

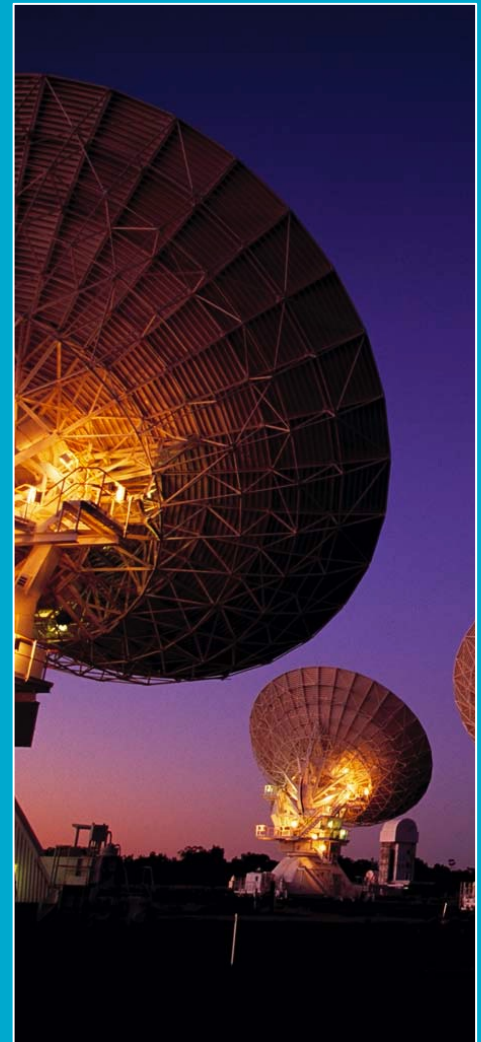


# National Facility Support Model Update

**Jo Dawson | 09/11/2022**

Previous project leads: Jimi Green & Minh Huynh

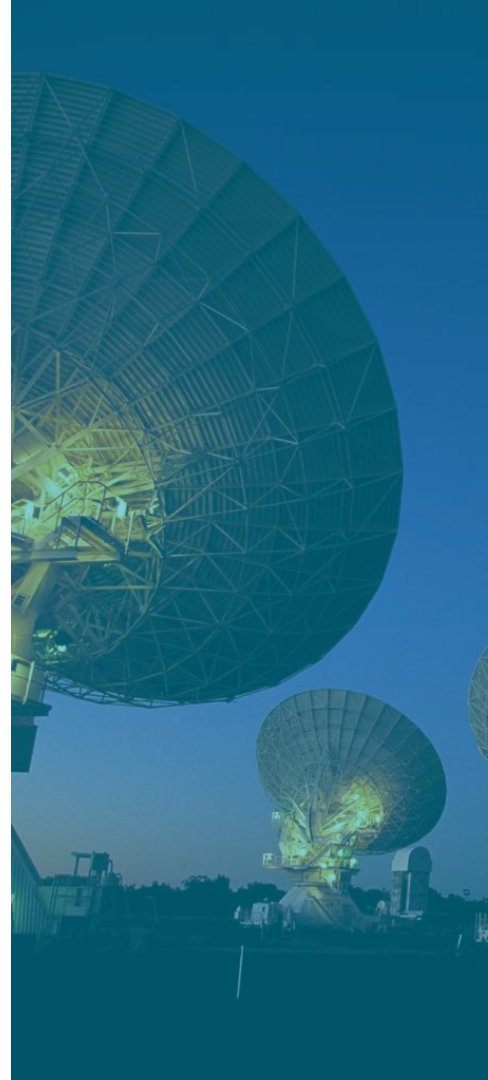
Australia's National Science Agency





# New Support Model Recap

- **Project-based** observing support
- Unified system for **ATCA, Parkes & LBA**
- Replaces Duty Astronomer (DA) system at ATCA & Project Expert system at Parkes





