

Services to Users

European XFEL Users' Meeting

27 January 2016

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European XFEL User Office

NEWS

ARCHIVE

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

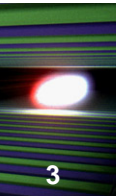
Science Day reaches out to more than 300 guests of Turkish origin



03 December 2015 | Announcement

Fly through the European XFEL tunnel





... our planned services to users

27 January 2016

03 December 2015 | Announcement
Fly through the European XFEL to el



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

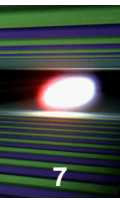


- **XFEL.EU User Office as contact point and service provider to users in most relevant areas**
 - support & tools for proposal management,
 - support in practical arrangements for user visits,
 - follow-up of experiments,
 - communication with users every step of the way...
 - interface role within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



- **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





- Early user experiments: XFEL.EU getting ready for first **(peer-reviewed)** call for proposals
- Sources of information: www.xfel.eu to be relaunched by PR (**User guide** & 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

UPEX
Design under way

- 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



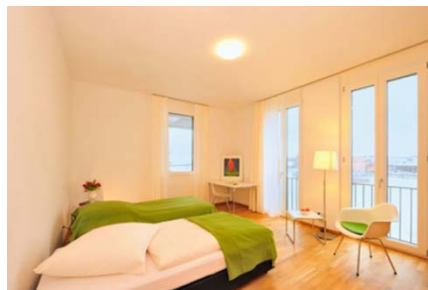
- Funding available to number of **users affiliated to XFEL.EU shareholder countries** (travel, accommodation & subsistence)
- Users affiliated to non-shareholder countries: at present not funded, limited funds may become available (EU TNA)
- Assistance for travel arrangements to funded users in plan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



- 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



- 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)

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!



- 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)

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 - 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!**

