

## SCUO 2020 STAP report

The aims of the Science Coordination and User Office, SCUO, is two-fold; to prepare ESS for first users and to support the science life at ESS. Since the last STAP meeting a number of activities have been on-going towards these aims.

SCUO have been responsible for drafting policies and guidelines in support of the Science Division and the future user programme. These include:

- Guidelines for Science Directorate Sponsorship
- Science Directorate Publications and Affiliations

Which have been updated and are ready to be discussed and approved by the Science Management Team (SMT).

With regards to the user programme we have prepared the:

- Policy for Science Evaluation and Access
- Policy for User Scientific Publications

The Policy for Science Evaluation and Access has been approved by SAC and awaiting ESS Council Approval and the Policy for User Scientific Publications is ready to be approved by SMT, before presentation to SAC and ESS Council.

The STAP for Samples and User Services have assisted in this work and this is included to provide an update. The policy documents are available on the Confluence page that goes with the STAP meeting.

Reporting activity within the Science Directorate will be a significant part of the activity of SCUO. Identifying what to report is central to this. In December ESFRI published a working group report on Monitoring Research Infrastructure Performance<sup>1</sup>. SCUO are working to ensure tools are in place (either within the User Office Software or separately) to facilitate easy reporting against each of the recommended Key Performance Indicators (KPIs). Work with a group at the Centre for Entrepreneurship at DTU to carry out a Social Economic Impact Study of ESS is identifying potential additional KPIs, which are being reviewed by SCUO.

Once a plan for KPI reporting within SCUO is developed this will be shared with this STAP. We would appreciate the STAP advising us whether they think basing our reporting on the ESFRI guidance is sufficient.

SCUO are supporting the second pilot call for proposals for DEMAX. Predominantly, this has been by working with the DEMAX team to determine features needed in the User Office Software to enable User Registration, Proposal Submission and now Proposal

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<sup>1</sup> <https://www.esfri.eu/latest-esfri-news/report-esfri-working-group-monitoring-ris-performance>

Review. The Software Web Applications (SWAP) team within DMSC are working with us to create the User Office Software to meet these needs.

Beyond the requirements for DEMAX, SCUO have been working closely with the SWAP team to ensure that the proposal management tools currently being developed will meet the needs of ESS for the future. For example, working on how to run multiple, concurrent calls for proposals.

SCUO are working with a number of stakeholders across ESS to understand what will be required from the Users and from ESS before, during and after an experiment. Where software tools are required, now is the time to understand if they will be included in the User Office Software or be provided by an alternative IT solution. In the latter case, it is critical to identify scope that does not yet have an owner and to identify the appropriate owner for this scope.

While developing the User Office Software is going well, at every stage it is the development of the software implementation that is driving the design of the process. To date development has been of User Office processes alongside the software; with both the process and the software under SCUO control. Expanding into other areas of the organisation requires timely support from other groups and User Office Software is not always their priority. Additionally, throughout the organisation numerous software solutions are being put in to place to facilitate various activities; how this will all work together is not always a consideration and whether elements of scope are missed along the way is not always clear.

It is critical that the neutron facility user, not the ESS staff needs, become the driving force behind the processes put in place and software solutions developed, be they in the User Office Software or beyond it. However, SCUO and the SWAP team do not have the resources or authority to change the focus in other ESS groups and divisions.

SCUO would ask the STAP to recognise the excellent input from the SWAP team who not only work hard to implement what is requested, but ask insightful questions to help ensure the solutions meet our actual needs and to help ensure we are aware of the consequences of the decisions being made. Additionally, the DEMAX team have been crucial to developing the processes that are implemented to date and have of course been the real beta testers for the software and their feedback has been invaluable.

We would like the STAP to comment on the implementation of the User Office Software for DEMAX and beyond. Particularly, we would be interested in your advice on how we might effectively engage other areas of the organisation in a timely fashion and whether we should aspire to a single integrated project or join together a number of software solutions.