# Parkes User Support Update

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## Summary

This document provides a brief description of the current status of the user support model for Parkes, and current related activities. Observing has now adopted the fully remote model with the 'Telescope Protection System' looking after the safety of the telescope and the observer ensuring data quality. Scientific support of observations is provided through the allocation of a 'Project Expert', which for existing long running projects is often a member of the observing team. This simplifies operations for existing experienced observers, who also only have to complete online inductions to remain remote qualified. For new observers, the expectation is that training is provided at the Science Operations Centre to enable observers to become 'Project Experts' in their own right.

The documentation available for observers is currently being reviewed. It is recognized that a number of documents and resources have outdated information, and that although current observers are provided for and know where to find information, new observers can be overwhelmed and not recognize the outdated information from the current. There is also some duplication of information within the online resources.

It is the long term aim to simplify access to information, catering for new and experienced observers alike. Information for observers would be provided primarily through the portal, the user guide and a limited set of summary documents. Information for expert users and staff would be provided through a single internal system such as Confluence (which would also provide access to legacy information). For the limited document set, we envisage a set of ~5 documents, which summarise the aspects of observing in ≤5 pages, providing an easily digestible[1] status and capability update. This is with the goal of making Parkes as accessible as possible to the community.

## Current Developments

### Portal Updates

The observers portal is currently undergoing an upgrade which will add a number of functions, and adopt a common style with the ASKAP portal. Updates will include the ability to book portions

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[1] On the basis of attention spans in the current era.

of observing blocks as requested in previous Australia Telescope User Committee (ATUC) meetings.

### Documentation Update
The limitations of the current documentation are being compiled and reviewed. The simplified status document set are being written.

### Possible move to ASKAP control software
For the ongoing Max Planck Institute PAF testing the ASKAP control software ('TOS') is being utilized to control the Parkes telescope. Longer term this is a possible replacement to the existing Telescope Control Software (TCS) and efforts are being made to explore the potential of this.

# Functionality

### Current
The currently available user support documentation is provided in the Appendix.

### Required
Accessibility to new observers needs improving. Elements of the online user guide require updates to reflect the current situation. Fewer/simplified locations for observing and monitoring tools.

# Roles & Responsibilities

Observing support is provided by the CASS science operations team, and in an ad-hoc basis by the CASS Astrophysics group. Although support from the Science Operations team at Parkes (who have significant knowledge and experience) is available and advertised, it has been under utilized in recent times.

# Projected Timeline

The new version of the observers portal (v1.0) is intended to be released in 2016. A future version is likely to incorporate the functionality of FROG directly into the portal, in a similar sense to the way that the ASKAP portal incorporates monitoring elements.

# Appendix

| Name of Resource | Location |
| --- | --- |
| Observing Portal | https://parkes-ops.atnf.csiro.au/PORTAL |
| FROG | https://parkes-ops.atnf.csiro.au/FROG |
| Users Guide | http://www.parkes.atnf.csiro.au/observing/documentation/user_guide/ |
| Observer Information | http://www.parkes.atnf.csiro.au/observing/ |
| Schedule Listing | http://www.parkes.atnf.csiro.au/observing/schedules/ |
| Pulsar Online Monitor | http://www.parkes.atnf.csiro.au/online/psrmon |
| Pulsar Remote Guide | http://www.parkes.atnf.csiro.au/people/sar049/prog/ |
| Pulsar Group Page | http://www.atnf.csiro.au/research/pulsar/ |
| CASPSR Interface | http://caspsr-srv0.atnf.csiro.au/caspsr/ |
| BPSR Interface | http://hipsr-srv0.atnf.csiro.au/bpsr/ |
| Correlator Guide | http://www.parkes.atnf.csiro.au/observing/documentation/software/CORREL/correl.html |
| Wiki Page | http://www.parkes.atnf.csiro.au/cgi-bin/public_wiki/wiki.pl?Parkes_Public_Wiki |
| RFI Links Listing | http://www.parkes.atnf.csiro.au/observing/rfi/ |
| Documentation Library | http://www.parkes.atnf.csiro.au/observing/documentation/ |