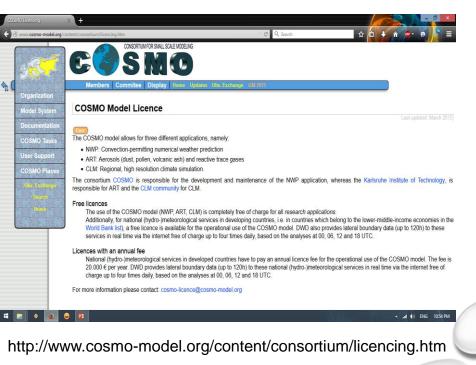
User Support Activities & & F.A.Q. page

Cosmin BARBU, Rodica DUMITRACHE, Bogdan MACO, Amalia IRIZA-BURCA, Mihaela BOGDAN, Tudor BALACESCU

COSMO Licenses Policy

• Scientific usage: Freely available to universities, research institutes and national weather services; ICON data are transferred in delayed (24 hrs old) mode.

- Operational numerical weather prediction for non-COSMO members:
- Free for weather services in developing countries (see World Bank country classification!)
- Otherwise: Annual fee of 20.000 €;



WG6 Priority Task – "User Support"

- Starting from September 2011, NMA Romania has been involved in the COSMO User Support Activities PP:
 - supporting new COSMO users during the implementation phase through e-mail assistance and by remote access to their computer system;
 - helping the COSMO users to set up their operational COSMO applications;
 - running the COSMO Model and the INT2LM software.
- The COSMO support team is offering assistance for parallel compiling and running COSMO model without data assimilation.
- ✤ Basic requirements:
 - Fortran compiler. gfortran (vs. > 4.5); C compiler. gcc
 - Libraries: DWD, GRIB_API, NetCDF
 - int2lm & cosmo sources

Support Activity = email assistance + remote access + trainings

Email assistance + remote access

• On 15 March 2017 (according to the plan) DWD distributed the new topographical data for ICON and ICON-EU Nest area

Dear colleagues and users of ICON data,

On Wednesday, 15 March 2017 we plan to introduce new topographical data for the ICON model (see the attached pictures of the differences between current and new topographical fields):

- For the global (13 km grid spacing) data set there are differences of up to +/- 200 m between the current and the new data sets. They are due to a bug correction in the processing of the 1 km raw data set and due to a change of the topographical filtering which is now the same in the 13 km global grid as in the 6.5 km ICON-EU Nest domain.
- For the ICON-EU Nest domain (6.5 km grid spacing) the differences also in the order of +/- 200 m. They are due to the bug correction in the processing of the 1 km raw data set.

Please ask Mr. Norbert Liesering (Norbert.Liesering@dwd.de) for a test data set (including a new topographical data set) for your model domain as soon as possible.

If you have any questions do not hesitate to contact me!

Best regards,

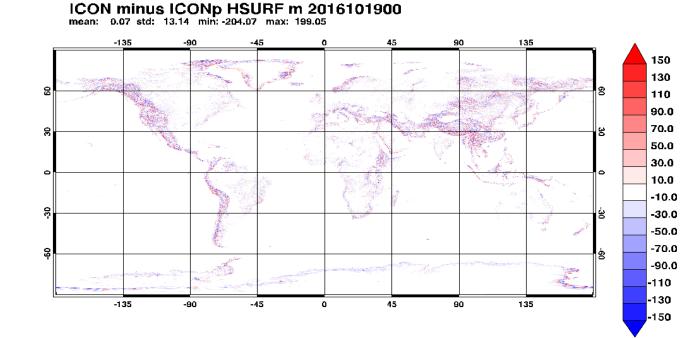
Detlev Majewski

Email assistance + remote access

Smoothly migration - previous steps to be accomplished:

- DWD started to distribute ICON test data to all COSMO-Model users worldwide.
- The users has been previously supported on implementation and testing the COSMO interpolation version (2.04) and model version (5.04).

<u>Expectation</u> – improvement of COSMO model forecast.



