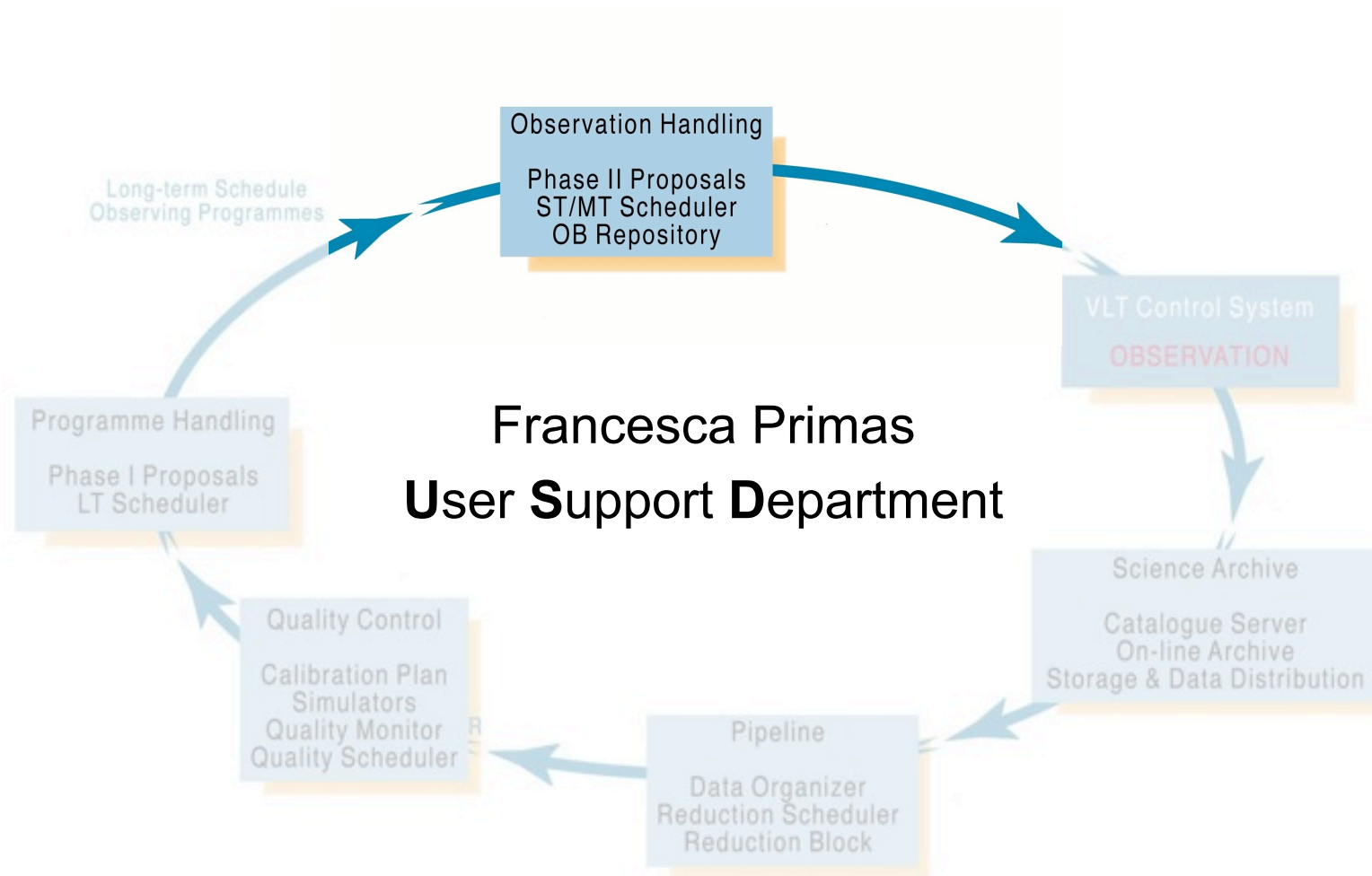


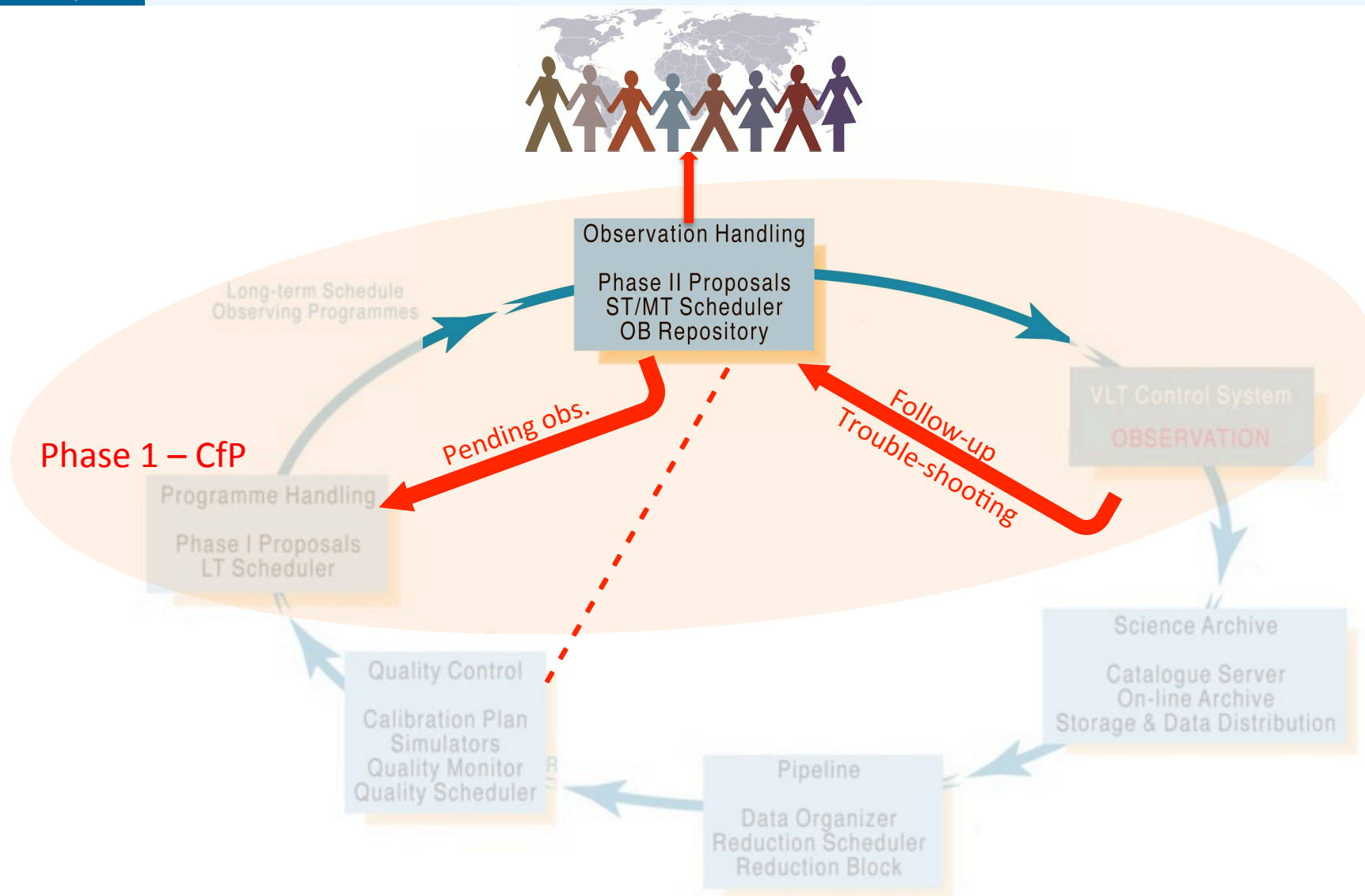


VLT user support and operational efficiencies





User support and operational efficiencies of the ESO V-facilities (VLT/I, VISTA, VST)

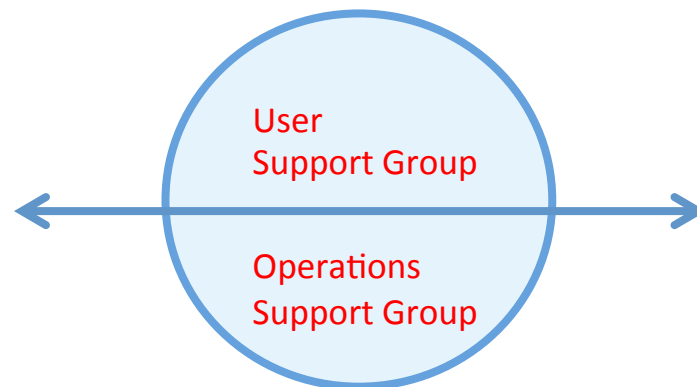




User Support in a nutshell

Main interface to the **users** and to the **Observatory**

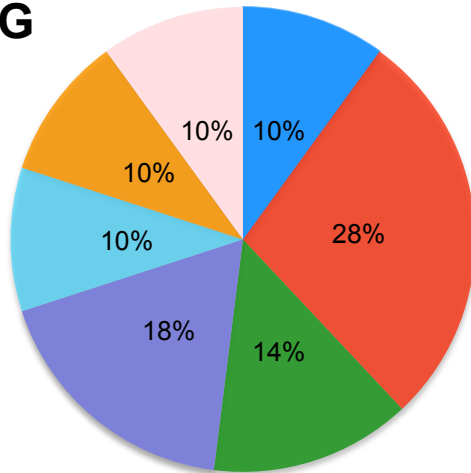
- Scientific/technical support to users of “ESO (V) facilities” in the definition and implementation of the best observing strategies (Phase 1, Phase 2, post-Phase 2)
- Up-to-date status information services (Medium Term Schedule, run progress reports, carryovers, execution issues/problems follow-up and solution, on-site support)
- Specification and operation of the front-end infrastructure: tools, interfaces, help-desk
- VATravel (Visiting Astronomers)
- ESO Users' Committee





