



**EUROPEAN
SPALLATION
SOURCE**



User Journey Progress

SIMS and User Office

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Executive summary

The science user journey has been tested, and core functionality is complete to support **First Science**. All critical functional areas have been verified and are operational. Outstanding items such as canteen services, site maps, user-facing pages, and travel booking remain, but these pose **low risk** to First Science and can be managed through interim solutions if necessary. Stability issues have been identified, indicating the need for continued testing and refinement, but no blocking issues are present.

To ensure long-term success, the **science user journey must be prioritized across ESS**. Currently, it is often deprioritized compared to internal initiatives. A stronger, organization-wide focus is required to mature the science user experience and support the transition from First Science to routine operations.



User Office Software

- The User Office Software has developed alongside the ESS user Office, embedding planned processes in software tools
- User Office Software Collaboration
 - Development initiated at ESS: 2019
 - Adopted at ISIS, CLF, ELI
 - Supporting 24820 proposals at ISIS
 - Currently onboarding Diamond
 - Support for proposal submission and review, visit planning and experiment safety



ISIS Neutron and Muon Source



eli



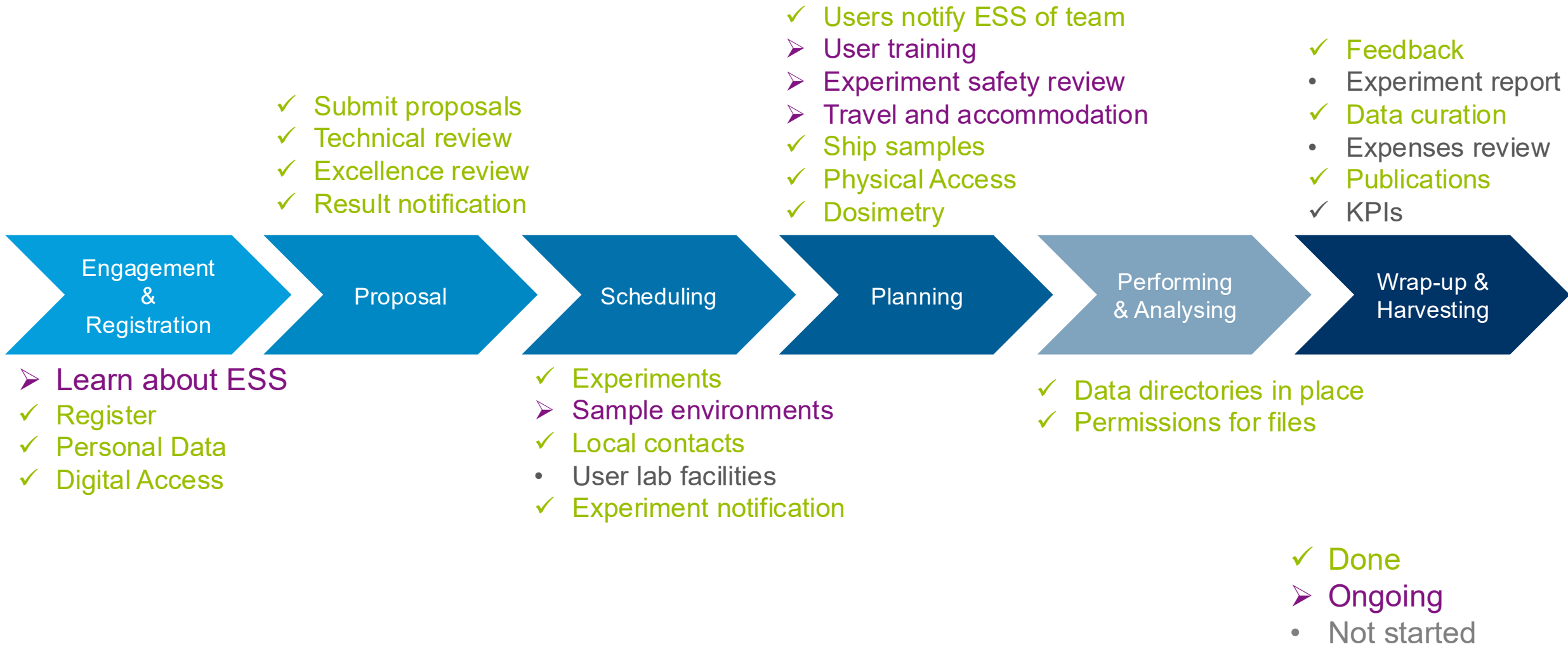
diamond



Overview



The User Journey





Engagement

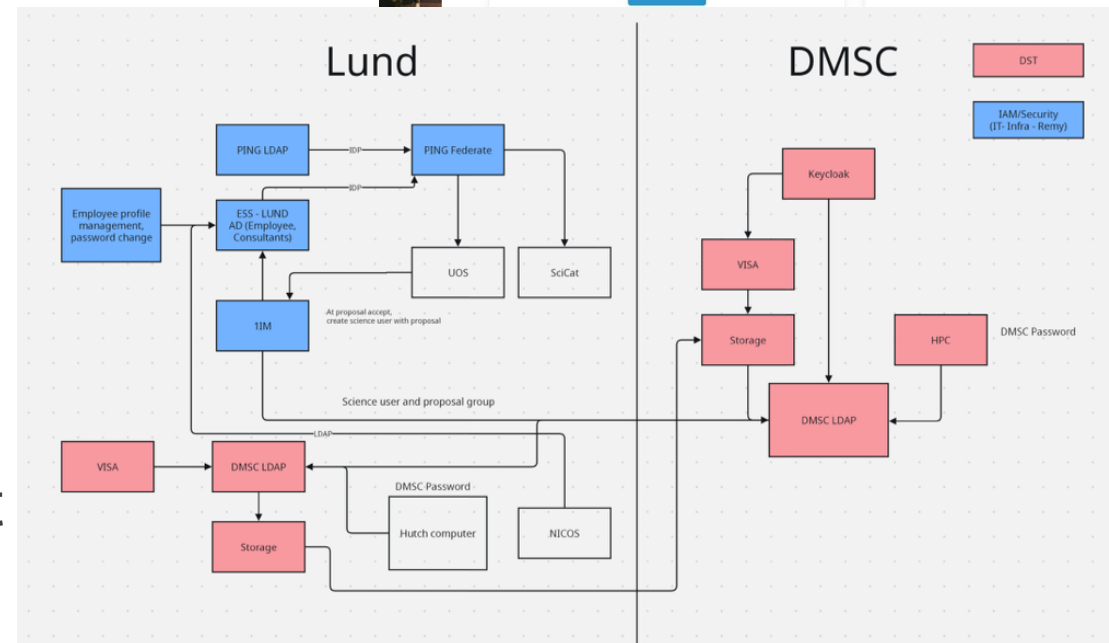
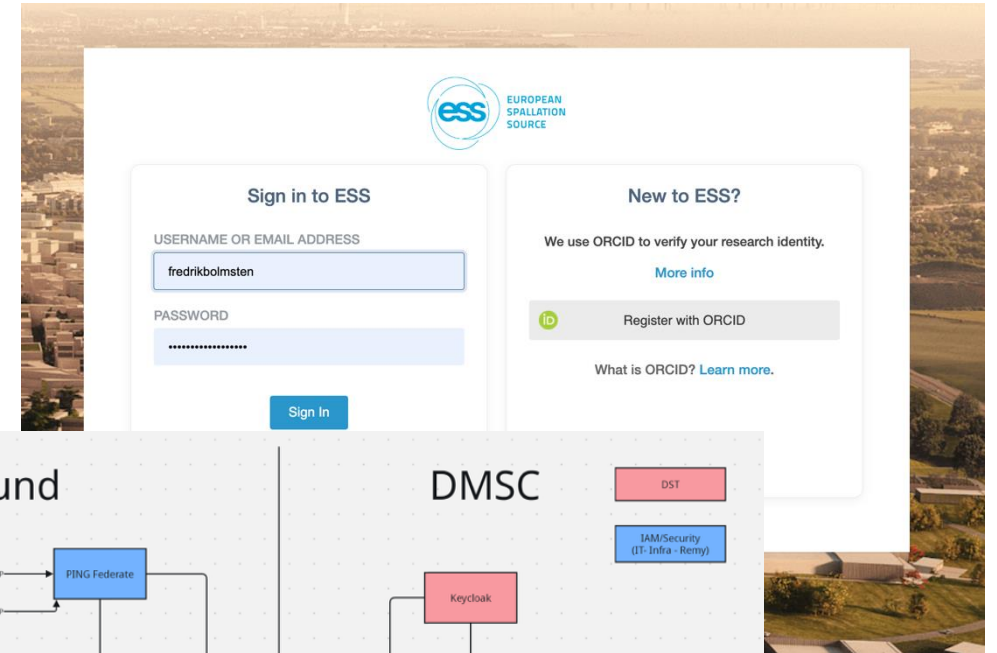
- The ESS external website is an important link between ESS and the user community
- Inspired by our sister facilities, “For Users” section is growing
 - Content being prepared on the ESS intranet, Confluence
 - Web page design – the external web platform is managed by communications and engagement (C&E)
- Significant progress:
 - Initiated a monthly meeting about the long-term webpage development
 - Agreed that user facing webpages need to be in place for beam on target

