Codes and practices

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QC work

♦ always be up-to-date with calChecker, calibration data processing, scores and trending
♦ provide feedback to Paranal about data completeness or quality issues in due time

♦ establish and maintain good communication channels with the QC interacting groups at ESO (PSO, USD, DFS, OTS, AOG, DBCM, to name just a few). If you have established good relationship, many things can go very smoothly, even in such a big organization.

♦ need hardware: arrange with Group Head
♦ duty trips: plan well ahead the dates, arrange with Paranal colleagues for availability, get approval from Group Head at least 6 weeks ahead in time, arrange flights as early as possible

♦ set up room and videocon bookings through division secretaries

♦ QC group meetings: attendance is mandatory, absence needs to be approved by Group Head

User interaction

♦ check if this is really a QC issue, otherwise forward/assign to other responsible;
  in that case, send a short note to the user as acknowledgement

  Generally USD is the main contact point for users.

♦ if you decide to take over, try to be as helpful as possible, and help as soon as possible. These are our customers!
  Send immediately a short note to the user as acknowledgement.

  possible examples for QC interaction are:
  ♦ questions about data organisation
  ♦ questions about QC pages

♦ do not: enter discussions about pipeline products, observation strategies etc.
♦ Pre-imaging requests: there is an automatic procedure, we do not take care of these deliveries.

Interaction with pipeline developers

♦ change requests, pipeline upgrades: create AR tickets, this is the standard way to make sure that a request gets registered
♦ before doing so, check with your IOT colleagues, esp. with Paranal, about possible implications

♦ before you report a problem, think twice: is this really a problem? Is it a problem just for you, or could it become a group issue? If so, you would probably like to discuss it first at a group meeting.

Web system

♦ our web pages are
  ♦ a rich collection about the history of the instruments
  ♦ a good overview of all data produced and their logical connection
  ♦ an extensive documentation of the pipeline products and recipes
  ♦ in short, a unique collection which deserves care and regular updates

♦ read and follow the ESO web policy
♦ maintainance:
  ♦ the QC web pages are maintained on your local computer (PC or laptop), **not on w4**

♦ upload from the local source to qc@stargate1 using scp; cd qc and then cd to the proper folder; there is no need to upload to w4 and then webcopy
♦ many if not all QC web pages use dynamic (virtual) includes, so never download a web page with the browser (use scp instead), otherwise you freeze the dynamic content (this is a popular mistake)

♦ use decent HTML editors like dreamweaver (PCs and MACs only)
♦ do not hack HTML code (although you should be HTML fluent); manually editing HTML code of complex tables is unsafe and will likely result in unprofessional pages

♦ keep your pages up-to-date; maintain the 'last changed' field; do not use your name there but 'qc_<instr>.eso.org' instead
♦ check link validity
♦ stick to the common design
♦ do not: use font colours other than black or white; avoid blinking; avoid heavy usage of bold or italic decoration

♦ provide details where necessary but avoid chattiness

Interaction with USD

♦ contact USD for OB reclassification (for reasons of missing calibrations), with justification, cc to PSO

Interaction with DBCM

♦ they get any requests for changes of FITS key content in the observations database
♦ provide a short explanation for your request
♦ use the dfos tool *hideFrame* for a standard procedure

♦ remember to download headers or files again to have changes reflected
♦ there is sometimes confusion about hiding a file vs. key changes:
  ♦ changing DPR.CATG to TEST will not hide a file
  ♦ hiding requires setting of the hide flag, needs an explicit request and a reason

- ♦ a file will not show up on the archive interface if hidden (but can still be downloaded by QC)
- ♦ in case of doubt, discuss with Group Head

Interaction with SOS

- ♦ they maintain our operational system (dfo*nn* and QC cluster)
- ♦ they are committed to a 9 to 17 o'clock support, seven days a week
- ♦ in case of hardware problems, always contact SOS
- ♦ for software problems:
  - ♦ installation, accounts → contact SOS
  - ♦ DFS system (core tools, pipelines) → contact DFS
- ♦ other software or hardware (non-operational): → contact helpdesk

Interaction with DFS

- ♦ maintain and install common tools (like qc1Ingest, cdbIngest, dataclient); pipelines
- ♦ problems: create problem reports (using AR)
- ♦ development of new tools: request must be co-ordinated with Group Head
  - ♦ new tools are developed for QC but require a structured process, including tool specification

DFOS

- ♦ installation, configuration is your responsibility
- ♦ be always up-to-date with your installation, have your dfosExplorer running once a day with a cronjob

- ♦ have your calChecker running every 30 minutes; tellTracker: 15 minutes during Paranal night; autoDaily: every hour

- ♦ maintenance and development of dfos tools can be delegated by Group Head as appropriate
- ♦ new ideas, improvements always welcome!
  - ♦ These tools can only stay efficient through your engagement and feedback
  - ♦ best platform for proposals and discussion: group meetings

- ♦ problems with dfos:
  - ♦ read the documentation, maybe you have overlooked something
  - ♦ come up with a description, an analysis, a proposed solution (we are all scientists, after all, so we want to analyse problems and not just complain …)
  - ♦ ask your colleagues, so everyone can learn, maybe a solution exists already.
- ♦ take over responsibility
- ♦ DFOS is a key to enhanced group efficiency. It tries to achieve a global maximum, not a local maximum.

- ♦ use only DFOS tools for the standard workflows
  - ♦ if something is missing, identify and propose a solution, do not implement a workaround!

  - ♦ provide a documentation of your QC reports (using *qcDocu*)

HIER

Reporting

♦ bimonthly reports, submitted to and edited by Group Head
♦ ESO-wide review: once a year, input as requested by Group or Department Head
♦ weekly QC group meetings: present, discuss, listen
♦ goals and objectives: defined, agreed upon, and documented once a year during the Performance Review