



The EUMETSAT  
Network of  
Satellite Application  
Facilities



**NWC SAF**

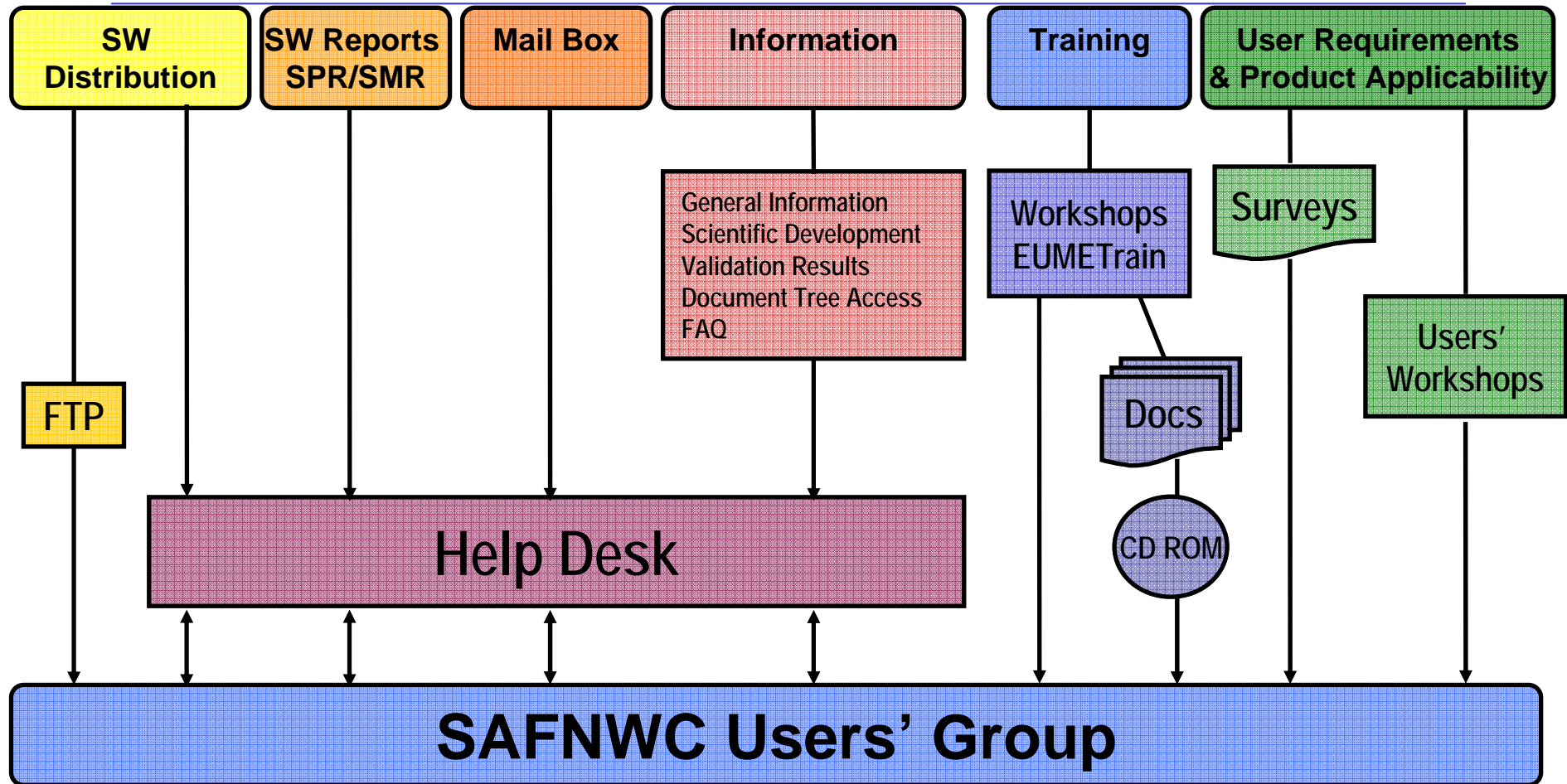
Support to Nowcasting and  
Very Short Range Forecasting

# Services Assessment

2010 Users' Workshop, Madrid 26-28 April 2010

P. Fernández

# User Support



# Help Desk Upgrade

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New functionalities requested by user and partners have been implemented:

- Full visibility of products in main page
- News section easier to populate
- Easiness in Mail Box interaction by partners
- Documentation uploading new options
- Notification sent to all users when a Mail Box message or an SPR are assigned (configurable by user)
- Static pages navigation through tabs
- Restricted area for Consortium members

Help Desk User Requirements document updated accordingly

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SAF NWC - SeaMonkey

File Edit View Go Bookmarks Tools Window Help

Back Forward

https://193.144.152.130/HD/Main.jsp

Home Bookmarks

## Help Desk

**NWC SAF**

Home

Topical Images Gallery

[SAFNWC General Information](#)  
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You are not registered.  
Sign in.

