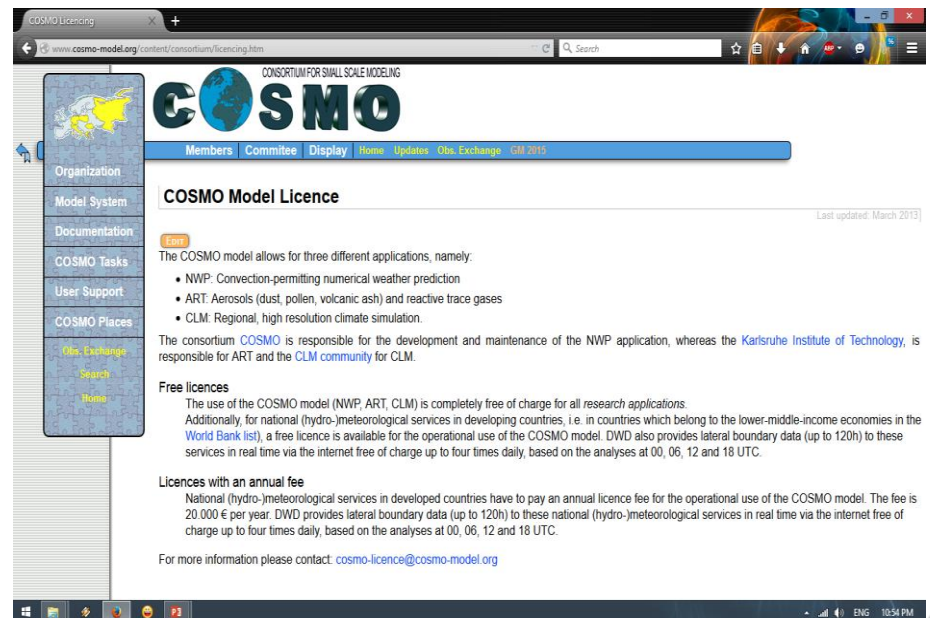# User Support Activities
&
F.A.Q. page

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 €;

http://www.cosmo-model.org/content/consortium/licencing.htm

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).

Expectation – *improvement of COSMO model forecast.*

ICON minus ICONp HSURF m 2016101900
mean: 0.07 std: 13.14 min: -204.07 max: 199.05
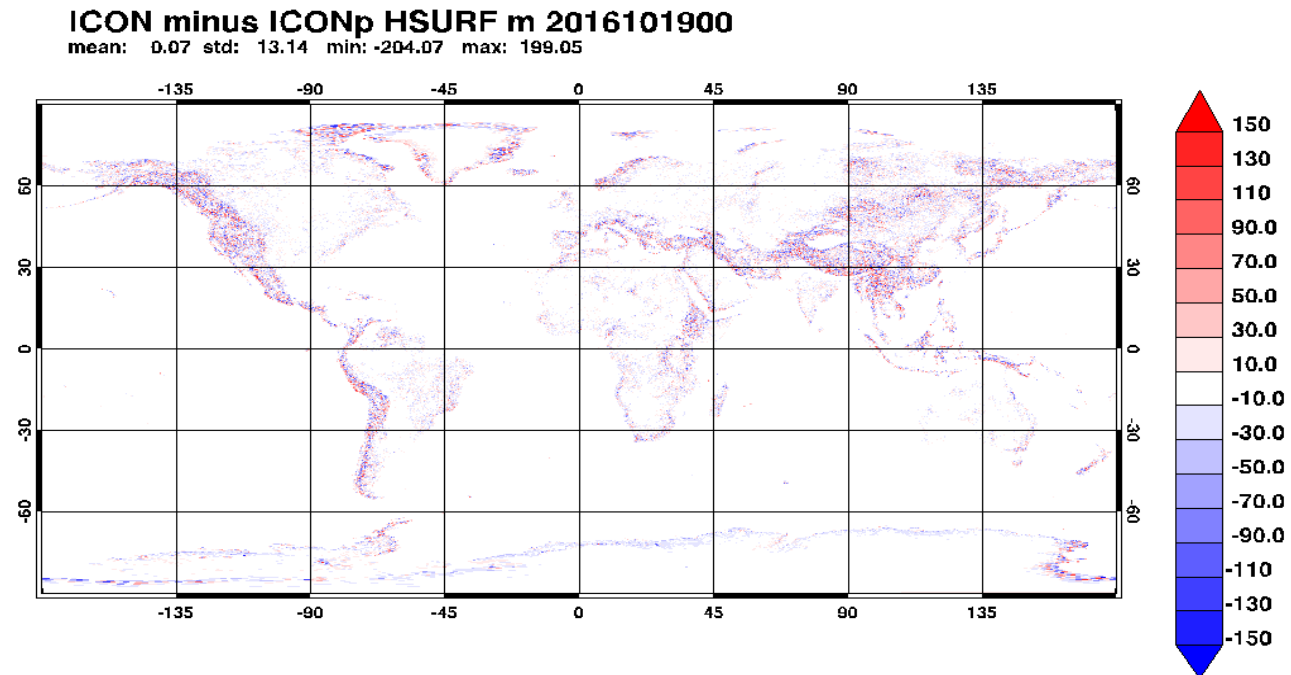
COSMO trainings

