

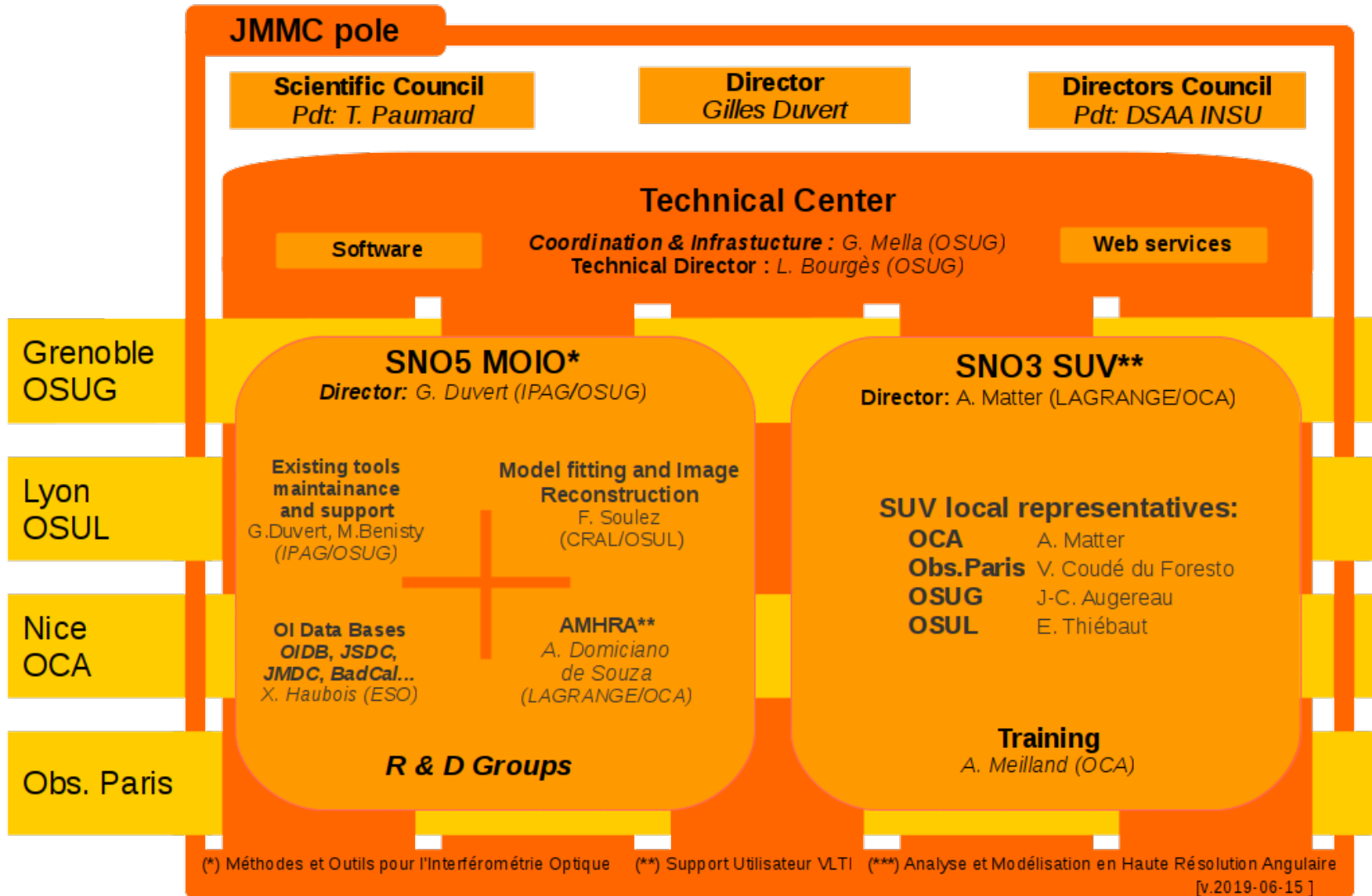
**SUV**

**Service aux *Utilisateurs* du VLT**



**Alexis Matter**

*Laboratoire J.-L. Lagrange - Observatoire de la Côte d'Azur*



## Human ressources (Novembre 2020)

- ✓ OCA : 5 chercheurs (~ 5 à 20 %) + 1 ingénieur (~ 10 %)
- ✓ Obs Paris : 2 chercheurs (~ 10 à 15 %) → but now Vincent is head of LESIA (so no time anymore)
- ✓ OSUG : 2 chercheurs (~ 20 % et ~ 5 % )
- ✓ Obs Lyon : 4 chercheurs (~ 5 % )

www.jmmc.fr./SUV

# JMMC

We interfere constructively



**THE JMMC**

- Who are we?
- Structure
- MOIO
- SUV**
- Who was JMM?