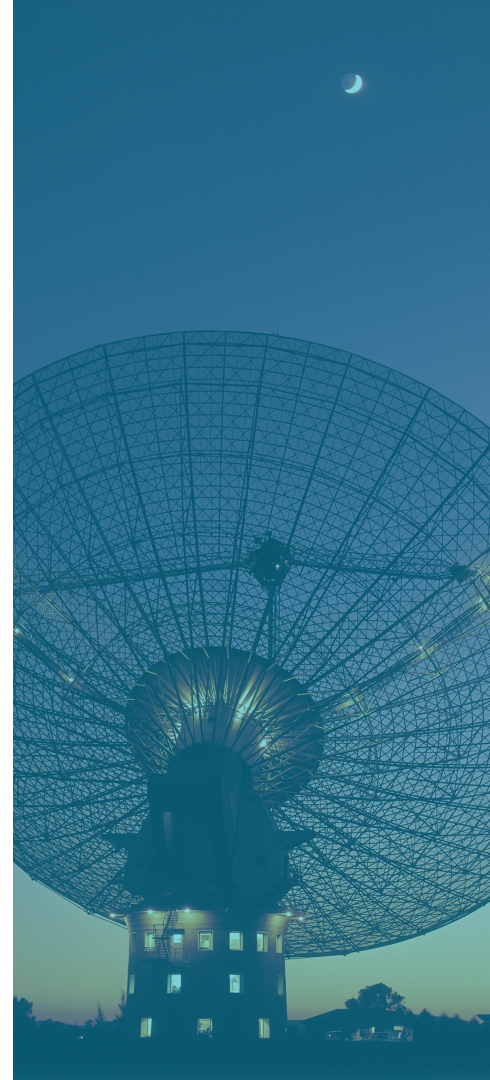
# Objectives & Guiding Principles

Deliver scientific impact from the National Facility

Deliver improved support for observers

Build a sustainable & effective support structure for the user community

Encourage knowledge transfer from domain experts to the user community



\* In a way that relieves the pressure on staff in observing support roles



# The Observing Expert (OE) Role

OEs are self-nominated members of project teams OR assigned ATNF staff members

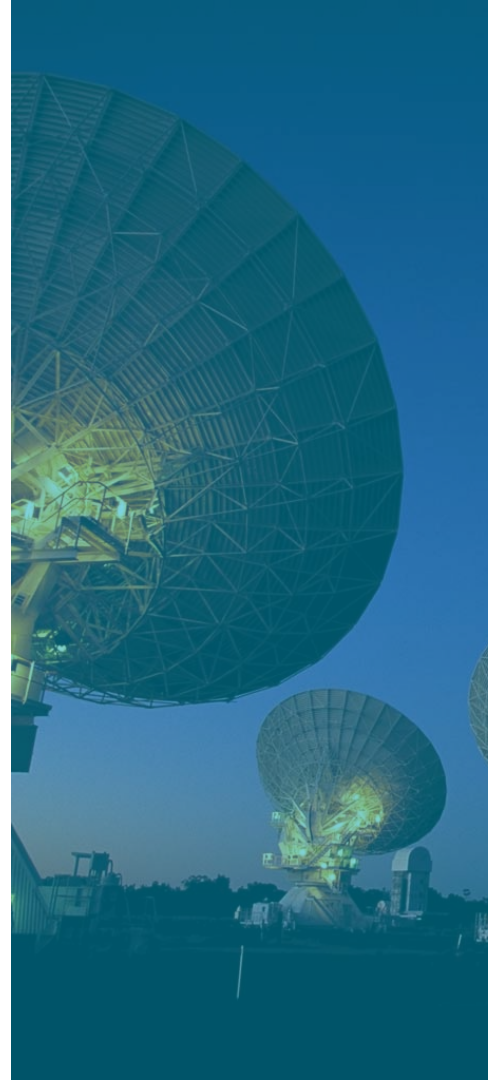
- Part of National Facility support duties for ATNF staff

OEs are trained and certified by the National Facility

Project based allocation ensures OEs have experience in the relevant modes/science

Minimum support provided by the scheme is to ensure the telescope is functioning such that it can produce science-ready data

OE role can be undertaken from any location with an internet connection.





# Expectations of the OE

First point of contact for observing issues, assisting, resolving or escalating as appropriate.

