



NWC SAF
CDOP Operations Report
2008-01
Rolling User Survey

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INM
Leonardo Prieto Castro 8
28040 Madrid
Spain
Tel: +34 5819666
Fax: + 34 5819846
<http://nwcsaf.inm.es>



1.1 ROLLING USER SURVEY

An interactive user survey to be provided in a yearly basis was distributed early July 2008, a few months after the SAFNWC v2008 delivery. The survey has three parts, one for MSG, a second for PPS and finally the Help Desk interaction.

Summarising the results, 25 users answered the questionnaire, of which 20 are currently running the MSG package and 7 the PPS package. The preferred application environment is Intel/Linux followed by SUN Solaris and IBM/AIX with no input for the MSG environment SGI/IRIX. The most used protocol to download the SW was FTP.

Concerning the MSG part, the SW package management, the control and monitoring and the environment interface have been rated with punctuation near 4 in a scale 1 to 5. The products were 31% used in operations on forecasting, 28% in research studies and 10% as input for other products. The averaged level of benefit scaled from 1 to 4 was 1.81 with differences among the products. The Rapid Scan mode was run on trial by 4 users and 6 organizations deliver products to secondary users.

On the PPS part, the SW package management, control and monitoring and the environment integration have been rated higher or near 3 in a scale 1 to 5. The products were used 29% in operations on forecasting, 11% in research studies and 29% as input for other products. The averaged level of benefit scaled from 1 to 4 was 2.81 and 2 organizations deliver products to secondary users.

Regarding the Help Desk, the tool was highly appreciated being rated over 4 in a scale 1 to 5.

The detailed Survey Report is available at the **ANNEX III 2008 questionnaire**.

Further questions proposed after the distribution of the Survey and only addressed to the PPS users can be found in **ANNEX IV**

Answers to questionnaire concerning the use of PPS-v2008 and global Metop data

ANNEX III 2008 QUESTIONNAIRE

NWC SAF 2008 Survey Report

MSG Part

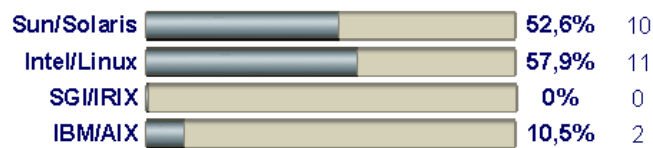
1. Is SAFNWC/MSG v2008 running in your site?

Number of question respondents: 25 (avg: 1,2)



2. Application environment

Number of question respondents: 19 (avg: 1,7)



3. Is the SAFNWC/MSG v2008 running in more than one platform?

Number of question respondents: 20 (avg: 1,7)



4. Platform(s) characteristics

Platform 1

1. Fedora core 6 intel
2. HP-UNIX ; memory 4 GB - 1,8 Ghz
3. RHEL 5 - Two Quad core CPU 2.33GHz Intel Xeon - cpu-family=6, model=15
4. SUN Blade 2000 2 CPU: Ultra SPARC III Cu 900 MHz - 2 GB RAM
5. sun4u sparc SUNW,Sun-Fire-V440
6. Sun/Solaris 8 (SPARC Processor)
7. SunOS 5.8 Generic_108528-20 sun4u sparc SUNW, Sun-Fire-480R, Clock 900 MHz, 4 GB RAM.
8. Sun/Linux
9. Sun Blade 2000
10. Linux Fedora Core 7, 3.2 GHz, 4 Gb Ram, 250 Gb disk, Fortran PGI v7.1_4, gcc v4.1.2
11. Intel Linux Gentoo
12. AIX 5.3
13. SUN ULTRA 25 WORKSTATION 2GB RAM - SUN OS REL. 5.10
14. Intel/linux 32 bit, pgi fortran compiler
15. SunOS 5.8 Generic_117350-11 sun4u sparc SUNW,Sun-Fire-V210

Platform 2

1. sun4u sparc SUNW,Sun-Fire-V440
2. Intel/Fedora Core6
3. SunOS 5.8 Generic_114018-01 sun4u sparc SUNW, Sun-blade-1000, Clock 900 MHz, 1 GB RAM.
4. Linux Fedora Core 6, 3.2 GHz, 2 Gb Ram, 160 Gb disk, Fortran PGI v5.1, gcc v4.1.1
5. SuSE Linux 10.0

Platform 3

1. SuSE Linux 9.0

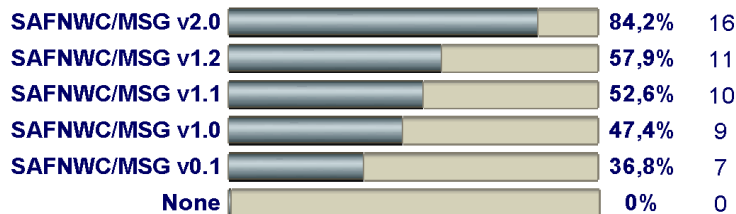
5. Which protocol do you prefer to download the package?