User:

Password:

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**EUMeTrain**

News

**EUMeTrain - Event Week Snow** 12/01/2010

**MSG**

**MSG Cloud Products**

**Cloud Mask** [\(Description\)](#)

**Cloud Type** [\(Description\)](#)

**Cloud Top Temperature and Height** [\(Description\)](#)

**MSG Precipitation & Convection Products**

**Precipitating Clouds** [\(Description\)](#)

**Convective Rainfall Rate** [\(Description\)](#)

**Rapid Development Thunderstorms** [\(Description\)](#)

**MSG Clear Air Products**

**Total Precipitable Water** [\(Description\)](#)

**Layer Precipitable Water** [\(Description\)](#)

**Stability Analysis Imagery** [\(Description\)](#)

**SEVIRI Physical Retrieval** [\(Description\)](#)

**MSG Conceptual Model and Winds Products**

**Air Mass Analysis** [\(Description\)](#)

**Automatic Satellite Image Interpretation** [\(Description\)](#)

**High Resolution Winds** [\(Description\)](#)

**PPS**

**Cloud Mask** [\(Description\)](#)

**Cloud Type** [\(Description\)](#)

**Cloud Top Temperature and Height** [\(Description\)](#)

**Precipitating Clouds** [\(Description\)](#)

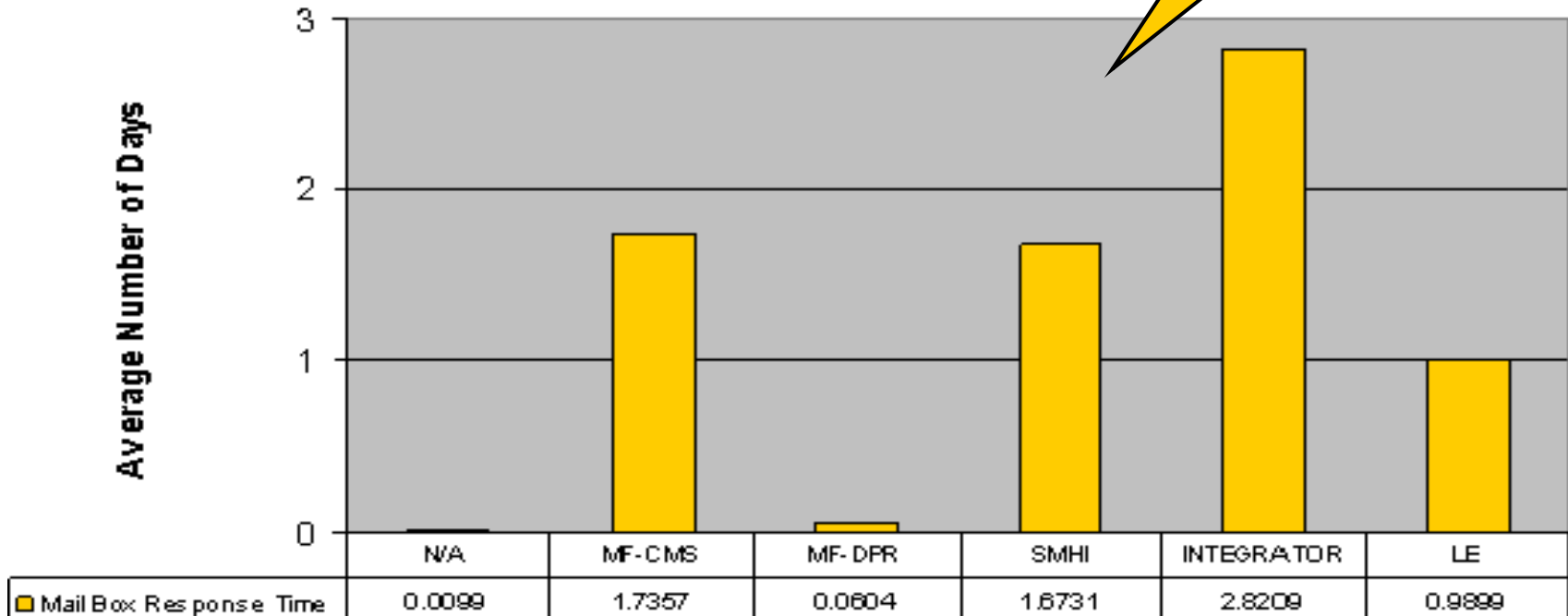
- The [general input data](#) for running NWCSAF software are :  
 MSG package: MSG SEVIRI data and NWP (in some of them).  
 PPS package: AVHRR/3 data and NWP (in some of them).
- The user should be aware that using old NWP data might reduce the quality of the product.
- The processing area could be any rectangular area inside MSG full disk for the MSG package.
- The quality of the products is not guaranteed out of MSG N area (Europe, North Africa and adjacent seas).
- For the PPS package the coverage area is North of the 50N parallel - depending on local radio horizon.