USG / OSG core tasks

USG



- P1+pre-P2
- P2
- post-P2
- General
- Ramp-ups
- On-site
- Projects

52% Users support
 28% Ops support
 10% On-site support
 10% Projects

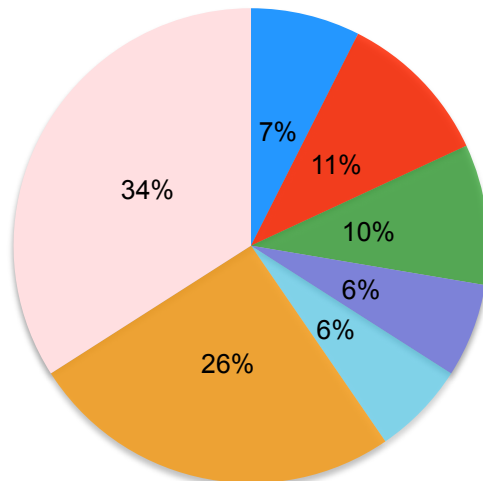
Obs. Proposal preparation
 Optimization obs. strategy
 Verification of SM material
 Support information
 Obs. trouble-shooting
 Progress reports
 Carryovers

Upgrades/Commissionings

Night-time support (LPO)

Tools

OSG



- pre-P2
- Daily support
- Maintenance
- Ops stats
- Misc
- Projects
- VATravel

40% Ops support
 26% Projects
 34% VATravel

Instrument Packages

Auxiliary tools (EVM, ETRM)
 Help-desk / Tickets
 Infrastructure (databases, servers, etc)