Registration

- Identity Access Management
 - Using the central solution for employees
 - ORCID
 - Enterprise solution
 - Username/Password
 - Single Sign On experience to
 - SciCat
 - Chat
 - User Office

Outstanding:

- Stability
- GDPR Compliance
- User life cycle management
- VISA onboarding





Proposal Management: Functional Readiness

- UOS supports proposal submission and review via two central functionalities:
 - A comprehensive form building tool
 - A sophisticated workflow tool
- Proven functionality, with high proposal throughput, via STFC ISIS Neutron and Muon Source

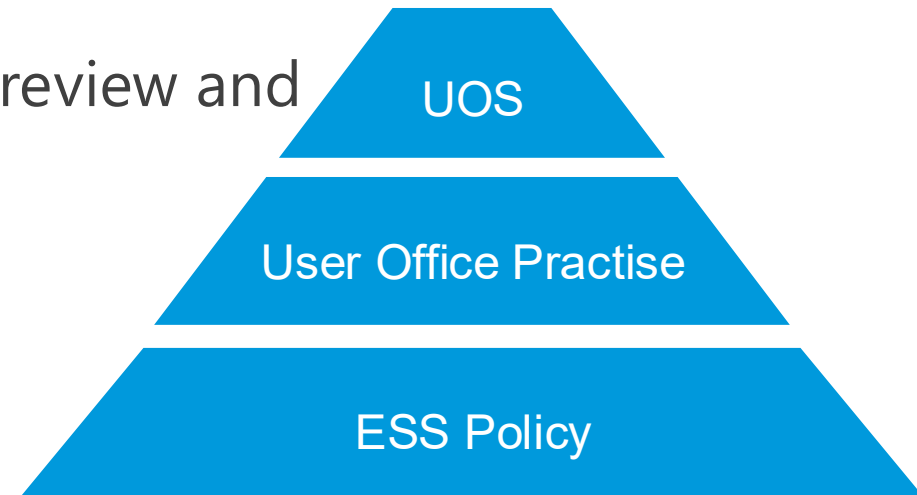


Proposal Management: ESS Readiness

- Have the tools to support the ESS implementation of proposal management

Submission -> technical review -> science review -> access award

- ESS policy and strategy should drive implementation
- Example: how should ESS connect the science review and national balance in awarding access?

