



User Office – Delivering Access to Users

September 2023

Scientific Coordination and User Office



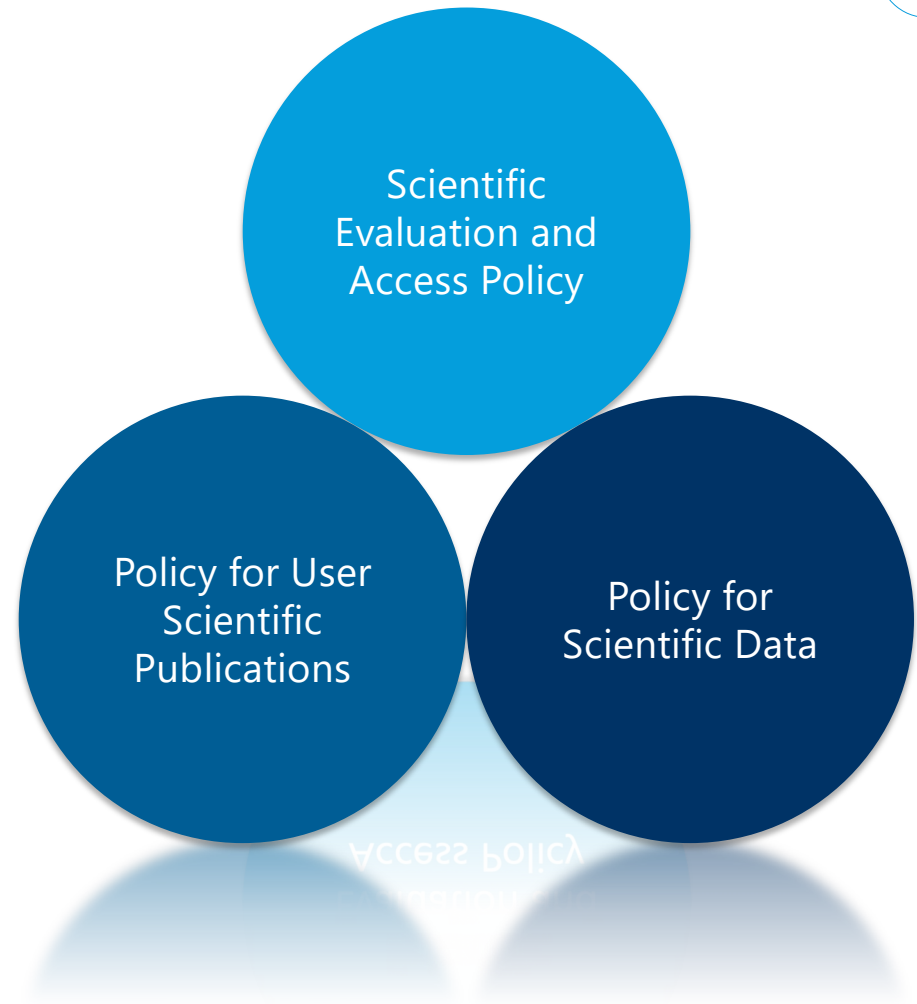
- SCUO encompasses a wide range of activities at ESS
- Today I focus on:
 - Status and challenges for SWAP (@DMSC) and SCUO to implement ESS user journey in software



Awaiting ESS Council review and approval.

Approved by ESS Council and released.

Version endorsed by SMT, EB and SAC but some revision in progress.





DYNAMIC

Virtually nothing is hard coded.
Templating tools are simple to use by non-software developers giving flexibility to changes.



USER FOCUSED

Providing a clean, simple to navigate and use system for participants in user access.

