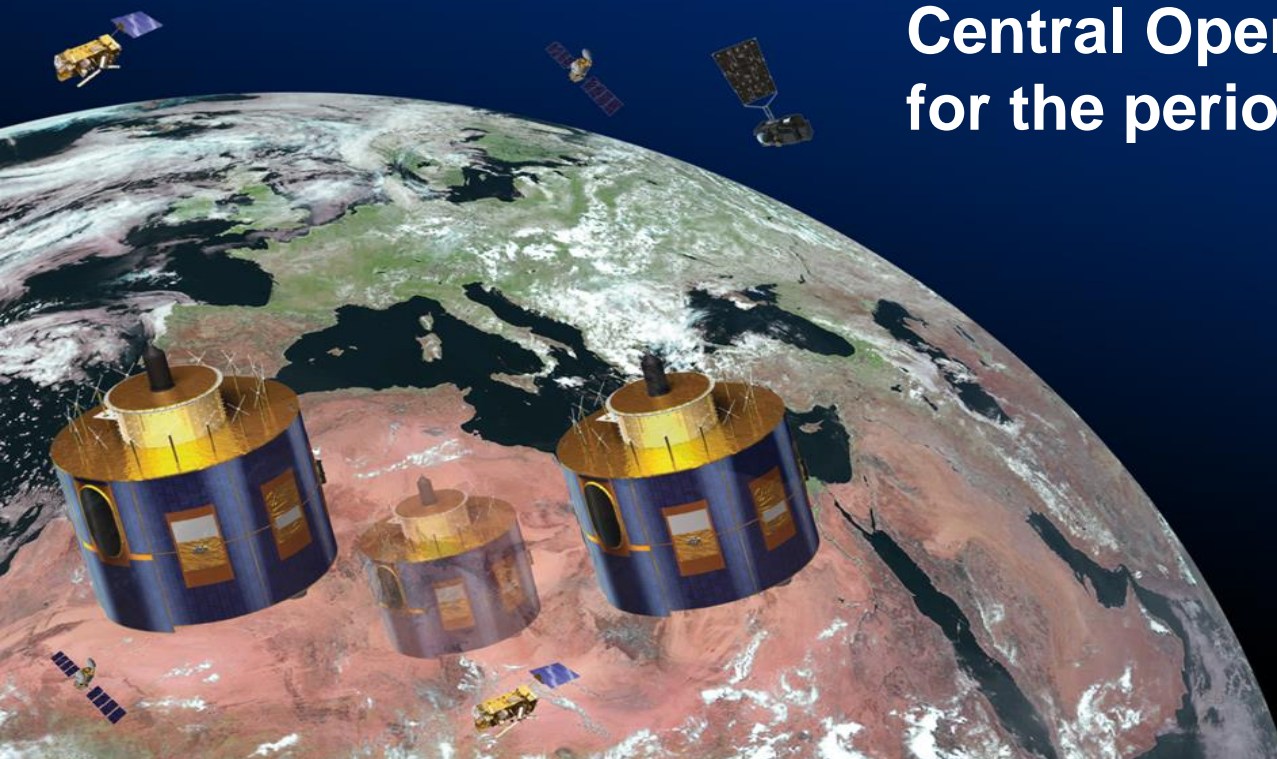


# EUMETSAT Headquarters Darmstadt, Germany

## Central Operations Report for the period July to December 2017



# EUMETSAT Central Operations Report for July - December 2017

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UNITED KINGDOM



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- Introduction
- Performance Reporting covering EUMETSAT's Services
- Glossary

Any service changes introduced in the reporting period are presented on our website:

[www.eumetsat.int](http://www.eumetsat.int), under 'Data' → 'Service Status' → 'Product History'

# EUMETSAT Central Operations Report for July - December 2017

## Introduction

Welcome to the Central Operations Report for the second half of 2017.

Availability of services in the reporting period was generally very good, with most services above-target in most months, with the exception of July, where all services were impacted to varying degrees by a problem which occurred with the multi-mission dissemination system (see [slide 8](#) for more information).

