80% level)	< end of spring 2012 (ACHIEVED; 100% now)
Target date for GT2 completion (80% level)	< end of summer 2012 (ACHIEVED; 100% now)
Target date for OT2p1 completion (80% level)	< mid-November 2012 (ACHIEVED; 100% now)
Priority 2 observations (target was ~20% by EoHe)	top-third ranked proposals: 96.9% now mid-third ranked proposals: 14.8% now bottom-third ranked proposals: 1.7% now Global execution level for p2 proposals: 36.8%

Community Support : HSC Helpdesk



Overall statistics	
<p>1740 new Helpdesk tickets raised in 2010; 1388 new Helpdesk tickets raised in 2011; 1138 new Helpdesk tickets raised in 2012; 241 new Helpdesk tickets in 2013 (as of 3 Apr)</p> <p>Latest ticket received: #6239</p>	<p>Decreasing rate but still ~5 new tickets / working day (with the support of ICS Team + others)</p>
<p>Irregular distribution of tickets: typically 5-30 new tickets per week, lately (we had peaks of ~150 new tickets per week associated to past calls)</p>	<p>Potential risk that some may fall into the cracks, if combined with other time demanding operational events; less probable now that operations are coming to an end</p>
<p>~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 reported @ HUG#5 ~146 tickets with status open as of 3 Apr</p>	<p>Main topics:</p> <ul style="list-style-type: none"> - DP related questions; - Scheduling issues - Handling of DDT requests (many in the last couple of months)

Community Support : HSC Helpdesk



Recent activity / measures taken / planned	
Regular Helpdesk tickets closure jamborees (every 2-3 months)	To keep number of open tickets at a healthy low number To review potential issues with particular tickets
FAQ jamborees (planned)	First one coming soon; goal is to improve the overall quality, update contents of existing FAQs and generate new ones, according to the actual interest expressed by our users in recent helpdesk tickets and cover homogeneously all aspects of user support

Community Support : UPDPs and HPDPs



User Provided Data Products (UPDPs) web page

Links to ftp repositories containing User Provided Data products (for eventual ingestion in HSA)

See current list of available UPDPs at:

<http://herschel.esac.esa.int/UserProvidedDataProducts.shtml>

Main outcome of KP wrap-up telecons:
one of the main tasks in POPS
Now chasing KPs regarding promises made at their wrap-up telecons and testing format of initial deliveries
Mostly partial deliveries only so far
Full deliveries received already from 2 KPGT and 1 OT1 programmes

Highly Processed Data Products (HPDPs)

HPDPs is a different category of products: UPDPs directly provided by the ICCs and/or 'validated' by instrument experts

Ensures the high quality of well defined subsets of products received from the community / generated at the ICCs
Details of final concept and validation process still needs to be discussed
Many UPDPs are expected to gradually become HPDPs; but not all UPDPs will necessarily be upgraded to HPDPs (lack of quality / lack of validation resources)

Community Support : User Contributed Software



User Contributed Software web page	
Links to User Contributed Software See current list at: http://herschel.esac.esa.int/UserContributedSoftware.shtml	From simple scripts to complex tools (e.g. Scanamorphos, CASSIS,..)
Recent additions following: <ul style="list-style-type: none">- KP wrap-up telecons- PACS/SPIRE Map-Making Workshop (28-31 Jan 2013)	A variety of map-makers like: <ul style="list-style-type: none">- UniHIPE- Unimap- Sanepic- Tamasis- SUPREME Source extraction tools <ul style="list-style-type: none">- GetSources Various interesting HIPE plug-ins

Community Support : Communications to users



Mass-mailings	
e-News + general announcements	<p>To all subscribed users (~2400)</p> <p>E-news:</p> <ul style="list-style-type: none"> - once every ~2 months - 4 since HUG#4 (#22 to #25) <p>Various other communications</p> <ul style="list-style-type: none"> - Workshop and conference announcements - Release of major versions of HIPE (e.g. 10.0) - DP Webinar announcements
Latest was Herschel e-News#25 as an example	<p>Topics covered:</p> <ul style="list-style-type: none"> - Herschel to finish observing soon - Calibration Workshop: registration still open - PACS Photometer red channel subarray (matrix 9) anomaly - Bulk reprocessing with HCSS 9.1 completed - HSC Data Processing Webinars - Keep your suggestions coming!
Instrument/Observing mode-specific announcements / workshop logistics, etc.	<p>Targeted to subsets of affected users (e.g. only users of a given subinstrument / workshop participants),...</p>

Community Support : Communications to users



Individual messages to PIs	
Regular notification e-mails to proposal PIs announcing availability of data in HSA	Automatedly generated now; circulated every 2-3 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 through helpdesk tickets
SMS alert service for observers that want to be informed when observations in a given programme are ingested in HSA and available for retrieval	Request from NASA Users Panel; very limited use in the end
Outreach	
Links to Herschel web releases – contact with media – food for ESA Communication Department	OSHI application for iPhones Herschel Quick Look app available for smartphones Continuous postings of new web releases under 'Latest News'