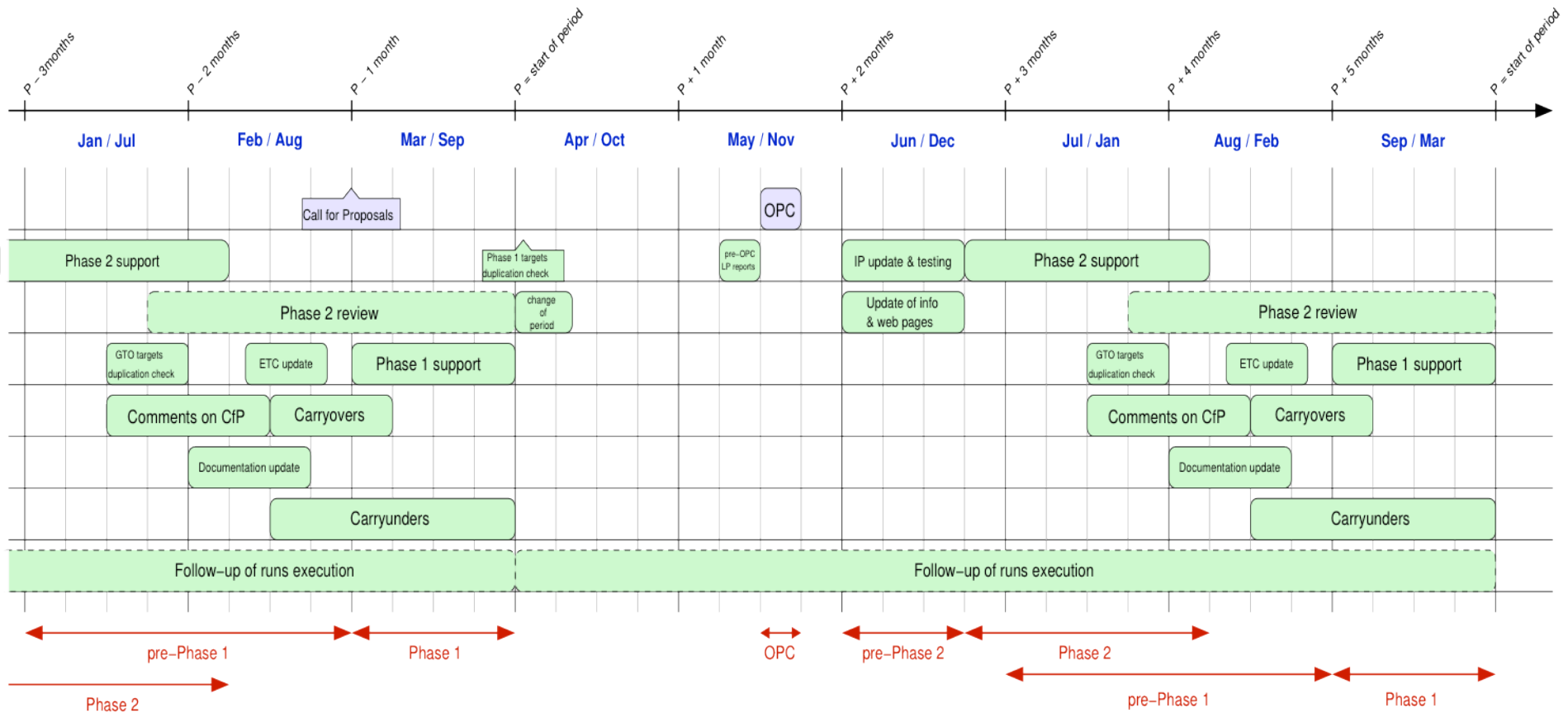
Database exploitations

VATravel



USD work-cycle

Period (semester) - based



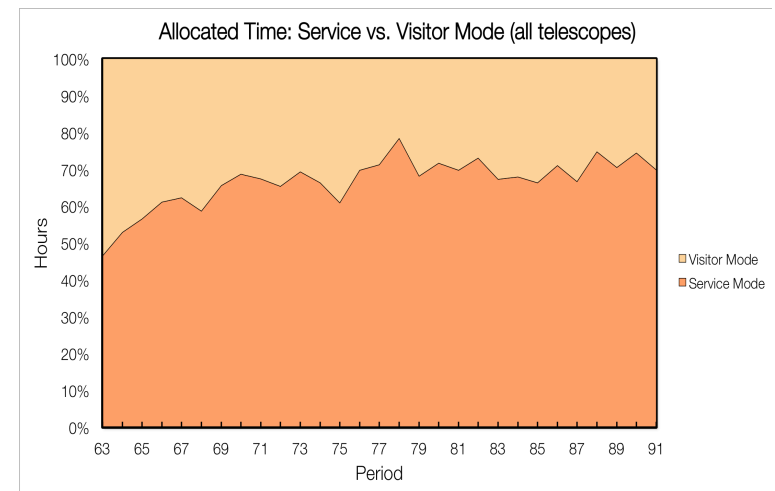
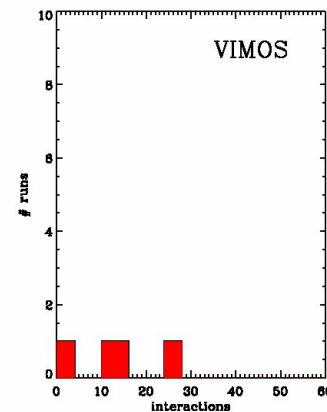
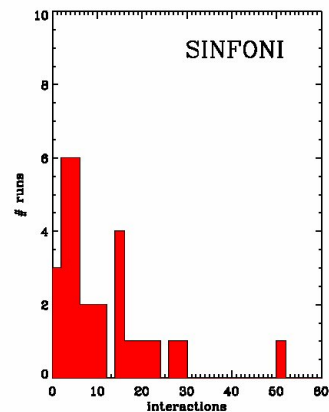
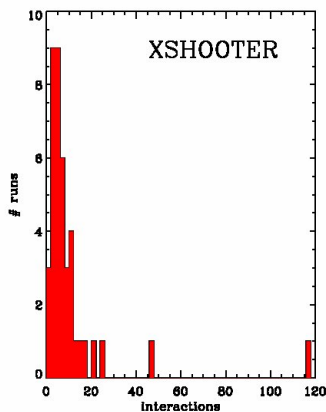
- 400-500 new SM runs / Period + ~30 DDTs
- 16 instruments (and involved already in the 5-6 to come)
- 170 Waivers
- 1250 Remedy tickets
- ~250 programme change requests

Optimization and Validation

Operational
compliance and
readiness

Flexibility

Help & Fix





Access to ESO services

2007

ESO
User
Portal

ESO User Portal

Getting Started Latest Headlines UserPortal < OHS < ... AO tutorial at CTIO Service Mode Observ... How to connect your ... Observatory View To

ESO User Portal

ESO
European Organisation
for Astronomical
Research in the
Southern Hemisphere

ESO User Portal

ESO Home User Portal Contact Site Map Search: Go!

ESO User Portal

General Information and FAQ

Science Users

Public

Intranet

Welcome to the ESO User Portal.

For security reasons, please Log Out and Exit your web browser when you have finished accessing services that require authentication!

Enter your ESO Username and Password.

Username

Password

LOGIN **CLEAR**

- [I forgot my ESO User Portal username.](#)
- [I forgot my ESO User Portal password.](#)
- [I would like to create a new account.](#)





Access to ESO services

European Southern Observatory
ESO — Reaching New Heights in Astronomy

ESO Home User Portal Contact Site Map Search: Go!

[Science Users Information > ESO User Portal > Home Page](#)
[Francesca Primas](#) | [Logout](#)

ESO User Portal
 General Information and FAQ
Actions
[Report/Comment Cards](#)
[Referee DDT](#)
[Observatory View](#)
[Mailing List Publisher](#)
[Request a Special Run](#)
Administrative Options
[Home Page](#)
[Change Username](#)
[Change Password](#)
[Manage Profile](#)
Science Users
Public
Intranet