Metop-A's IASI instrument experienced a standby-refuse mode in August and Meteosat-9 a safe-mode in September, both events suspected as being due to Single-Event Upsets (SEUs), caused by charged particles (see [slide 8](#)). Meteosat-11 also experienced two safe-modes because of SEUs (one in July, another in August), but the satellite was not in use for operational service at those times.

A significant activity that has taken place following the reporting period has been the relocation of Meteosat 9, 10 and 11 to different orbital positions and the reassignment of their service roles. Meteosat-11 was brought out of in-orbit storage in January, and following system checks, it was relocated in February from 3.4°W to 0°. Also in February, Meteosat-10 was moved from 0° to 9.5°E, and Meteosat-9 from 9.5°E to 3.5°E. The prime 0° service has now been reassigned to Meteosat-11, the Rapid-Scanning Service (RSS) to Meteosat-10, and Meteosat-9 now takes on the role of backup satellite for both services.

If Meteosat-11 is unavailable for supporting the 0° service for whatever reason, then Meteosat-9 will be used for providing the service instead.



## Introduction (continued)

If Meteosat-9 is available and not being used to back up the primary 0° service, it will be used to gap-fill the RSS service when the primary RSS satellite (Meteosat-10) needs to be operated in Full-Earth Scan (FES) mode. This is done for a 48-hour period every 28 days and a 1-month period annually, to exercise the mechanics of the SEVIRI instrument. The gap-filling increases the monthly availability target by 6.5%.

A parameter-tuning exercise involving the Metop-A GRAS instrument commenced on 19 December and ran until March for improving the performance for rising occultations. This involved a series of tracking-parameter tests, aimed at improving the signal characteristics of the occultations. In particular, the campaign aimed at reducing vertical error correlations of bending angles in the lower stratosphere, while at the same time minimising side-effects.

Jason-3 functioned flawlessly and the corresponding OGDR service was above target throughout the period. As reported in the previous issue of this report, Jason-2 was moved to a Long Repeat Orbit (LRO) in early July 2017 and OGDR production was resumed on 24 July. A safe-hold mode occurred in September and the recovery was intentionally delayed to mid-October. From then until the end of the reporting period, operations were largely nominal.

Best regards,  
Livio Mastroddi  
Director of Operations and Services to Users

## Performance Reporting: Categories

The charts on the service slides in this report present a summary view of the performance of the services within the categories listed here:

- [Meteosat Services](#)
- [Metop, Suomi-NPP & NOAA Global Data Services \(GDS\)](#)
- [Regional Data Services \(EARS\)](#)
- [Search and Rescue Support](#)
- [Jason-2 and Jason-3 OGDR Service](#)
- [Third-Party Data Services](#)
- [EUMETCast](#)
- [The EUMETSAT Data Centre](#)
- [EUMETSAT's Support to Climate Services](#)
- [Helpdesk Service](#)

Several terms with special meaning (e.g. 'Nominal RCs') appear in the slides. A [glossary](#) is provided at the end of the report.

## Performance Reporting: Conventions

This report presents an overview of EUMETSAT's operational services in the half-year reporting period by means of the following two indicators:

### Service Availability:

The availability of the operational services to users is measured monthly against the maximum amount of products/data which theoretically could be delivered each calendar month of the reporting period, i.e. from a “perfect” satellite system.

### Operational Performance:

This quantifies how well EUMETSAT has performed operationally with respect to its service targets, taking into account all planned routine operational activities such as instrument calibration and spacecraft manoeuvres, i.e. the intrinsic limitations of the satellite system.

These two indicators are used for Meteosat and Metop services as delivered over the prime dissemination mechanism, namely EUMETCast Europe. Where statistics are available, they are presented in the charts on the following slides. Comments are provided alongside, which identify any significant events or factors (satellite or ground-segment in nature) that have had impact on the service availability and/or operational performance. Currently, only product generation statistics are available for the Meteosat meteorological products.

**Note:** Events having significant impact on operational services are described on a dedicated slide following this one.



## Events Leading To Significant Operational Impacts

### Dissemination System Problems

A problem with the multi-mission dissemination system impacted the timeliness of the delivery of data in the period 13-18 July. Delivery of data from the Metops (esp. Metop-A), NOAA 19, EARS, Meteosat 0° and IODC was impacted to varying degrees. A malfunctioning of the power system's redundant equipment at the EUMETCast uplink site on 2-3 August caused a dissemination outage of approx. 2.3 hours. A weather-related EUMETCast service-provider problem impacted Meteosat services (esp. IODC) in December.

