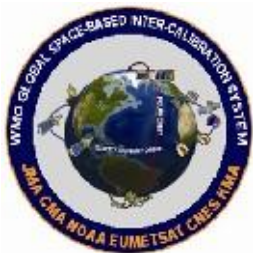


GSICS Moving Towards Operations

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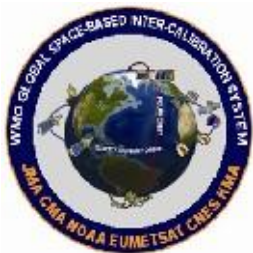
What **Operations** ???

The GDWG have created Data and Products Servers where the GRWG can start producing GSICS products for use by the user community.

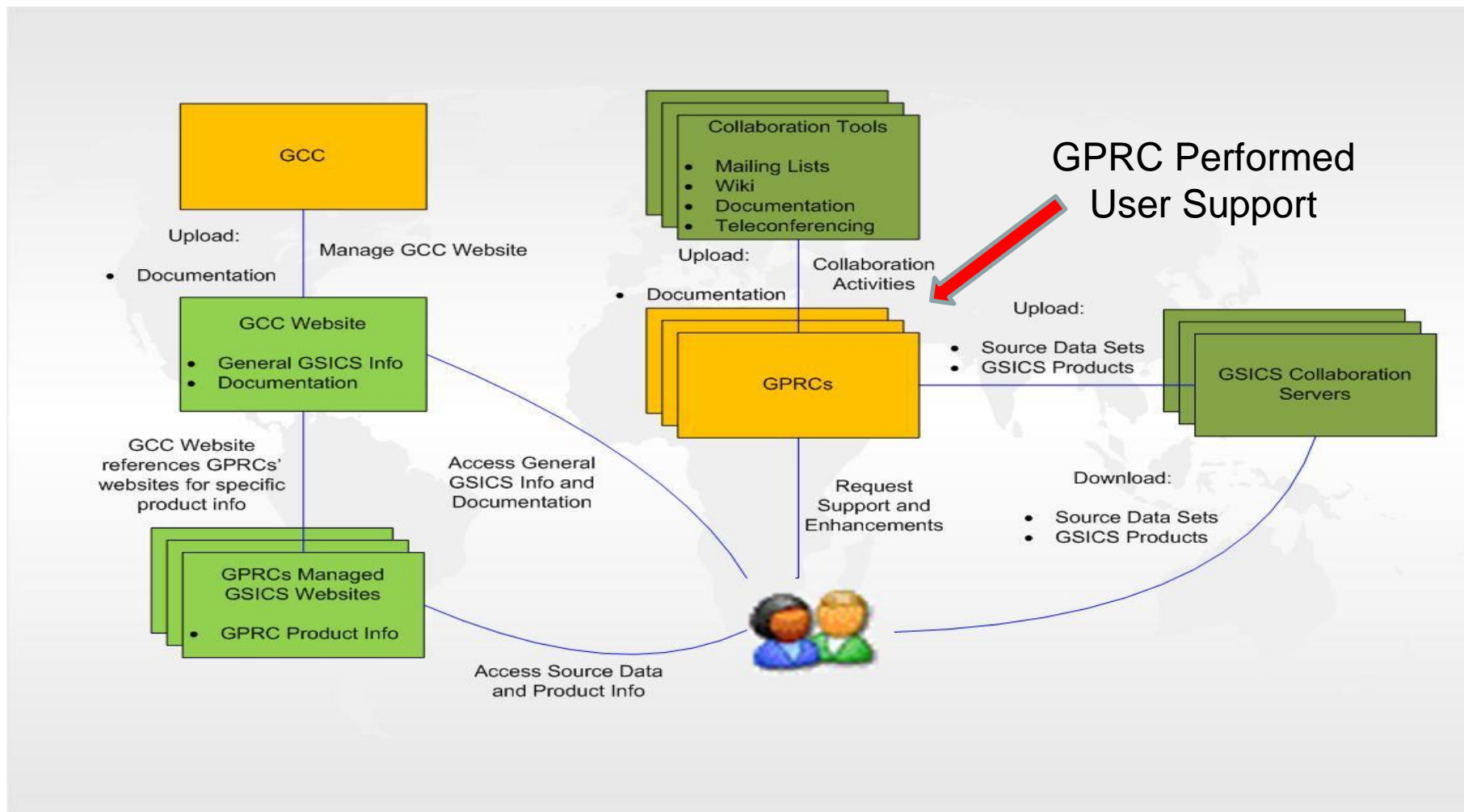
The GRWG are routinely producing GSICS products according to an agreed Product Roster and validated by a Product Acceptance Procedure.