COSMO trainings



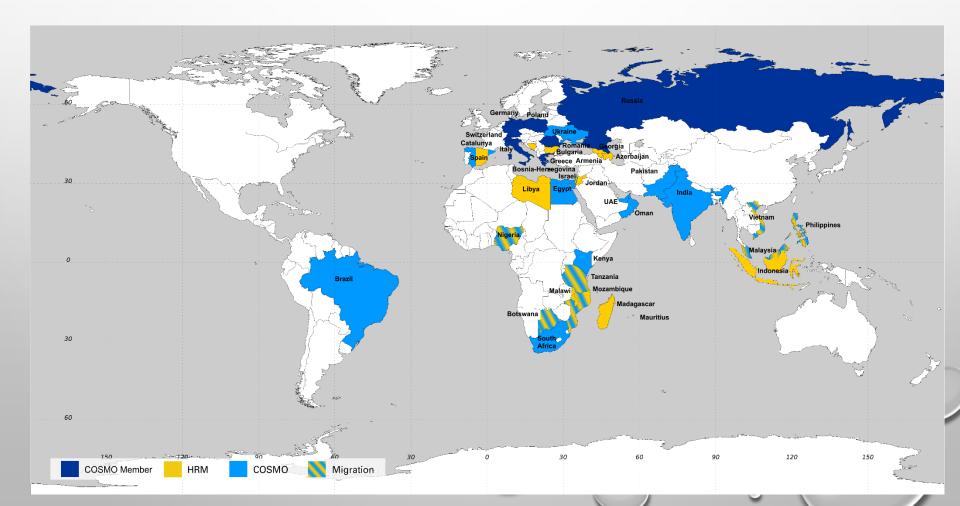


The course (theoretical lessons and practical exercises) was targeted towards new users from universities and research institutions (PhD-students, postdocs, etc.), from COSMO members and from other National Weather Services (NWS).

- Capacity Building in NWP for operational users and users from developing countries suspended this year.
- C++ COSMO Dycore Training Course, DWD, Langen, 3rd 4th April 2017

