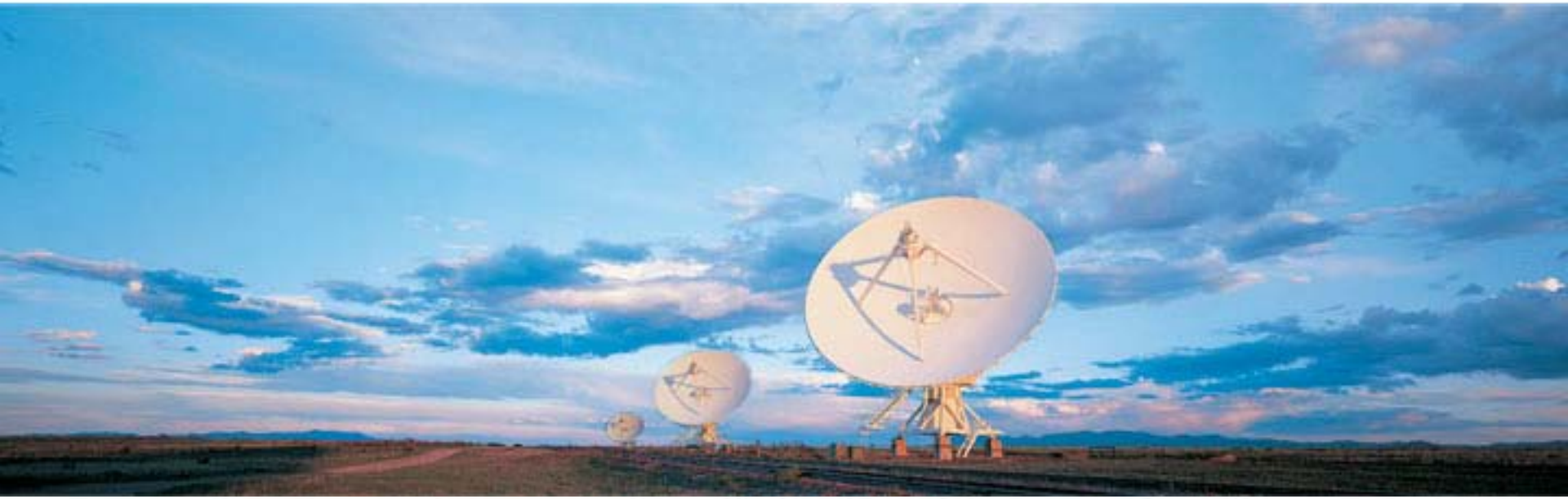
PASEO Meeting

July 15-16, 2010 – Socorro, NM



EVLA User Support

Gustaaf van Moorsel

Atacama Large Millimeter/submillimeter Array
Expanded Very Large Array
Robert C. Byrd Green Bank Telescope
Very Long Baseline Array

NRAO

Overview

- Outline of talk
  - Purpose of EVLA User Support
  - Organization of EVLA User Support
  - Scope of EVLA User Support
- Conclusions
  - We expect to be able to handle increased user support by:
    - Complete and easily navigable Web content
    - Modern helpdesk
    - Involvement of all scientific staff
  - We plan to support large volumes of data by:
    - Data transfer by disk shipment
    - Gain experience with parallelization using local cluster

User Support: Purpose

- Assist observers in the total end-to-end observing sequence:
  - Proposal preparation
  - Preparation of observing scripts
  - Data retrieval
  - Data reduction
- Provide information that is:
  - Correct
  - Complete
  - Up-to-date
- Help maximizing the quality of an experiment's scientific output
- Lowering the threshold for non-Radio Interferometry experts

User Support: Organization

- User Support Group was formed April 2010
  - 4 staff scientists (Goss, Mioduszewski, Momjian, van Moorsel)
  - 1 data analyst (Medlin)
- Before there was no dedicated User Support Group
- WIDAR, and OSRO/RSRO programs require a more structured approach
- Each staff scientist in the group has other responsibilities as well
- Can call on other scientists to participate in user support duties
- Responsibilities includes VLBA

Scope of User Support

- Web Content/Documentation
- Helpdesk
- Face-to-face assistance to visiting observers
- Observing script inspection, verification, and optimization
- User Training – workshops etc
- Data dissemination