Home > The JMMC > SUV

## SUV

### the french VLTI center

Need for support? Visit the **HELPDESK ...**

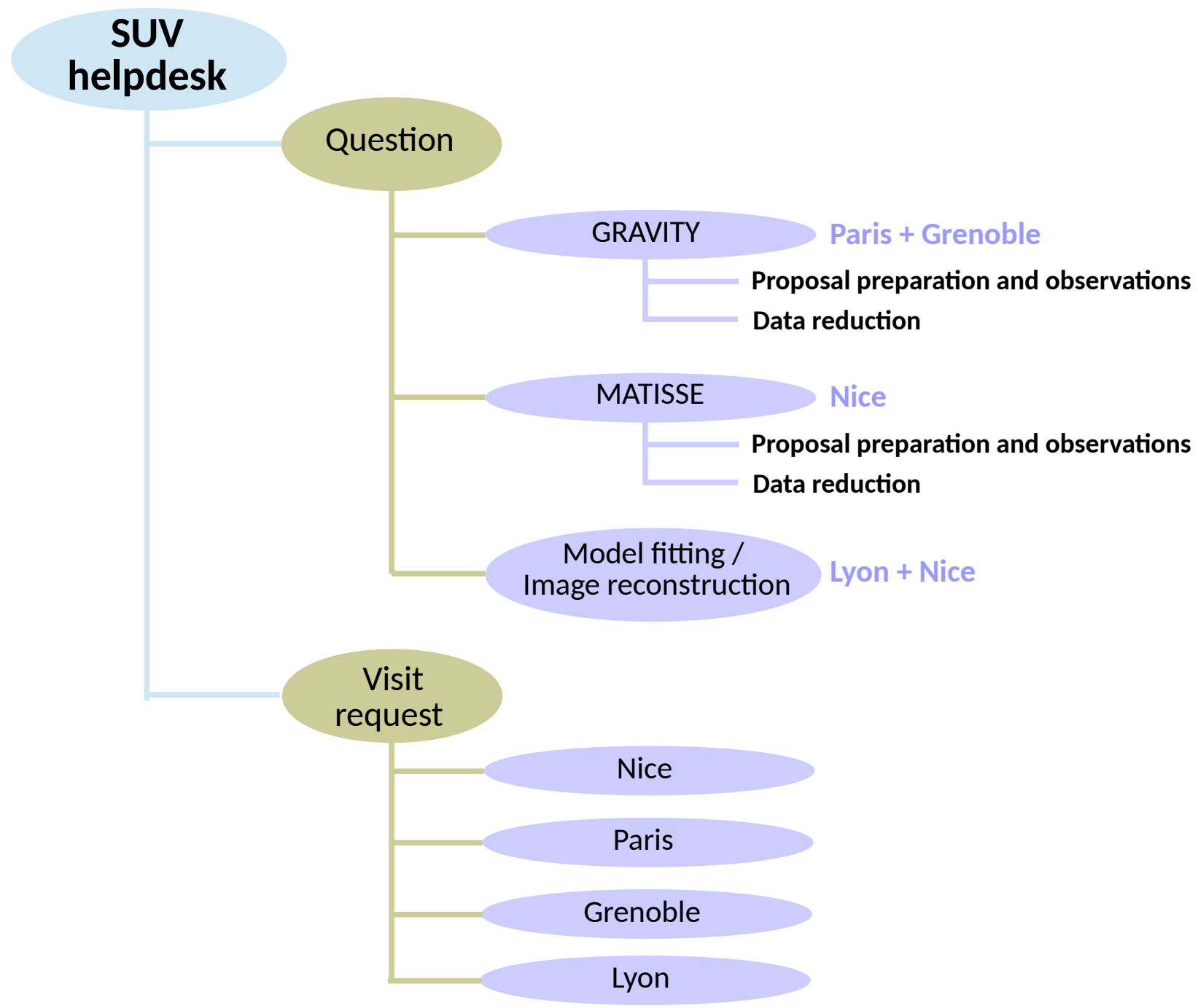
A. Matter (OCA-LAGRANGE), Principal Investigator

As a new service of the JMMC, SUV (Service aux Utilisateurs du VLTI) provides, in four different sites (Nice, Grenoble, Paris, and Lyon), a complete support to the users of the 2nd generation VLTI instruments. This support consists of an individualized assistance (FAQ, questions submission, face-to-face meetings) that covers the preparation of observing proposals and observations, and the GRAVITY and MATISSE data reduction. It also includes an assistance in the critical use of the JMMC model fitting and image reconstruction softwares.

