This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 824135.

WP 2.1.5 Service mode observations

07.26-08.06	12	Esteban+Khomenko	Spain	Imaging
08.07-08.23	17	Oslo 2 Service mode	Oslo	Imaging
08.24-08.30	7	Service mode (Vissers, Andriienko)	SOLARNET	Imaging
08.31-09.06	7	ISP 4 (Andriienko, Calvo)	ISP	Imaging
09.07-09.16	10	Bellot Rubio	Spain	Imaging
09.17-10.02	16	Oslo 3	Oslo	Imaging

Stockholm University

Dan Kiselman

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Service mode definitions

- **PI visitor mode:** PI travels to observatory and takes control of the telescope. With more or less assistance from local staff.

Has been standard mode at most solar telescopes.

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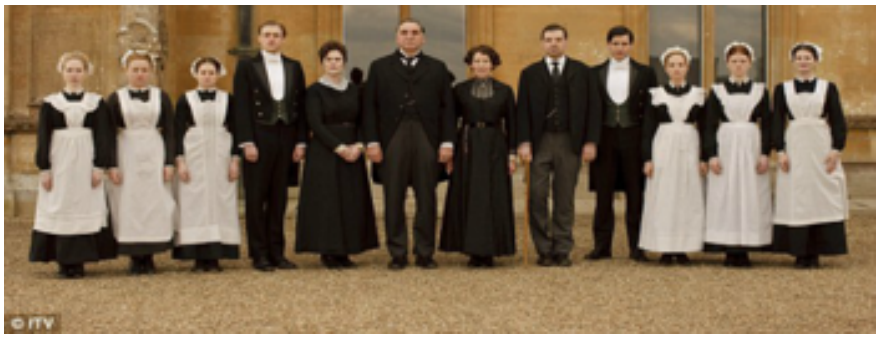
Service mode definitions

- **Service mode:** Observatory staff executes the observations. Researchers stay at home with some level of contact with the operators. A project has a predetermined observing period. Covid emergency mode at SST.

- **Service queue mode:** Observatory staff uses a prioritised list of projects and executes them in an optimal way. SOLARNET: Supposedly the most efficient mode



Expensive!

Funding included in the SOLARNET Access programme for SST.

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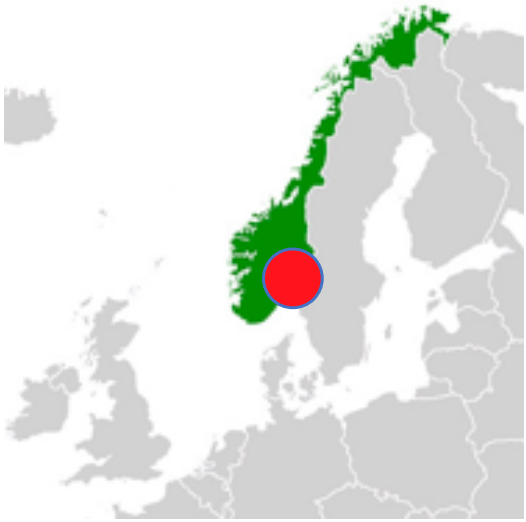
Service mode definitions



- **"Oslo mode":** A group sends observers to execute projects under central control. Observers may have a stake in the projects.

Now also "Stockholm mode".

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SST service mode during 2019-2021

Dates	Number of days	For whom	Number of observers on site	remarks
2019-08-13..17	5 d	SOLARNET 3 projects	2 observers	as planned
2020-04-20..28	9 d	SOLARNET 2 projects	1 observer/ operator	COVID-emergency
2020-04-29..06-28	61 d	6 groups	1 observer/ operator	COVID-emergency
2020-08-24..30	7 d	SOLARNET 3 projects	2 observers	as planned
2020-10-10..16	7 d	SOLARNET 4 projects	2 observers	rescheduled
2021-06-20..28	9 d	1 group	1 observer/ operator	COVID-emergency

COVID-emergency: 1 (one) staff member at the observatory.
Telescope only opened when forecast good.
Telescope closed early if seeing conditions not promising.

Guidelines for service observations

- Deliverable 2.10, due in December.
- Have an experienced solar scientist among the observing staff. Not only technical operators.
- Be brutal with forcing different projects to use the same observing sequences. (So they can share calibration data.)
- Service campaigns must be sufficiently long.
- Access rules limit efficiency. (Measured in whole days, cannot mix different kinds of observing time.)
- If SST would be a 100% service-mode facility we would need another 4 FTE.

Input welcome!