ESO User Portal

Phase 1

Download ESIFORM packages

Submit a proposal

Check the web letters

Phase 2

Download P2PP

Submit a Target or Programme Change Request

View your list of Observing Runs

Phase 3

Download Pre-P88 PI Packs

Manage your Phase 3 Data Releases

Other Services

Delegation

ESO Science Newsletters

Science Data Products Forum

Ask for help

Data Archive

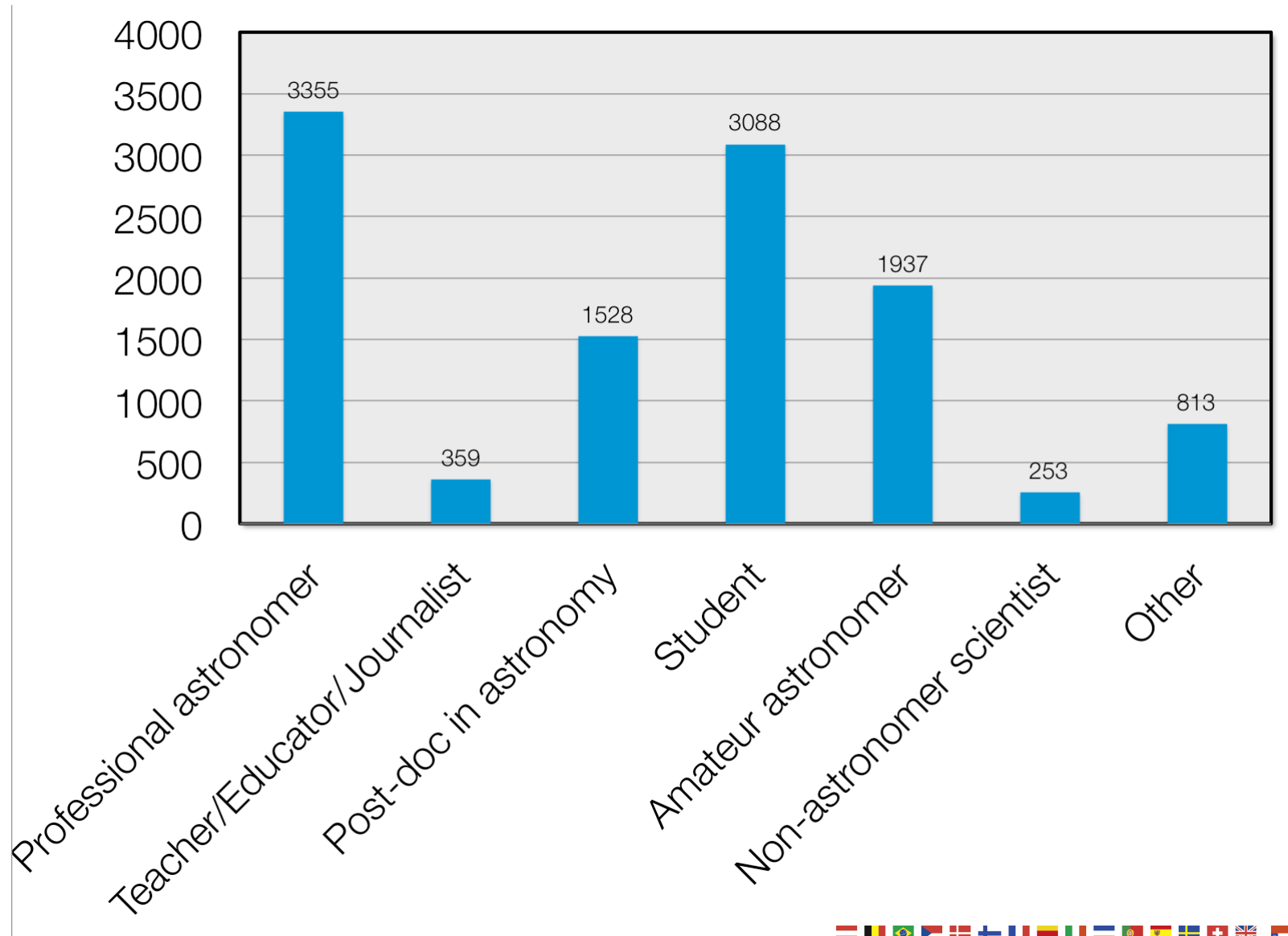
My Archive Requests





User Portal facts

6 yrs
later ...





User Portal: latest additions

European Southern Observatory

ACE - Access Control ESO

ESO — Reaching New Heights In Astronomy

Science User Information > ESO User Portal > Access Control

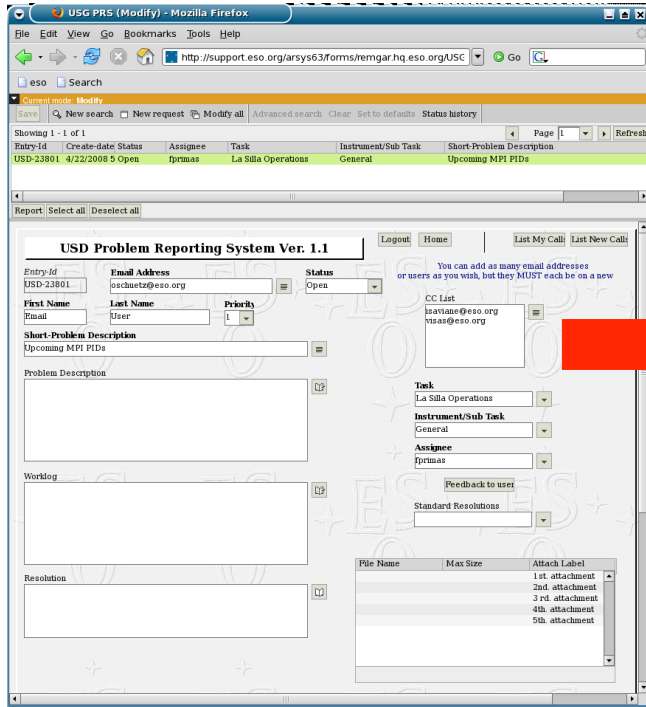
Grant/Revoke/View Phase 2 and Data Access Rights for Active and Proprietary Runs