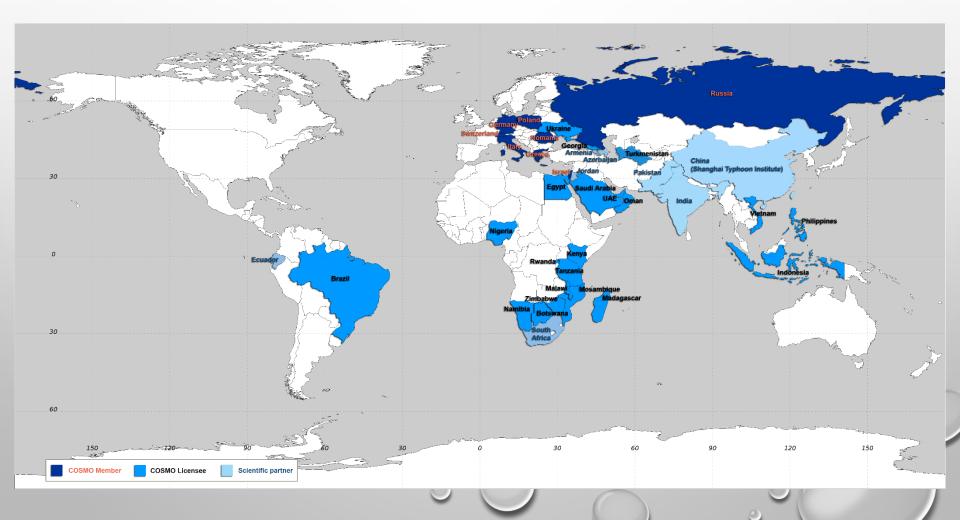
COSMO User support

COSMO model distribution map until 2012



COSMO User support

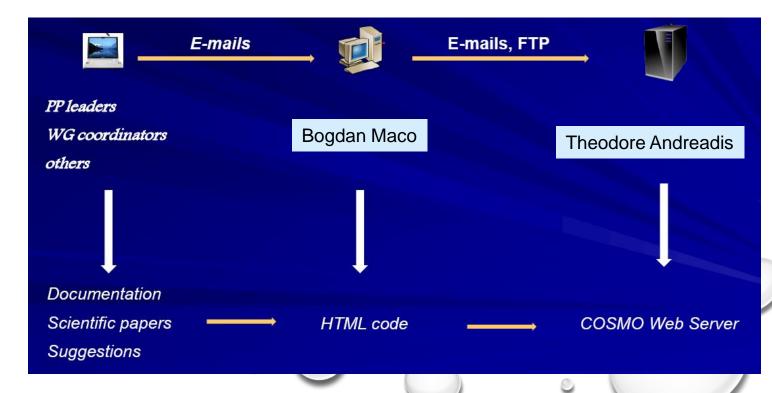
COSMO model distribution map in 2017



COSMO website activity

COSMO web team & work activity

- Massimo Milelli (ARPA Piemonte) WG6 coordinator
- Theodore Andreadis (HNMS)
- Bogdan Maco (NMA)
- others: PP leaders, WG coordinators, COSMO scientists



COSMO website activity



Members Commitee Display Home Updates Obs. Exchange GM 20

Latest Updates

This page will contain links to the most recently updated or added site pages, both in public and in members area. Updates will be presented ordered by date, with the most recent on top.

9 September

 The Cosmo 2016 Progress Report was published today (see more consortium's strategy and reporting documents)

8 September

1. DWD updated its operational page

7 September

 the pages of T2RC2, SPRED (and its FTEs), CALMO and WG3b were (re)edited

6 September

 The TechReport No33 (V.A.S.T user manual, by Naim Vela) was published (see all)

3 September

- the introductory pages of WG3b, T2RC2, CDIC, WG6-SPRT, CALMO and KENDA-O were edited
- The TechReport No32 (PP CALMO final report) is published (see all)

31 August

1. the events page is finished for 2017 and started for 2018 and 2019

26 June

1. The INSPECT FTEs page was updated

1 June

1. The SPRT FTEs page was updated

30 May

 The introductory pages of WG3b, CALMO and CALMO-MAX were updated

16 May

1. The calmo and wg3b pages were edited

2 May

 The TechReport No31 (PP CALMO Progress Report, by CALMO team) was placed in the site (see TechReports list)

28 April

Verification charts for the DJF period were added

26 April

 The 30th TechReport (D. Mironov and Ek. Machulskaya: A Turbulence Kinetic Energy-Scalar Variance Turbulence Parameterization Scheme) is published (see all) meeting were added at the parallel sessions page

1 March

- 1. The WG3b page has been edited
- 2. The INSPECTs FTEs, table was updated

23 February

1. New: the European Severe Storms Laboratory (ESSL) has made public its report page with COSMO evaluation summaries (in this site, links from the misc docs)

2. The CALMO meta-model source code has been added in the software page

20 February

1. The minutes of the 37th STC meeting (10 March 2016) are published (see all)

13 February

1. The CALMO page was updated

27 January

- 1. The WG3b introductory page has been edited
- 2. The WG7 workPlan was updated
- The minutes of WG7's meeting during the 2016 user seminar were uploaded

http://www.cosmo-model.org/content/updates.htm



The 17th COSMO newsletter:

WG3b –	1 contributions
WG4 –	1 contributions
WG5 –	1 contributions
WG6 –	1 contributions
WG7 –	1 contribution

Editing done by Mihaela Bogdan (NMA)