Number of question respondents: 19 (avg: 1,7)



6. Which SAFNWC/MSG versions run in the past in your site?

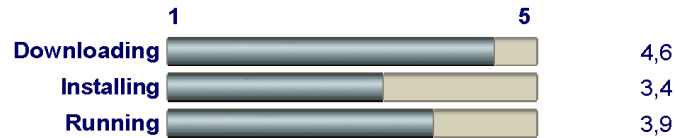
Number of question respondents: 19 (avg: 2,6)





7. In a scale where 5=very easy and 1=very hard, please rate SAFNWC/MSG SW

Number of question respondents: 20



8. Comments/suggestions

Question [15] (Comments/suggestions)

1. Answer depends on version. Some previous versions we experienced problems when installing
2. Installation was probably difficult because the platform-combination is not supported. Test of installation was very difficult because the delivered test data set and the delivered example setup files are inconsistent.
3. It would be useful to supply some test data with relative output images, in order to make sure that everything runs correctly.
4. rating for installing differs according to platform: 2 for AIX, 4 with Linux
5. We have experienced some problems in reading NWP data using the nwp_config_file. With products dated before the 4th of July, the configuration file was not compatible with the NWP data because of the uncorrect temperature parameter. To run the sw, we used the old configuration file.
6. We had some difficulties in using our pre-compiled libraries (HDF, NETCDF) instead than the in-built ones.
7. I'm glad that it is made easier to swap between satellites in 2008.

9. In a scale where 5=very easy and 1=very hard, please rate the SAFNWC/MSG monitoring and control

Number of question respondents: 20



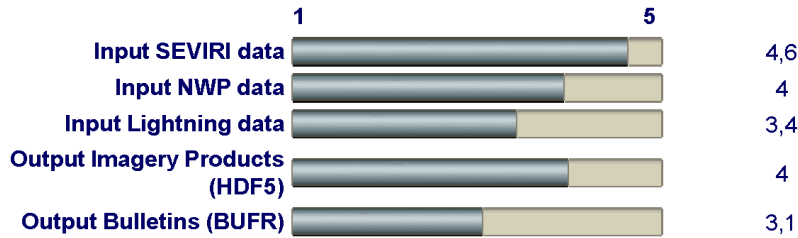
10. Comments/suggestions (Text)

Question [18] (Comments/suggestions)

1. possible simplification of the scheme for the configuration files
2. log files: Not so easy to read. It would be, maybe, preferable to "seperate" : TM, PGEs, and even, one log by slot (to discuss)
3. We do not use the task manager but have create a sms controlled suite to generate operational products
4. Sometimes the logfile gets truncated. A restart of the taskmanager helps. The interface to adding homegrown scripts to the task manager is really good !

11. In a scale where 5=very easy and 1=very hard, please rate the integration of NWCSAF/MSG application in your environment

Number of question respondents: 20



12. Comments/suggestions (Text)

Question [21] (Comments/suggestions)

1. Documentation on ECMWF data difficult to understand. An example MARS work-order would be helpfull.
2. It would be useful to provide and support a visualization tool.



13. Can you please indicate which is the use of the SAFNWC/MSG products in your Organization?

Number of question respondents: 20

	Operations on forecasting (value: 3)	Input for other products (value: 2)	Research/ Study (value: 1)	NotUsed (value: 0)
PGE01(CMa) (avg: 1,63; total: 27)	30% 6	45% 9	40% 8	20% 4
PGE02(CT) (avg: 2; total: 28)	60% 12	30% 6	40% 8	10% 2
PGE03(CTTH) (avg: 2,069; total: 29)	65% 13	30% 6	45% 9	5% 1
PGE04(PC) (avg: 1,727; total: 22)	45% 9	15% 3	25% 5	25% 5
PGE05(CRR) (avg: 1,571; total: 21)	35% 7	10% 2	40% 8	20% 4
PGE06(TPW) (avg: 0,952; total: 21)	25% 5	0% 0	25% 5	55% 11
PGE07(LPW) (avg: 1,091; total: 22)	25% 5	5% 1	35% 7	45% 9
PGE08(SAI) (avg: 1; total: 21)	25% 5	0% 0	30% 6	50% 10
PGE09(HrW) (avg: 1; total: 20)	25% 5	0% 0	25% 5	50% 10
PGE10(ASII) (avg: 1,2; total: 20)	35% 7	0% 0	15% 3	50% 10
PGE11(RDT) (avg: 1,5; total: 22)	40% 8	5% 1	35% 7	30% 6
PGE12(AMA) (avg: 0,65; total: 20)	15% 3	0% 0	20% 4	65% 13
avg: 1,414; total: 273	31,1% 85	10,3% 28	27,5% 75	31,1% 85