### PMA Safe-mode on Meteosat-9

On 29 September at ~09:17 UTC, Meteosat-9 experienced a PMA safe-mode, which resulted in a switch-off of all payloads and most platform equipment. The anomaly was assessed as having similar characteristics to previous MSG satellite PMA safe-modes, where a Single Event Upset (SEU) on the protection circuitry of the Power Conditioning Unit (PCU) has been suspected as the cause. The standard recovery procedure was thus initiated, leading to the Search and Rescue (SAR) service being restored at 13:55 UTC the same day. Dissemination of RSS L1.5 images resumed at 11:10 UTC on the following day, 30 September, and RSS meteorological products commenced at 09:00 UTC on 2 October.

### Metop-A IASI outage due to an SEU and an error during recovery

The IASI instrument on Metop-A autonomously entered standby-refuse mode on 22 August at ~10:17 UTC, suspected to have been triggered by a Single Event Upset (SEU). During the recovery procedure, an entry into heater-refuse mode occurred at ~15:26 UTC, suspected due to a transient bus-interface communication error, the cause of which could not be ascertained, but records showed that such an anomaly was experienced in ground tests in 2005. The instrument was finally returned to measurement mode at ~11:47 UTC on 23 August.



## Longer-Term Factors Impacting the Operational Services

Discrete events affecting the services appear on either the previous slide (when significant) or the slide for an individual service (when affecting only that service). This slide lists factors of an ongoing nature.

### Fuel Migration on MSG Satellites

Each MSG satellite has four interconnected fuel tanks, which allow fuel to flow along the lines between them. Under conditions of thermal stability, this movement is gradual and has no effect on the satellite's attitude. During eclipses, even though the tank temperature is regulated, some variation in fuel temperature and density occurs. This gives rise to fuel migration between the tanks, causing a small resultant effect on the satellite's attitude, which manifests itself as variations in the geometric accuracy of the images. For Meteosat-8 and Meteosat-9, ground commanding to augment the satellite's onboard thermal control system has partly mitigated the effect by timing the fuel migration to occur during scan mirror retraces. Even though the image-processing system incorporates algorithms to correct for these artefacts, not all images can be corrected to achieve the target specification for geometric accuracy. Currently, ~0.3% of the RCs for the 0° service are affected, and ~0.6% for IODC, although the latter increased in the August-September eclipse season, due to Meteosat-8's increased inclination.

### Dissemination System Anomalies

During the reporting period, there were some occurrences of the known timeliness problem (the most significant of which is indicated on the previous slide), but with the implementation of the final stage of the upgrade in March 2018, we expect to see no further recurrence.

## Meteosat Services

This service category comprises the data and products produced with the Meteosat Systems. The MSG satellites, their orbital locations and the services they supplied in the reporting period were as follows:

**Meteosat-10 (at 0°):** the primary Full-Earth Scan (FES) service.

**Meteosat-9 (9.5°E):** the Rapid-Scan Service (RSS).

Meteosat-9 is also used as the backup for the primary FES service.

**Meteosat-8 (41.5°E):** Meteosat-8 IODC FES Service, on a best-effort basis.

The most recently launched MSG satellite was in 'in-orbit-storage' throughout the reporting period, but was 'de-stored' in January 2018:

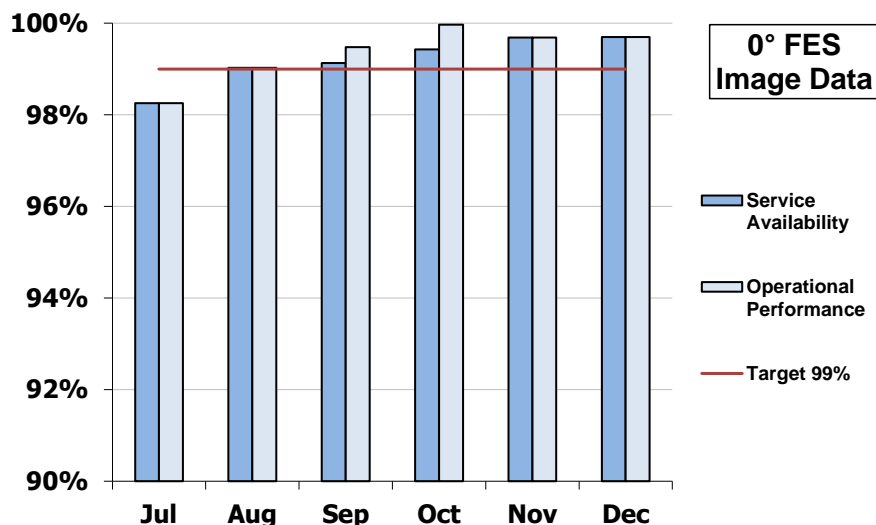
**Meteosat-11 (3.4°W):** The satellite was prepared in early 2018 for supporting the 0° service. At the time of finishing this report, Meteosat-9, 10 and 11 have all been relocated and their respective roles changed, as described in the introduction to this report.

The individual services covered in the following slides are as follows:

- Meteosat L1.5 image data and derived meteorological products for FES, IODC and RSS
- Data Collection and Retransmission (the DCP service)

# EUMETSAT Central Operations Report for July - December 2017

## Meteosat Services → 0° FES Image Data & Derived Meteorological Products



Prime satellite supporting the service in the reporting period was Meteosat-10, with Meteosat-9 as backup.

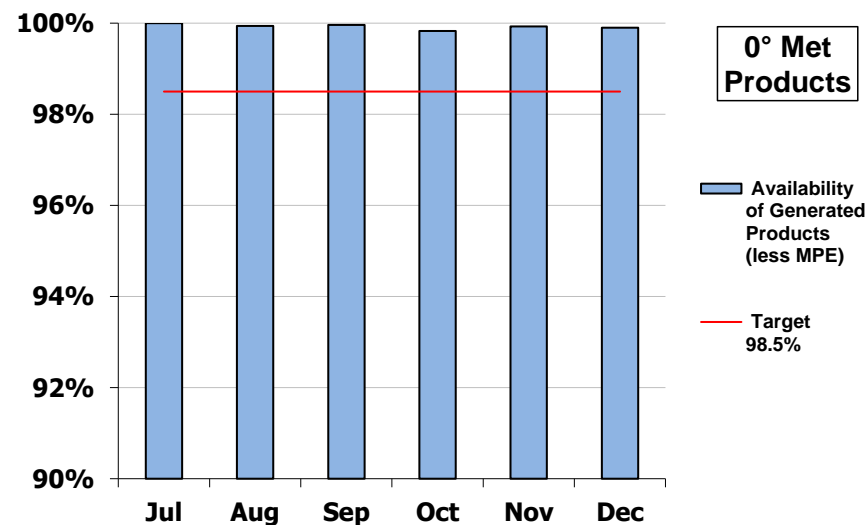
Service Availability and Operational Performance are measured on the basis of nominal Level 1.5 Repeat Cycles (RCs) disseminated 'on-time' via EUMETCast Europe. See [slide 7](#) for an explanation of the two indicators.

### Events which impacted availability:

July-Aug: Dissemination problems (see [slide 8](#)).

July-Oct: Fuel migration affected varying numbers of RCs in these months (see [slide 9](#)).

Sep-Oct: Eclipse effects (9 and 5 RCs affected respectively).



Meteorological products derived from the Full-Earth Scan (FES) images produced nominally by Meteosat-10 at 0°.

Performance of this service is still currently measured in terms of the number of meteorological products which have been generated at source in EUMETSAT, as a percentage of those scheduled.