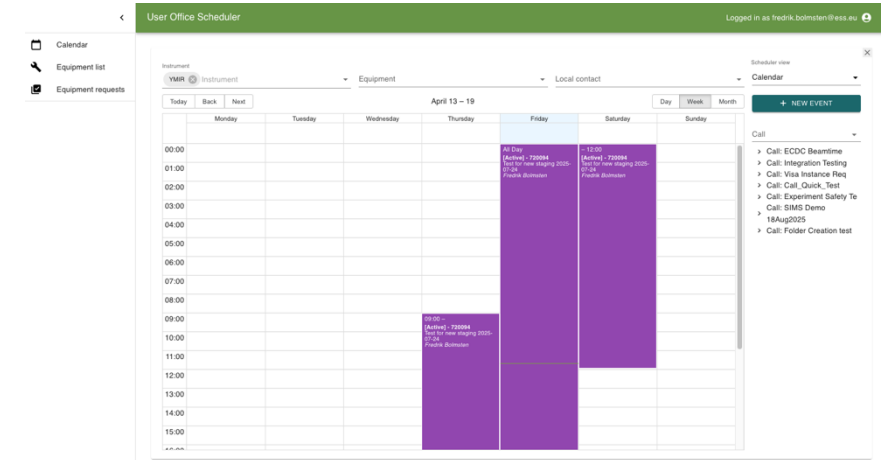


Scheduling



Reimbursement "free" facility

- Travel & Hotel booking via Egencia
- Canteen & vending services via access card
- Public transport via email



In-house developed scheduling software for instruments, SE and local contact.

Planning - ERA

- Capture and validate safety-critical experiment information
- Users provide detailed:
 - samples
 - sample environments
 - experiment design
- Reviewed for safety before experiment
- Developed by SIMS group, with process requirements from:
 - Instrument Scientists
 - Safety
- Aligned with UOS collaboration (ERA adoption)

Office ref: 14190

Experiment Risk Assessment


MUSR 15 December 2023 2023/04 RB 2310286 (1)

µSR study on Anisotropic Multigap Superconductor TaSe5
 Approved - ISIS Sample Safety Team

Local Contact Rhea Stewart rhea.stewart@stfc.ac.uk +447821344091
 Experimenter Ravi P Singh
 Principal Investigator Ravi P Singh

SAMPLE NAME: TaSe5
 TaSe5 Mass: 2 g
 Single crystal

Hazards **Handling Before Beamline Experiment**



Toxic

- Wear safety specs
- Wear gloves
- Wash hands after handling samples
- Use a fumehood

Disposal/Removal:
 Returned to user by ISIS - Hazardous: via ISIS Logistics - see Local Contact

Transport Information:
 UN: 3283 Class: 6.1 Toxic substance Subsidiary Hazard:
 PG II - Substances presenting medium danger
 Proper Shipping Name: SELENIUM COMPOUND, SOLID N.O.S.

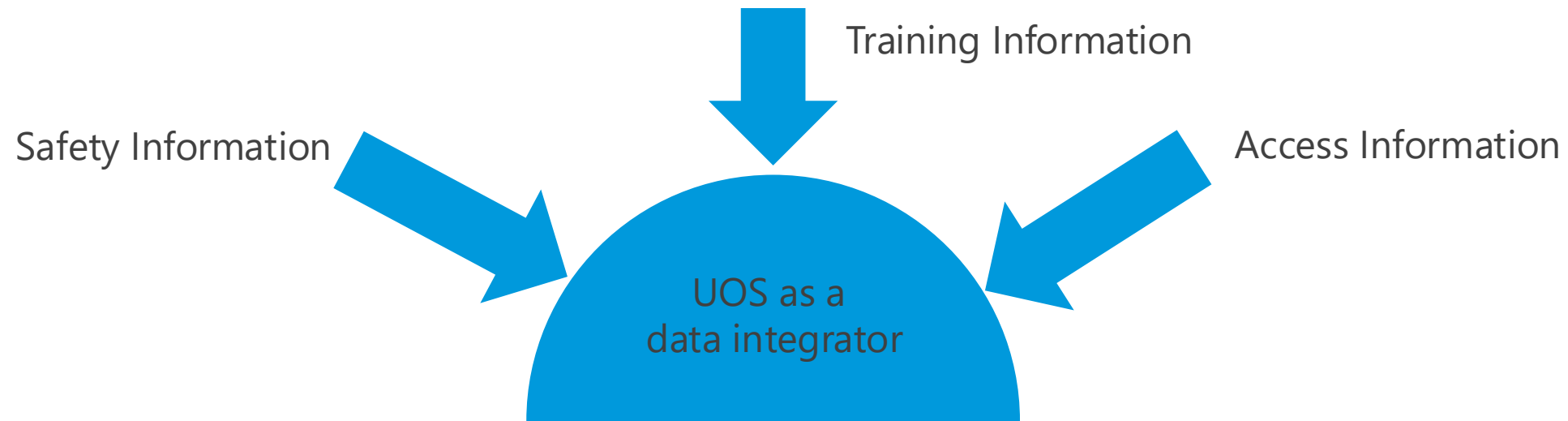
Induced Activity	Activity	Decay	Handling After Beamline Experiment
MUSR	None	-	With gloves