14. Have you estimated the quality of the SAFNWC/MSG products?

Number of question respondents: 20

	Objectively Report Available (value: 4)	Objectively Report Unavailable (value: 3)	Subjectively Report Available (value: 2)	Subjectively Report Unavailable (value: 1)	No estimation made (value: 0)
PGE01(CMa) (avg: 0,85; total: 20)	0%	10%	10%	35%	45%
PGE02(CT) (avg: 0,7; total: 20)	0	2	2	7	9
PGE03(CTTH) (avg: 0,75; total: 20)	0%	5%	10%	35%	50%
PGE04(PC) (avg: 0,762; total: 21)	0	1	2	7	10
PGE05(CRR) (avg: 0,81; total: 21)	5%	0%	10%	35%	50%
PGE06(TPW) (avg: 0,5; total: 20)	1	0	2	7	10
PGE07(LPW) (avg: 0,3; total: 20)	4,8%	0%	14,3%	28,6%	52,4%
PGE08(SAI) (avg: 0,333; total: 21)	1	0	3	6	11
PGE09(HrW) (avg: 0,3; total: 20)	9,5%	0%	14,3%	14,3%	61,9%
PGE10(ASII) (avg: 0,316; total: 19)	2	0	3	3	13
PGE11(RDT) (avg: 0,35; total: 20)	5%	0%	10%	10%	75%
PGE12(AMA) (avg: 0,211; total: 19)	1	0	2	2	15
avg: 0,519; total: 241	0%	0%	10%	10%	80%
	0	0	2	2	16
	0%	0%	9,5%	14,3%	76,2%
	0	0	2	3	16
	0%	0%	10%	10%	80%
	0	0	2	2	16
	0%	0%	10,5%	10,5%	78,9%
	0	0	2	2	15
	0%	0%	5%	25%	70%
	0	0	1	5	14
	0%	0%	5,3%	10,5%	84,2%
	0	0	1	2	16
	2,1%	1,2%	10%	19,9%	66,8%
	5	3	24	48	161

15. Can you please provide the reference of the reports if any? (Text)

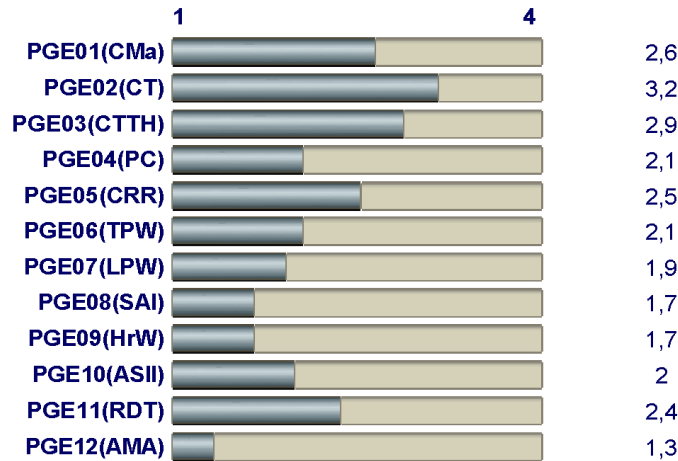
Question [26] (Can you please provide the reference of the reports if any?)

1. PGE10/12: Official validation report of the developer, i.e. us, ZAMG PGE04/05: Project report "Galimet", 2007 (available from ZAMG upon request)
2. CTTH Eumetsat conference at Weimar (Valk et al) TPW comparison to GPS; poster at Eumetsat conference at Amsterdam (Haan et al)
3. J.M. Fernández, 2007: Use of MSG data and SAFNWC products for convective environment at INM Spain. EUMETSAT 2007 Workshop on convection. (Note: for the most on old versions of SAFNWC/MSG, most of the concerned products are improved since)
4. Just implemented.
5. Still a light subjective evaluation of clear air products (some examples) in a powerpoint presentation. A final report is still missing.
6. comment: The products are indirectly validated i a derived 'slippery roads' product.



16. Can you please indicate the level of benefit in your operational/research tasks with the use of the SAFNWC/MSG products according to the following scale? 1 No impact 2 No relevant impact 3 Relevant impact 4 Fully used

Number of question respondents: 18



17. Additional comments or suggestions for improvements to these products. (Text)

Question [29] (Additional comments or suggestions for improvements to these products.)

1. To provide PGE08/SAI-equivalent products less ground-dependent. It is understood that the SAFNWC/MSG plans for air-mass physical retrieval will widely enlarge possibilities in this way. PGE02/CT not yet providing cumuliform/stratiform distinction, neither liquid/solid water phase distinction which is a very useful information for aviation (icing conditions). It is suggested that other microphysical cloud products could be generated for this purpose. To provide intercomparison among convection/precipitation products PGE04/PC, 05/CRR and 11/RDT generated fully independently. To add or improve indicators on the "usability" of some products, for example in the wind product (PGE09/HRW) QI value actually depends on computation conditions, location, evolution, etc. That could be reflected through a variable QI threshold. To also consider such kind of flag for the PC. To consider analysis of HRV as a way to improve broken cloudiness information in CT and PGE03/CTTH products.
2. At present time products not operational
3. Have not done benefit estimation yet.