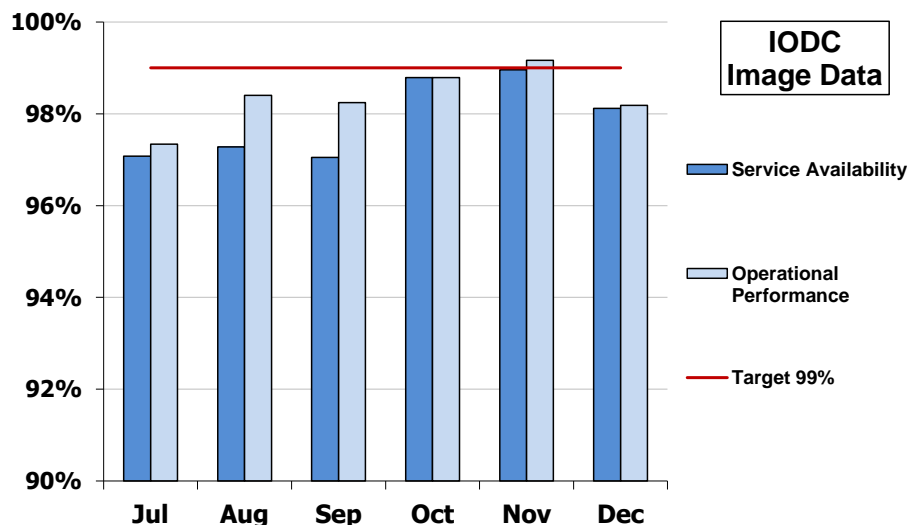
### Events which impacted availability:

None significant.

NOTE: The availability of MPE products is measured and charted separately (see [slide 14](#)).

# EUMETSAT Central Operations Report for July - December 2017

## Meteosat Services → 41.5°E IODC Image Data & Meteorological Products

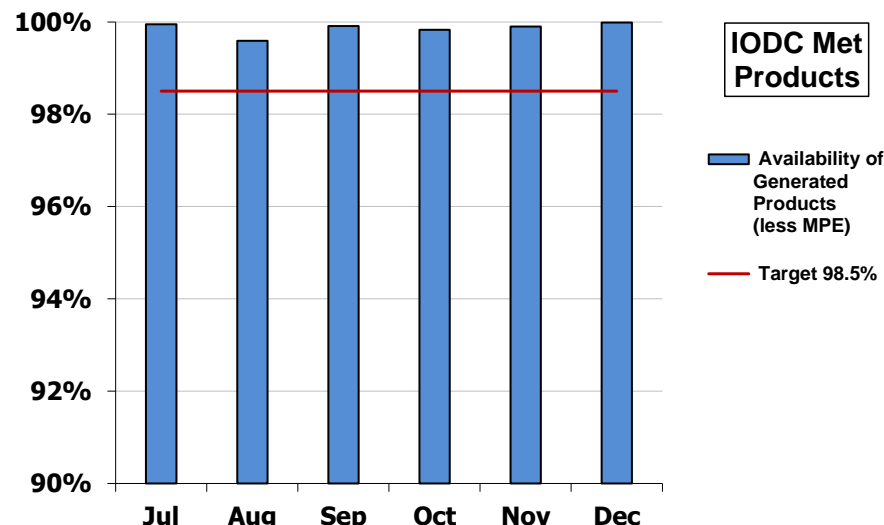


The Meteosat-8 IODC service (on a best-effort basis) started in February 2017. Service Availability and Operational Performance are measured on the basis of nominal Level 1.5 Repeat Cycles (RCs) disseminated 'on-time' via EUMETCast Europe. See [slide 7](#) for an explanation of the two indicators.

### Events which impacted availability:

July-Aug & Dec: Dissemination problems (see [slide 8](#)).  
18 July: Meteosat-8 east-west station-keeping manoeuvre.  
26 September: Meteosat-8 attitude-slew manoeuvre.  
December: Ground station reception problems impacted 10 RCs

August-October: Autumn eclipse season.  
Most months: Fuel migration to varying degrees (see [slide 9](#)).



Meteorological products derived from Full-Earth Scan images produced by Meteosat-8 at 41.5°E.

Performance of this service is measured in terms of the number of meteorological products which have been generated at source in EUMETSAT, as a percentage of those scheduled.

