

ATUC May 2010
Draft User Requirements for a Science Operations Centre

Accommodation and food

- On site catered accommodation with full breakfast, lunch and dinner available
- Soundproof, dark sleeping area with appropriate heating, air-conditioning and alarm clocks that is suitable for night and day sleeping
- Access to snacks and drinks area while observing
- Recreational area at the lodge (including access to beverages)

Observing

- Dedicated, quiet, remote observing area for use only for observers
- Reliable remote observing software
- Dedicated screens for monitoring weather conditions, telescope and observing
- Comprehensive computing facilities with full network access (including printing)
- All data reduction software and associated software up to date and available
- Up to date documentation on observing and data reduction
- Access to video and teleconferencing facilities
- Facility for purchasing external hard drives to transfer data
- Automatic disk booking for data analysis
- Ergonomic desks and chairs
- If there is (as has been suggested) a direct video link to the SOC, the observer should be able to turn this off if required.

Personnel and Support

- Duty astronomer located at the Science Operations Centre providing face-to-face support
- Improved training for duty astronomers to ensure there is local expertise in each instrument

- A local “Friend of Observers” to meet and greet observers and give basic orientation
- Local person to support data reduction (must be available during working hours)
- Clear process for getting help for any problems that arise during observing