18. Are you running SAFNWC/MSG in Rapid Scan mode?

Number of question respondents: 20 (avg: 2,8)



19. Comments/suggestions (Text)

Question [32] (Comments/suggestions)

1. Not yet
2. From the user's point of view, RS mode should be beneficial in particular for the cloud/no cloud product related information and continuity. And of course it is intrinsically of interest if contributing to improve the products.
3. Not, yet.
4. some tests
5. RDT should be enabled to run with rapid scanning data
6. Just one test during 10 hours. next test in Sep. Oct.

20. Can you please indicate the level of benefit in your operational/research tasks with the use of the SAFNWC/MSG products in Rapid Scan mode according to the following scale? (Products not adapted to Rapid Scan mode have been removed) 1 No impact 2 No relevant impact 3 Relevant impact 4 Fully used

Number of question respondents: 0

	1	4	
PGE01(CMa)			0
PGE02(CT)			0
PGE03(CTTH)			0
PGE04(PC)			0
PGE05(CRR)			0
PGE06(TPW)			0
PGE07(LPW)			0
PGE08(SAI)			0
PGE12(ASII)			0

21. Is your Organization providing the SAFNWC/MSG products to secondary users?

Number of question respondents: 20 (avg: 1,7)

Yes		30%	6
No		70%	14

22. If YES, which users are currently receiving such information? (Text)

Question [37] (If YES, which users are currently receiving such information?)

1. "Storm chaser" community
2. TV and other media, Swedish Road Authorities. (We generate various end products (RGB images mainly) using the Cloud Type product as input.)
3. Civil Protection Department
4. US Military in Germany
5. Bonn University (dedicated time frames) CMSAF beta users
6. French Army (for France and Africa areas)



23. Is your Organization interested on providing the SAFNWC/MSG products to secondary users in the future?

Number of question respondents: 20 (avg: 1,6)



24. If YES, can you please advance these potential users? (Text)

Question [39] (If YES, can you please advance these potential users?)

1. May be later a few products to the National Aviation forecast Services (Belgocontrol, ...) in Belgium
2. See above!
3. They are in the catalogue of KNMI products, but sofar no users have indicated interest
4. African contries met services, mainly portuguese speaking countries.
5. see above
6. Same.
7. Agency for hydrological risk assessment of the Po valley

25. In case of SAFNWC/MSG SW not running/used, can you please explain the reasons? (Text)

Question [41] (In case of SAFNWC/MSG SW not running/used, can you please explain the reasons?)

1. We have it in plan to install it in the second half of 2008.
2. Visualization of SAFNWC Products is under development in our Institute, but in the future we plan to put Products at our internal webpage.
3. Currently, we have compiled successfully the version 2.0. It was still a problem in the execution (problem of configuration files or inputs probably) that we are trying to resolve it. But I'd like to talk firstbal about compilation problem that we have encountered and resolved, so that it can help others (especially newer people without experience with this software) and/or to automate the procedure. The probme is as follows: when your first compilation fails for any reason, the second automatically fails because although the "make" done its job well (compile only programs that have been modified or for which objects files not exist) the link editor do not work properly: indeed, it does not add all the objects to the libraries, by consequence it generates a linking error (some objects are absents and do not exist anywhere in the list of libraries: PBOPEN, PBGRIB for example). So it took me a long time to understand it because I did not want (dare) to look too far since the safnwc is tested and used by several people. So the solution is simple (and I believe it is explained somewhere in the directory of those routines): you have to delete all files objects. An automatic solution will prevent (avoid) a user to have this kind of problem. the ideal is to launch the link editor with an update option (add to the libraries the new object files , replace those that are modified and keep intact those present and which are not modified), or implement the trivial solution (but by an automatic way this time) that consists of removing all object files (or at least those of the party causing such problems)
4. Currently we don't have resources for running MSG SW.
5. Resources have not yet been allocated to install latest software. It is planned to do it this autumn.

26. Do you need additional help than the provided through the Help Desk facility?

Number of question respondents: 5 (avg: 1,8)





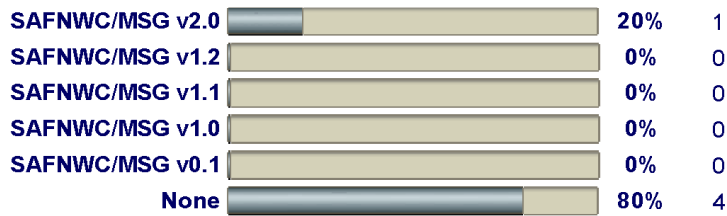
27. Which kind of help would you need? (Text)

Question [43] (Which kind of help would you need?)

