



SAFNWC/MSG

User Survey Results & WORKSHOP DISCUSSION AND OUTPUT

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NWCSAF Users and Platforms

According with the last OPS Report:

- **NWCSAF Licensed Users : ~ 30**
- **Platforms used for SAFNWC/MSG:**
 - **Linux : 11**
 - **SUN : 9**
 - **SGI : 2**

USER SURVEY RESULTS & WORKSHOP DISCUSSION

- **SOFTWARE, ENGINEERING**
- **USER SERVICES**
- **PGE'S**

PGEs USER SURVEY RESULTS & WORKSHOP DISCUSSION

- **PRESENTATION AND DISCUSSION BY GROUP OF PRODUCTS:**
 - **MSG CLOUDS: CMa, CT, CTTH**
 - **PPS CLOUDS**
 - **PRECIPITATION: PC, CRR, PC-PPS**
 - **CLEAR AIR: TPW, LPW, SAI**
 - **WINDS: HRW**
 - **THUNDERSTORMS: RDT**
 - **WEATHER ANALYSIS: ASII, AMA**

Survey Results

Total Replies : 15

- **NWCSAF/MSG v1.0 :**
 - **Downloaded : 11; Installed : 10; Running : 3**
 - **SUN : 8; Linux : 1**
- **NWCSAF/MSG v1.1 :**
 - **Downloaded : 12; Installed : 11; Running : 5**
 - **SUN : 7; Linux : 3**
- **NWCSAF/MSG v1.2 :**
 - **Downloaded : 14; Installed : 12; Running : 12**
 - **SUN : 9; Linux : 4**

Survey Results

1.- Current environment				
v1.0	Downloaded	11 (73%)	SUN platform	8
	Installed	10 (67%)	Linux platform	1
	Running	3 (20%)		
v1.1	Downloaded	12 (80%)	SUN platform	7
	Installed	11 (73%)	Linux platform	3
	Running	5 (33 %)		
v1.2	Downloaded	14 (93%)	SUN platform	9
	Installed	12 (80%)	Linux platform	4
	Running	12 (80%)		

Engineering – Installation & Compilation

- **Experiences : Nothing to Remark**
- **Problems : Minor problems**
- **Suggestions : See below**
- **Synthesis of results and comments:**
 - **Compilation rather easy.**
 - **Minor problems with compilation flags in different environments. Solved by each user.**
 - **Regions installation procedure for PGE01-02-03 is not easy to find.**
 - **The swap utility for little endian environment should not overwrite the data files in case of problems during the processing.**

Engineering – Monitoring & Control

- **Experiences : Nothing to Remark**
- **Problems : Log problems (too much information)**
- **Suggestions : Improve log messages**
- **Synthesis of results and comments:**
 - **Some users have found problems identifying the source of the error analysing the information provided in the messages. It is expected a better (more intuitive) identification of errors.**

Engineering – Integration: (Input data – SEVIRI)

- **Experiences : Nothing to Remark**
- **Problems : Processing old events with UMARF**
- **Suggestions : See below**
- **Synthesis of results and comments:**
 - **It is not possible to reprocess old event as the UMARF only deliver native format**
 - **To eliminate the need for full segment as input (at least for the reprocessing with NWCSAF/MSG)**

Engineering – Integration: (Input data – NWP)

- **Experiences : Nothing to Remark**
- **Problems : Availability of NWP parameters**
- **Suggestions : See below**
- **Synthesis of results and comments:**
 - **To use climatological data when no NWP data are available**
 - **To use different NWP models at once**
 - **Log messages responding to NWP missing parameters shouldn't be reported as errors**
 - **Difficult to understand the reported errors**
 - **Problems finding information about the NWP fields**

Engineering – Integration: (Input, Lightning)

- **Experiences : Better results in RDT using lightning data**
- **Problems : None**
- **Suggestions : See below**
- **Synthesis of results and comments:**
 - **Data exchange**
 - **Since these data are not mandatory, the log message “Input lightning data not found” should not be designated as an error**

Engineering – Integration: (Output data – HDF5)

