Report from operations: highlights from the (2nd) front-end

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Main interface to the users and to the Observatory

- Provide scientific/technical support to users of ESO (V) facilities (Phase 1, Phase 2, post-Phase 2)
- Responsible for up-to-date information services (e.g. MTS)
- Specification and operations of the front-end infrastructure (tools, interfaces, USD help-desk)
- VATravel
- Users’ Committee
Highlights

Smooth operations and support

- Some key numbers:
  - 400-500 new SM runs / Period + ~30 DDTs
  - 15 instruments (and involved already in the next 8 to come)
  - 170 Waivers, 1250 Remedy tickets, ~250 prog. change requests
# Highlights

## Users’ Feedback

### P2PP 2.13

- **Installation**: Excellent 60%, Good 20%, Fair 20%, Poor 0%
- **Manual**: Excellent 80%, Good 10%, Fair 10%, Poor 0%
- **Usability**: Excellent 40%, Good 40%, Fair 20%, Poor 10%
- **Functionality**: Excellent 20%, Good 60%, Fair 20%, Poor 0%

### P2PP 3.2

- **Installation**: Excellent 50%, Good 30%, Fair 10%, Poor 10%
- **Manual**: Excellent 30%, Good 40%, Fair 20%, Poor 10%
- **Usability**: Excellent 20%, Good 40%, Fair 20%, Poor 20%
- **Functionality**: Excellent 10%, Good 50%, Fair 30%, Poor 10%

## Overall Feedback

- **Overall SM Process**: Excellent 80%, Good 15%, Fair 5%, Poor 0%
- **Phase 2 Support**: Excellent 70%, Good 20%, Fair 10%, Poor 0%
- **Phase 2 Review**: Excellent 60%, Good 30%, Fair 10%, Poor 0%
- **Post-Phase 2 Support**: Excellent 80%, Good 15%, Fair 5%, Poor 0%

## Post-Phase 2 Support

- **Yes**: Excellent 90%, Good 80%, Fair 70%, Poor 60%
- **No**: Excellent 10%, Good 20%, Fair 30%, Poor 40%

- **Checked the progress?**: Excellent 90%, Good 80%, Fair 70%, Poor 60%
- **Was it easy to find?**: Excellent 80%, Good 70%, Fair 60%, Poor 50%
- **Was it clear?**: Excellent 70%, Good 60%, Fair 50%, Poor 40%
- **Was it up-to-date?**: Excellent 60%, Good 50%, Fair 40%, Poor 30%
- **Was it complete?**: Excellent 50%, Good 40%, Fair 30%, Poor 20%
VISTA and VST successfully integrated in our support workflow

- **VISTA** Operations Review meeting (Jun 2011): lessons learned

- **VST** ramp-up: last Commissioning ended mid August, science observations started in early October – 2 Phase2 announcements released, one for PS dry-runs (end of July), official one for P88 (in September)
In more detail …

- Re-haul of the main tools for the preparation and execution of observations (P2PP\textsuperscript{3}, OT\textsuperscript{3})

  - More flexibility in the implementation of obs. strategies
  - New operational model on survey telescopes
  - In close collaboration with SDD/DFI and SciOps
  - Now on VISTA, VST and UT2
  - First Phase2 Users’ Workshop (Jan 12, 2012), with presentations and tutorials
PROP (Portal for Reporting of Operational Problematics)

- Launched (internally to ESO) on March 20
- No change (so far) for the users
- Why? All key operation groups are now inter-connected

- For the users: ESO Operations Support Centre
  - Same as before (submitting a ticket via e-mail), plus
  - New public web-interface to be released soon
To what is your issue related? Choose from the list of topics below.

- Asking for a delay
- Contents of the data you received for your observing run
- Other
- Preparing an observation proposal on ESO telescopes
- Preparing your observations for a service mode run
- Preparing your observations for a visitor mode run
- Problems with the hardcopy of the data you have received
- Reducing ESO astronomical data
- Request an additional DVD copy of your own data
- Retrieving data from the ESO Archive
- Submitting an observation proposal to ESO
- The contents of your website
- Your ongoing service mode observing run release manager
- request for clarification on policy and timelines
- software support
Outlook

- Complete deployment of P2PP3/OT3 to all Uts

  - Requires update of tools (EVM, ETRM), operational interfaces, information services
  - More users’ training workshop(s) → Summer
  - Foreseen deadline: start of P90 (Oct 1)

- Operational readiness for PRIMA, KMOS, MUSE and SPHERE (commissioning, dry-runs, policies)