VLT user support and operational efficiencies

Observation Handling

Phase II Proposals
ST/MT Scheduler
OB Repository

Long-term Schedule
Observing Programmes

VLT Control System
OBSERVATION

Programme Handling

Phase I Proposals
LT Scheduler

Francesca Primas
User **S**upport **D**epartment

Science Archive

Catalogue Server
On-line Archive
Storage & Data Distribution

Quality Control

Calibration Plan
Simulators
Quality Monitor
Quality Scheduler

Pipeline

Data Organizer
Reduction Scheduler
Reduction Block

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

Observation Handling

Phase II Proposals
ST/MT Scheduler
OB Repository

Long-term Schedule
Observing Programmes

Phase 1 – CfP

Pending obs.

Follow-up
Trouble-shooting

VLT Control System

OBSERVATION

Programme Handling

Phase I Proposals
LT Scheduler

Quality Control

Calibration Plan
Simulators
Quality Monitor
Quality Scheduler

Pipeline

Data Organizer
Reduction Scheduler
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Science Archive

Catalogue Server
On-line Archive
Storage & Data Distribution

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

User
Support Group

Operations
Support Group
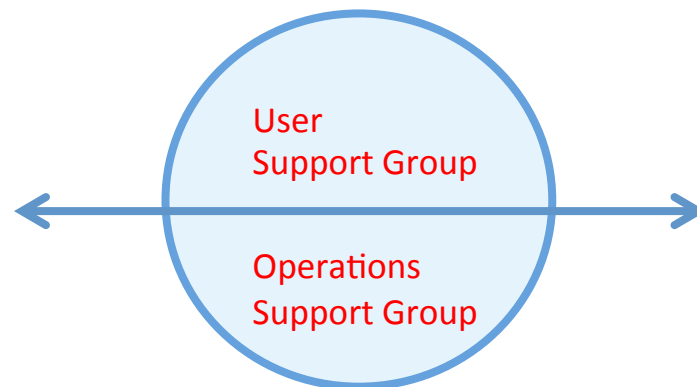
USG / OSG core tasks

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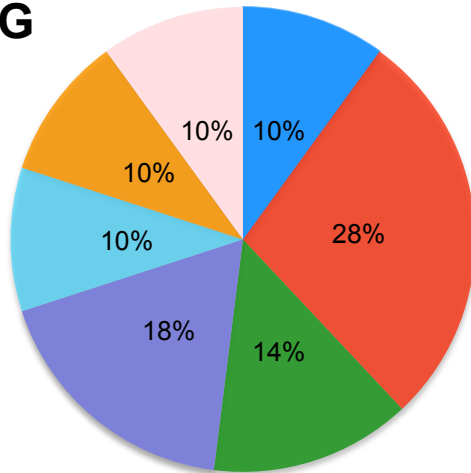
- ■ P1+pre-P2
- ■ P2
- ■ post-P2
- ■ General
- ■ Ramp-ups
- ■ On-site
- ■ Projects

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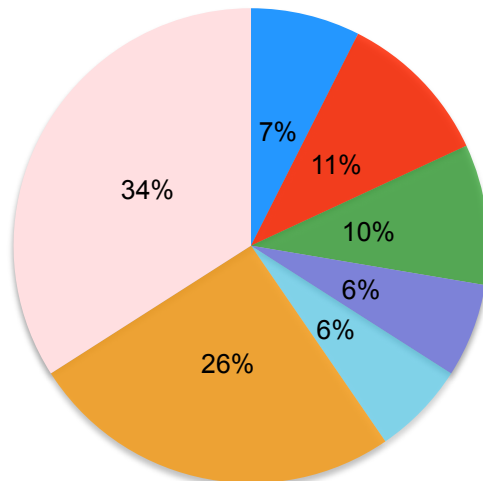
- ■ pre-P2
- ■ Daily support
- ■ Maintenance
- ■ Ops stats
- ■ Misc
- ■ Projects
- ■ VATravel