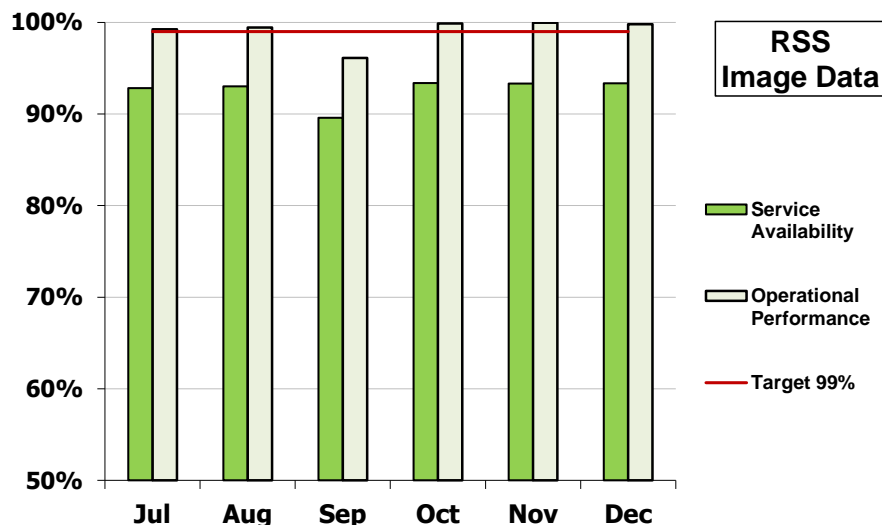
### Events which impacted availability:

None significant.

**NOTE:** The availability of MPE products is measured and charted separately (see [slide 14](#)).

# EUMETSAT Central Operations Report for July - December 2017

## Meteosat Services → 9.5°E RSS Image Data & Derived Meteorological Products



Meteosat-9 located at 9.5°E supported the Rapid-Scanning Service (RSS) in the reporting period.

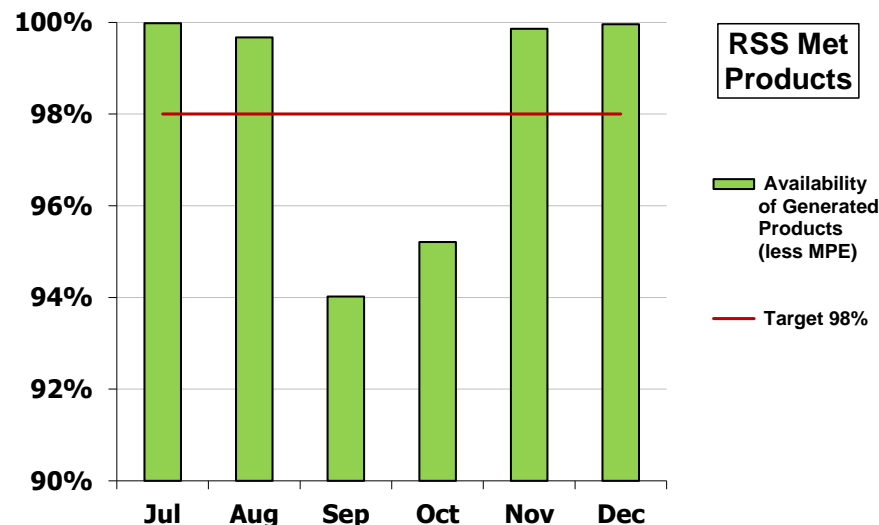
For more info on RSS: [www.eumetsat.int](http://www.eumetsat.int) → [Rapid-Scanning Service](#). Service Availability and Operational Performance are measured on the basis of nominal Level 1.5 Repeat Cycles (RCs) disseminated 'on-time' via EUMETCast Europe. See [slide 7](#) for an explanation of the two indicators.

### Events which impacted availability:

**Monthly:** Scheduled 48-hour interruptions of the RSS service, to exercise SEVIRI with Full-Earth Scanning \*\*

**29-30 Sept:** Meteosat-9 PMA safe-mode resulted in a ~26-hour outage of RCs (see [slide 8](#))

\*\* As of March 2018 onwards, these interruptions in service will be covered by the backup satellite, if available.



Meteorological products derived from Rapid-Scanning images produced at 9.5°E.

Performance of this service is still currently measured in terms of the number of meteorological products which have been generated at source in EUMETSAT, as a percentage of those scheduled.