- **10th COSMO / CLM / ART Training Course 2017**, DWD, Langen, 27th March to 4th April 2017

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
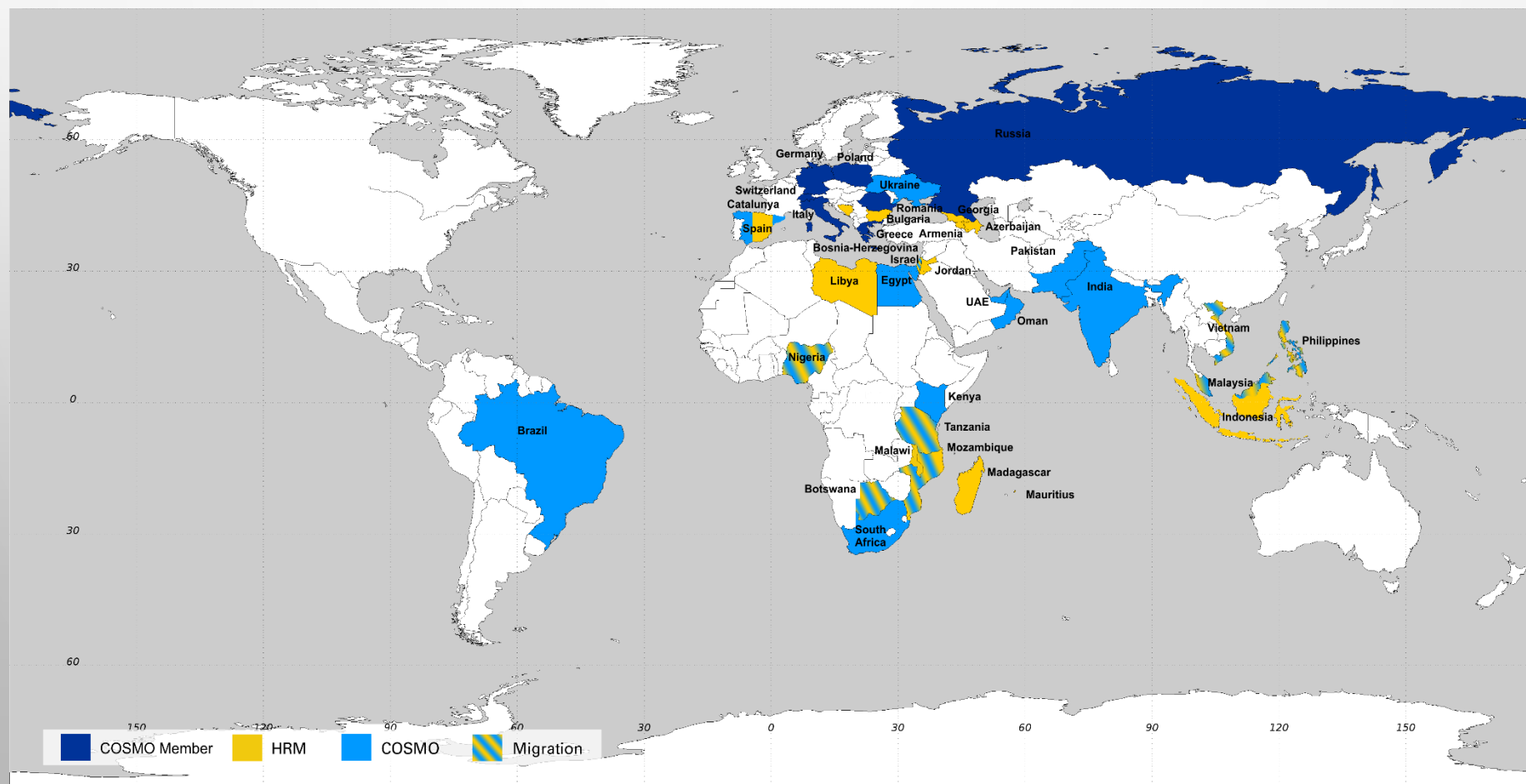
COSMO User support