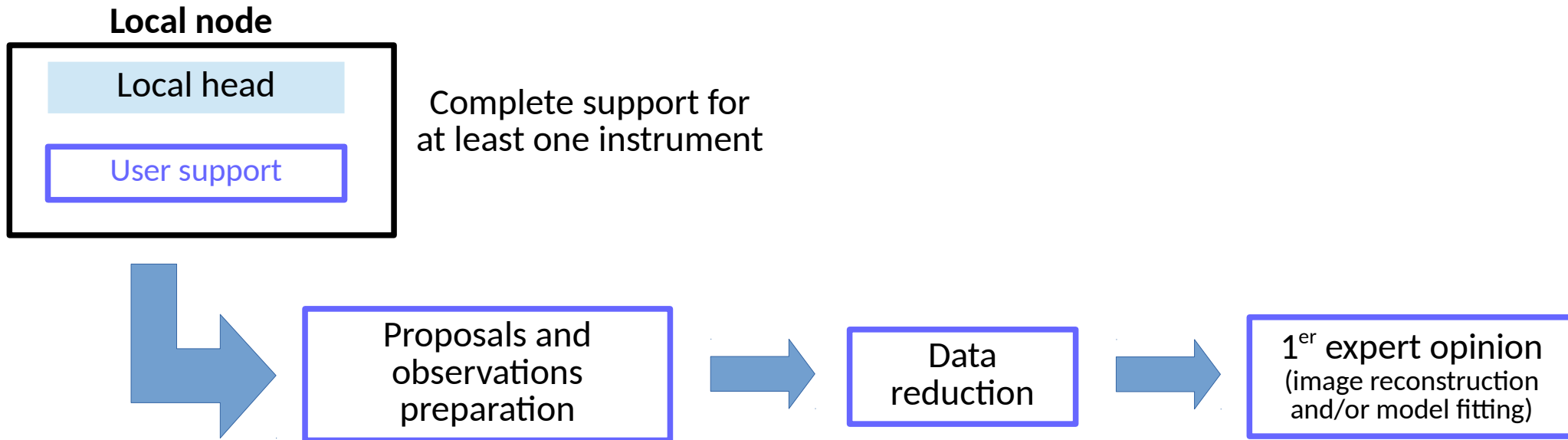
SUV is coordinated by the Observatoire de la Côte d'Azur (OCA) in Nice, with three other local nodes in Paris (Observatoire de Paris), Grenoble (IPAG), and Lyon (Observatoire de Lyon). A centralized helpdesk platform, hosted at OCA, collects all the user questions and requests for a face-to-face assistance in one of the four nodes. These questions and visit requests are then redirected to the relevant node. The SUV helpdesk is accessible through the JMMC webpage.

#### List of SUV nodes

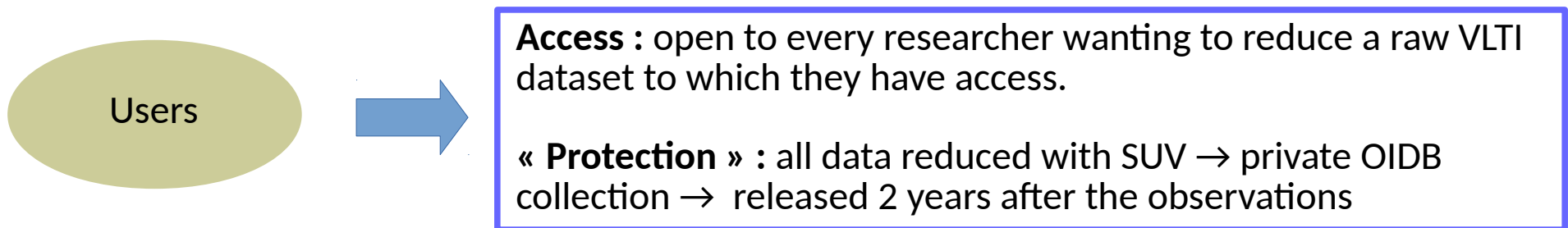
- Observatoire de la Côte d'Azur (Nice)  
Fields of expertise: Observation and data reduction for MATISSE, image reconstruction  
Website: [www.oca.eu](http://www.oca.eu)
- Observatoire de Paris-Meudon  
Fields of expertise: Observation and data reduction for GRAVITY  
Website: [www.obspm.fr](http://www.obspm.fr)
- Institut de Planétologie et d'Astrophysique de Grenoble  
Fields of expertise: Observation and data reduction for GRAVITY  
Website: [ipag.osug.fr](http://ipag.osug.fr)



