
User Support

The Help-Desk Tool

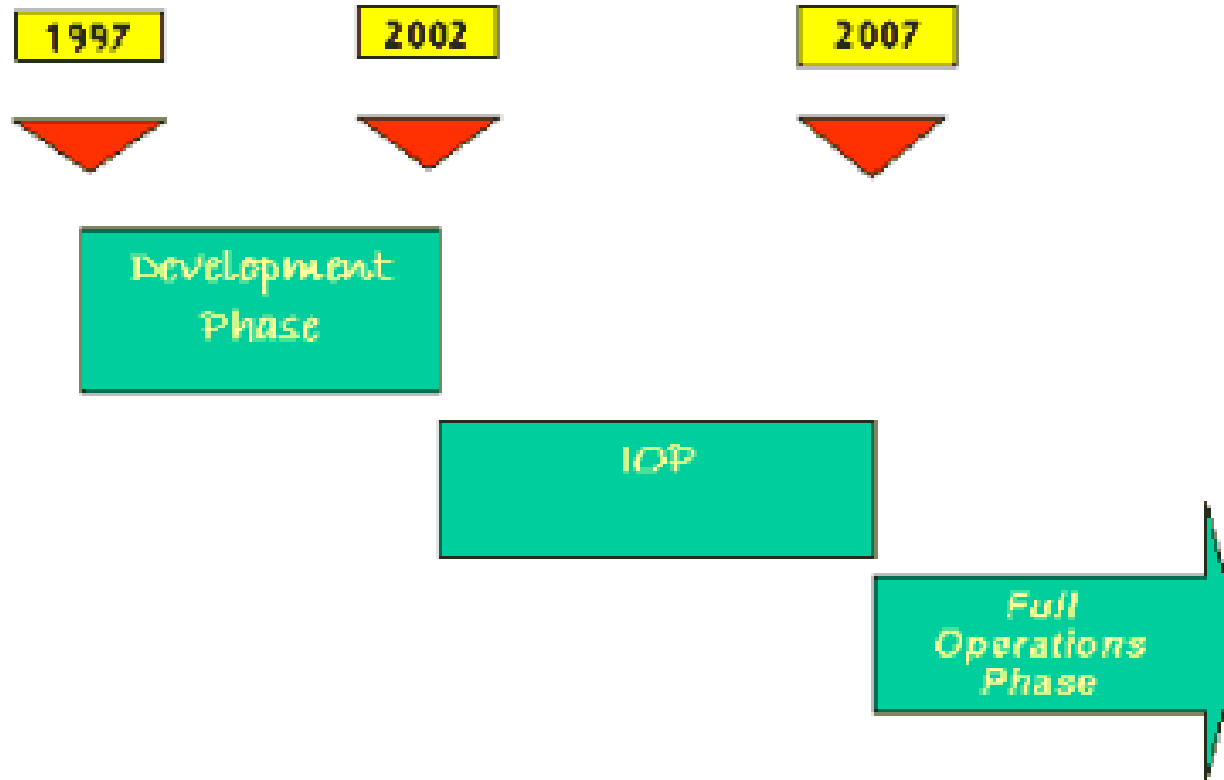
NWC SAF First Joint Training Workshop

14-16 June 2004

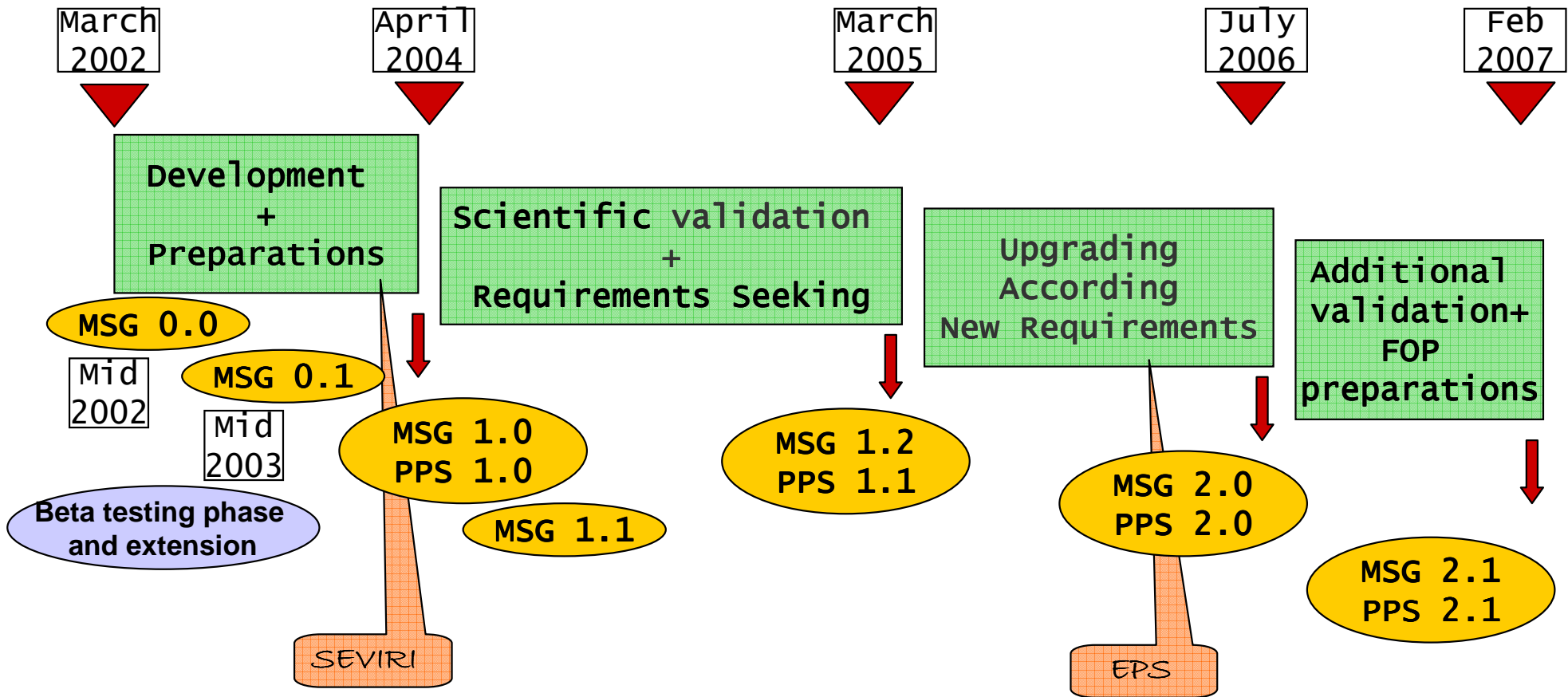
Madrid, Spain

P. Fernández

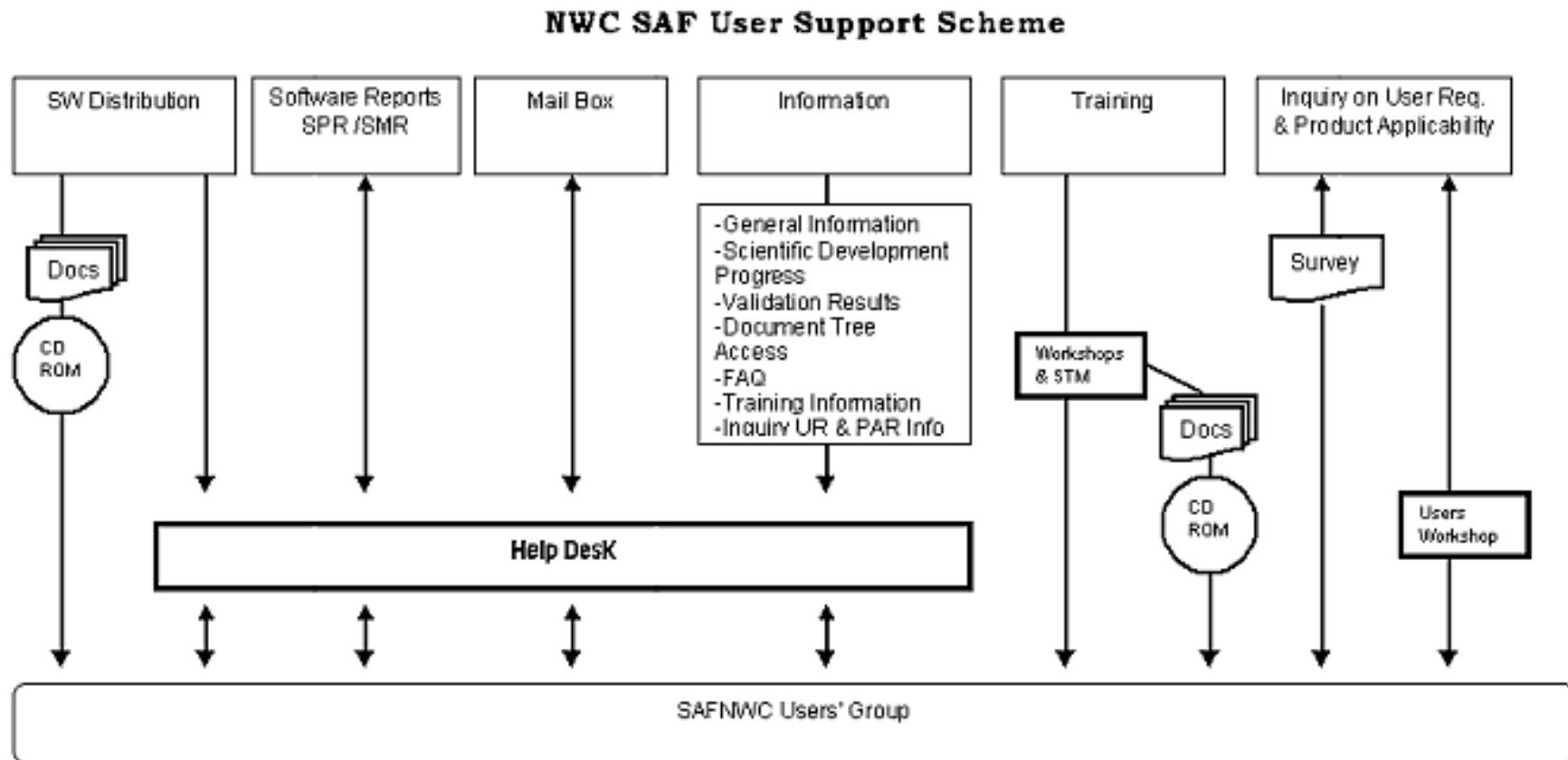
SAFNWC Schedule



SAFNWC Initial Operations Phase Schedule



SAFNWC User's Support



SAFNWC Help Desk

- **Help Desk Availability is based on a working hour five days a week service.**
- **An automatic reply, just confirming receipt, should be sent immediately via e-mail.**
- **In order to carry on the Software Maintenance Procedure, a week is the committed response time to provide information to solve the problem reported by users.**
- **INM will be responsible for the Help Desk definition and maintenance, SW Delivery, User Requirements, Inquiry, and Software Management Procedure handling.**