Run	Instrument	Mode	From/To	Phase 2	Data Access
092.B-0622 - The Next Generation Fomax Survey – Pilot Project (NGFS-PP): Deep NUV-NIR Imaging of the Baryonic Substructures in the Fomax Cluster Core Region PI: Roberto Munoz					
092.B-0622(A)	VIRCAM	Service	-		Granted: 07-09-2013 16:50
092.B-0622(B)	OMEGACAM	Service	-		Granted: 07-09-2013 16:50
092.D-0477 - Chemodynamical Characterization of Blue Stragglers Stars in Galactic Globular Clusters PI: Mirko Simunovic					
092.D-0477(A)	FLAMES	Service	24-10-2013/ 27-10-2013	Granted: 08-08-2013 19:36	
092.B-0476 - Compact Stellar Systems in Hickson Compact Groups: A Multi-Band Photometric Search for their Origins PI: Matthew Taylor					
092.B-0476(D)	HAWKI	Service	-	Granted: 07-08-2013 20:36	
092.B-0471 - Ornaments on the Hat: A Panoramic Imaging Survey of Sombbrero's Outer Halo, its Dwarf Satellite Population and its Globular Cluster System					
092.B-0471(A)	OMEGACAM	Service	-		Delegate to ... enter email address <input type="checkbox"/> Phase 2 <input type="checkbox"/> Data Access <input type="button" value="delegate"/>
092.B-0440 - The VIMOS Virgo Cluster Survey: The Baryonic Angular Momentum Content of Galaxy Halos					
092.B-0440(A)	VIMOS	Service	-		Delegate to ... enter email address <input type="checkbox"/> Phase 2 <input type="checkbox"/> Data Access <input type="button" value="delegate"/>
091.D-0464 - Testing for the Existence of Massive Population-III Stars with Stellar Archaeology					
091.D-0464(A)	CRIFES	Service	-		Delegate to ... enter email address <input type="checkbox"/> Data Access <input type="button" value="delegate"/>



The Help-desk

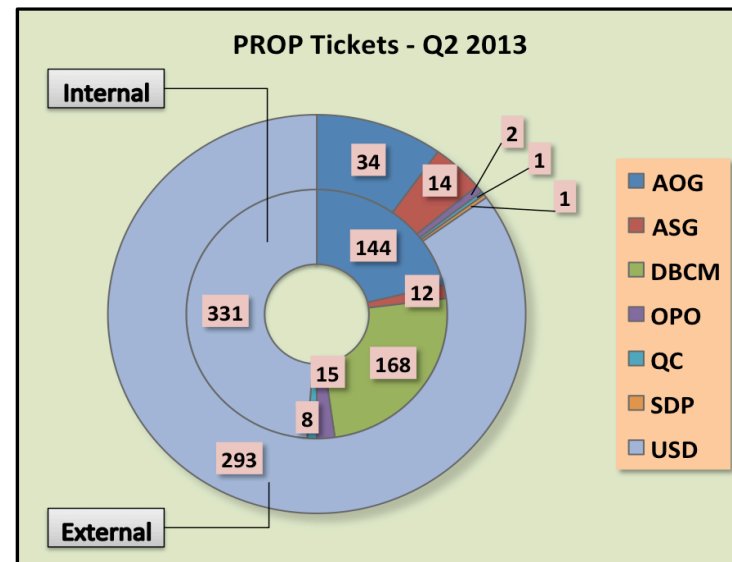
2000 - 2011



Problem Reporting for Operational Problems

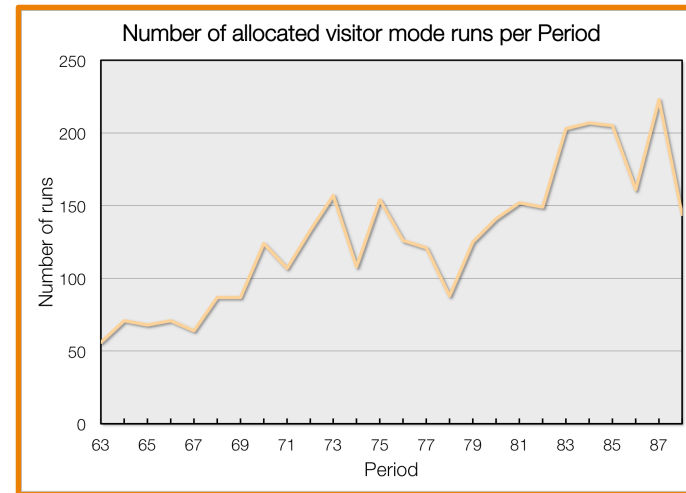
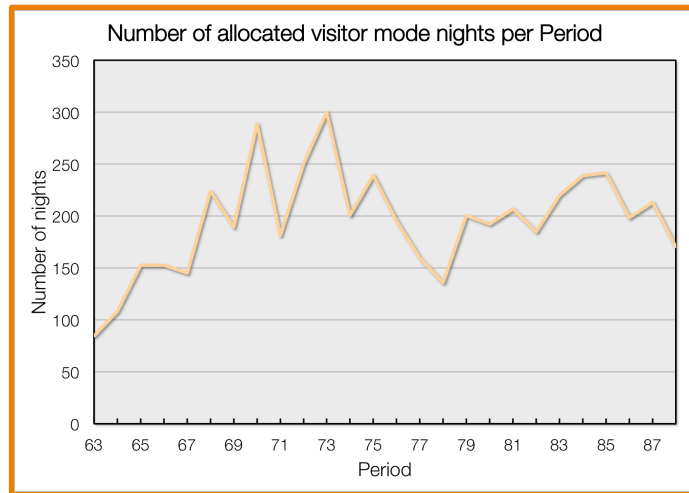


usd-help@eso.org



Visiting Astronomer facts

Travel support provided to ~600-700 VA / year (half-half La Silla-Paranal)



Visiting Astronomers - Travel Form

You are logged in as | [Logout](#)

The present form needs to be filled out by any astronomer granted telescope time in visitor mode on ESO telescopes and travelling to one of the sites of the observatory (Paranal, La Silla, APEX) to carry out his/her observations. The same form is also available for people going to any of the national telescopes on the site of La Silla. All travel requests must be submitted **60 days before the foreseen date of departure at the latest**.