40% Ops support
26% Projects
34% VATravel

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

Database exploitations

VATravel

Period (semester) - based

Some key numbers

Optimization and Validation

Operational compliancy and readiness
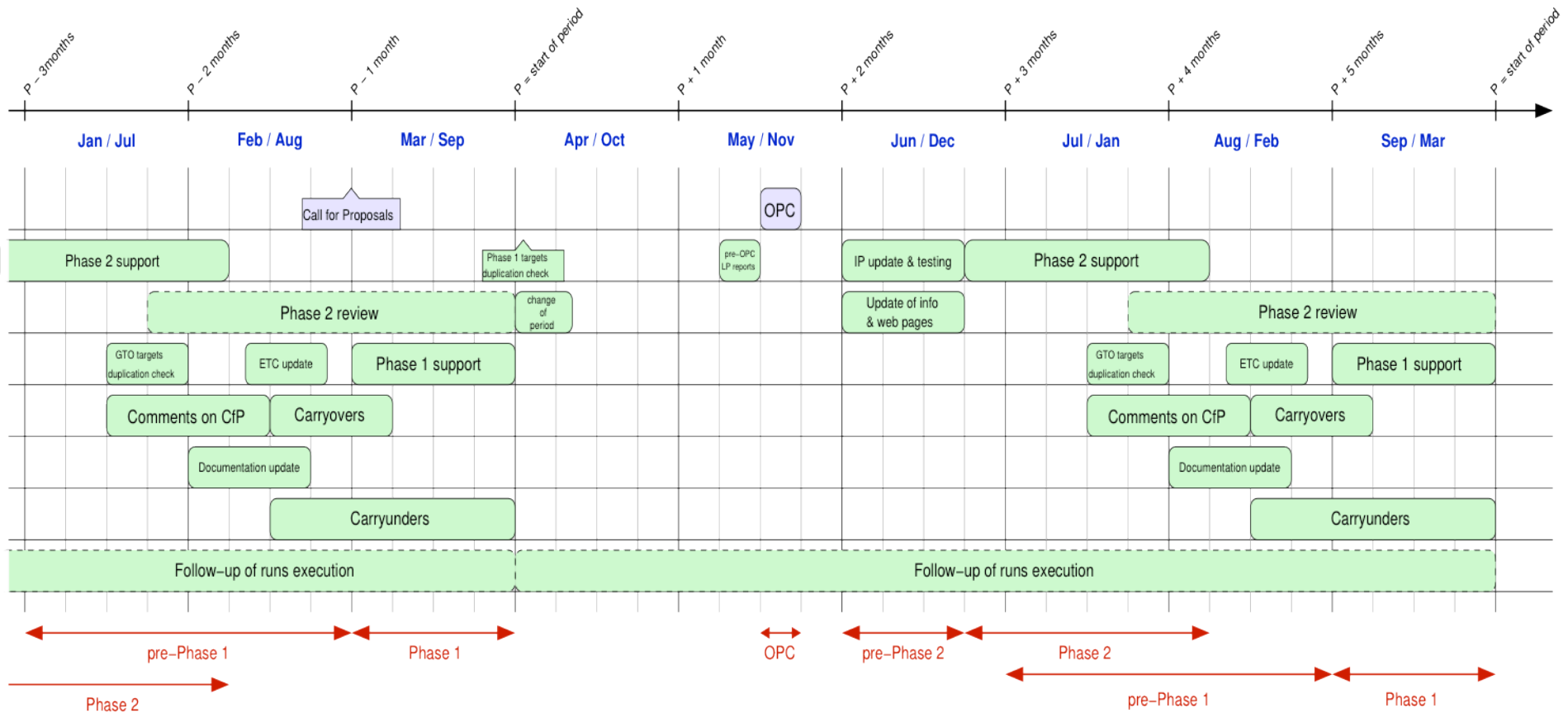
- 400-500 new SM runs / Period + ~30 DDTs

- 16 instruments (and involved already in the 5-6 to come)