EVLA Web site

- Developed fall/winter 2009/2010
- Went online January 11, 2010 (shut-down of VLA correlator)
- Conforms to NRAO-wide structure/design
  - Easily navigable
  - Structure similar for VLBA page or ALMA page
- Still under development, but most important information is there, e.g.:
  - OSRO/RSRO description
  - Observation Preparation Tool (OPT)
  - Archive
  - Helpdesk
  - Receiver/antenna update status

EVLA Web site (2)

- Top level of page is fixed now; there may be small adjustments below top level
- Content usually responsibility of one staff expert, does not have to be in User Support Group
- We add/modify content if helpdesk requests suggest unclear or missing content

National Radio Astronomy Observatory

Enabling forefront research into the Universe at radio wavelengths

Expanded Very Large Array (EVLA)

The EVLA consists of 27 25-meter (82 ft) diameter antennas and is located on the Plains of Saint Augustin in West-Central New Mexico. Based on the VLA, it is currently being upgraded with state of the art receivers and electronics, resulting in a telescope of unprecedented sensitivity, frequency coverage, and imaging capability. This is described in more detail in the following pages:

- EVLA Capabilities and Specifications
- The Breadth of EVLA Science

The EVLA project is expected to be completed in 2012. For more information about the planning, construction, and milestones of the EVLA, see a brief history of the EVLA. An introduction to radio interferometry can be found here

Observational Status Summary

Pre-WIDAR VLA Data

Old VLA Website

VLA-EVLA Transition

Events

NRAO Proposal Deadline
Oct 1, 2010 | 5:00 PM

NRAO Helpdesk

- For all NRAO scientific support
- Accessed by signing in on my.nrao.edu (like Proposal Submission Tool, Observation Preparation Tool)
- User selects from a number of 'Departments'
- EVLA observing is one of those Departments
  - E.g. proposal preparation, EVLA observation preparation
- After submission ticket goes to triage person
  - now: Department lead but eventually Data Analyst
  - Keeps ticket or assigns it to someone else
  - At times lots of back and forth between user and staff
- After resolution, close.

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DASHBOARD

Options

Dashboard
- News & General Information
  - Information for Astronomers
  - Documentation
  - Release Notes
  - Policies
- My Information
  - My Data
- Feedback

Telescope News

Next Proposal Deadline In 94 Days - **October 01, 2010 5 PM EDT (21 hours UT)**

Important Information for VLA/VLBA/HSA/VLBI Proposers - May 14, 2010

Important Information for GBT Proposers - May 11, 2010

Important New Dynamic Scheduling System for the GBT - May 17, 2010

Important EVLA Early Science Programs with the February 1, 2010 Proposal Deadline - September 15, 2009

EVLA Configuration Plans and Proposal Deadlines - May 17, 2010

HelpDesk

For all questions related to observing within NRAO please use the NRAO HelpDesk. You log in with the same user ID and password as when accessing the Proposal Submission Tool or the Observation Preparation Tool. If you haven't registered yet, please do so first at NRAO Interactive Services.

For department related questions (ALMA, EVLA, GBT, VLBA, CASA, AIPS, etc.), please select the appropriate department during the ticket submission process.

Support Center » Submit a Ticket

Submit a Ticket

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Select Department

- ○ General
- ○ EVLA/GBT/VLBA Proposal Submission
- ◉ EVLA Observation Preparation
- ○ VLBA Observation Preparation
- ○ Archive Access
- ○ AIPS Data Processing
- ○ CASA Data Processing
- ○ ALMA/NAASC

Next » Reset

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Search

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Live Support OFFLINE

Home | View Tickets | Submit a Ticket | Knowledgebase Language: English (U.S.)

Help Desk Software Helpdesk Software by Kayako SupportSuite v3.60.04

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Support Center » Submit a Ticket » EVLA Observation Preparation

Submit a Ticket

If you can't find a solution to your problem in our knowledgebase, you can fill in the fields below with as much detailed information as possible and send it to our agents.