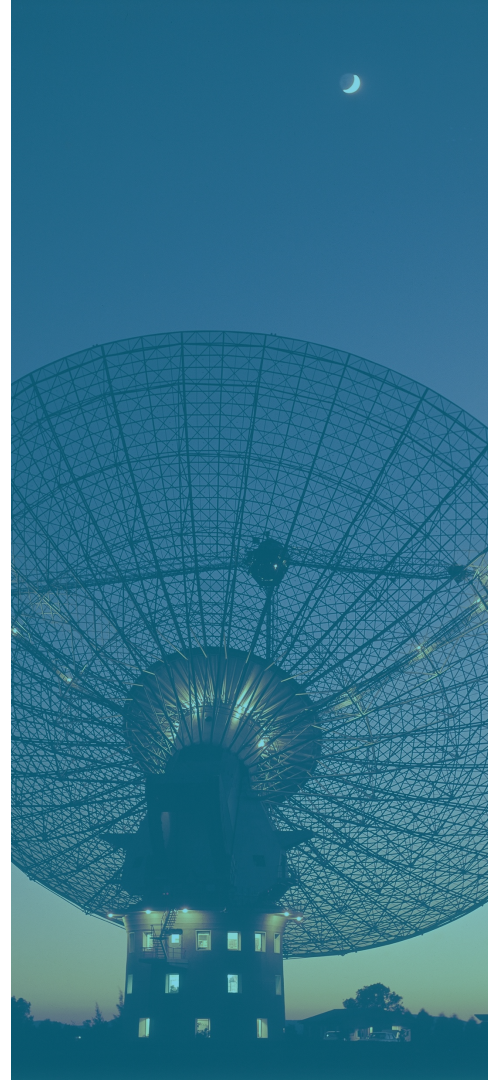
Discusses project expectations, strategies and requirements with PIs

Assists with planning and scheduling if required

Assists with observing start-up if required

- With the likely exception of LBA, at least initially

Transfers project-specific skills to observers (i.e. advanced, mode-specific aspects not covered in general training)





# Training & Certification

## Basic observer training (e.g. portal usage)

- Provided by observatories
- Development of online training programme → move away from human training

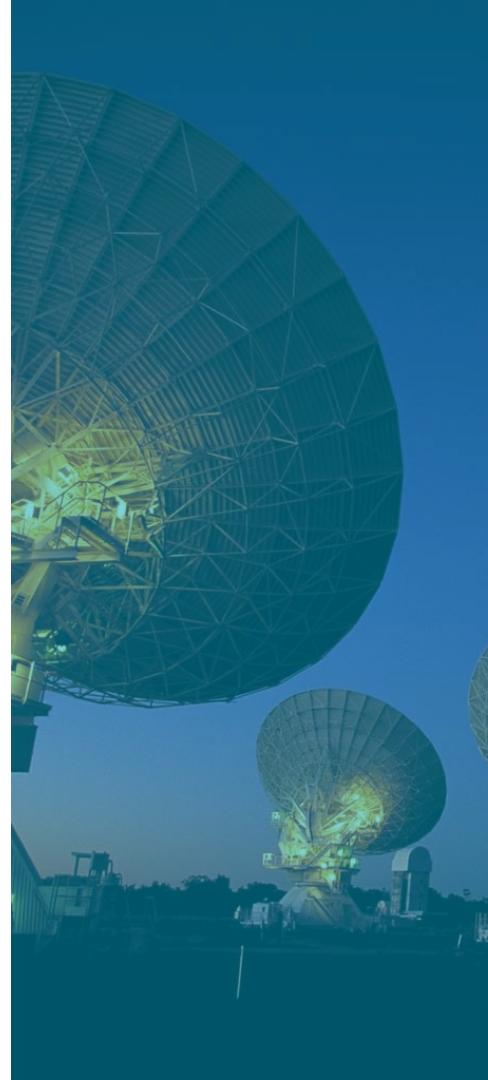
## Advanced / mode-specific observer training

- Provided by observatories
- Provided by OEs (expert knowledge transfer)
- Relationship/boundary between these TBD

## OE certification & training

- OE training & certification by ATNF
- Details TBD, under active development

Significant resourcing implications for investment in training programme development → planned allocation of FTE





# APRS2023 MVP Rollout

Staged rollout starting with “Minimum Viable Product”