- 170 Waivers

Flexibility

- 1250 Remedy tickets

Help & Fix

- ~250 programme change requests
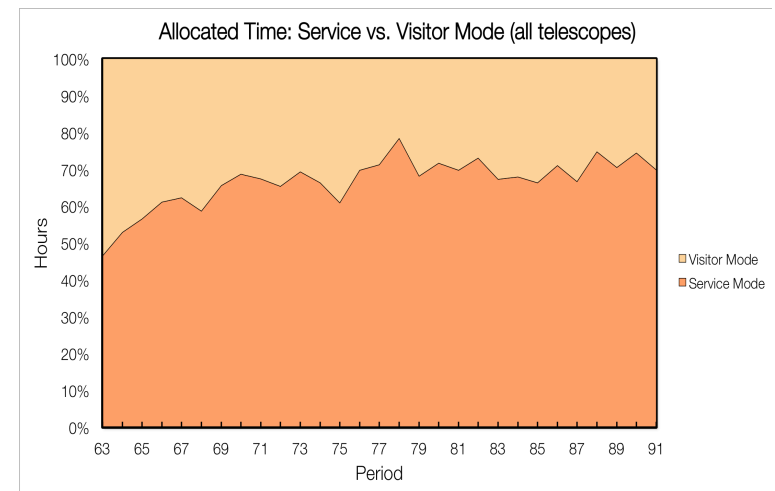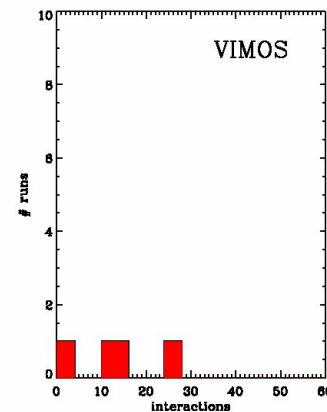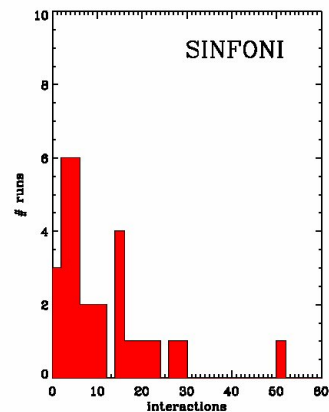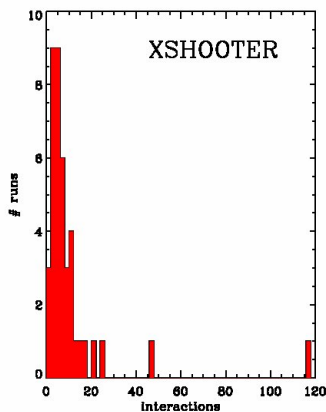
Access to ESO services