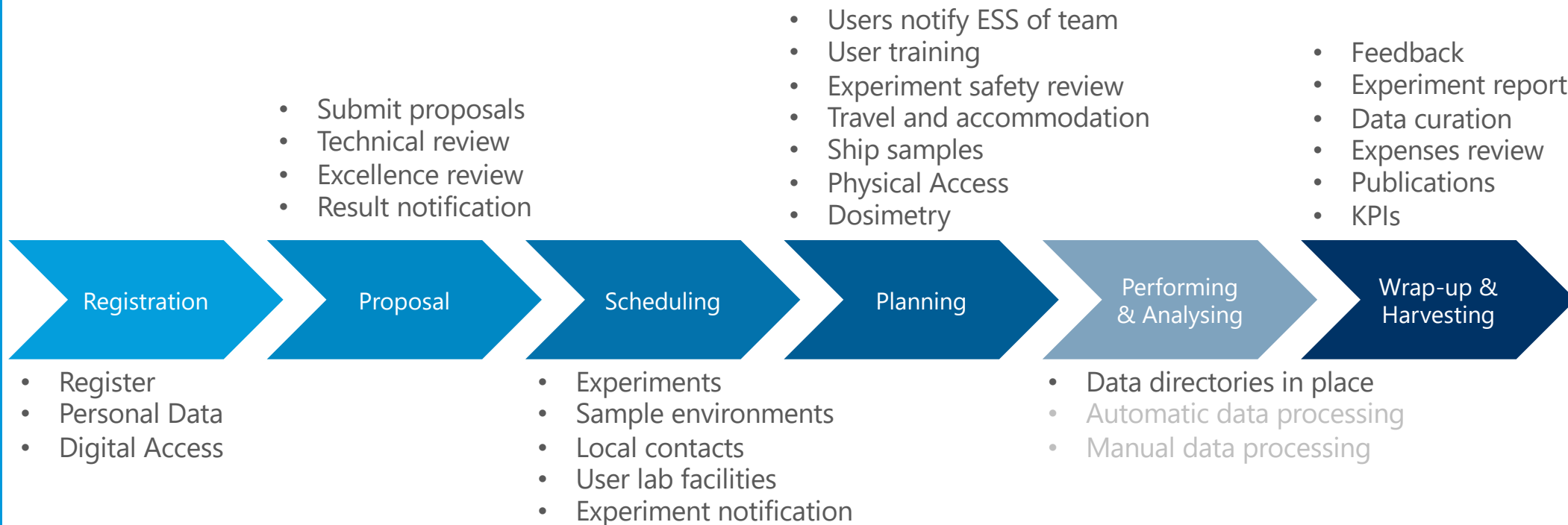


INTEGRATED

Providing an access point to all elements of the user journey from registration to data curation.