COSMO model distribution map in 2017

Legend: COSMO Member, COSMO Licensee, Scientific partner
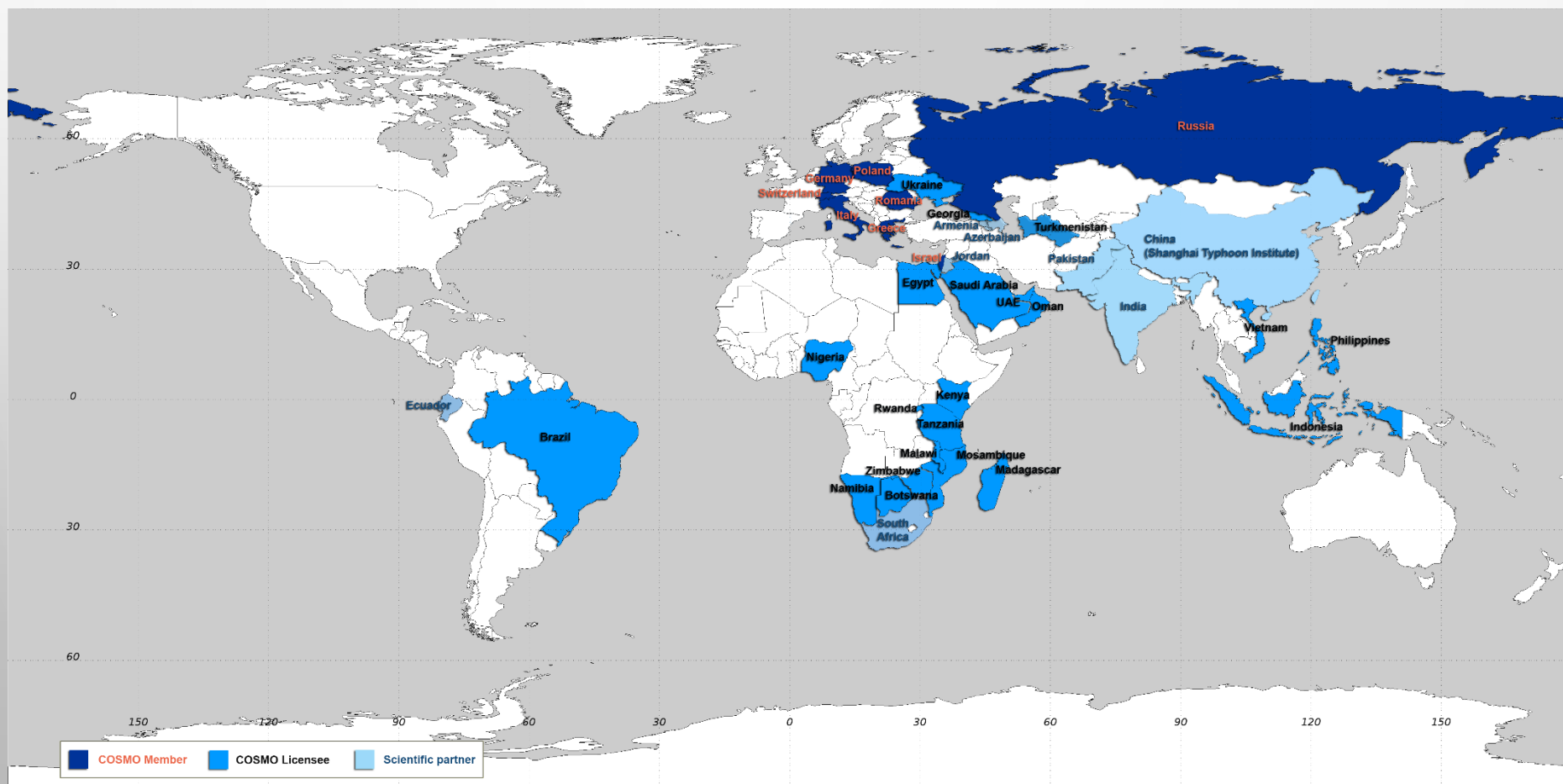
COSMO website activity