2007

ESO User Portal

Access to ESO services

6 yrs
later …
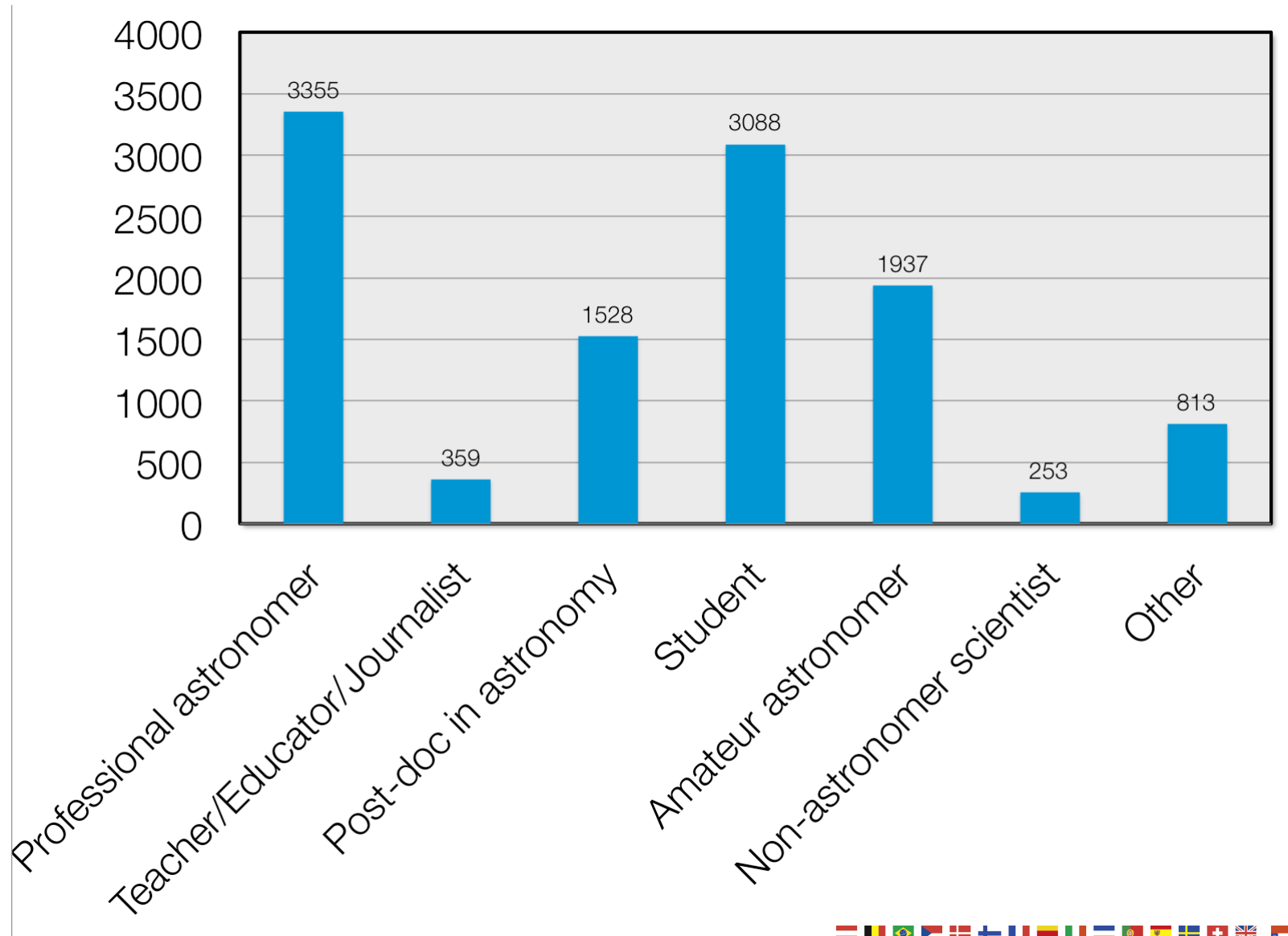
User Portal: latest additions

SciOps2013 - ESAC

2000 - 2011

Problem
Reporting for
Operational
Problems

Archive Sci
USD
QC
SDP
OPO
DBCM
Archive Ops
PSO

usd-help@eso.org

QUESTIONS
ANSWERED
HERE

PROP Tickets - Q2 2013

Internal

34
2
14
1
1
144
12
331
15
168
8
293

External

- AOG
- ASG
- DBCM
- OPO
- QC
- SDP
- USD
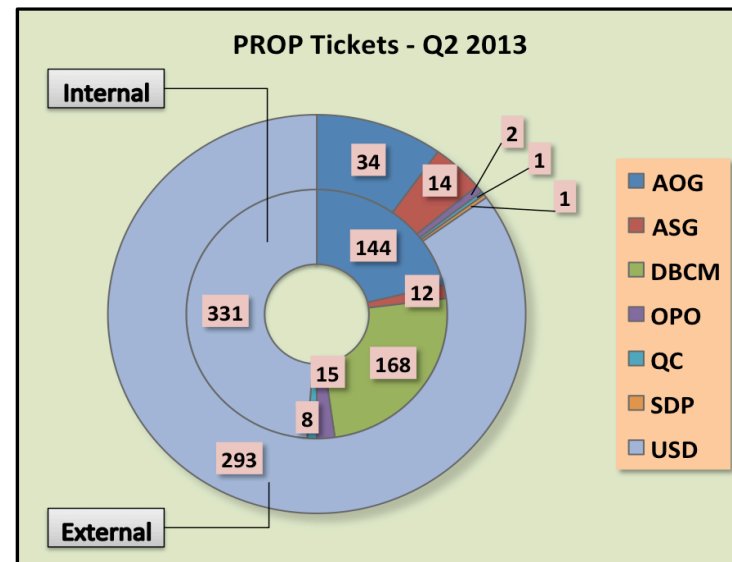
Visiting Astronomer facts