- **Partners will also contribute, updating their information with agreed content on their products: product examples, upgraded FAQ, etc.**

SAFNWC Help Desk

➤ **Nowcasting SAF General Information Open Area**

Devoted to giving general information on the Nowcasting SAF to the whole meteorological community.

➤ **Help Desk User Support Restricted Area**

Accessible by the SAFNWC Users' Group (password required).

➤ **SAFNWC Consortium Restricted Area**

Containing documentation internal to the Consortium, actions, reports, etc.

SAFNWC Help Desk Open Area

SAFNWC General Information

Introduction to SAFNWC

Background:

According to the Decision of the 20th Council of EUMETSAT, the Agreement of Co-operation of a Satellite Applications Facility in support to Forecasting and Very Short Range Forecasting was signed by EUMETSAT and IM in December 1998.

The project started in February 2000 and finished in February 2002. The Development Phase was aimed to produce the Software to deal with the Forecasting and VSRF using the meteorological data coming from IM, SMHI, and SMHI. As regards the developments related to AVHRR (GDA) and SSM/I (GDA) data, there has been an additional Software Milestone during the Development Phase.

General Objectives:

The general objective of the SAFNWC is to provide operational services to ensure the optimum use of meteorological satellite data in Forecasting and Very Short Range Forecasting by the IM, SMHI, and SMHI. To achieve this goal, the SAFNWC is responsible for the development and maintenance of appropriate SW Packages, as well as all related tasks to users support. Moreover, the SAFNWC serves to be a Centre of Excellence for Forecasting and VSRF.