General Information

Priority: Default

Message Details

Subject: *

Upload File(s)

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nrao.edu https://help.nrao.edu/staff/index.php?_m=tickets&_a=ma

NRAO Commissioning travel movies nieuws weather Personal financial Wikipedia

Tickets > Manage > EVLA Obser...

Would you like to change the stored password for gvanmoor? Change Don't Change

SupportSuite

Logged In: Gustaaf van Moorsel | Support Center | Admin CP | Logout

Home | Tickets | Live Support | Teamwork | Knowledgebase

Manage Tickets | Search | New Ticket | Predefined Replies | Alerts | Filters | Reports

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- View All
- Filters
- Labels
- General
- EVLA/GBT/VLBA Proposal Submission
- EVLA Observation Preparation
- VLBA Observation Preparation
- Archive Access
- AIPS Data Processing
- CASA Data Processing

» Online Staff

Gustaaf van Moorsel (2)

» Manage » EVLA Observation Preparation

Page 1 of 1 | Views | Labels | Mass Action | Messages | Quick Search | Options

Ticket List (All Tickets)

Date	Full Name	Subject	Ticket ID	Department	Owner	Due	Priority	Status
29 Jun 2010 1:59 PM	Alasdair Thomso...	Problems with tuning logic in OPT	LCX-558296	EVLA Observat...	Lorant Sjouwerm...		Default	Open
23 Jun 2010 2:55 PM	Anna Sajina	dynamical scheduling of time sensitive observations	KOU-254250	EVLA Observat...	Joan Wrobel		Default	Open
03 Jun 2010 3:49 PM	Gabriela Castel...	OPT Help for Project Code: 718_2 (project title AD629)	HGS-729466	EVLA Observat...	Lorant Sjouwerm...	Overdue	Default	Open
02 Jun 2010 5:04 PM	Rob Ivison	AS1013 data for SMM J123549	XBA-533668	EVLA Observat...	Joseph McMullin	Overdue	Default	Open
27 May 2010 10:43 PM	Adam Ginsburg	Redo AG830 with doppler tracking (1, 2, 3, All)	JRR-741119	EVLA Observat...	Lorant Sjouwerm...	1h31m32s	Default	Open
07 Apr 2010 6:23 AM	Itziar de Grego...	Inconsisitencies with frequency setup (1, 2, All)	ENY-596546	EVLA Observat...	Lorant Sjouwerm...	Overdue	Default	Open

Page 1 of 1

Home

Done

Helpdesk Advantages

- Unlike e-mail system, no tickets get lost
- Easy overview of open tickets
- Total exchange with user in one place
- Threshold for submission low
- Alerts etc. highly configurable
- Knowledge Base
  - As user types question knowledge base is searched
  - Knowledge base has to be developed from scratch by writing 'articles'
  - First two articles are already in place
  - Eventually: integrate with Web content

Assistance to Visiting Observers

- Upon request, we assign a staff scientist for consultation
- As before, a number of powerful workstations is available
- Cluster is primarily for our own testing and development purposes:
  - Pipeline testing and use
  - Parallelization testing and benchmarking
  - Advise outside facilities about cluster purchase
- Expected number of visitors is hard to predict:
  - In 2003, with fixed date observing: 200 visitors/year
  - Has decreased since, presumably because of more powerful user's desktops
  - This year little interest: dynamic scheduling makes timing of visit difficult

Observing Script Verification

- Given the ever varying observing constraints, each script submitted with the Observation Preparation Tool is inspected locally before entering the dynamic queue
- Currently this is almost exclusively done by the Observation Preparation Tool scientist
- Once the system stabilizes we expect this to become a Data Analyst responsibility
- The role of the Observation Preparation Tool itself in script verification will increase

User Training/Workshops

- One of the responsibilities of the User Support Group is to organize user training
- Main event is our bi-annual Synthesis Imaging Workshop – the last one took place last month
- Keeping in mind that our resources are limited, is there any other form of user training we should engage in?

Data Dissemination

- Currently OSRO data (< 40 GB) are being downloaded by the observer over the internet
- This becomes impractical for data sizes (>> 100 GB) expected when wider bandwidths becomes part of regular observing
- For the next 12 months we are able to handle requests
- For the time after that, we are in the process of developing a plan for shipping data on hard disks

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