1. I want to know: 1 - if the model data are required or optional 2 - if model data are needed, can I use data from a regional model (Aladin), or it must be a global model (ecmwf for example) 3 - if someone can give me configuration files exemples to execute RTD (PGE09)only, over any small area (lat=18°-->36° and lon=-20°--->10° for exemple)

28. Are running in your site any of the old SAFNWC/MSG versions?

Number of question respondents: 5 (avg: 5)



29. Do you plan to run SAFNWC/MSG in the future?

Number of question respondents: 5 (avg: 1,2)



30. In case of running the package in the future, can you please indicate which will be the use of the SAFNWC/MSG products in your Organization?

Number of question respondents: 4

	Operations on forecasting (value: 3)	Input for other products (value: 2)	Research/ Study (value: 1)
PGE01(CMa) (avg: 2,111; total: 9)	44,4% 4	22,2% 2	33,3% 3
PGE02(CT) (avg: 2,25; total: 8)	50% 4	25% 2	25% 2
PGE03(CTTH) (avg: 2,143; total: 7)	42,9% 3	28,6% 2	28,6% 2
PGE04(PC) (avg: 2,2; total: 5)	60% 3	0% 0	40% 2
PGE05(CRR) (avg: 2; total: 2)	50% 1	0% 0	50% 1
PGE06(TPW) (avg: 2; total: 2)	50% 1	0% 0	50% 1
PGE07(LPW) (avg: 2; total: 2)	50% 1	0% 0	50% 1
PGE08(SAI) (avg: 2,333; total: 3)	66,7% 2	0% 0	33,3% 1
PGE09(HrW) (avg: 2,333; total: 6)	66,7% 4	0% 0	33,3% 2
PGE10(ASII) (avg: 2; total: 4)	50% 2	0% 0	50% 2
PGE11(RDT) (avg: 2; total: 6)	50% 3	0% 0	50% 3
PGE12(AMA) (avg: 2; total: 4)	50% 2	0% 0	50% 2
avg: 2,138; total: 58	51,7% 30	10,3% 6	37,9% 22

31. MSG final comments/suggestions (Text)

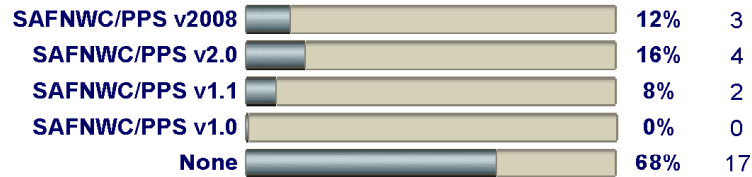
Question [50] (MSG final comments/suggestions)

1. An objective quality control could be coordinated for all the european users including Eumetsat. It is difficult for small teams to introduce a Project of verification for a more objective assessment and use of the SAFNWC on MSG products.
2. It would be nice if one could more easily interact with the installation procedure/scripts so that one could benefit from already ready built (more recent versions than those shipped with the application) 3rd party software, e.g hdf5 and emoslib. These libraries are probably already installed in most servers in Europe running remote sensing applications for NWP/NWC.
3. To evaluate the maturity for inclusion of other products potentially useful for nowcasting, for example, those on initiation and characterization of convection shown at the recent workshop on convection sponsored by EUMETSAT.
4. Suggestion to put any information according to MSG visualization.
5. to improve support for IBM users, stand-alone tool for calibration would be a benefit

PPS Part

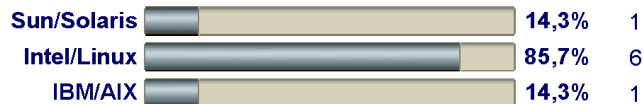
32. Which SAFNWC/PPS version is currently running in your site?

Number of question respondents: 25 (avg: 3,9)



33. Application environment

Number of question respondents: 7 (avg: 2)



34. Is the SAFNWC/PPS running in more than one platform?

Number of question respondents: 6 (avg: 1,7)



35. Platform(s) characteristics (Text)

Platform 1

- idem HP- UNIX
- RHEL 5 Two Quad Core CPUs 2.33 GHz Intel Xeon, cpu-family=6, spu-model=15, RAM=12Gb
- Linux Red Hat Enterprise 3, 3.0 GHz, 1 Gb Ram, 80 Gb disk, PGI v7.0, gcc v3.2.3
- SuSE Linux 10.0
- Rocks 4.3 (cluster)
- Linux 2.6.17.6-dapper #1 SMP i686 GNU/Linux , Hardware: Dell PowerEdge 2950

Platform 2

- IBM AIX 5.3
- FC6 64 bit

Platform 3

-



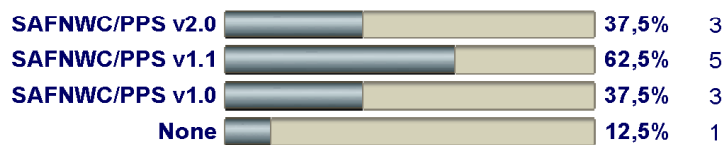
36. Which protocol do you prefer to download the package?