## Available services



## Data access and protection



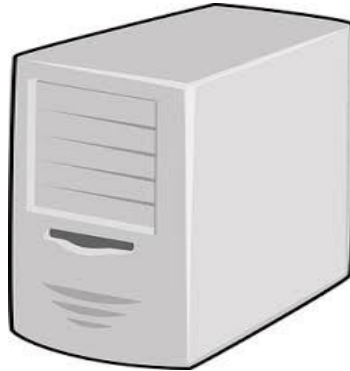
# Face-to-face assistance - data handling

SUV node

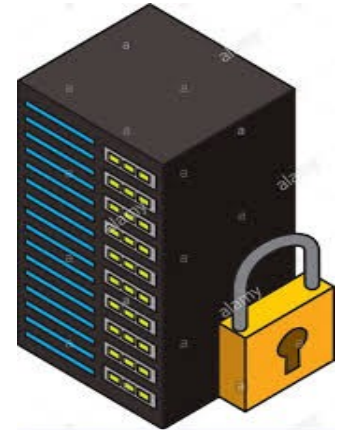


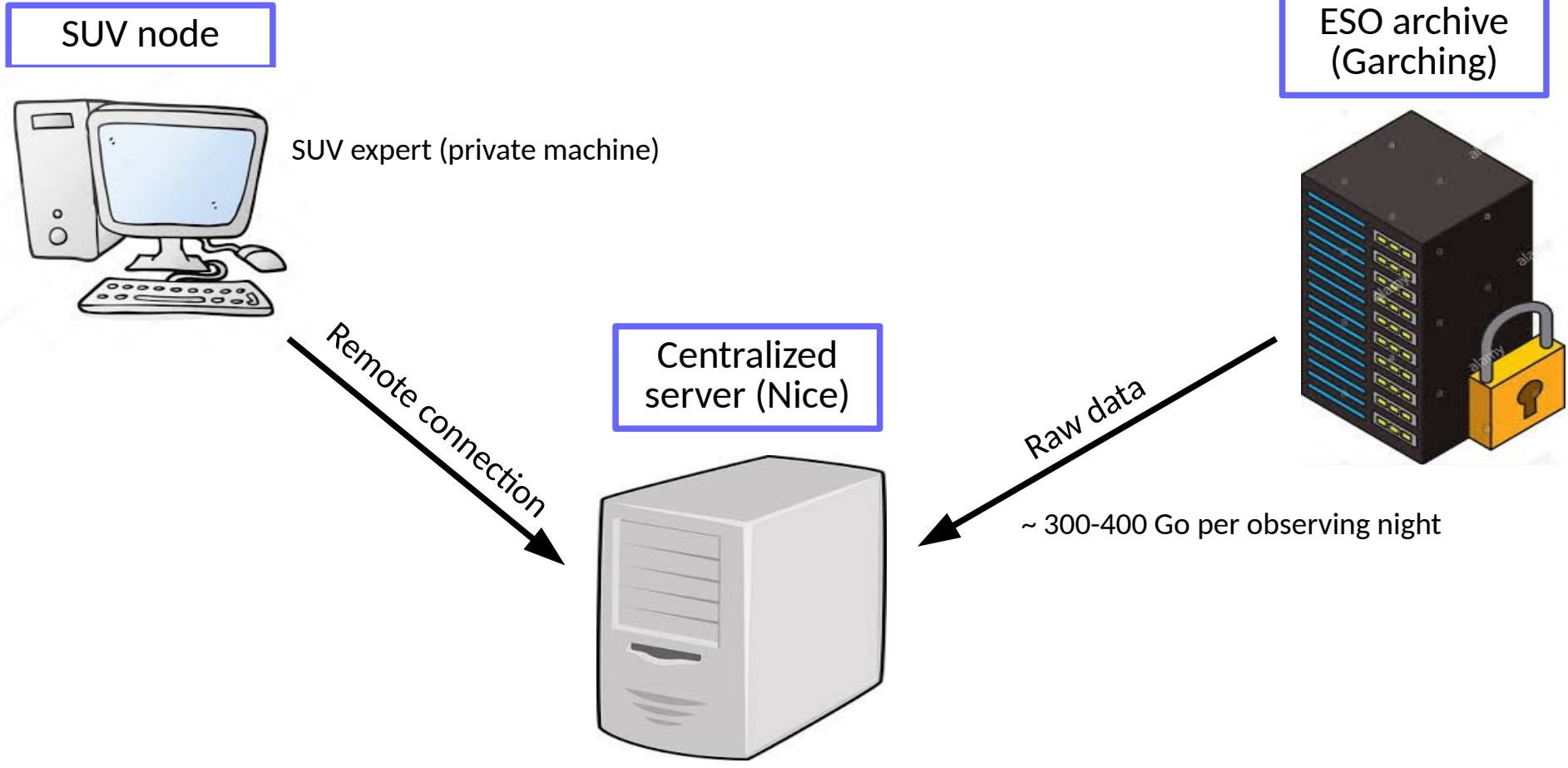
SUV expert (private machine)