Sample Containment

Type	Material	Seal	Adhesive	Additional Info
Silver Foil	None	None	GE Varnish	Sample will be affixed to a silver sample

Planning – User Training

- User office software knows user access requirements
- How do we ensure users are trained before accessing ESS?
- Digital learning platform integrated with access control
 - already have training modules for staff, contractors etc.
 - radiation zone training currently being developed
 - user training next on the list





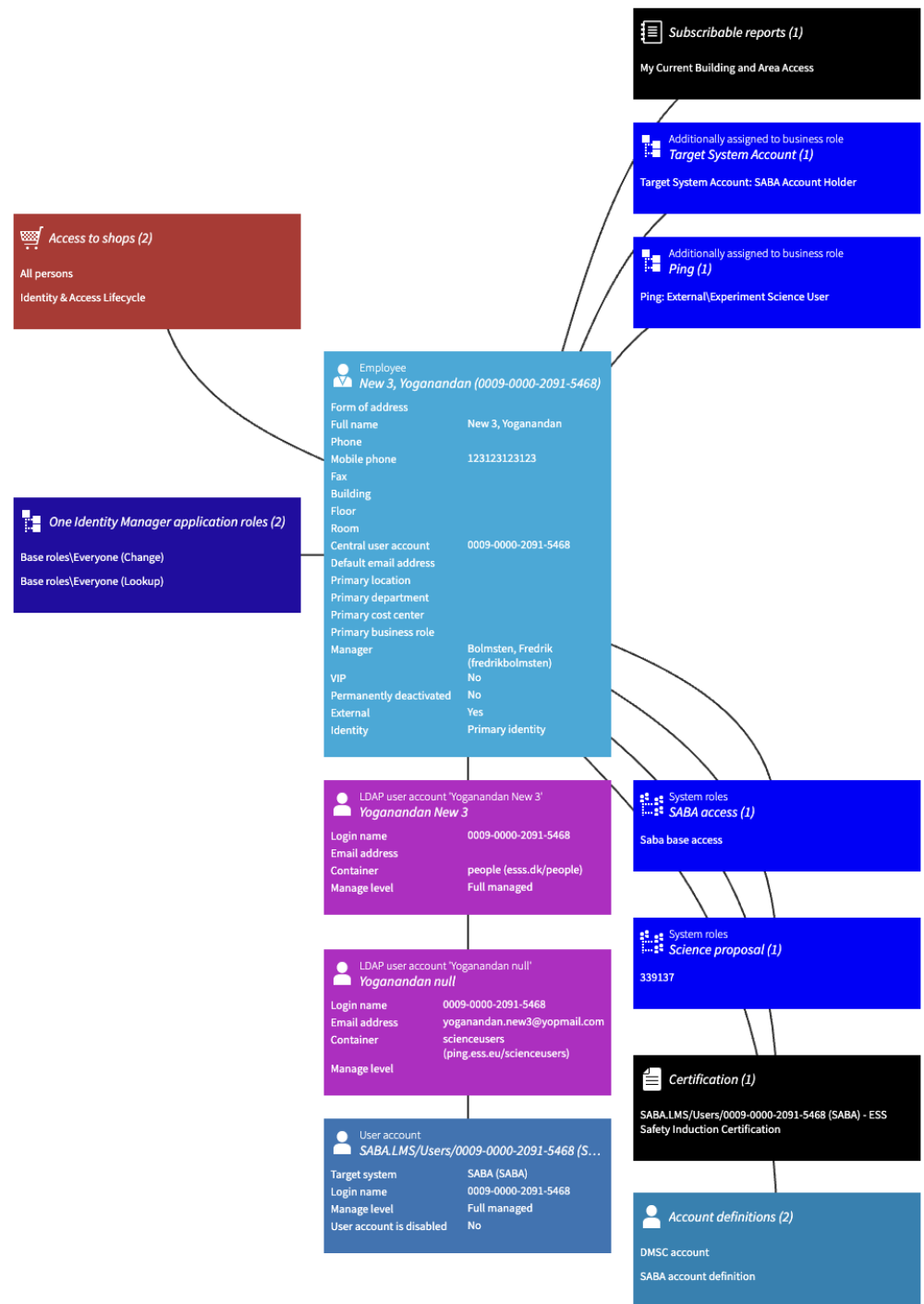
Planning

Physical access

- Site access

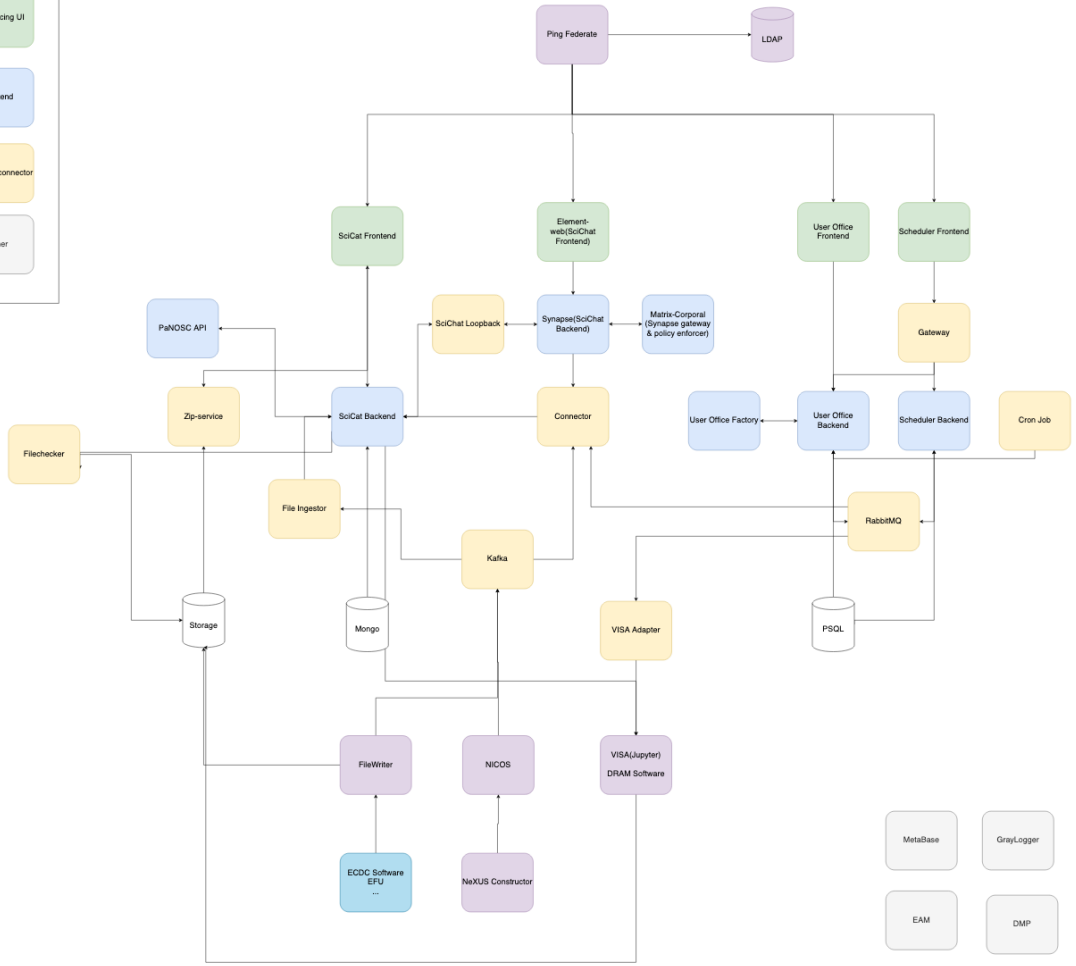
Outstanding:

- Experiment hall
- Labs



Performing & Analysing

Explanation of Colors



NICOS Instrument: ESTIA Proposal ID: 125618 Run Title: UNKNOWN Run Number: 20

Experiment Setup Instrument interaction Scripting History Logs

Proposal information

Find my proposal

Proposal ID: 125618
 Proposal title: ESTIA Cold commissioning
 Local contact:

Users:

- George O'Neill
- Nicolo Paracini
- Renee Helfert
- Dimitrios Amellos
- Jonas Petersson

Sample information:

name	test
formula	
number of	
mass/volume	
density	
temperature	
electric field	
magnetic field	

Do not continue scripts after fatal errors

Performing & Analysing

On-Going activities:

- Documented individual instrument metadata
- Instrument metadata acceptance from stakeholders
- Finalize metadata configuration implementation
- New dataset ingestor

Future milestones:

- Technique specific dataset pages
- Integration between VISA and SciCat
- Technique widgets, HDF5 Viewer

Data Curation Status

Created by Massimiliano Novelli, last modified about 3 hours ago

This page contains the summary of the data curation process status for each instrument planned at ESS

Instrument	Public Page	Group	IS	IDS	Metadata	Data Curation Status	Ingestor
YMIR		Test			YMIR Metadata		Ingestor 1
NIDO		Test		@ Søren Schmidt	NIDO Metadata		Ingestor 2
BEER	🌐	Engineering and Industrial		@ Søren Schmidt			
BIFROST	🌐	Spectroscopy		@ Gregory Tucker	BIFROST Metadata		Ingestor 1
CSPEC	🌐	Spectroscopy		@ Gregory Tucker	CSPEC Metadata		
DREAM	🌐	Diffraction		@ Celine Durniak	DREAM Metadata		
ESTIA	🌐	Large Scale Structures					
FREIA	🌐	Large Scale Structures					
HEIMDAL	🌐	Diffraction					
LOKI	🌐	Large Scale Structures	@ Judith Houston		LOKI metadata		
MAGIC	🌐	Diffraction		@ Celine Durniak			
MIRACLES	🌐	Spectroscopy					
NMX	🌐	Diffraction					
ODIN	🌐	Engineering and Industrial		@ Søren Schmidt	ODIN Metadata		
SKADI	🌐	Large Scale Structures					
T-REX	🌐	Spectroscopy					
VESPA	🌐	Spectroscopy					
TBL				@ Søren Schmidt			

LOKI metadata

Created by Massimiliano Novelli, last modified about 3 hours ago

This page has been created from its legacy version visible at this link: [LOKI metadata \(Obsolete\)](#)

Parameter	Machine name	Description	Format	Unit	Notes	Location in external dataset (1)
Experiment Identifier (Proposal Id)	proposal_id	Proposal Id	string identifier	n/a	Probably covered in the record anyway ANN: is this the dataset persistent identifier (aka the individual data acquisition) or the generic experiment id (aka sequence of acquisitions or all the acquisition done under the proposal)? Note: PID (persistent identifier, or dataset id) is not super relevant for users	Create ad hoc proposal
Acquisition Type	acquisition_type	Type of acquisition (experiment): SANS, TRANS or other	string	n/a		NICOS(7), json structure
Start Time	start_time	Timestamp when the data acquisition started	ISO timestamp	string		<pre>nxs_metadata['start_time'] = { "value": nxs_trans_file.attrs['start_time'].values, "units": "", "type": "ISO-8601" }</pre>

From wrap up to impact

User feedback surveys

Experiment reports

Publications

Aggregated statistics



Structured impact evaluation

Summary





Questions?