Number of question respondents: 7 (avg: 1,4)



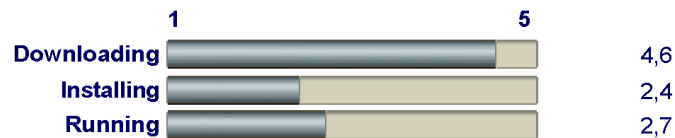
37. Which SAFNWC/PPS versions run in the past in your site?

Number of question respondents: 8 (avg: 2,2)



38. In a scale where 5=very easy and 1=very hard, please rate SAFNWC/PPS SW

Number of question respondents: 7



39. Comments/suggestions (Text)

Question [63] (Comments/suggestions)

1. Currently the PPS v2.0 is being run at the Portuguese Met. Service only by the Land SAF system. For the purpose of the Land SAF, which was to generate a cloud mask product each 3 minutes, in satellite projection, it was not possible to use the PPS task manager. The Land SAF team has prepared a set of scripts that launch the main PPS scripts from the crontab.
- 2.

40. In a scale where 5=very easy and 1=very hard, please rate the SAFNWC/PPS monitoring and control

Number of question respondents: 7





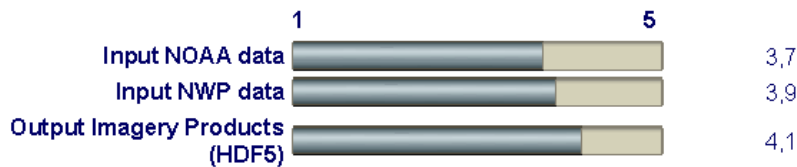
41. Comments/suggestions (Text)

Question [66] (Comments/suggestions)

1. Log files rate corresponds to the Land SAF "configuration".
2. We are using PPS only with python interfaces (without task manager).
3. We are not using the TaskManager at DMI.

42. In a scale where 5=very easy and 1=very hard, please rate the integration of NWCSAF/PPS application in your environment

Number of question respondents: 7



43. Comments/suggestions (Text)

Question [69] (Comments/suggestions)

1. The ingestion of Metop data is not straightforward while running the PPS 2.0 for generating the cloudmask in satellite projection. Metop data received each 3 minutes has to be converted to AAPP level 1b to be recognized by the PPS.
2. I would prefer netcdf 3.x or hdf4, but only since I am more used to this type of files.

44. Can you please indicate which is the use of the SAFNWC/PPS products in your Organization?

Number of question respondents: 8

	Operations on forecasting (value: 3)	Input for other products (value: 2)	Research/ study (value: 1)	NotUsed (value: 0)
PGE01(CMa) (avg: 1,556; total: 9)	11,1% 1	55,6% 5	11,1% 1	22,2% 2
PGE02(CT) (avg: 1,667; total: 9)	33,3% 3	22,2% 2	22,2% 2	22,2% 2
PGE03(CTTH) (avg: 1,444; total: 9)	33,3% 3	22,2% 2	0% 0	44,4% 4
PGE04(PC) (avg: 1,5; total: 8)	37,5% 3	12,5% 1	12,5% 1	37,5% 3
avg: 1,543; total: 35	28,6% 10	28,6% 10	11,4% 4	31,4% 11

45. Have you estimated the quality of the SAFNWC/PPS products?

Number of question respondents: 8

	Objectively Report Available (value: 4)	Objectively Report Unavailable (value: 3)	Subjectively Report Available (value: 2)	Subjectively Report Unavailable (value: 1)	No estimation made (value: 0)
PGE01(CMa) (avg: 0,875; total: 8)	12,5% 1	0% 0	0% 0	37,5% 3	50% 4
PGE02(CT) (avg: 0,875; total: 8)	12,5% 1	0% 0	0% 0	37,5% 3	50% 4
PGE03(CTTH) (avg: 0,875; total: 8)	12,5% 1	0% 0	0% 0	37,5% 3	50% 4
PGE04(PC) (avg: 0,75; total: 8)	12,5% 1	0% 0	0% 0	25% 2	62,5% 5
avg: 0,844; total: 32	12,5% 4	0% 0	0% 0	34,4% 11	53,1% 17

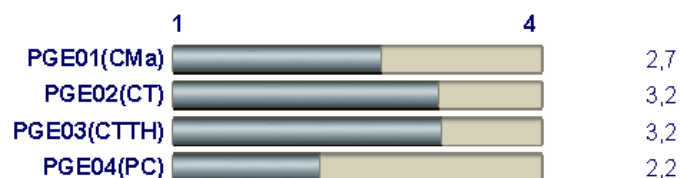
46. Can you please provide the reference of the reports if any? (Text)

Question [74] (Can you please provide the reference of the reports if any?)

1. SNHI PPS validation reports available at the NWCSAF Help Desk

47. Can you please indicate the level of benefit in your operational/research tasks with the use of the SAFNWC/PPS products according to the following scale? 1 No impact 2 No relevant impact 3 Relevant impact 4 Fully used

Number of question respondents: 7



48. Additional comments or suggestions for improvements to these products. (Text)

Question [77] (Additional comments or suggestions for improvements to these products.)