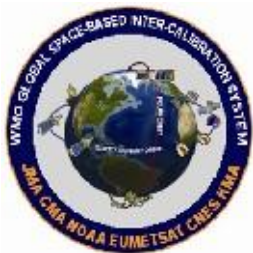
Based on past experience, operational services require support 24/7, 365 days a year as requests from users are foreseen for:

- ❖ Support concerning the GSICS data and products, and collaboration servers.
- ❖ Requests for enhancements to GSICS Services.
- ❖ Requests for support documentation.
- ❖ Requests for general GSICS information.



User Support: **Current View**





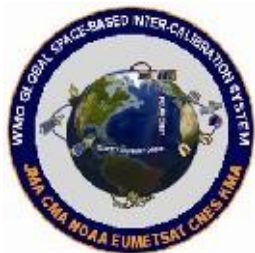
GSICS Operational Services

The expected user requests suggests that the GDWG shall start investigating sooner rather than later a '**User Helpdesk**' for the **GSICS Operational Services**.

A **User Helpdesk** would indicate to the user community that GSICS is a fully operational system providing high quality data services backed by a team of global experts, ready to support the ever growing and changing needs of the user community.

The **User Helpdesk** should offer the infrastructure needed to deal with reported anomalies in a timely fashion, as well as coordinated support to enhancement requests.

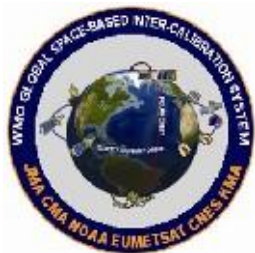
Functions to support the **User Helpdesk** should be globally accessible by all GPRCs and GSICS users via a mechanism providing both open and close access depending on the operational content.



High Level Requirements for the GSICS [User Helpdesk](#)

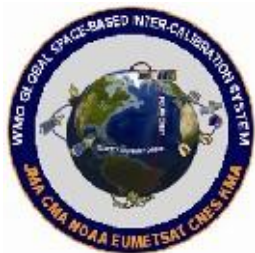
The GSICS [User Helpdesk](#) requirements are envisaged to be:

- ❖ Is accessible by all GPRCs.
- ❖ Provides tracking of user support requests until they are resolved.
- ❖ Allows the creation, assignment and processing of Actions to participating members.
- ❖ Manages GSICS documentation.
- ❖ Allows the coordination and control of these activities.



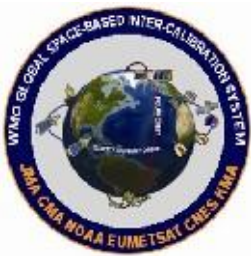
Basic Functions to fulfill the envisaged **User Helpdesk** requirements

- ❖ Global Access via the Web
- ❖ User Support
 - Work flow(s) for Reported Problems
 - Work flow(s) for Enhancement Requests
- ❖ Document Management Function
- ❖ Product Showcase and Mail Tracking Functions
(Nice to have)