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

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

COSMO website activity

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
Small-Scale Modelling

Newsletter

July 2017   No. 17

Deutscher Wetterdienst

Ufficio Generale Spazio Aereo e Meteorologia

Instytucie Meteorogii i Gospodarki Wodnej

Agenzia Regionale per la Protezione Ambientale dell'Emilia Romagna Servizio Idro Meteo Clima

Centro Italiano Ricerche Aerospaziali

Israel Meteorological Service

MeteoSwiss

ΕΘΝΙΚΗ ΜΕΤΕΩΡΟΛΟΓΙΚΗ ΤΠΗΡΕΣΙΑ

Administratia Nationala de Meteorologie

Federal Service for Hydrometeorology and Environmental Monitoring

Amt fur GeoInformationswesen der Bundeswehr

Agenzia Regionale per la Protezione Ambientale del Piemonte

www.cosmo-model.org

Editore: Mihaela Bogdan (NMA); Massimo Milelli (ARPA Piedmont); Ulrich Schuttler (DWD);

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

COSMO FAQs webpage

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).
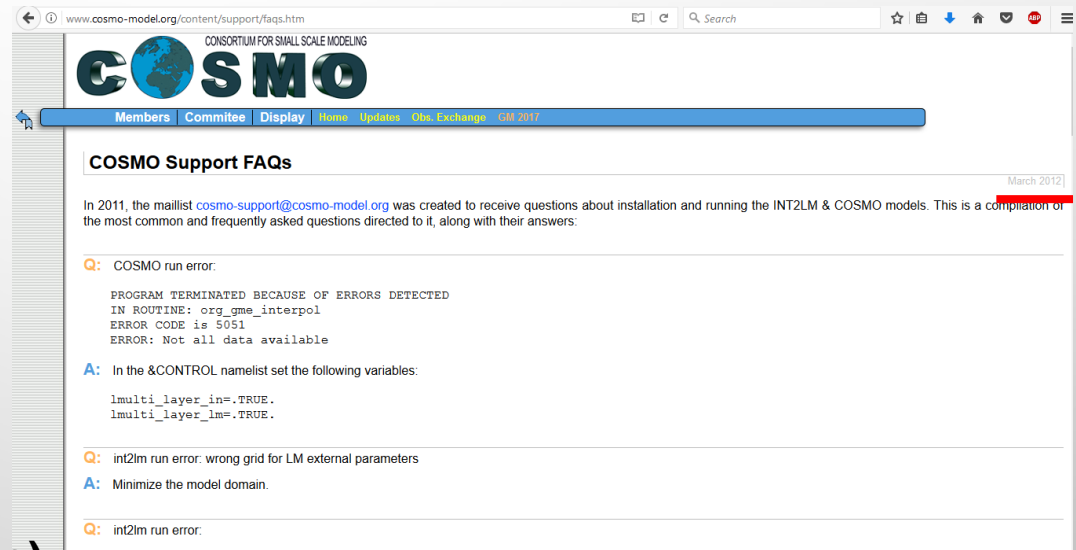
## **F**requently **A**sked **Q**uestion (**FAQ**s)