1. We are in the phase of reprocessing so detailed reports will be available when we finish reprocessing.

49. Is your Organization providing the SAFNWC/PPS products to secondary users?

Number of question respondents: 8 (avg: 1,8)



50. If YES, which users are currently receiving such information? (Text)

Question [80] (If YES, which users are currently receiving such information?)

1. TV and other media + Swedish Road Authorities.
2. CMSAF beta users

51. Is your Organization interested on providing the SAFNWC/PPS products to secondary users in the future?

Number of question respondents: 8 (avg: 1,6)

**52. If YES, can you please advance these potential users? (Text)**

Question [82] (If YES, can you please advance these potential users?)

1. See above.
2. African countries met services, mainly portuguese speaking countries
3. Federal agency for maritime shipping CMSAF beta users

53. In case of SAFNWC/PPS SW not running/used, can you please explain the reasons? (Text)

Question [84] (In case of SAFNWC/PPS SW not running/used, can you please explain the reasons?)

1. Installation not successful yet.
2. We are installing PPS software now; we have had some problems in compiling
3. The first attempt of implementation were not succesfull. The operational interest is low.
4. SAFNWC/PPS is not a priority for the forecasting operations as SAFNWC/MSG covers it. No manpower is currently available for the installation and monitoring tasks.
5. We do not receiver polar orbital satellite in real time, only METOP using Eumetcast.
6. Future activity
7. We don't have Local Satellite Reception Station.
8. missing technology, absence of manpower
9. No time. + low temporal resolution
10. the same reasons like SAFNWC/MSG + we don't have PPS data yet
11. Not currently necessary
12. we haven't had the chance to implement the software since we have started receiving the polar data only recently

54. Do you need additional help than the provided through the Help Desk facility?

Number of question respondents: 15 (avg: 1,8)





55. Which kind of help would you need? (Text)

Question [86] (Which kind of help would you need?)

1. Help in connection with the handling of output files
2. Installation scripts.
3. Consultations
4. for the moment we don't have PPS data yet, so we can't know if we will need help

56. Did run in your site any of the old SAFNWC/PPS versions?

Number of question respondents: 16 (avg: 4)



57. Do you plan to run SAFNWC/PPS in the future?

Number of question respondents: 17 (avg: 1,5)



58. In case of running the package in the future, can you please indicate which will be the use of the SAFNWC/PPS products in your Organization?

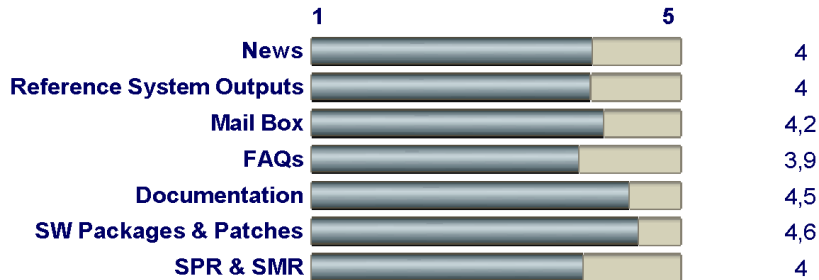
Number of question respondents: 8

	Operations on forecasting (value: 3)	Input for other products (value: 2)	Research/ study (value: 1)
PGE01(CMa) (avg: 1,75; total: 12)	25% 3	25% 3	50% 6
PGE02(CT) (avg: 1,727; total: 11)	27,3% 3	18,2% 2	54,5% 6
PGE03(CTTH) (avg: 1,5; total: 8)	25% 2	0% 0	75% 6
PGE04(PC) (avg: 1,667; total: 9)	33,3% 3	0% 0	66,7% 6
avg: 1,675; total: 40	27,5% 11	12,5% 5	60% 24



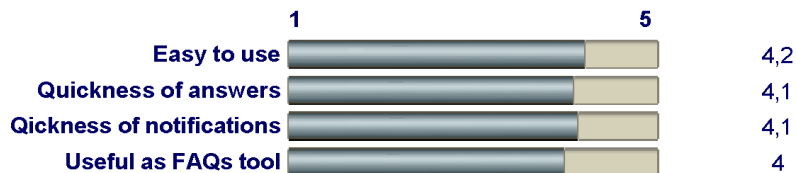
62. In a scale where 5=very good and 1=very poor, please rate SAFNWC Help Desk contents

Number of question respondents: 25



63. In a scale where 5=very good and 1=very poor, please rate SAFNWC Help Desk Mail Box

Number of question respondents: 22



64. Do you wish to receive a notification mail every time a new message is created/answered?

Number of question respondents: 24 (avg: 1,7)



65. Help Desk final comments/suggestions (Text)

Question [104] (Help Desk final comments/suggestions)

1. The rights of non-LE developers may be improved, e.g. 1) other consortium partners should not be allowed to answer mails assigned to ZAMG; 2) if I have done a mistake in uploading documentation (e.g. wrong document title), I should be able to correct it online myself without the need to contact the HelpDesk admin.
2. The pages with general documentation and (VSA-study) reports, is grossly outdated, and not kept alive very well. One should either skip it or keep it up to date and in balance.
3. Congratulations with a successful software package
4. None
5. may be the site certification generate a problem for me. I will send a message to the administrator with exemples of error and you can see the problem comes from the certification
6. For question 63 not very use. More generally, at my level, Documentations (Information, installation) have been necessary and adequate.
7. Haven't properly used help desk beside downloading PPS software and documentation. Faq is not very extensive, and news group (usenet) will be more useful then faq or mail.



