

MACC-III FAQ Concept

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MACC-III
User Workshop



Why a FAQ (Frequently Asked Questions)

- **Help users** who want to understand and use the CAMS system
- Help agencies/reviewers/providers to understand what CAMS is about
- Help CAMS participants to find what they need for each service
- Help for a better citation of CAMS work and products in the literature.

Goal of the FAQ

- NOT to provide very detailed information for each service,
- To provide the **most important information** and the correct **link** in the system where the required **detailed information** can be found.

Principles for designing the FAQ (1)

- FAQ needs to be easy to maintain
- Have an **automatic control** to make sure all **links are valid**
- FAQ home page with the main topics, details in other pages and all as **clickable items**
- **Include links** in the answers to the FAQ, to direct the users directly to products or information on the system.
- Content for each topics could be **written by CAMS** participants, and then **reviewed by a panel of users**

Principles for designing the FAQ (2)

- FAQ will include one item that could be called **"wish list"** or something equivalent, where CAMS participants/users could **propose new items**
- The FAQ will be used in CAMS and other summer schools/training sessions, and comments/suggestions will be implemented afterwards.
- **Web tools** that analyze (every day/every week) the **most frequently accessed items** will be used and these items will be put at the top of each item section.
- The **CAMS helpdesk** will help design the FAQ. It will also identify the **most frequently asked questions** and coordinate with the person/group who will write to appropriate answer.

Topics to be covered by the FAQ (1)

A preliminary list of topics has been established. This list will be revised frequently to accommodate most requests

- **General:** what **CAMS** is about, **Copernicus**, ...
- The **main components** of the CAMS system: including an overview of the products available
- **Input data:** satellite, aircraft and surface observations
- **Input emissions:** anthropogenic, fires and natural emissions, ...
- How the **global system** works: models, data assimilation techniques, runs, meteorological data, ...

Topics to be covered by the FAQ (2)

- How the **regional system** works: the regional models, data assimilation, boundary conditions, ...
- **Evaluation** of the products: evaluation reports, observation used, metrics used, ...
- **How to access the CAMS products**: location, conditions for use, formats, tools for reading the data, ...
- **User support**: how to become a user, how to get in contact with partners, policy tools, ...
- **Users groups**: How to get in **contact with other users**, how to get access to **examples from users**, ...

A few preliminary ideas on how to present the FAQ

- FAQ could be **presented as a list or as a more attractive way**. It could be presented with images, logos, cartoons, clipart, etc., for each item, each if them being **clickable**. **A few ideas were discussed during the MACC-II summer school, that could be used as a starting point for the discussion.**
- First step: make a review of currently available FAQs in different scientific/services websites. From this review, we will identify **efficient/not-so-efficient ways for the presentation** of the FAQ system.
- The FAQ will be **first designed for one service**, and then extended to all CAMS services. This first service which will be used as a demonstration/test for the FAQ will be identified during the coming months.

Conclusions

- **A FAQ will be designed as part of the CAMS Atmospheric Service**
- **Input from users will be essential to design a useful FAQ**
- **Comments and suggestions are welcome before the development starts**