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

Number of allocated visitor mode nights per Period

Number of allocated visitor mode runs per Period

VATravel upgrade:

just released (Aug 2013)
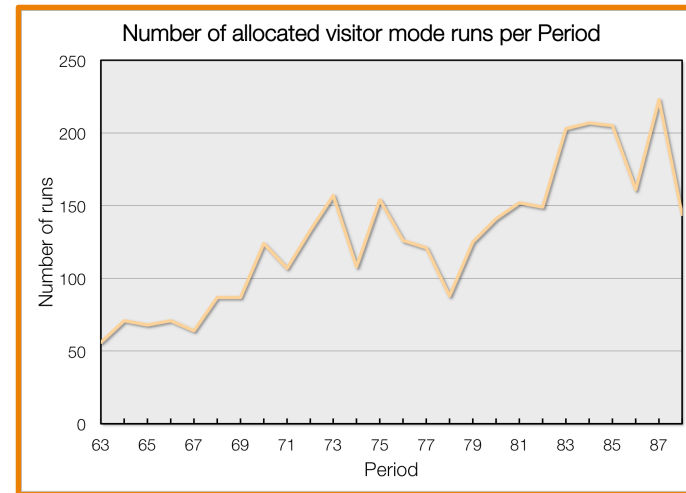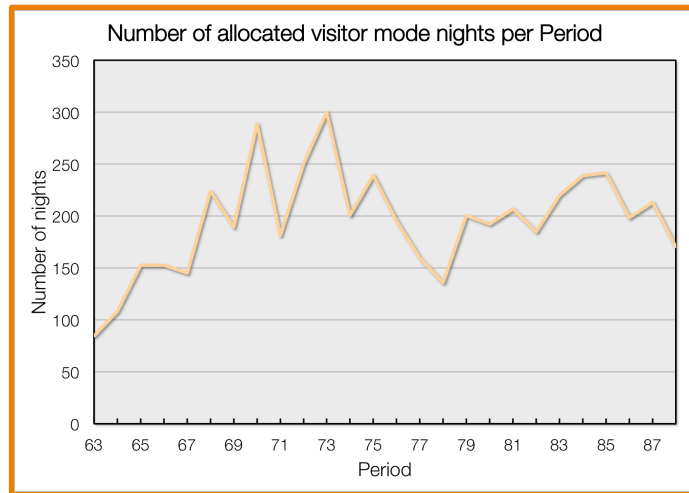
Visiting Astronomers - Travel Form

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.

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 an 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*