The User Journey

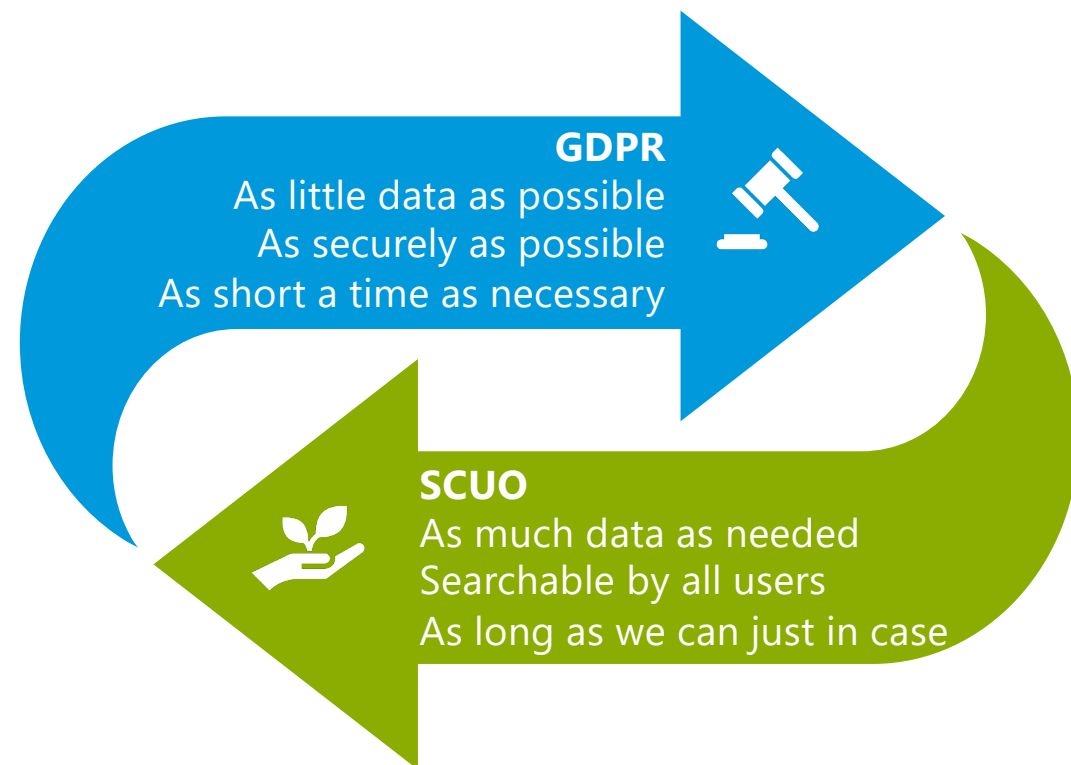


Registration

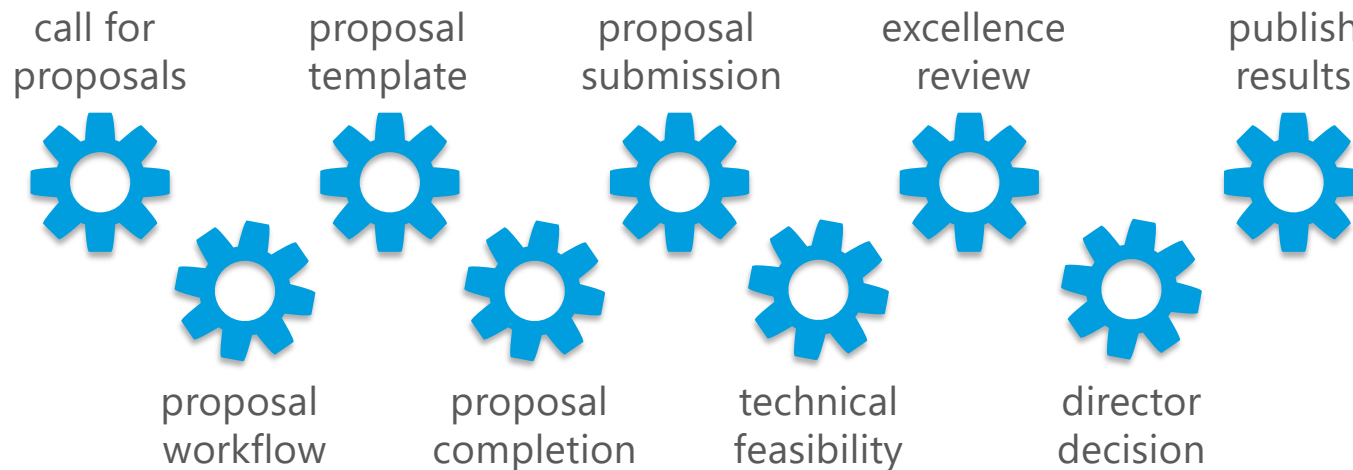


Access Management

- Digital security with self assertion
 - Before coming to ESS
 - Remote user experience
- Physical security with passport checks
- Access restriction via IAM
 - Timing of access
 - Restriction by training requirement



Proposal Submission and Review



2 x DEMAX call for proposals -> nearly 40 submitted proposals

1 x DEMAX call for proposals -> nearly 20 proposals reviewed in UOS with external review tools

DEMAX rolling call for proposals -> 4 proposals submitted proposals

ISIS and CLF proposals via STFC collaboration -> over 1000 submitted proposals

Proposal Submission



ESS EUROPEAN SPALLATION SOURCE

User Office / Create Proposal

Logged in as carina.lobley@ess.eu (User)

- Dashboard
- New Proposal
- Help

New Proposal

1 New proposal - 2 General information - 3 Biological deuteration - 4 Crystallisation - 5 Chemical deuteration - 6 Proposal text - 7 Review

Title *

Abstract *

Principal Investigator *
Carina Lobley; European Spallation Source ERIC (ESS)

Co-Proposers

Actions	Firstname	Lastname	Preferred name	Organisation
No Users				

+ ADD

BACK RESET SAVE SAVE AND CONTINUE

[PRIVACY STATEMENT](#) [FAQ](#)

Proposal Review



View proposal: Interfacial properties of rhamnolipids in the presence of mannose (232772)

PROPOSAL INFORMATION

TECHNICAL REVIEW

REVIEWS

ADMIN

LOGS

Assign to someone else?