Centralized server (Nice)



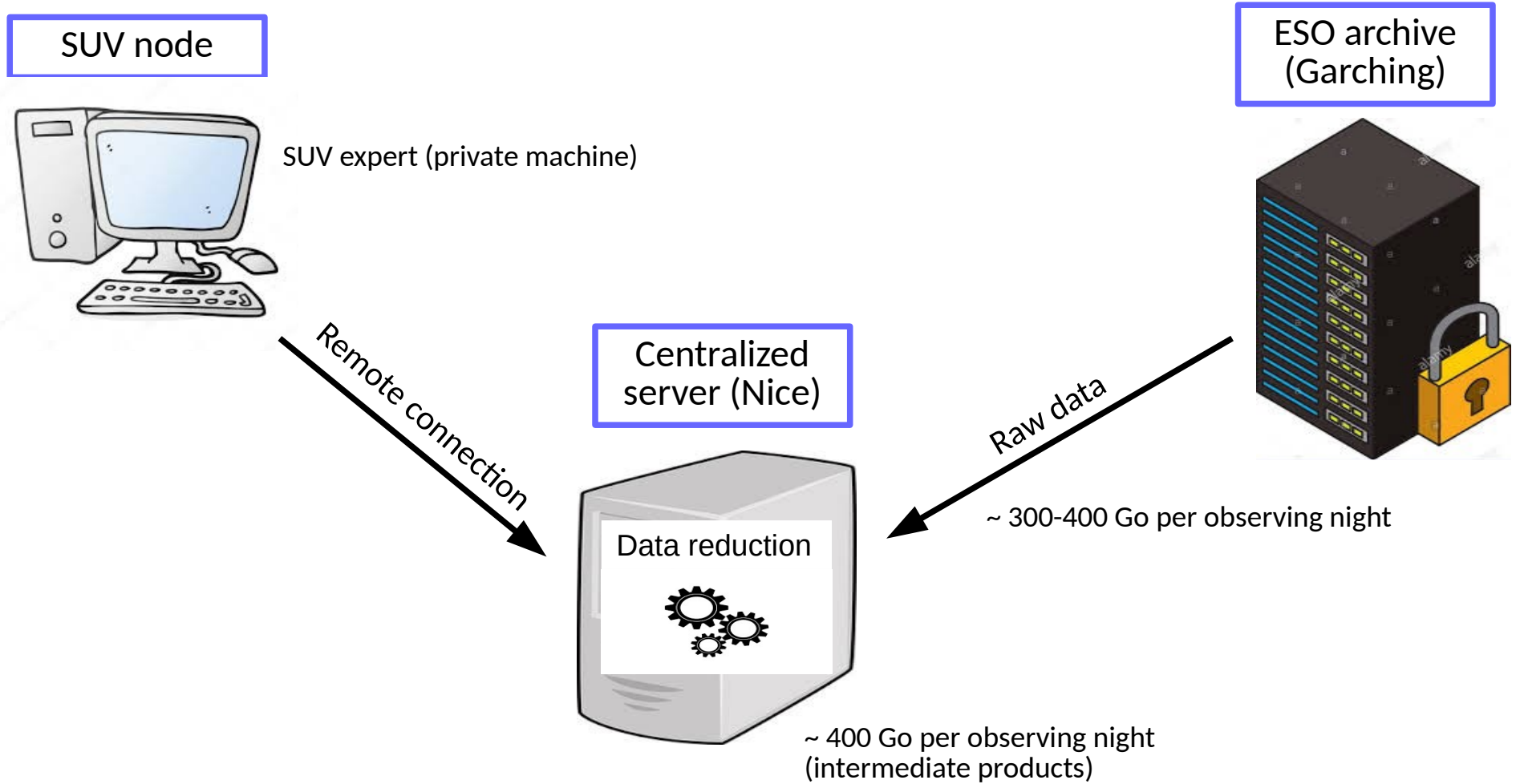
ESO archive (Garching)