**NWC SAF**

# Users Support: Mail Box Answers

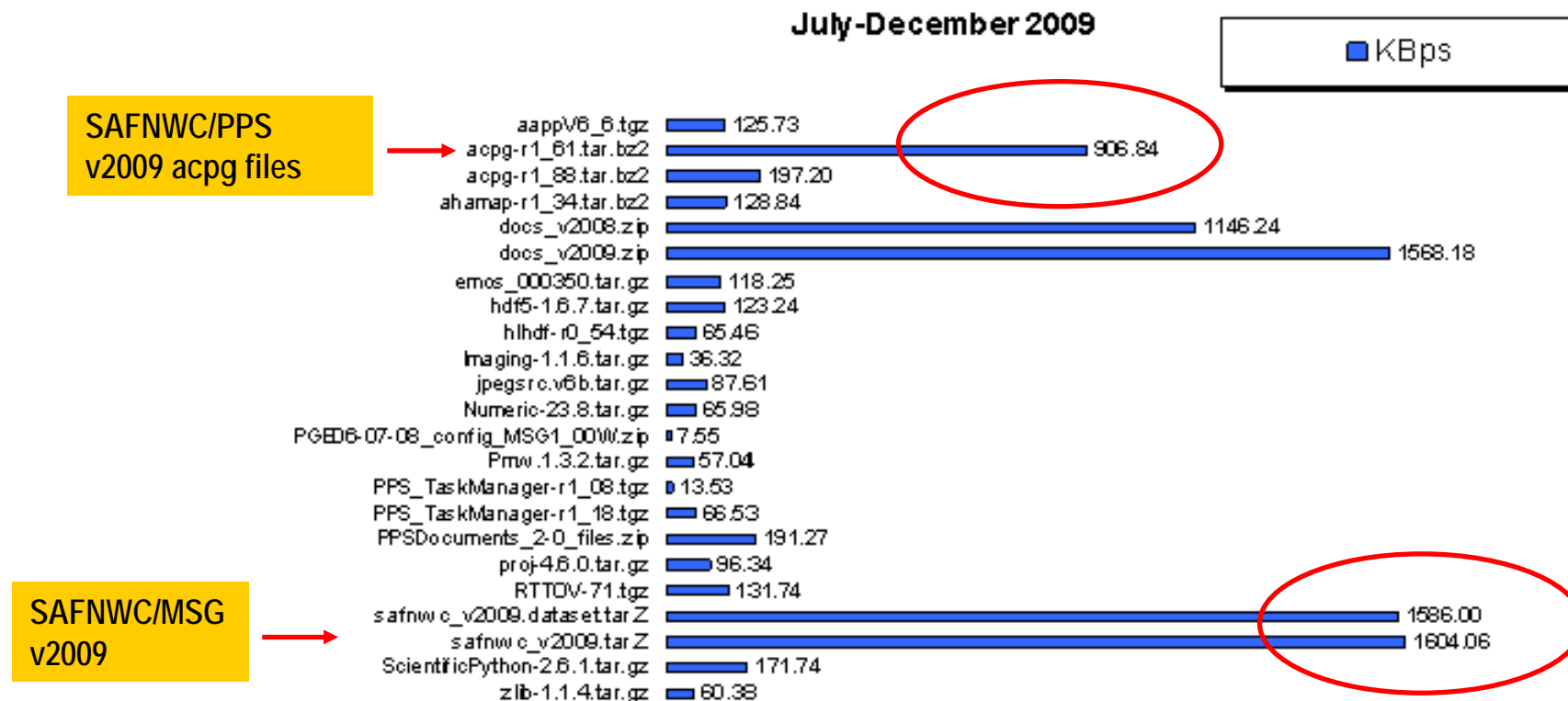
## Mail Box response time in days by partner

Committed maximum Response Time is 1 week



# Users Support: FTP server

## Average Transfer Rate (KBps) by package



# Conclusions

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- The Users Support has been provided from the start of the Operations
- The Help Desk has proved to be a very powerful tool to carry out the users' support
- The tool has been upgraded and migrated to the new Blade Frame system (testing period)



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**Thanks for your attention**