- **Experiences : Nothing to remark**
- **Problems : Conversion to GIF**
- **Suggestions : See below**
- **Synthesis of results and comments:**
 - **Problems using hdf2gif conversion tool provided in the HDF 3rd party Software**
 - **DMI suggests to provide a projection tool with the package, but this is considered out of the scope of the application, because it is not an exploitation tool.**
 - **ARPAL asks for the products in GRIB format**

Engineering – Integration: (Output data – BUFR)

- **Experiences : Nothing to remark**
- **Problems : Can not be visualised**
- **Suggestions : See below**
- **Synthesis of results and comments:**
 - **BUFR products converted to HDF5 to be managed.**
 - **PGE10 and PGE12 use an old version of BUFR format. Use the latest definition of BUFR files.**
 - **Quite slow to read RDT files before visualisation, because of time series, a lot of previous RDT output must be read as well.**

WORKSHOP OUTPUT (Engineering, Software)

- **1.- Confirmation/Update of User Survey Results**
- **2.- Requested Improvements. Ideas, suggestions.**

User Services – Documentation

- **SW, Installation, configuration and execution docs:**
 - Comprehensive documentation. It is considered enough, but a few users point out the difficulty to find some information due to the amount of data.
 - It is a good idea to have all the information in the same document.
- **Scientific docs and reports:**
 - More information on how to use quality information in the products as well as on error characteristics, is desirable.
 - It is expected a list of product changes (including calibration time interval, change in thresholds) between versions.
 - Some scientific documents are very short, some are very detailed.

User Services – Help Desk

- **Experiences : Very positive**
- **Problems : Low downloading**
- **Suggestions : See below**
- **Synthesis of results and comments:**
 - **Fast and effective answers**
 - **Download process seems to be very slow**
 - **It could be useful to have the Software and the Scientific documentation in different sections**
 - **Update the FAQs section**
 - **It should be available the track of changes between SW versions.**

User Services – User Interaction

- **Synthesis of results and comments:**
 - 8 users have made specific comments about the user interaction.
 - **Summarising:**
 - **Good to Very Good interactions (Help Desk and Workshops)**
 - **Fast answer / Quick response (Help Desk)**

User Services – Intended Cooperation

- **Synthesis of results and comments:**
 - 4 users have expressed their will to cooperate with the NWCSAF in the framework of VSA programme.
 - Summarising the areas of interest:
 - Validation activities and local tuning:
 - Precipitation products (comparison with Radar and rain gauges measurements)
 - Fog
 - Separation of stratiform – cumuliform clouds
 - Storm related products: SAI, CRR, LPW, RDT
 - Use of products in operational forecasting (i.e RDT)

WORKSHOP OUTPUT (User Services)