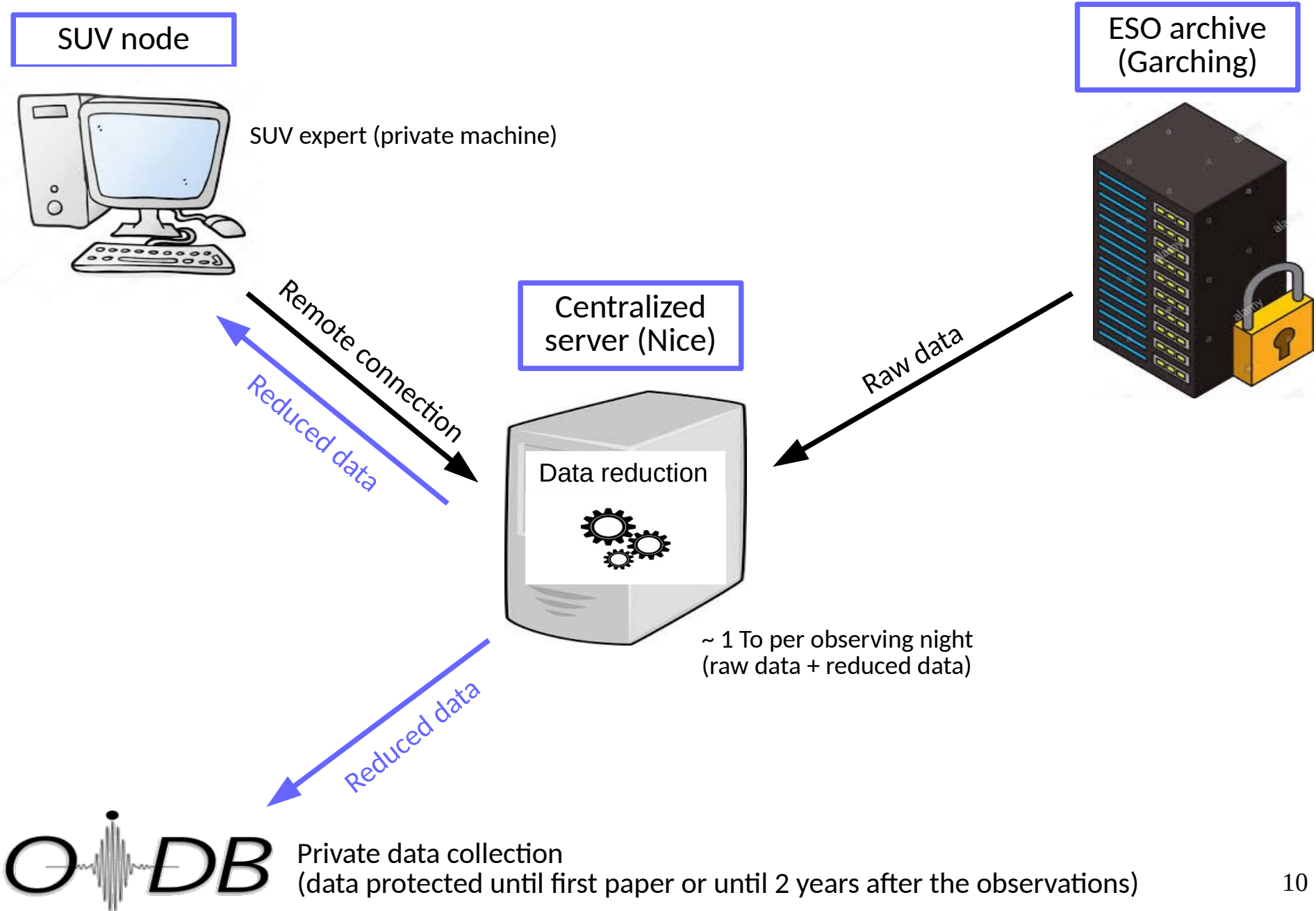




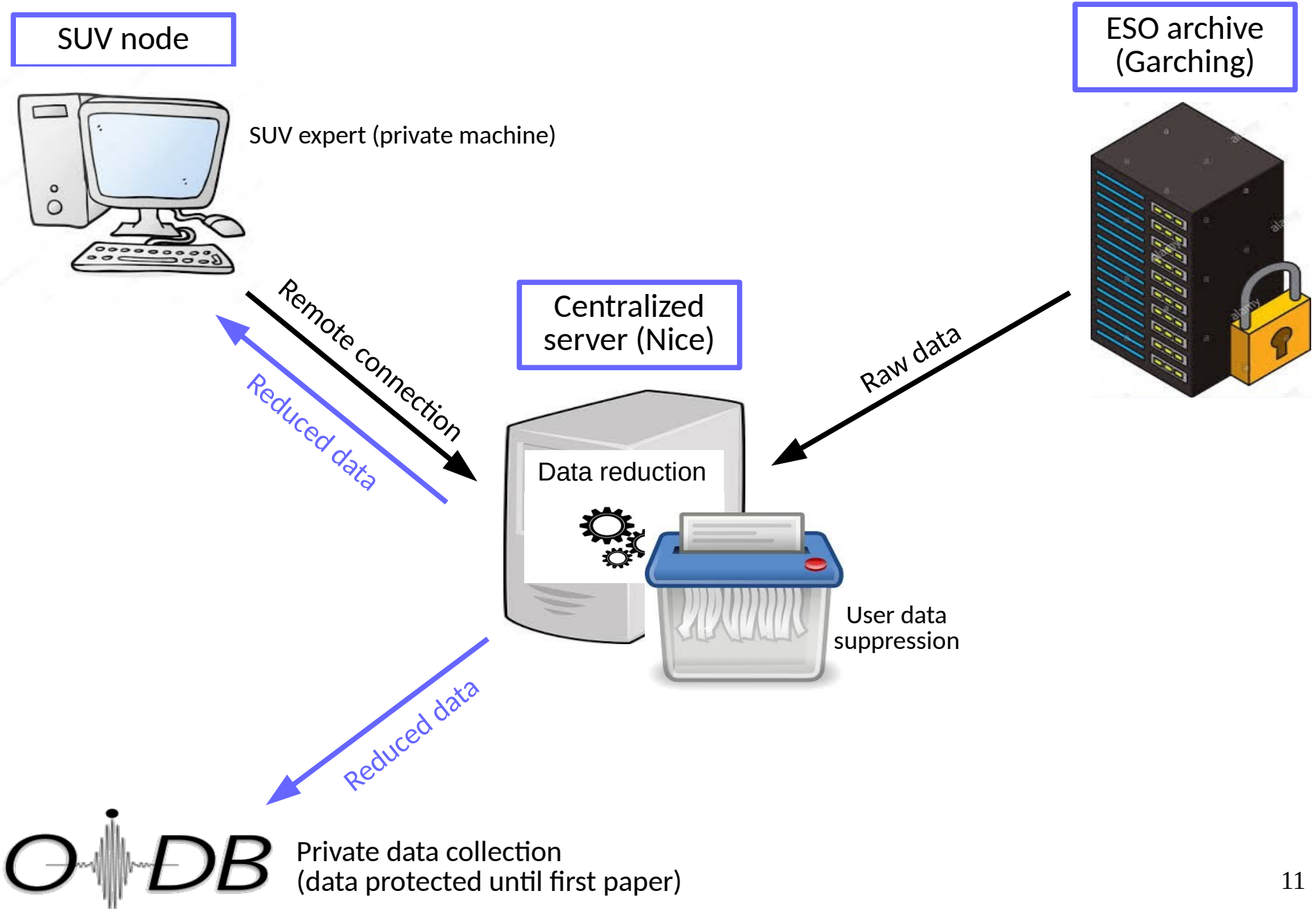


# Face-to-face assistance - data handling





# Face-to-face assistance - data handling



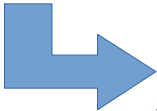
## Centralized server

- ➔ Server (2\*20 cores) is installed in the OCA mesocentre and accessible
- ➔ Currently : MATISSE data are processed on the matisse-oca machine