OE replaces DA & Project Expert for all projects

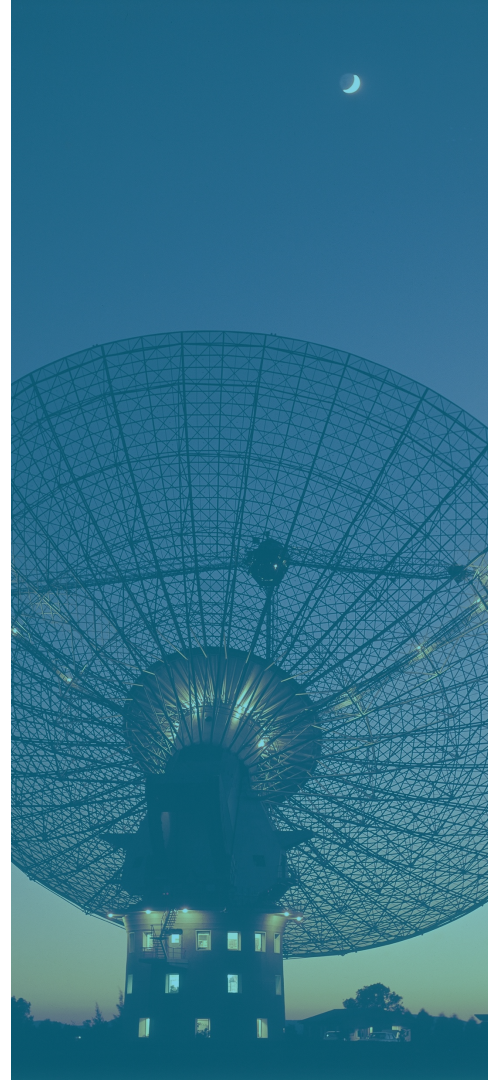
OEs limited to those with existing expert-level knowledge

- Mitigate training burden while programme under development
- Teams self-nominate or request ATNF support in OPAL

ATNF OE allocation performed manually

Information gathering a key aspect of this first run

- Assess demand & resourcing implications
- Prepared to adapt in an agile way





# Timeline to 2023 & Beyond

Nov-Dec  
2022

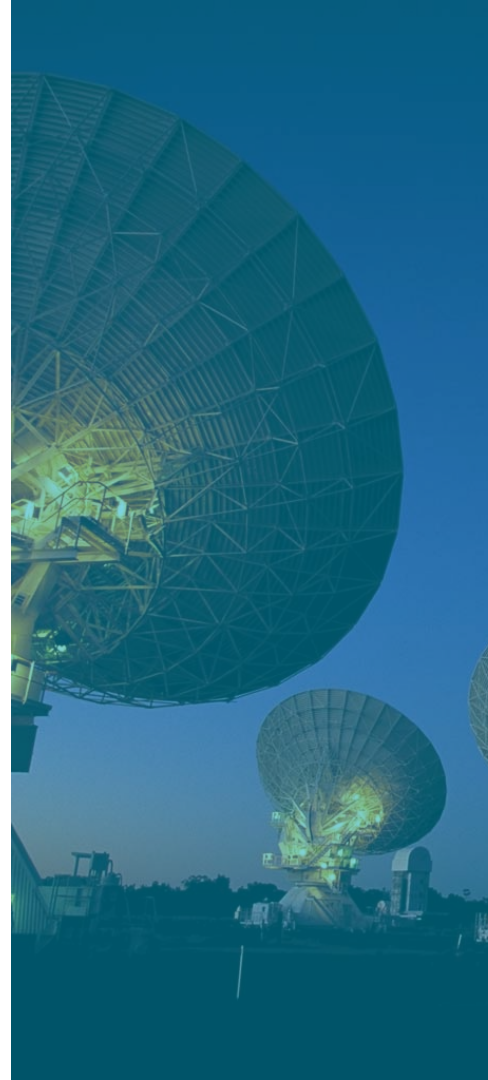
- OPAL coversheet updates
- Communication to community + website updates
- User & staff surveys to assess skills and competencies, identify resourcing gaps

Jan-Apr 2023

- After TAC outcomes: Assess required resources, identify ATNF OEs
- PI OE competencies/skills check → potential reallocation
- Online training materials development
- OE refresher training & certification

Apr 2023+

- MVP implementation
- Ongoing iteration & assessment
- Implement learnings for OCTS2023 call
- Training programme development







# ATUC comments (April 2022)

Concerns about decrease in observing efficiency, particularly in early stages.