Phases:

After the Development Phase, the EUMETSAT SAF Strategy considers the RFP as a transition point from the development to the operation phase. RFP looks for the right user in building a bridge between the users and the SAFNWC's preliminary results and the launch of the SAFNWC's operational phase. From then on, the next full Operations Phase is planned.

Timeline: 2000 (Development Phase), 2001 (RFP), 2002 (Full Operations Phase)

Nowcasting SAF involved organizations: EUMETSAT, IM, METEO FRANCE, SMHI, ZAMG

Consortium Members

Steering Group

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The open area

Welcome to SAFNWC - Help Desk

SAFNWC general information
 Meteorological products
 Consortium members
 Visiting Scientist Activities

Meteorological Products

SAFNWC products include: MSG, PPS, etc.

| Product | Thumbnail | Link |
|----------------|-----------|----------------|
| MSG | [Image] | MSG |
| PPS | [Image] | PPS |
| Other products | [Image] | Other products |

Visiting Scientist Activities

Visiting Scientist General Information

The SAFNWC Visiting Scientist (VS) programme allows scientists from the EUMETSAT Member States or other institutes, to be in close relation with the SAF development activities in two main aspects:

- Acting as a contact point in the field of the SAF activities.
- Participating in or conducting the SAF activities, in particular the algorithm development and product validation activities.

Depending on whether the VS stay at their home institute or come to the visited institute, two main types of VS can be distinguished:

- Visiting Scientists (VS) spending a certain period of time at one of the SAF Consortium Institutes.
- Associated Scientists (AS) staying "at home" (no change of location).

In certain cases it might be necessary to combine the two types of activities, i.e. the VS activity may be carried out partly at the visited institute and partly at home.

All VS activities have to be approved by the SAFNWC Steering Group. For the VS selection, the following order of priority is considered:

- Applicants from Institutes within the EUMETSAT Member States.
- Applicants from Institutes outside the EUMETSAT Member States.

The detailed procedure for the definition and approval of specific VS activities are set up in the SAFNWC Steering Group.

As a general principle, it is assumed that the VS continue receiving their salary from their home institute. However, in special cases the SAF Steering Group may decide to award candidates with an air expense allowance from their home institute. In these cases, the financial terms have to be agreed by the SAF Steering Group on a case-by-case basis. Furthermore, depending on the type of the VS activity (VS or AS), the following guidelines are usually applied:

- Visiting Scientists receive reimbursement of travel costs and a daily subsistence allowance (per diem).
- Associated Scientists do not receive additional payment. Instead, the relevant home institute of the AS receives a contribution for the management costs. The amount of this contribution has to be agreed between the two institutes involved and agreed by the SAF Steering Group. Further information is available from the SAF Project Manager (rolan@im.meteo.es).

The management of the VS activities is placed under the responsibility of the SAF Consortium and is managed by the SAF Project Manager under the supervision of the SAF Steering Group. After the approval of the VS proposals by the SAF Steering Group and the selection of the candidates, each local Project Manager is fully responsible for the management of the VS activity carried out at their institute.

At the end of the VS activity, a summary report shall be written and submitted on hard and electronic (PDF) copy to the local Project Manager, to the SAF Project Manager, to the SAF Network Manager and to all SAF Steering Group members.

SW Delivery Conditions

| Date | Title | Coordinator | Doc |
|-------------|----------------------------|-------------|-----|
| 7 June 2004 | License Agreement Document | IM | PDF |
| 7 June 2004 | IMV SAF Pre-existing SW | IM | PDF |



SAFNWC User Community

- **The SAFNWC User Community comprises the current National Meteorological Service (NMS) within the Member States and Co-operating Countries.**
- **The committed number of users during IOP is 40.**
- **In order to make a manageable User Support service, each NMS should provide a single point of contact to manage all related aspects linked to the SAFNWC.**
- **Through them SAFNWC will receive Mails, Software Problem Reports, Inquiries, etc. This group is the so-called *SAFNWC Users' Group (SUG)*.**

SAFNWC Help Desk Restricted Area

A User and Password will be provided to the SUG members to access to the next facilities:

- **Mail Box**
- **SPRs (SW Problem Report) & SMRs (SW Modification Report)**
- **DCRs (Document Change Request)**
- **Documentation**
- **SW Packages & Patches**
- **FAQs**
- **Scientific Meteorological Development Information**
- **Reference System Output**
- **List of Actions (Consortium Restricted Area)**

http://nwcsaf.inm.es