If you think there is a better candidate to do the review for the proposal, you can re-assign it to someone else

[Re-assign...](#)

Technical Review

Reviewed by Jia-Fei Poon

Status *

Feasible

Time allocation(Days) *

42

Internal comment

File Edit View Insert Format Tools

B *I*

P

0 WORDS

Internal documents

Accepted formats: .pdf

Max: 5 file(s)



Feasibility assessment - chemical
deuteration_Leaman_232772.pdf

227.6 KB



[+ ATTACH FILE](#)

Scheduling

The data policy states that:

Basic proposal information (proposal title, abstract and sample composition) will become publically accessible once the experiment is scheduled.



SWAP and SCUO team testing
Instrument Scientists demo
Development on-going

Experiment Planning



User Logistics 

Experiment Safety Review 

User Training 

Shipping Samples 

Sample Tracking 

Experiment Planning

- Office support will be responsible user flight and accommodation booking
- Aim to directly pay costs, not reimburse
- Need – mechanism and policy for reimbursement

There are engaged stakeholders in this process and work is on-going at low priority

- Dosimetry requirements to collect and store data
 - What information is required and what data must ESS store
 - Sensitive personal data in GDPR and need to be treated extremely carefully

To date, it is very difficult to engage relevant stakeholders to push this work forwards – everyone is already busy to capacity and this seems too far in the future

Integrating ESS Safety



- Process for experiment safety review - ESS-0024107
 - Technical assessment will include a light review of safety
 - Experiment planning collects precise information from users before being passed for experiment safety review
- This should use information extracted from UOS or be embedded in UOS for user convenience

To date, it is very difficult to engage relevant stakeholders to push this work forwards – everyone is already busy to capacity and this seems too far in the future. High staff turnover has left this scope with no obvious owner.

Integrating Training



- The user will require training
 - Assumption is that training is hosted in the ESS training lounge
 - Training is likely to have on-line and in person components
 - As much user training as possible should be provided before arrival at ESS
 - Access will be limited depending on the training successfully completed

To date, it is very difficult to identify and engage relevant stakeholders to push this work forwards. It is not yet clear users will have digital access to the ESS training lounge before they have been to ESS. It is not yet clear what training will be required.

Integrating ESS Logistics

Shipping
Samples



- Considerable work has been carried out to investigate and begin to build a sample shipping module in UOS
- This will be compatible with the requirements in logistics

There are engaged stakeholders in this process and work is on-going at low priority