Before filling in the travel form, you are kindly requested to read the [Instructions for Visiting Astronomers on Mission to Chile](#).

Any failure to comply with the rules stipulated in the above instructions may result in the cancellation of the observing time.

VATravel upgrade:

just released (Aug 2013)

1 Visiting Astronomer
2 Observing Run
3 Travel Details
4 Summary and Confirmation

The visiting astronomer (observer) should fill out the form below with his/her personal details. In case there is more than one observer for an observing run, a separate form must be submitted for each traveller. *Please also note that any request for a second observer must first be submitted for approval by the PI of the corresponding observing run via e-mail to the VATravel office.*

The form is pre-filled with the information available from your ESO User Portal profile. Please check that the contents are accurate and **provide your full first and last names (no abbreviations please)**.

* Mandatory fields

Visiting Astronomer

Title* Mr. Ms.

Last Name*

First Name*

E-mail address*

Passport Information

Passport number*

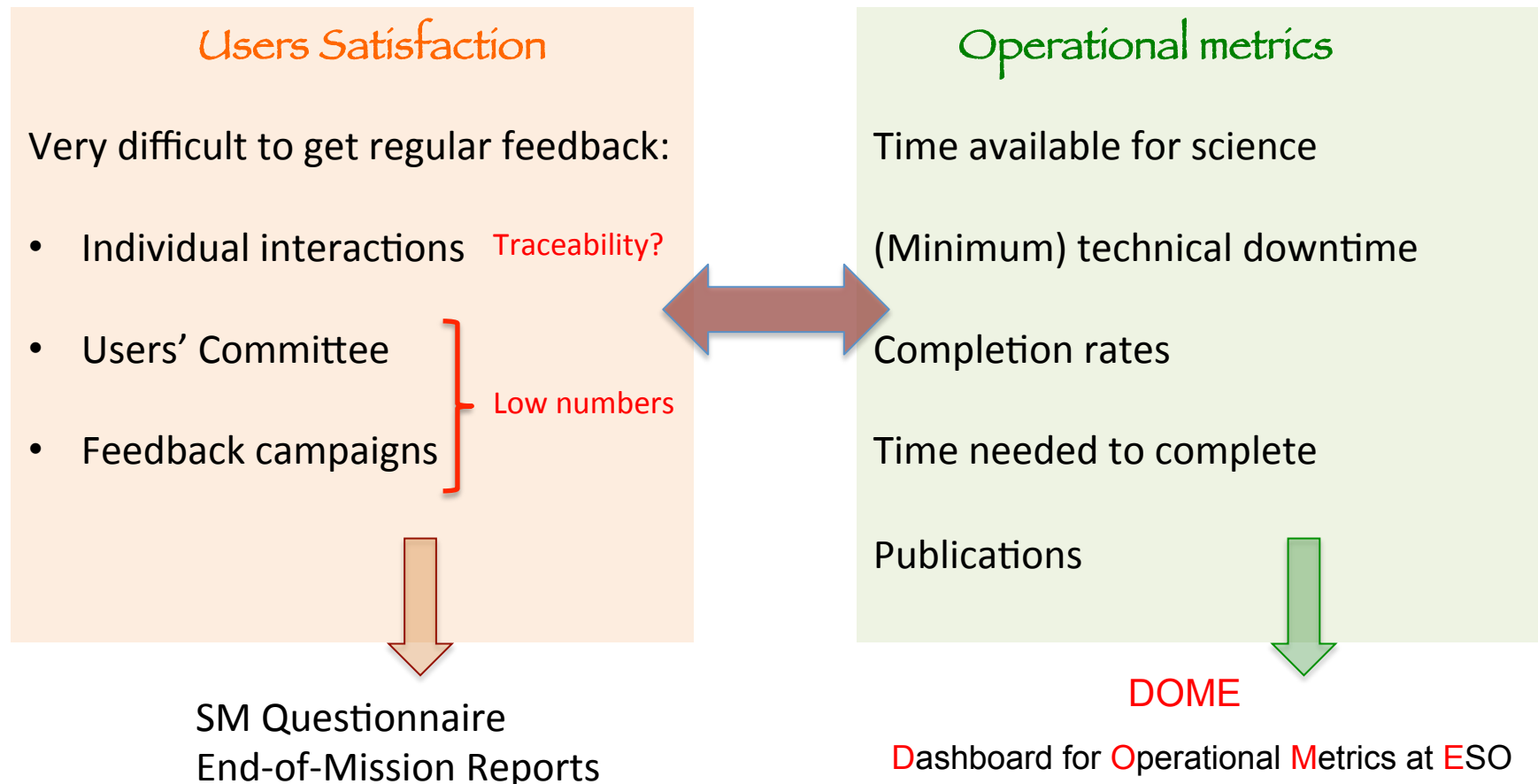
Citizenship*

Will you require a visa¹ to enter Chile? Yes No

IMPORTANT: please make sure that the full name you provide on this page is exactly the same as the one in your passport.