59. PPS final comments/suggestions (Text)

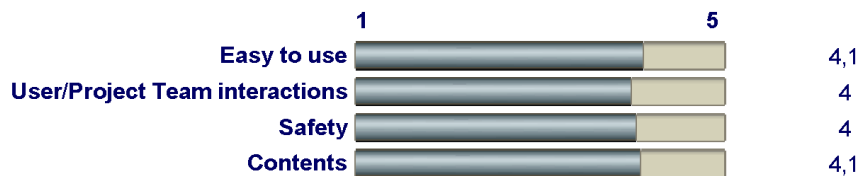
Question [93] (PPS final comments/suggestions)

1. Still to be fully developed - of course it's difficult to use the system in an operational environment with only a few products per day
2. We are currently using PPSv2008 and AAPP6 to reprocess NOAA 15,16,17,18 data received from our HRPT receiving station. Our main research focus regarding the HRPT data is AVHRR derived SST and our main benefit from PPS is cloudmask over the sea. More details about the cloudmask quality can be provided later when we finish the reprocessing.

Help Desk

60. In a scale where 5=very good and 1=very poor, please rate SAFNWC Help Desk tool

Number of question respondents: 23



61. Do you miss any contents in the SAFNWC Help Desk (i.e.User Forum)? (Text)

Question [97] (Do you miss any contents in the SAFNWC Help Desk (i.e.User Forum)?)

1. User Forum would be nice
2. A nice exchange of technical questions but less information on the scientific background and practically no information on the use and the validation by users
3. Yes, an User Forum seems to be a good idea
4. No
5. I have some problems with SAFNWC Help Desk. I will send a mail explaining the situation with exemples of errors
6. We really never needed to access the forum until now. But it seems a very useful tool to ask for an help
7. Yes, searchable usenet group (something like comp.soft-sys.matlab for matlab).

ANNEX IV

Answers to questionnaire concerning the use of PPS-v2008 and global Metop data

Questionnaire:

1) Do you run PPS operationally on Global MetOp distributed via EUMETCast in PFS format?

If yes:

1a) Which products:

- * PGE01 - Cloud Mask
- * PGE02 - Cloud Type
- * PGE03 - CTTH (without moving window option for semi-transparent clouds)
- * PGE03 - CTTH (with moving window option)

1b) Geographical selection (tick only one):

- * All available PDUs
- * Only those PDUs over your area of interest

If no:

1c) Would you be interested / do you plan to have PPS running on global Metop data in the future?

2) Can you please indicate which is the use (or what would be the future use - depending on your answer above) of the SAFWNC/PPS products on global Metop in your organisation:

- * Research
- * Operations on weather forecasting - Nowcasting
- * Operations on weather forecasting - NWP
- * Land applications
- * Sea applications
- * Other

3) Do you run PPS operationally on EARS-AVHRR?

If yes:

3a) Which products:

- * PGE01 - Cloud Mask
- * PGE02 - Cloud Type
- * PGE03 - CTTH (without moving window option for semi-transparent clouds)
- * PGE03 - CTTH (with moving window option)
- * PGE04 - Precipitating Clouds



3b) Geographical selection (tick only one):

- * All available data
- * Only those 1-minute granules over your area of interest

If no:

3c) Would you be interested / do you plan to have PPS running on EARS-AVHRR data in the future?

4) Can you please indicate which is the use (or what would be the future use - depending on your answer above) of the SAFWNC/PPS products on EARS-AVHRR in your organisation:

- * Research
- * Operations on weather forecasting - Nowcasting
- * Operations on weather forecasting - NWP
- * Land applications
- * Sea applications
- * Other

Answers:

Below are the answers from Norway (met.no), Portugal (IM) and Croatia (CMR):

Question	IM	CMR	met.no
1) PPS + Metop	Yes	No	No
1a)	PGE01	-	-
1b)	All available PDUs	-	-
1c)	-	Yes	Yes, but no definitive schedule yet due to resource allocation. Primarily PGE01&PGE02.
2)	Land applications	Sea applications	Sea Applications, Nowcasting, Research and possibly NWP
3) EARS	No	No	No, but quite soon probably
3a)	-	-	-
3b)	-	-	-
3c)	No	No	Yes, quite soon
4)	NA	NA	Same as 2)