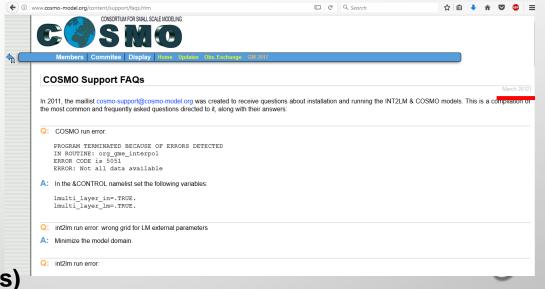
Consortium for	COSMO	
Smal	ll-Scale Modelling	
Ne^{i}	wsletter	
July 2017	No. 17	
July 2017 Deutscher Wetterdienst	No. 17	
-		
Deutscher Wetterdienst Ufficio Generale Spazio Aereo e Meteorologia	MeteoSwiss ΕθΝΙΚΗ ΜΕΤΕΩΡΟΛΟΓΙΚΗ	
Deutscher Wetterdienst Ufficio Generale Spazio Aereo e Meteorologia nstytucie Meteorogii i Gospodarki Wodnej genzia Regionale per la Protezione Ambientale dell'Emilia Romagna	MeteoSwiss ΕθΝΙΚΗ ΜΕΤΕΩΡΟΛΟΓΙΚΗ ΥΠΗΡΕΣΙΑ Administratia Nationala de	
Deutscher Wetterdienst Ufficio Generale Spazio Aereo e Moteorologia nstytucie Meteorogii i Gospodarki Wodnej genzia Regionale per la Protezione Ambientale dell'Emilia Romagna Servizio Idro Meteo Clima	MeteonSwiss ΕΘΝΙΚΗ ΜΕΤΕΩΡΟΛΟΓΙΚΗ ΤΠΗΡΕΣΙΑ Administratia Nationala de Meteorologie Federal Service for Hydrometeorology	
Deutscher Wetterdienst Ufficio Generale Spazio Aereo e Moteorologia nstytucle Meteorogii i Gospodarki Wodnej genzia Regionale per la Protezione Ambientale dell'Emilia Romagna	MetcoSwiss ΕΘΝΙΚΗ ΜΕΤΕΩΡΟΛΟΓΙΚΗ ΤΠΗΡΕΣΙΑ Administratia Nationala de Metcorologie Federal Service for Hydrometcorology and Environmental Monitoring Amt fur GeoInformationswesen	
Deutscher Wetterdienst Ufficio Generale Spazio Aereo e Meteorologia nstytucie Meteorogii i Gospodarki Wodnej genzia Regionale per la Protezione Ambientale dell'Emilia Romagna Servizio Idro Meteo Clima Centro Italiano Ricerche	MeteoSwiss ΕΘΝΙΚΗ ΜΕΤΕΩΡΟΛΟΓΙΚΗ ΤΙΙΗΡΕΣΙΑ Administratia Nationala de Meteorologie Federal Service for Hydrometeorology and Environmental Monitoring Amt fur GeoInformationswesen der Bundeswehr Agenzia Regionale per la Protezione	

http://www.cosmo-model.org/content/model/documentation/newsLetters/newsLetter17/default.htm



http://www.cosmo-model.org/content/support/faqs.htm

- Information is not well organized (some questions & some answers, no categorization of questions).
- The webpage is outdated (March 2012).



Frequently Asked Question (FAQs)

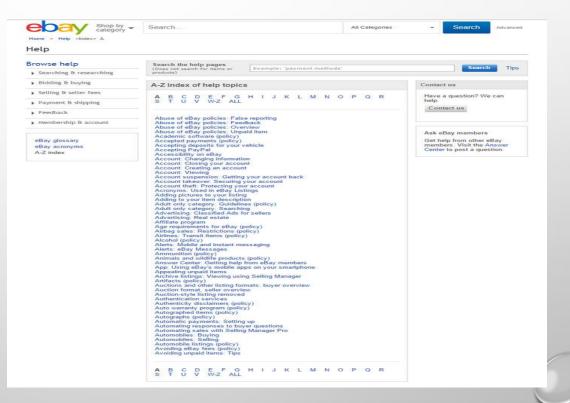
- is without a doubt the most commonly used tool in self-service.
- should offer a simple way for users to scan for topics and solutions.
- is a vital part of many websites.

Examples of FAQs page

 by googling, there are tons of example sites => this could be very useful (or confusing) for a web designer!

Ebay

- the topics are listed lists alphabetically
- easy to search for a topic



Examples of FAQs page

GitHub:

• long FAQ pages



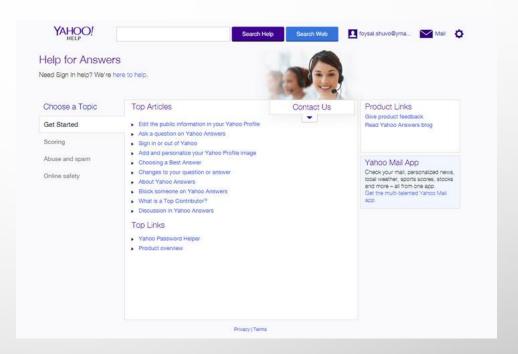
Sometimes you just need a little help.