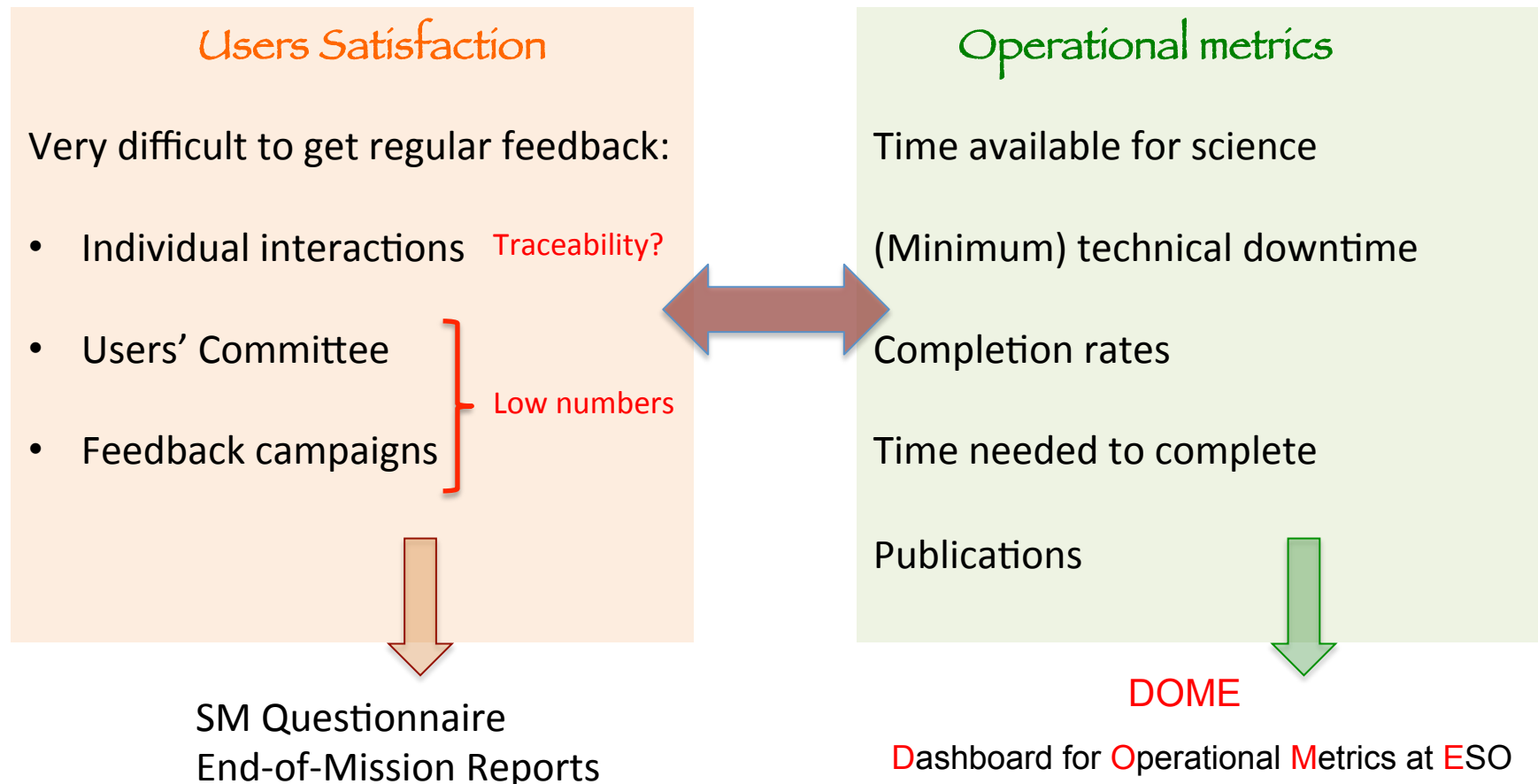**Passport Information**

Passport number*

Citizenship*

Will you require a visa[1] 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.
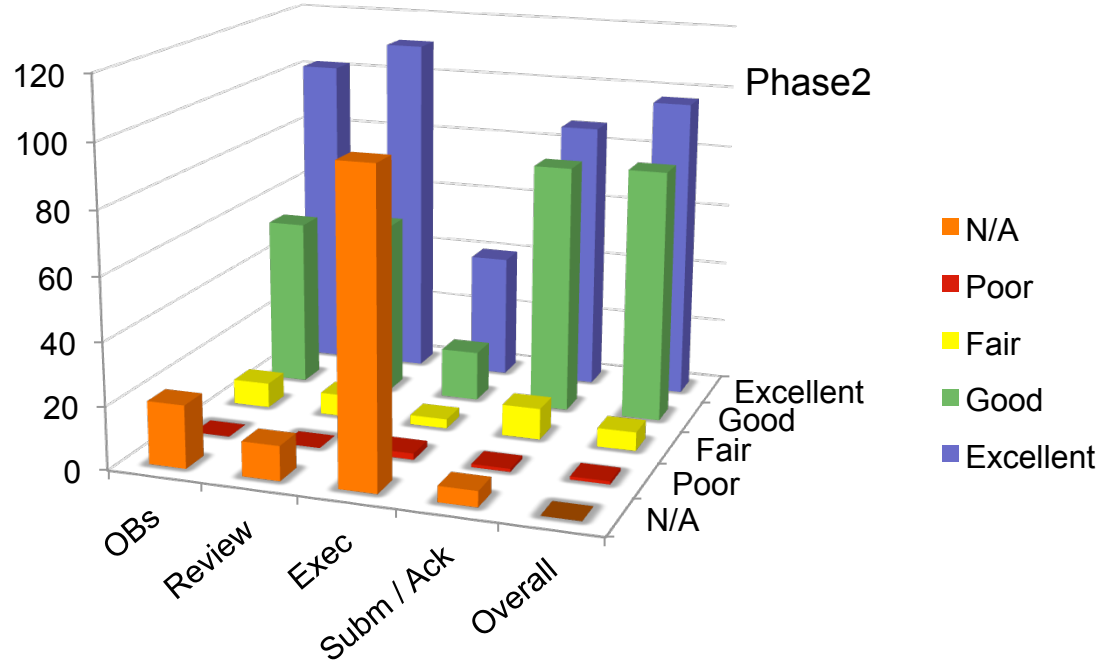
Evaluating success