Integrating Sample Tracking

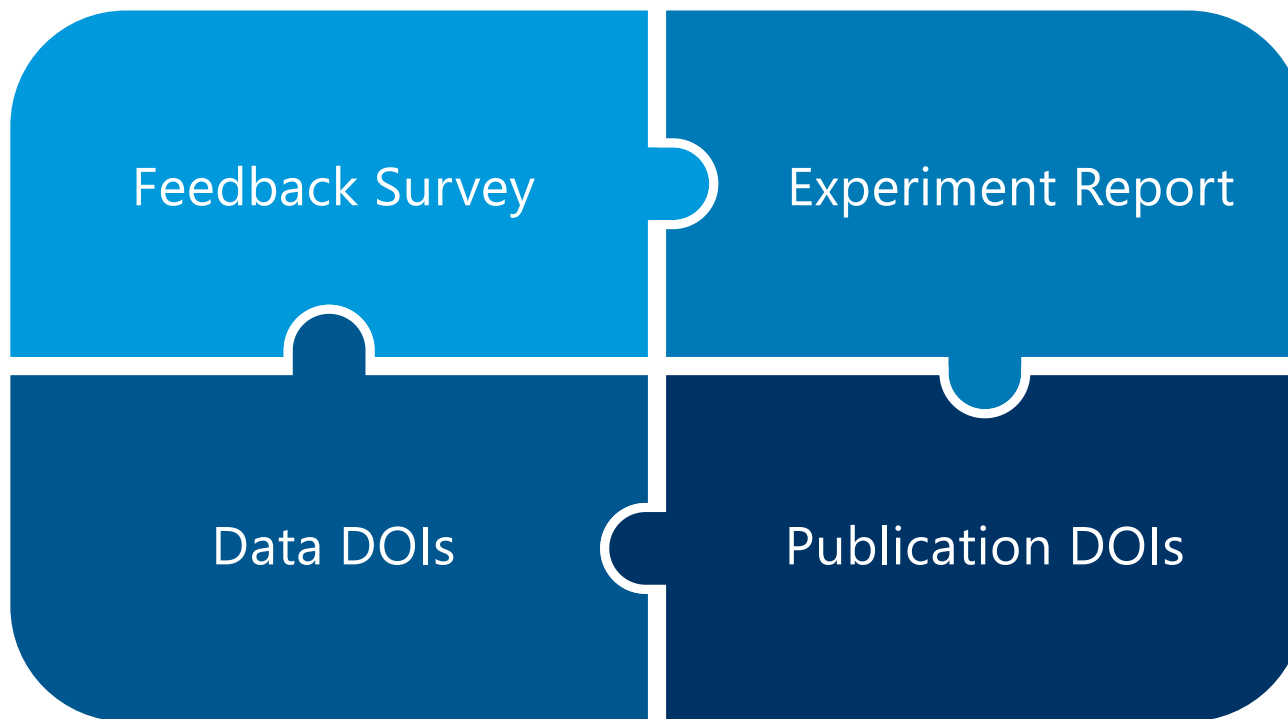
Sample
Tracking



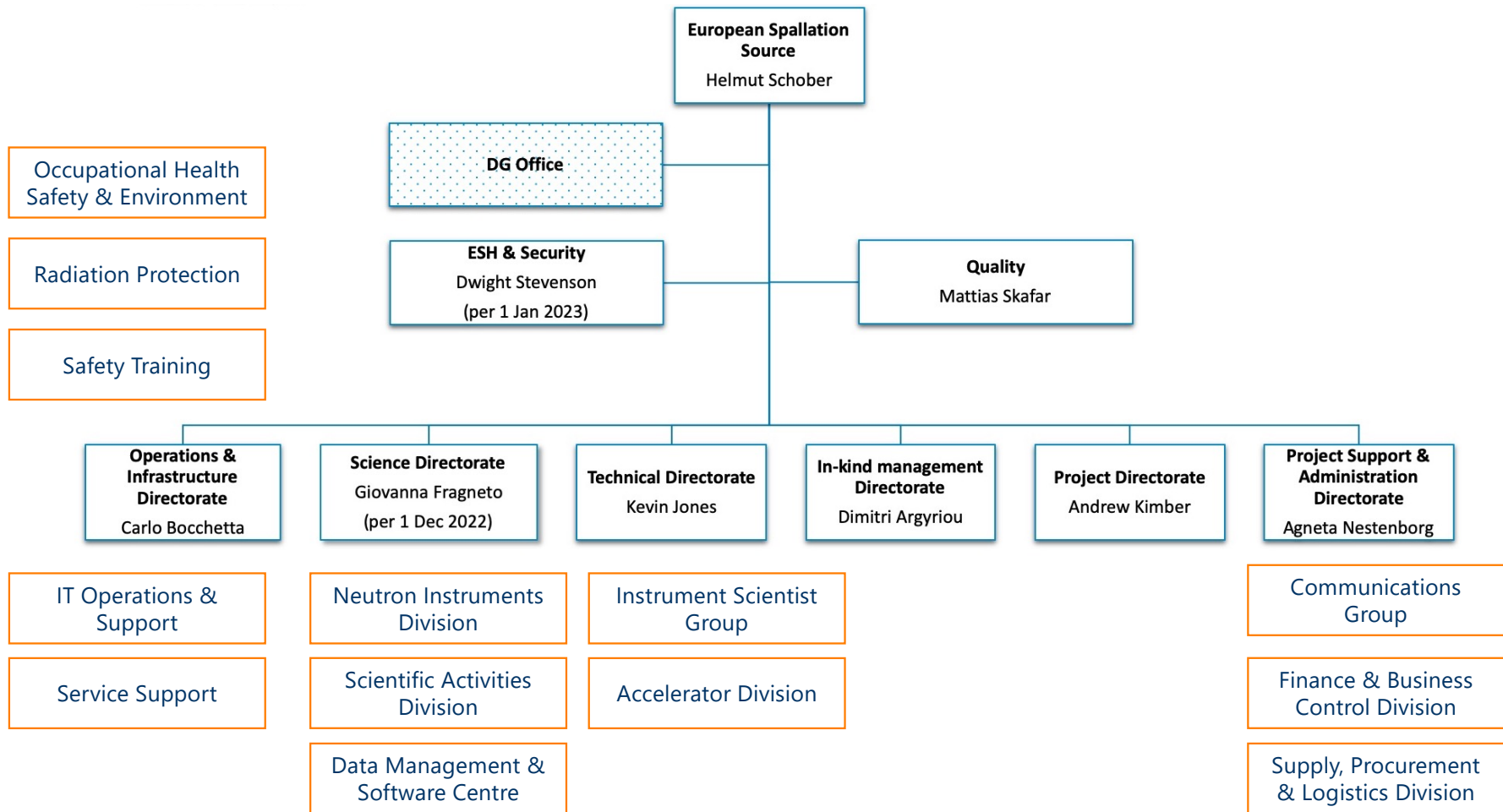
- All samples will need to be tracked at ESS to ensure biological, chemical and radiation safety is maintained at all times.
- This will be achieved via the EAM (Enterprise Asset Management) software.