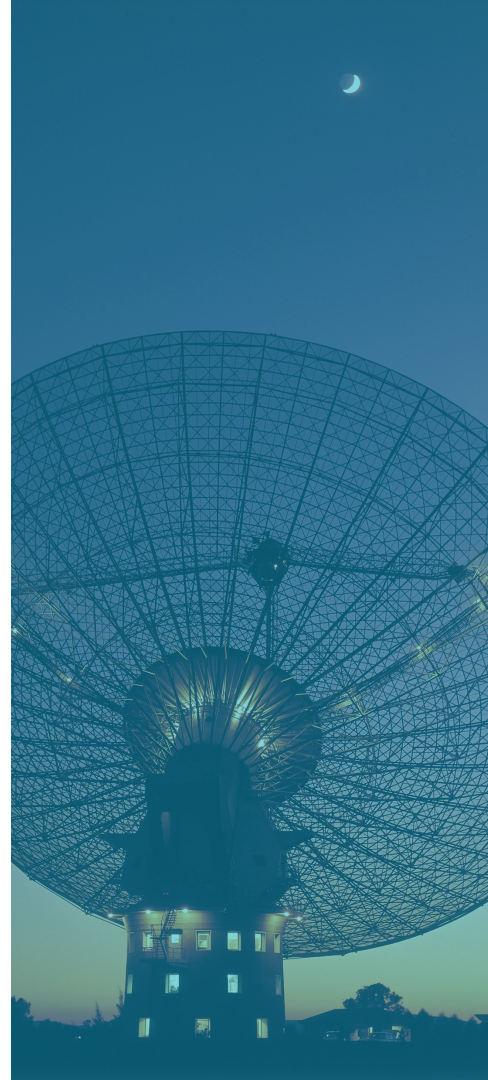
- Staged approach mitigates this risk; APRS2023 OEs will be experienced observers only
- OE expertise will match or exceed that of DAs

Concern about project handover, particularly at night time, and as BIGCAT comes online.

- Will monitor this aspect closely during APRS2023.
- BIGCAT-specific training for OCTS2023

Highlighted need for financial and human resources dedicated to training.

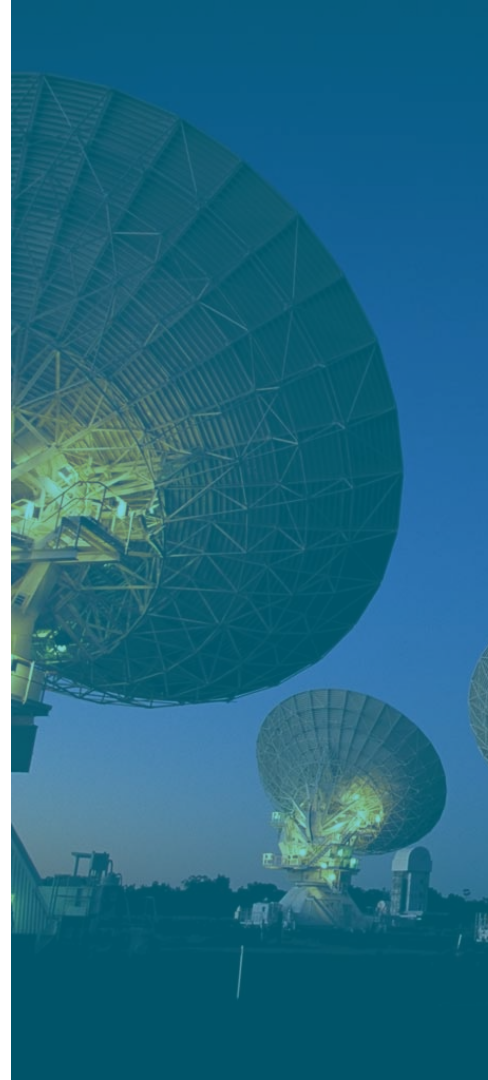
- Training resource implications very much on the radar.





# Final Thoughts

- Need to be flexible, adaptable & responsive to feedback
  - Fundamentals are locked in, but there's space to refine the details.
- Cognizant of concerns around pressure on staff. Mitigating this is at the forefront of our thinking.
- Initial resourcing burden as new tools and training developed and rolled out.
- We've tried to examine this from many angles... **does ATUC foresee any stumbling blocks not mentioned here?**





# Thank you

**S&A team who have contributed to the development of the new support model:**

**Jimi Green, Minh Huynh**

Phil Edwards, George Heald, George Hobbs, Rob Hollow, Aidan Hotan, Stacy Mader, Liz Mahony, Vanessa Moss, Chris Phillips, Cormac Reynolds, Elaine Sadler, John Sarkissian, Jamie Stevens, Nithya Thyagararajan, Matt Whiting, Ivy Wong