- 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!
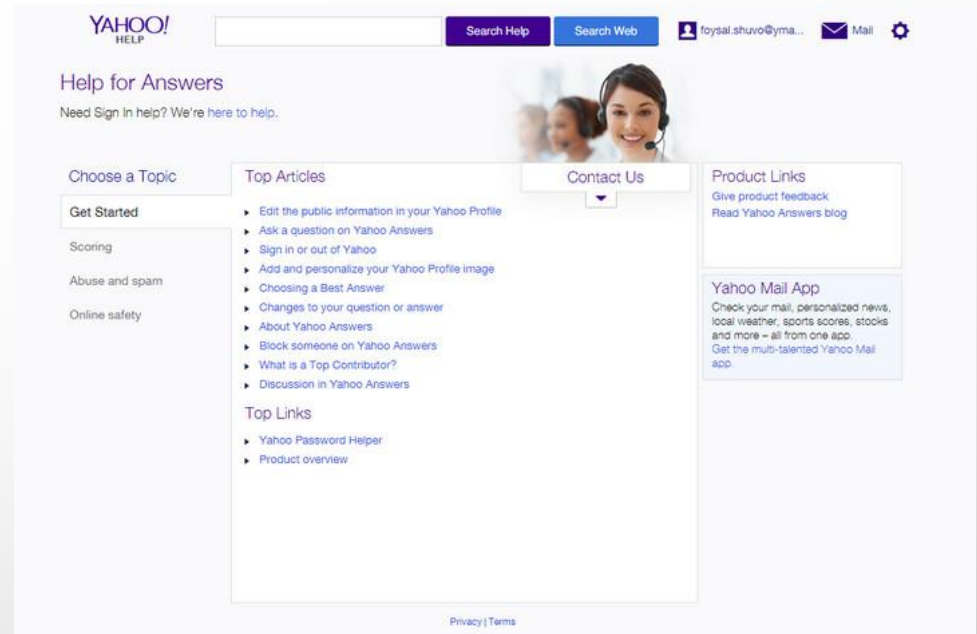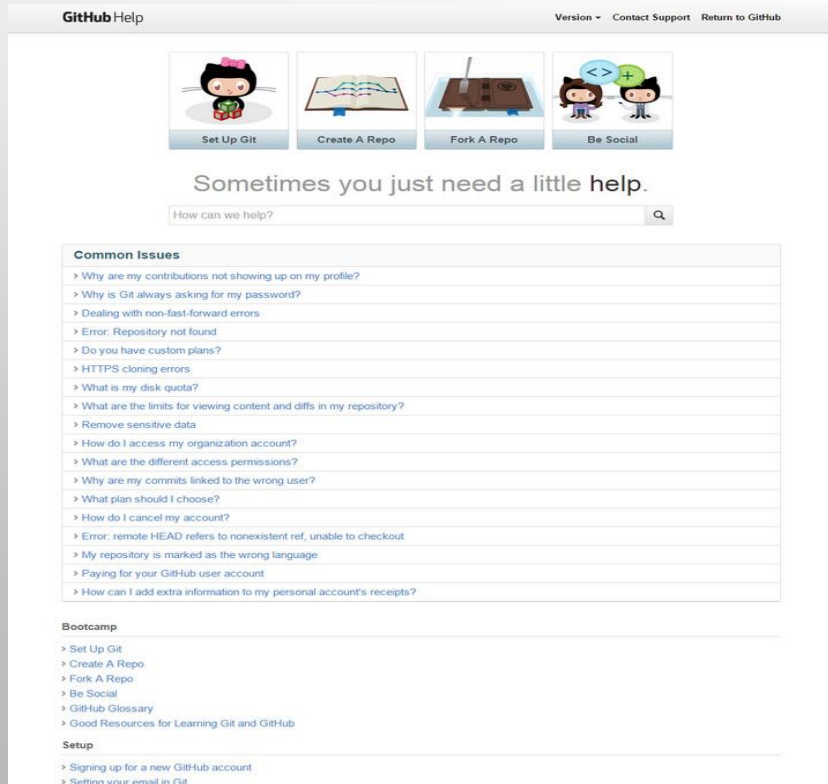
Ebay