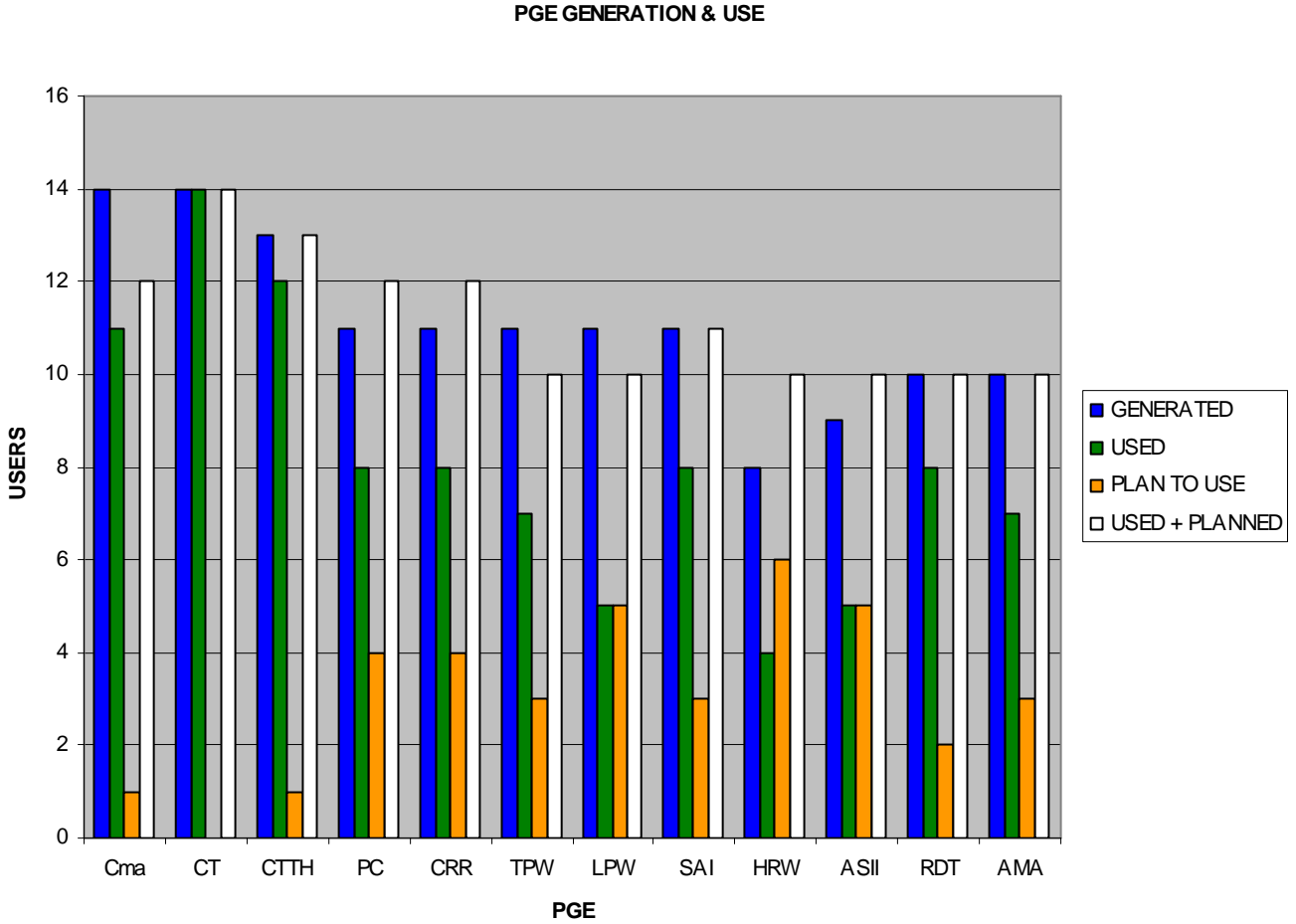
- 1.- Confirmation/Update of User Survey Results
- 2.- Requested Improvements. Ideas, suggestions.

USER SURVEY RESULTS - PGEs

SCHEME FOR USER SURVEY RESULTS - PGE

- **1.- Generation & Exploitation of the PGE**
 - **Number of Users running the PGE**
 - **Number of Users exploiting the PGE Outputs**
 - **Parameters Used**
 - **Processing Areas**
 - **NWP model used as input**

PGE Generation & Use



SCHEME FOR USER SURVEY RESULTS - PGE

- **2.- PGE Quality Analysis (by the users)**
 - **Number of Users that had performed quality studies**
 - Objectively (with report)
 - Subjectively (with report)
 - **Synthesis of results and comments**

