ECMWF

ECMWF Support Guidelines

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1 Scope

To be a clear, authoritative reference for how ECMWF operates the support services it provides.

2 Objectives

The objectives of the support services at ECMWF are:

- To facilitate the resolution of users' queries as quickly as possible.
- To uncover recurring issues which may contribute to continuous improvement.
- To collect statistics for monitoring performance and reporting.
- To monitor user satisfaction.

3 Users' responsibilities

- To communicate in a respectful and polite way.
- To raise a new query for a new topic.
- To provide as much relevant information as possible (see Section 4).

Please Note:

- If a query deviates from the original topic, a new query will be raised.
- Non-responsive, out of scope or abusive queries will be closed.
- Feedback is welcomed to improve the quality of the services.

4 Information needed from users

For technical queries (for example, data download problems, logging issues), the following information is very helpful:

- Username where applicable.
- Description of the issue:
    - When did it happen?
    - Has it happened before?
    - Did it work before and stopped working?
    - Were there any changes on the user's side?
    - Where did it happen?
    - Which Operating System was used?
    - Which service or dataset was used?
    - Any other information that can help reproduce the issue.
    - Attachments such as scripts used, screenshots of errors and output logs.

For any other queries (for example, acknowledgement, feedback):

- What is the question? Clear details are expected.
- What dataset or service does the query relate to?
- Any other information that can help answer the query.

- Attachments such as screenshots and demos.

5 What users can expect

- Respectful and polite communication with English as the primary operating language.
- Queries will be handled professionally in a timely manner.
- Queries may be escalated to relevant specialists.
- Assistance will be provided to supported products only.

Note: to better serve our users, we reserve the right to modify these guidelines at any time and without notice.