How can we help?	4
Common Issues	
> Why are my contributions not showing up on my profile?	
> Why is Git always asking for my password?	
> Dealing with non-fast-forward errors	
> Error: Repository not found	
> Do you have custom plans?	
> HTTPS cloning errors	
> What is my disk guota?	
> What are the limits for viewing content and diffs in my repository?	
> Remove sensitive data	
> How do I access my organization account?	
> What are the different access permissions?	
> Why are my commits linked to the wrong user?	
> What plan should I choose?	
> How do I cancel my account?	
Error: remote HEAD refers to nonexistent ref, unable to checkout	
> My repository is marked as the wrong language	
> Paying for your GitHub user account	
> How can I add extra information to my personal account's receipts?	

Bootcamp

> Set Up Git	
> Create A Repo	
> Fork A Repo	
> Be Social	
> GitHub Glossary	
Good Resources	s for Learning Git and GitHub
Setup	

Signing up for a new GitHub account
 Setting your email in Git



Yahoo:

simplistic design provides a comfortable feeling to the visitors

- Topics in left side
- Relevant questions right side list

(My) General conclusions about FAQs page

- Provides a large amount of information in a single page, it is very important to design that page in a <u>friendly, welcoming and organized way</u>.
- The common questions are grouped and placed in specific topics where visitors can start to find answers they need.
- The <u>search box</u> is the most powerful asset. This allows the visitors to search for the questions instead of browsing and yielding more relevant results.
- FAQ pages are generally text-based, so <u>readability</u> is important. This can be achieved in different ways: text decoration (or some contrast between text and background), as well as line- and letter-spacing.
- This webpage is routinely <u>maintained</u> (almost daily sometimes) in order to be consistently relevant for the users' search.
- Once the website grows to support a large enough user-base <u>the layout is kept</u> (more or less) the same.

(My) Suggestions for COSMO FAQs page

(Before) starting a new layout

categorization of all questions from the COSMO support archives.

(available from 2013 - 2017)

imail.cosmo-model.org/pipermail/cosmo-support/

The cosmo-support Archives

You can get more information about this list.

Archive	View by:	Downloadable version
August 2017:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 2 KB]
July 2017:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 15 KB]
June 2017:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 2 KB]
May 2017:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 18 KB]
April 2017:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 1 KB]
February 2017:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 2 KB]
January 2017:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 7 KB]
November 2016:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 4 KB]
October 2016:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 10 KB]
September 2016:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 96 KB]
August 2016:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 33 KB]
July 2016:	[Thread] [Subject] [Author] [Date]	[Gzip'd Text 31 KB]

- Indexing solution but taking into account the model version and interpolation version.
- The list of "accepted" solutions should be reviewed and approved by the support team.

(My) Suggestions for COSMO FAQs page

(Before) starting a new layout

- Q: Which is the model and interpolation version for which the "solutions" will be indexed?
 A: ...
- Q: Will be the errors indexed according to the COSMO namelist groups?
 A: ...
- **Q**: Should this FAQ page also contain the basic information required to install and use the model? (some video tutorials??)
- **A**: ...
- Q: Should FAQs page contain some "useful" links to additional pages?
 A: ...

Please, add / send your suggestion or questions before any release of a new FAQs layout !

(My) Conclusions:

- FAQs should be short and limited. The most common problems should be grouped in topics and the browsing through the questions should be easy.
- The search button should be present in order to save browsing time for the user and get to a solution faster.
- FAQs should be updated "at least" once a new version model is released.

Basically, the end-user come up with the following thoughts:

- Ease of reading the hierarchy of the text needs to be distinct
- Organization questions should be split into categories
- Navigation finding their way to the information they want should be made easy, and quick

The format of an FAQ varies considerably from site to site, so there's not really one "right" design method. But, to remember **F.A.Q**.

- Focus on information
- Assist visitors through interaction
- Question the status quo

Conclusions:

- COSMO model run successfully with ICON input data in most countries which asked for assistance.
- The training activities help potential users to get better acquainted with the COSMO model. (increasing the COSMO visibility all over the world)
- COSMO News Letter find a way to have more contributions next year.
- The FAQs webpage should be updated / re-organized . re-designed.

Thanks for your attention!

QUESTIONS?!