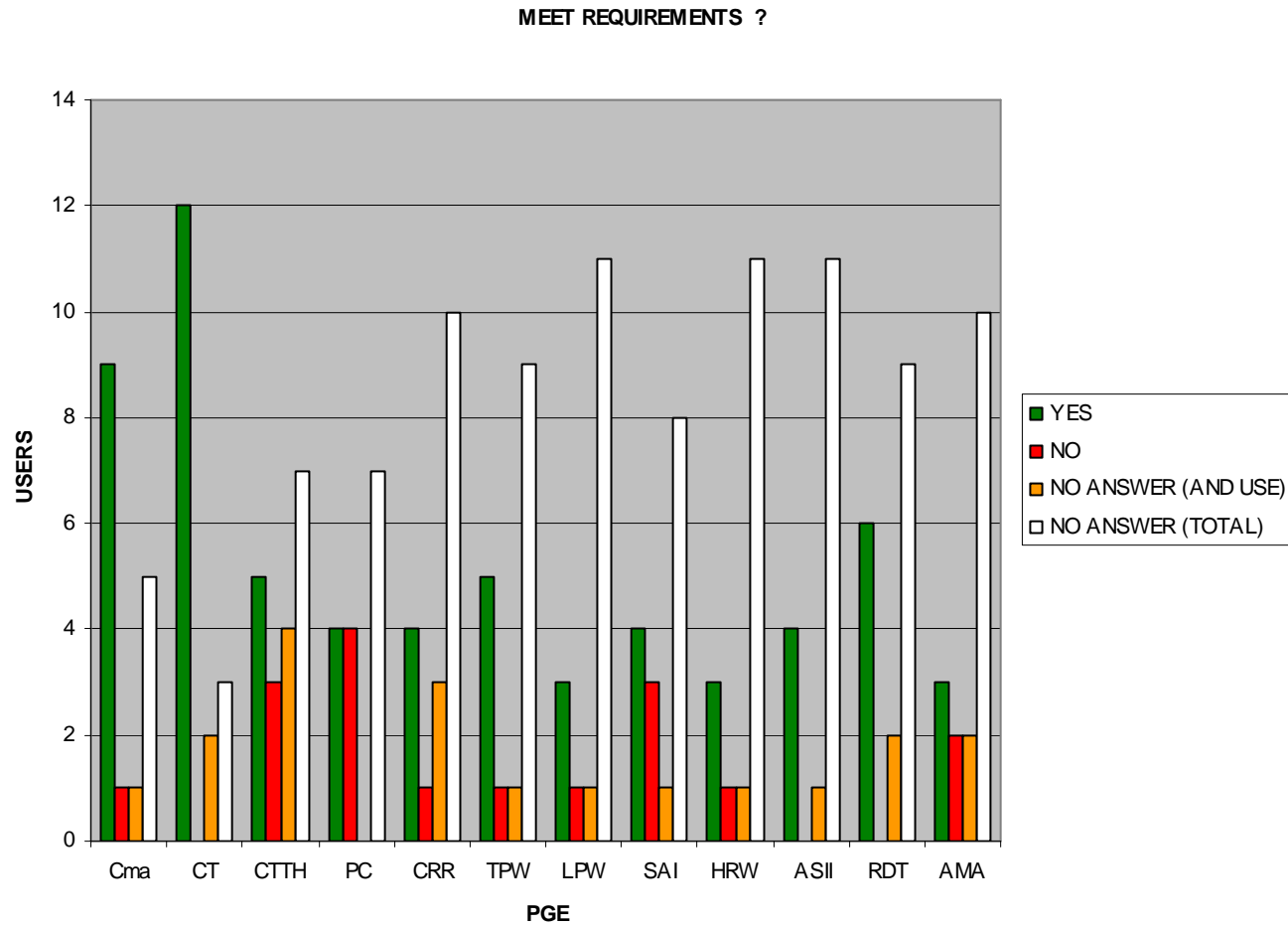
SCHEME FOR USER SURVEY RESULTS - PGE

- **3.- PGE Applicability Assessment (by the users) -1/2**
 - **Meet Expected Requirements**
 - Yes
 - No
 - No Answer
 - **Synthesis of results and comments**

SCHEME FOR USER SURVEY RESULTS - PGE

- **3.- PGE Applicability Assessment (by the users) -2/2**
 - **Current Applications**
 - **Planned Applications**
- **If Not Used, Why ?**
 - **No any application using PGE output**
 - **Quality does not meet requirements**
 - **Not used now, But planning to Use in a future**
 - **Other reasons or factors limiting the use**
- **Comments**

Meet Expected Requirements ?



SCHEME FOR USER SURVEY RESULTS - PGE

- **4.- Improvements and Modifications to PGE requested/suggested by Users**

- **5.- Other Specific Aspects for PGE, collected from the User Survey, but not covered in previous sections**

- **6.- Additional**

WORKSHOP DISCUSSION AND OUTPUT

- **1.- Confirmation/Update of User Survey Results**

- **2.- Requested Improvements. Ideas, suggestions.**
 - **DISCUSSIONS LEAD BY LOCAL MANAGERS/DEVELOPERS**