Community Support : Herschel Data Access



Handling of proprietary rights / data access	
Handling of proprietary rights	Normal work
Handling co-users associated to individual programmes	Regular updates on-request
Release of calibration observations not duplicating science observations	More than 2000 hours of Herschel calibration observations are now publicly available
Promotion of HSA Data Products	
Level 2.5 (pairs of AORs) and level 3 (multiple AORs combined) products	Announced in e-News#22 Web page with links to list of available products per sub-instrument in prep.
Herschel Observing Log and other Herschel catalogues will be made available to the astronomical community at large through Vizier	To increase visibility of Herschel data to non-Herschel users; will be a continuous task in POPs
Regular announcements of new UPDPs/HPDPs to the Herschel users community	Through regular Herschel e-News

Community Support : Herschel Science Archive



Herschel Archive Twiki	
<p>New Herschel Archive area in the HSC twiki, following recommendation made at last HIPE Forum 2012</p>	<p>HSA current and past versions: http://herschel.esac.esa.int/twiki/bin/view/HSC/HSA_News HSA future releases: http://herschel.esac.esa.int/twiki/bin/view/HSC/HSA_futurereleases List of pending HSA screws and sprs: http://herschel.esac.esa.int/twiki/bin/view/HSC/HSA_screwsandsprs HSA community: http://herschel.esac.esa.int/twiki/bin/view/HSC/HSA_community</p>
Herschel Archive Group	
<p>Creation of the Herschel Archive Group, to steer development on the HSA in a direction that maximizes its scientific utility</p> <p>Terms of reference and proposed membership is available at: http://herschel.esac.esa.int/twiki/bin/view/HSC/HAG</p>	<p>One representative from the HUG?</p> <p>First meeting in Apr 2013</p>

Community Support : Organization of workshops



Data Processing / Calibration Workshops	
<p>Current scheme is to have one 'big' event per year mainly for newcomers, complemented by a series of DP webinars (both at HSC and NHSC)</p>	<p>Last @ HSC 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 had its own DP workshop on 10-14 Sep with a similar structure and attendance level</p> <p>Next @ HSC planned for 24-27 Jun 2013, first day on HIPE/HSA; following 2 days addressing DP for different sub-instruments; targeted for Herschel newcomers</p> <p>NHSC will have also its own workshop in Aug-Sep 2013, with emphasis on archival users</p>
<p>Topic oriented DP workshops – e.g. large maps – calibration of extended sources / PACS spectroscopy, ...</p>	<p>Moving in this direction:</p> <ul style="list-style-type: none"> - PACS/SPIRE map making workshop (28-31 Jan 2013) – 60 participants - Next on PACS Spectroscopy in Feb 2014? (TBD)
<p>Herschel Calibration Workshop: Only the Best Data Products for the Legacy Archive (25-27 Mar 2013)</p>	<ul style="list-style-type: none"> - 62 participants - Presentations posted on the web - Some will appear in Experimental Astronomy

Community Support : Remote Assistance



DP Webinars / Video Tutorials	
<p>HSC/NHSC Webex DP telecons - very successful, well received complementary effort to annual DP workshops! (see BM presentation)</p>	<p>DP topic-oriented rounds of webinars run by instrument experts on very particular areas</p> <p>Mainly covering:</p> <ul style="list-style-type: none">- 'what's new in HIPE 9' for round#3 in Oct-Nov 2012- 'what's new in HIPE 10' for the latest round#4 in Feb-Apr 2013 <p>Presentations and video recorded webinars posted on the web for a posteriori visualisation for users that could not attend the webinars</p> <p>In-person assistance (visits to HSC) not supported with the current level of resources</p>
<p>HIPE Video Tutorials (new link on the HSC web page)</p>	<p>Dedicated youtube channel: http://www.youtube.com/hipeacademy/</p> <p>More than 1,000 video views!</p>

Community Support : Publications / User Feedback



<h2>Herschel Publications Tool</h2>	
<p>Available at: http://herschel.esac.esa.int/hpt</p>	<p>632 Herschel-based refereed publications as of last week</p> <ul style="list-style-type: none"> - 228 papers in 2010 (including special A&A issue) - 96 papers in 2011 - 252 papers in 2012 - 56 papers in 2013 and counting
<p>Links from publications to AORs in HSA:</p> <ul style="list-style-type: none"> - initial 400 papers scrutinised by student hired for this purpose; now progressing slowly due to lack of manpower resources 	<p>Work will continue in POPS for an eventual ingestion of this information in HSA, that will provide links from AORs to associated publications</p>
<h2>Wrap-Up Telecons</h2>	
<p>Wrap-up telecons with KP PIs, to collect feedback on experience with Herschel and promised data products for eventual ingestion in the HSA</p>	<p>41 held so far (all but one); plan is to try to extend this effort to large OT1/OT2 programmes (but do we have the resources?) Together with the DP webinars, a very useful way to collect feedback from the users community in a systematic and unbiased way Effective support to the effort of collecting UPDPs and DP/HIPE experience / recording of problems</p>