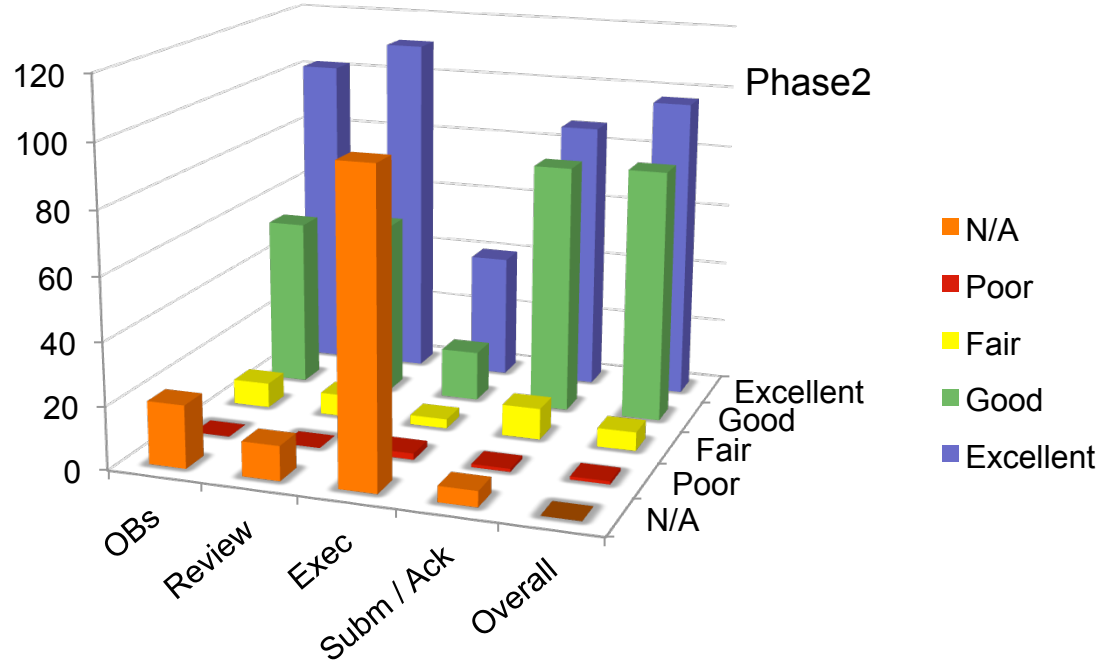
Evaluating success

How and when do/can we state that we are successful?
 What really counts?
 Which are the best KPIs?

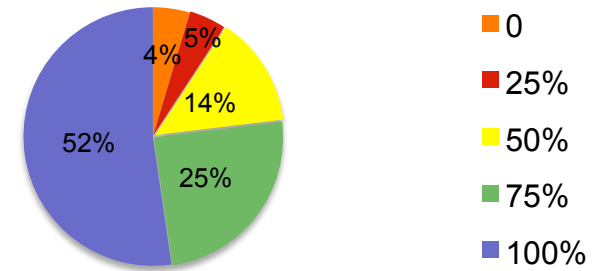




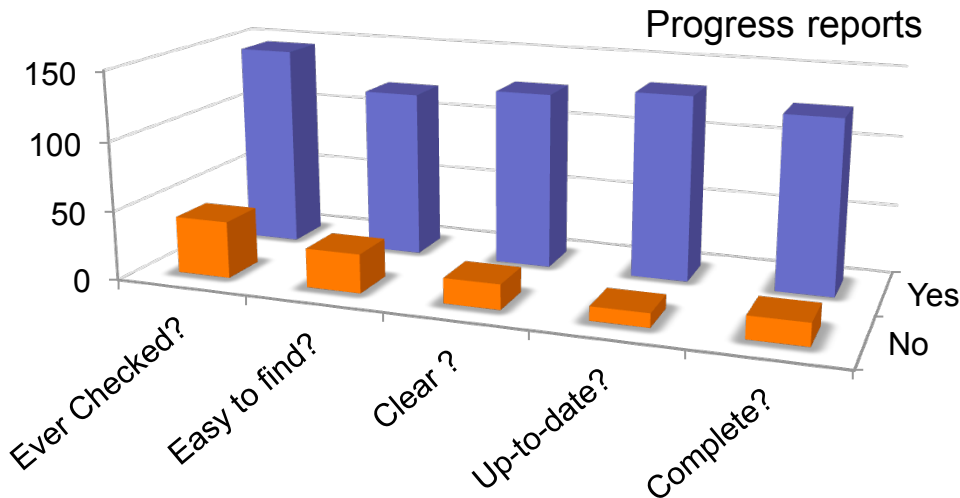
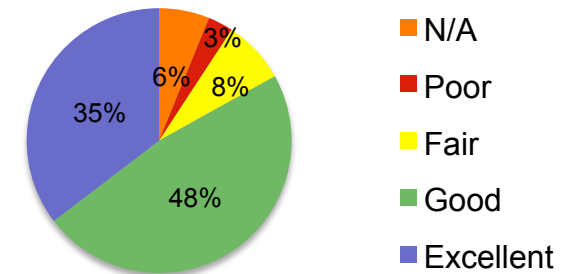
Users' satisfaction



Science Fulfilled?



Data Quality



It seems high ...

but (only) 25% response rate
(with targeted campaign)