- the topics are listed lists alphabetically
- easy to search for a topic
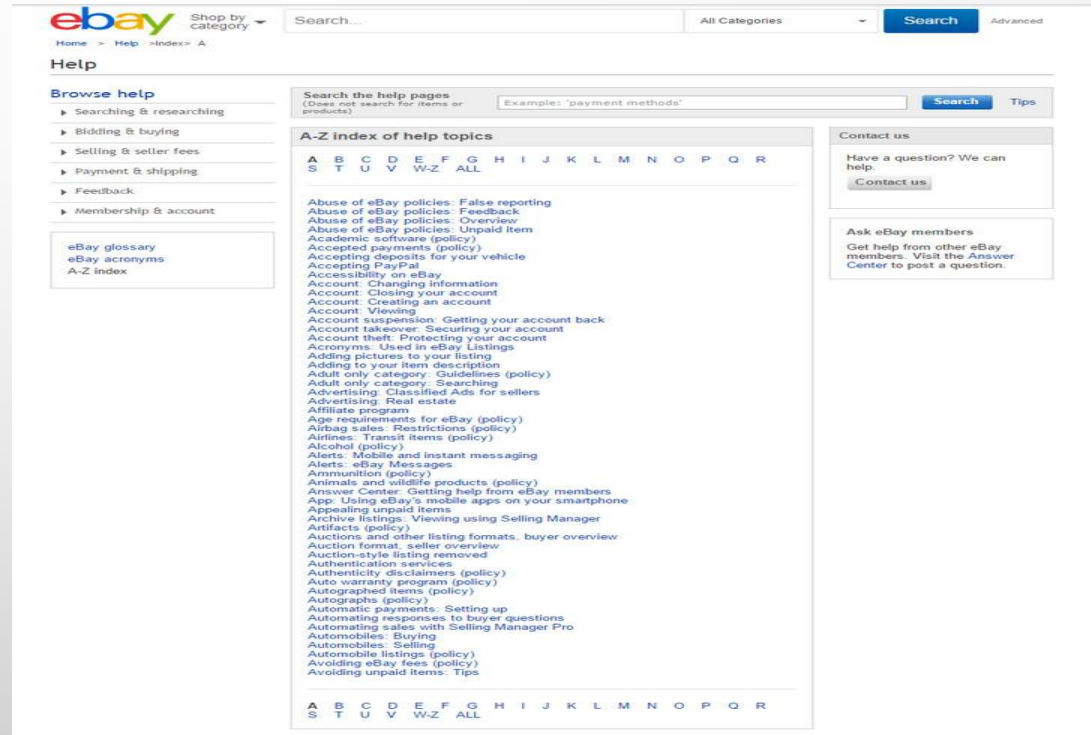
Examples of FAQs page

GitHub:

- long FAQ pages

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 <u>grouped and placed in specific topics</u> 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</u> is kept (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)

- 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?!