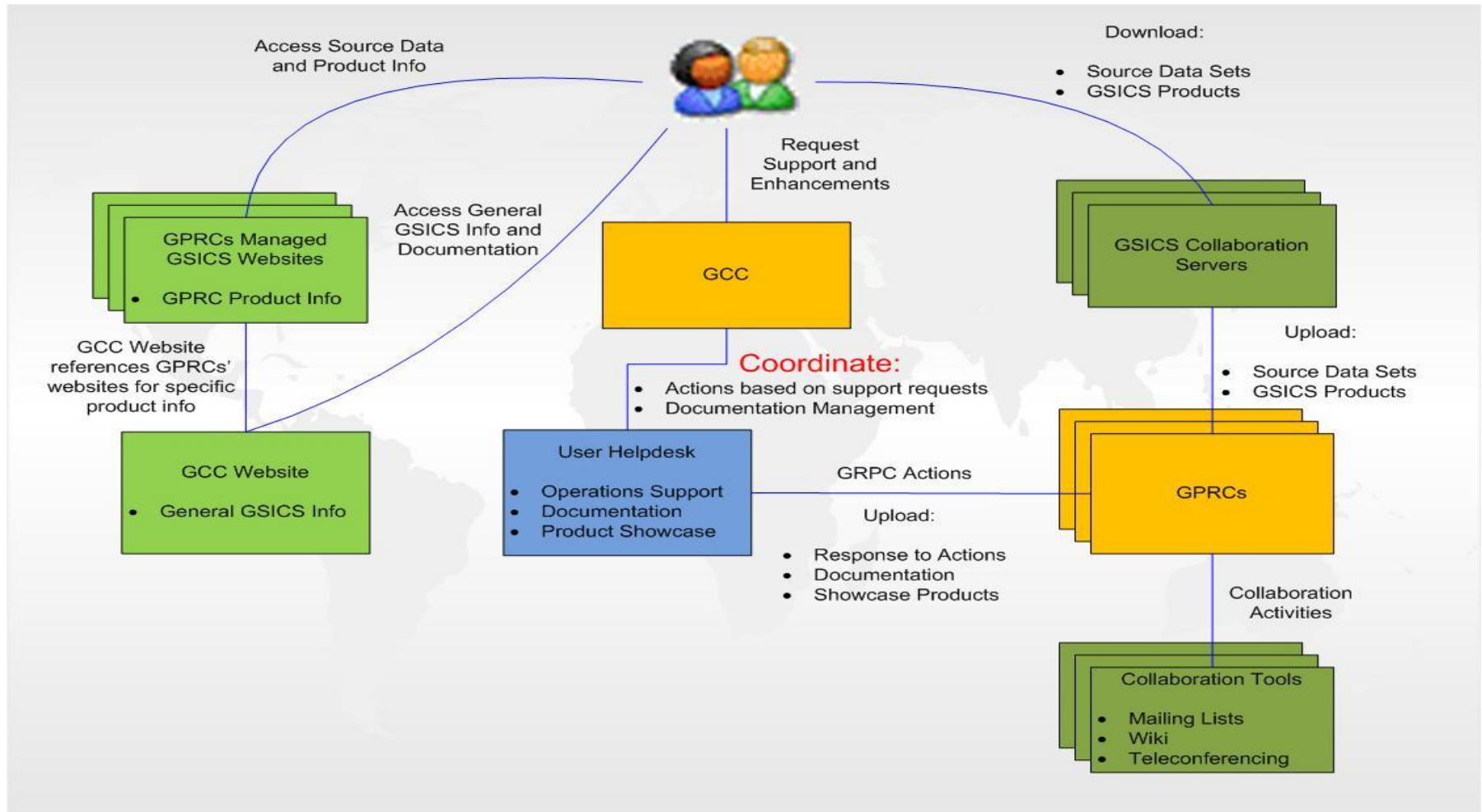


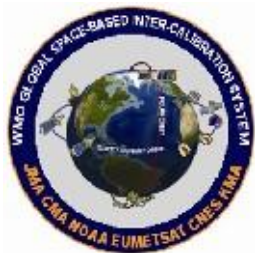
Possible Solutions

Solution	Assessment of the Solution
Implement operational procedures modelling the work flows needed to support operations.	Difficult to work with between partners. Limited visibility to GSICS community.
Using mailing lists with share data files to keep track of problems, actions, enhancements etc.	Difficult to work with between partners and to maintain.
Implement a new system to perform the operational functions identified.	Investment needed, resource intensive. Project on it's own.
Use an existing system that offers the types of functions identified and can be tailored to the operational needs of GSICS.	Investment needed. Fast. Preferred solution if such a system can be identified.



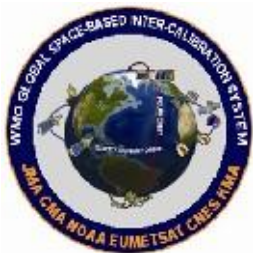
User Support: Proposed View





Points for Discussion

- ❖ Do we need a User Helpdesk tool ?
- ❖ If so, what shall we use ?
- ❖ Who is responsible for the duties of the central coordination & administration ?
- ❖ Goal: Make a recommendation on the way forward regarding a User Helpdesk tool to support GSICS Operations.



End of Presentation: Thank you for your attention

Questions ?