

HD Integration: Impact on EA and EU ARCs

Work is underway to “link” the ALMA and NRAO Science Portals so a user logged into one portal will be able to access their account on the other portal without having to log in again. In like manner, we have been thinking through the process of linking the ALMA and NRAO helpdesks. This page summarizes the changes that may impact EA/EU staff and users.

- HD account linking will be a manual process, initiated by the user. If users want to link, they will click a button and follow a procedure. By default, user accounts are not linked.

Linked user accounts

- Access the helpdesk through help.almascience.org and help.nrao.edu.
- See both ALMA and NRAO tickets and departments
- See both ALMA and NRAO KB articles and categories.
- See both ALMA and NRAO logos at the top of the page. Users entering through help.almascience.org will see mini NRAO logo; users entering through help.nrao.edu will see mini ALMA logo. (see mockup slides)

Staff accounts

- NRAO staff outside NA ARC will not have access to ALMA departments. EA and EU staff will not have access to NRAO departments. From the perspective of the HD software, NRAO will be an additional regional center that supports other instruments.
- KB article categories will be divided between ALMA and non-ALMA facilities.

Ticket Departments

There are two options for HD ticket departments.

1. The EA and EU departments can be left untouched: unlinked user accounts will see no difference other than a sidebar button that allows for account linking. (default)
2. The EA and EU departments can be refactored to create a uniform structure across all user accounts. (preferred) Proposed structure described below.

To align ALMA and NRAO departments and create a consistent department view for all users, we propose the following changes to ALMA departments:

| Current ALMA Departments | Proposed ALMA Departments | Proposed Dept. Descriptions |
|--------------------------|---|---|
| Project Planning | Proposing | Proposal Preparation, Proposal Submission, Observing Tool, Available Capabilities, Call for Proposals, Sensitivity Calculator, Simulators, Splatalogue, other |
| Observing Tool | Observing | Phase 2 process, Scheduling Block Review, telescope scheduling, other |
| Data Reduction | CASA Data Reduction Science Pipeline | CASA calibration, imaging, installation, other Pipeline results, re-processing request, other |
| Face to Face Support | Visitor Support | Data reduction, sabbatical, science, short term, other |

No changes will be made to the General Queries, Proposal Change Request Submission, and Archive and Data Retrieval departments.

We are proposing the creation of an enhanced department view in the user interface to provide linked-account users with access to all ALMA and NRAO departments. This view will group departments of similar functionality. (see mockup slides)

KB Article Categories

To align ALMA and NRAO KB categories, we propose restructuring the ALMA categories to mirror the ALMA ticket departments. Subcategories may be required in some cases, for example articles specific to an observing cycle.

Current KB Categories

General ALMA Queries
Early Science - Cycle 2
Resources & Observer Support
Project Planning
ALMA Observing Tool
Proposal Handling
Archive & Data Retrieval
Offline Data Reduction and/or CASA

Proposed KB Categories

General Queries
Proposing
Observing
CASA Data Reduction
Science Pipeline
Archive and Data Retrieval
Proposal Change Request
Visitor Support