## Pipelines

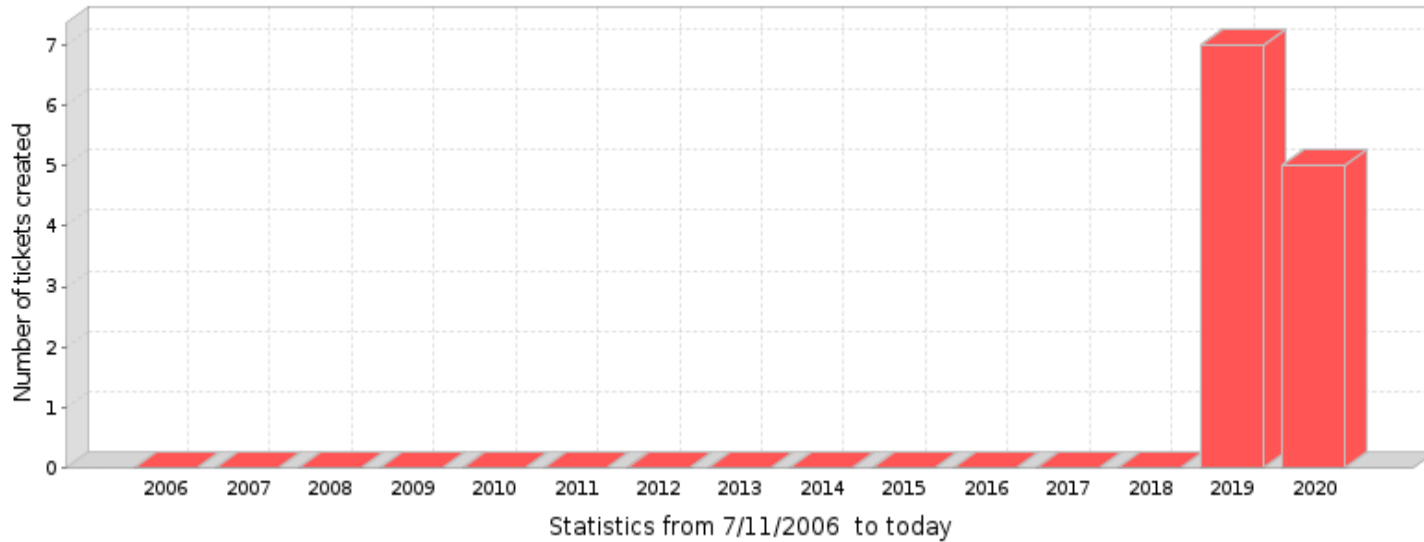
- ➔ On-going : Installation of the MATISSE pipeline + pre and post-processing Python scripts library
- ➔ **To be done soon : Installation of the GRAVITY pipeline (+ python scripts)**

## SUV helpdesk



Tickets follow-up (tickets creation, reaction time, resolution time, ticket status)

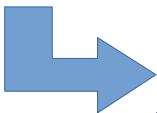
**Ticket history since July 2006**



7 tickets in 2019 (mostly test)  
5 tickets in 2020

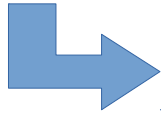


7 requests from VLT users

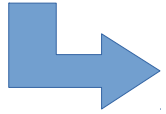


Iterations planned with the OCA IT department to improve the tool

## OIDB

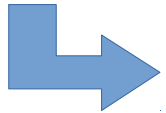


Current status (2020) : one reduced dataset put in OIDB

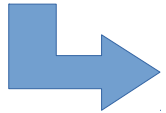


Follow-up of SUV reduced data deposit in OIDB → which approach ?

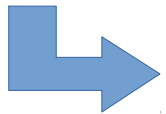
## Publications



Current status (2020) : one peer-reviewed paper acknowledging SUV



Follow up of the publications acknowledging the help of SUV



Same tool as for papers acknowledging the use of the JMMC services (OIDB, JSDC, ....) ?

## Introductory documentation on interferometry

- ✓ Better handling of novice users

## Visibility and access to SUV

- ✓ Homogeneization with the european network (common platform) → Meeting with ESO in Jan 2021

## Manpower

- ✓ Reinforcement of the manpower (especially in Paris and Grenoble)



## Communication actions

- ✓ Reminders on SUV on OLBIN and forum-hra ?
- ✓ Next VLTI school in Nice (June 2021)

## Training actions on JMMC tools and instrument pipelines

- ✓ Homogeneity and optimization of user support

***Merci !***