Services to Users
European XFEL Users’ Meeting
27 January 2016

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European XFEL User Office
A ‘flight through’…

NEWS

21 December 2015 | News
First electrons accelerated in European XFEL

18 December 2015 | News
End of the year message from the Managing Directors

07 December 2015 | News
Science Day reaches out to more than 300 guests of Turkish origin

03 December 2015 | Announcement
Fly through the European XFEL tunnel
A ‘flight through’…

… our planned services to users
Outline

1. Setting up the User Office @ XFEL.EU
2. Submit your proposal
3. Prepare for your experiment
4. Your visit to the Schenefeld campus
5. After your experiment
6. Acknowledgements
1. Setting up the User Office @ XFEL.EU

- XFEL.EU User Office as contact point and service provider to users in most relevant areas
  - support & tools for proposal management,
  - support in practical arrangements for user visits,
  - follow-up of experiments,
  - communication with users every step of the way…
  - interface role within XFEL.EU
1. Setting up the User Office @ XFEL.EU

- **Second half of 2014**: UO collected information about steps already taken within the company and looked for best practices and lessons learned about procedures, policies @ other facilities.

- **2015**: our plans for processes and policies were clarified.

- **2016 outlook**: implement and complete service infrastructure and staff, get ready for the first call for proposals planned last quarter of 2016 and early experiment programme starting 2017.
2. Submit your proposal: general

- Early user experiments: XFEL.EU getting ready for first (peer-reviewed) call for proposals
- Sources of information: [www.xfel.eu](http://www.xfel.eu) to be relaunched by PR ([User guide](http://www.xfel.eu) & more information closer to call)
- Do not hesitate to contact instrument scientists to get detailed information on what will be possible at which stage!
- Plan for steady operation (from 2019 on): 2 calls / year in 6-month cycles
2. Submit your proposal: UPEX

- User portal: software combining different tools and database functionalities adapted to user administration processes
- No software exactly complies with our needs (opportunity costs & trade-offs)
- **UPEX project – User Portal to the European XFEL** – we have chosen to stay in the ‘Digital User Office family’ as many facilities in Europe (PSI, DESY, MAX IV Lab, SOLEIL…)
- Project managed within IT&DM group
2. Submit your proposal: review

- Beam time allocation policy and workflow finalized
- Standard proposal form under design
- Most information needed for planning will be requested in proposal form so as to speed up ‘proposal to experiment’ process (→ single-step)
- Peer-reviewed allocation - one review committee per instrument (assessment by SAC after first 2 years): transparency and efficiency
- Scientific merit = main criterion from the start - in consideration of feasibility (early experiments!) and safety
3. Prepare for your experiment

- Invitation from User Office (outcome of review)
- Registration of user group
- Online safety training planned – decrease preparation time and administration on site and allow faster access
- User Office - general contact and support about accommodation arrangements, visa and access formalities for all users
3. Prepare for your experiment

- Funding available to number of users affiliated to XFEL.EU shareholder countries (travel, accommodation & subsistence)
- Users affiliated to non-shareholder countries: at present not funded, limited funds may become available (EU TNA)
- Assistance for travel arrangements to funded users in plan → travel specialists in UO
4. Your visit to the Schenefeld campus

- Current plan: 2 shifts / day
- Day shift: 7:00-19:00 + Night shift: 19:00-07:00
- For registered users access possible 24h/day (check-in meetings of user groups during working hours)
- User Office as interface for practical support and Local Contacts for experiment support
4. Your visit to the Schenefeld campus

- For **all** users on site, it is the ambition of XFEL.EU (not only UO’s) to make sure that they can concentrate on their experiment → plans for XFEL.EU **guest house** and **canteen on site** - but also ‘intermediate phase’ - under way

For inspiration: guest house - Konstanz University of Applied Sciences (HTWG)
5. After your experiment

As in most other facilities:
- Feedback forms
- Experiment reports
  → planned tools in UPEX
- Travel cost reimbursement (for eligible users)

...and later, publications
  → options for UPEX interfaces under assessment

- Our Press Officers looking forward to helping you with press releases!
6. Acknowledgements

- XFEL.EU Scientists, Directors, Engineers, Admin and Technical staff (very long list)
- UPEX @ IT&DM (I. Derevianko, M. Manetti, L. Maia, K. Wrona)
- User Offices and user portal specialists @
  - Deutsches Elektronen-Synchrotron (DESY)
  - European Synchrotron Radiation Facility (ESRF)
  - Paul Scherrer Institut (PSI)
  - European Molecular Biology Laboratory (EMBL), Hamburg
  - Helmholtz-Zentrum Berlin (HZB)
  - (list not exhaustive…)
(under construction, Jan. 2016)

- Gabriela Heessel
- Silvia Bertini

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Large part of above **planned** for **first call** and **first users** (we will do our best to be ready for the **unplanned**)

- Looking forward to seeing you in Schenefeld!

- Thank you very much for your attention!