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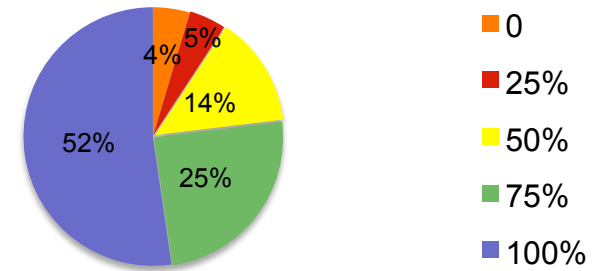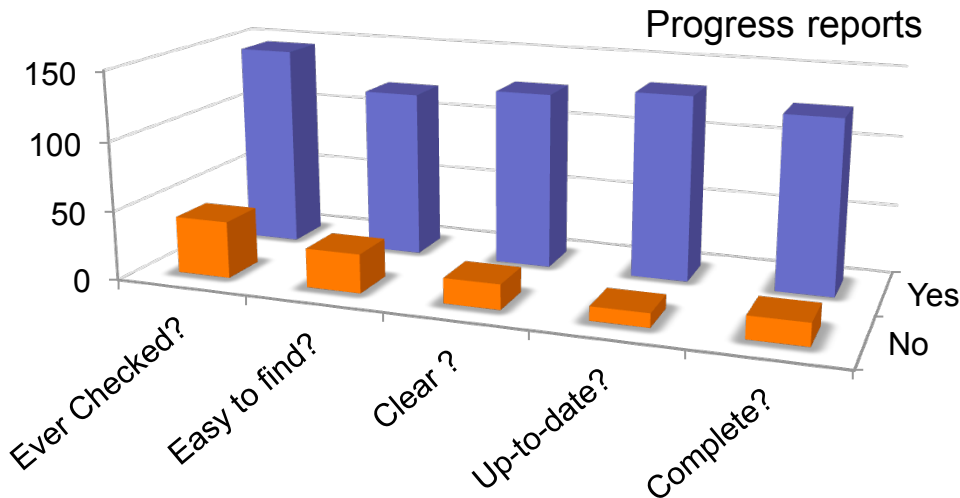What really counts?
Which are the best KPIs?

Users Satisfaction

Very difficult to get regular feedback:

- Individual interactions   Traceability?

- Users' Committee

- Feedback campaigns   Low numbers

SM Questionnaire
End-of-Mission Reports

Operational metrics

Time available for science

(Minimum) technical downtime

Completion rates

Time needed to complete

Publications

DOME

Dashboard for Operational Metrics at ESO
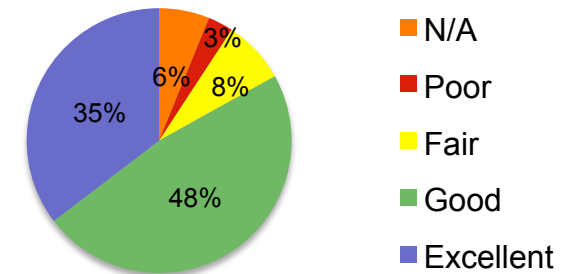
Users' satisfaction

Phase2

Progress reports

Science Fulfilled?

Data Quality

It seems high …

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

THANK YOU