To date, it is very difficult to identify and engage relevant stakeholders to push this work forwards.

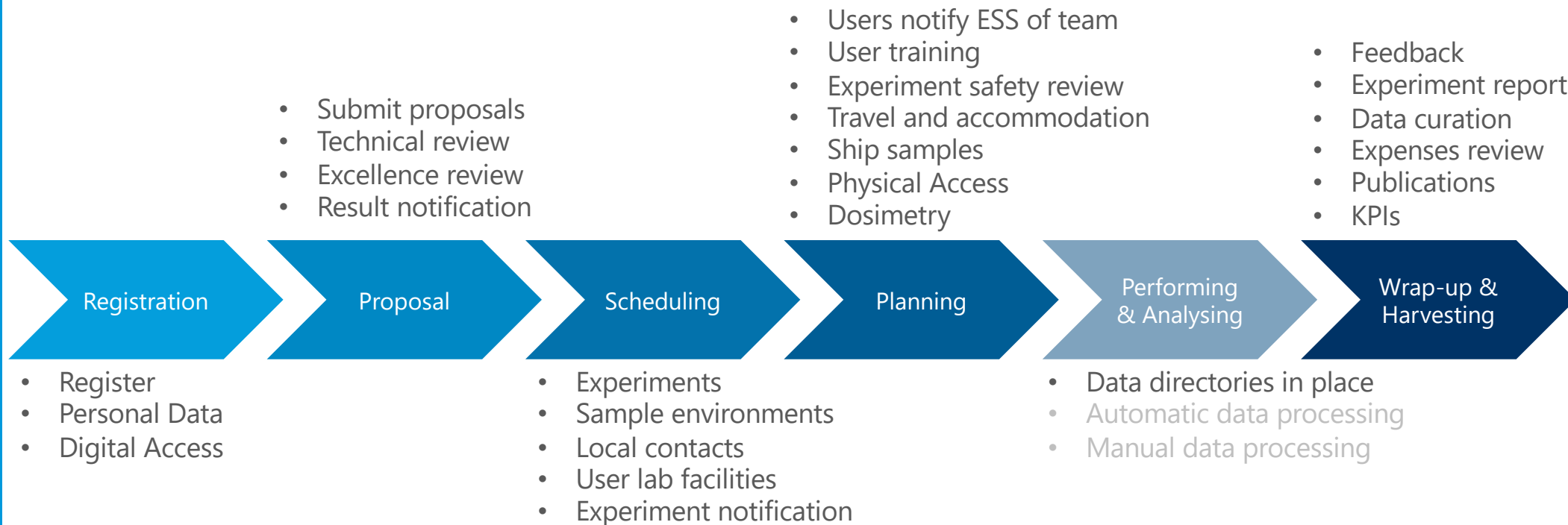
Wrap up and Data Harvesting



Owning the User Office Software



The User Journey



Moving towards neutron experiments



- Scientific Evaluation and Access Policy
 - Needs ESS Council input and ultimate approval
- Ownership as a driver for each area deliverable
 - User Representative
 - Instrument Scientist Representative
 - Safety Representative
 - Sample Environment Representative
 - User Labs/DEMAX Representative
- Strategy for testing and deployment
 - Include all stakeholders to characterize and implement each process
 - Adequately staff SWAP team to enable progress to be made
 - Test software as it is developed to provide timely feedback



Finish presentation