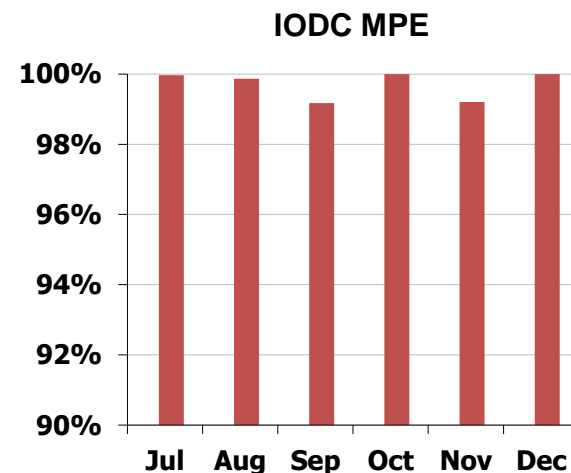
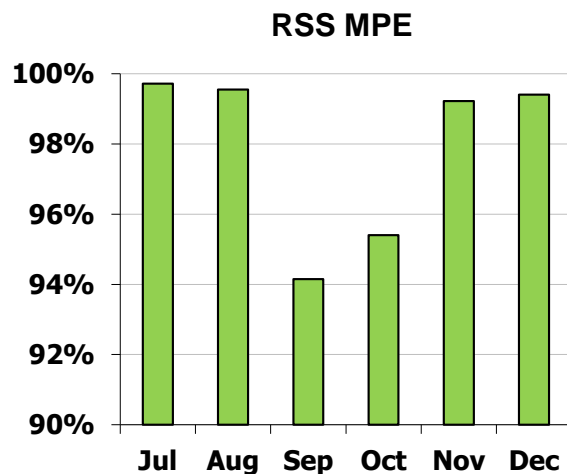
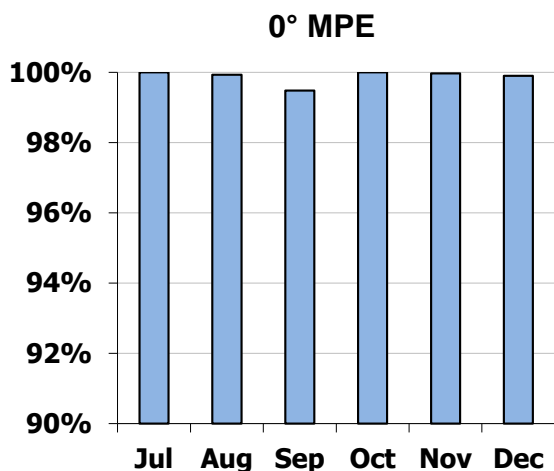
### Events which impacted availability:

**29 Sept - 2 Oct:** Meteosat-9 PMA safe-mode resulted in a ~72-hour outage of met. products (see [slide 8](#))

**Note:** The availability of MPE products is measured and charted separately (see [slide 14](#)).

# EUMETSAT Central Operations Report for July - December 2017

## Meteosat Services → MPE Products for 0°, RSS and IODC



Multi-sensor Precipitation Estimate (MPE) products are derived from infrared data present in Meteosat 0°, RSS and IODC imagery, and passive microwave imager measurements from the US DoD's DMSP satellites. MPE products are used for nowcasting and short-term forecasting, especially useful for regions for which there is no rainfall radar data, such as in Africa and Asia.

Availability of these particular products delivered as one type of the corresponding meteorological product services is measured in terms of the number of products which have been generated at source in EUMETSAT, as a percentage of those scheduled.

### Events which impacted availability:

29 Sept - 2 Oct: Meteosat-9 PMA safe-mode resulted in a ~72-hour outage of RSS met. products (see [slide 8](#))

**NOTE:** The availability of MPE products is presented separately, to take account of their being derived from data from the US DoD's DMSP satellites, the availability of which is beyond EUMETSAT's control and provided by aging instruments.

# EUMETSAT Central Operations Report for July - December 2017

## Meteosat Services → DCP Channel Availability at 0°

Data Collection and Retransmission operations at 0° utilise the international and regional DCP channels of the satellite supporting the service (nominally Meteosat-10).

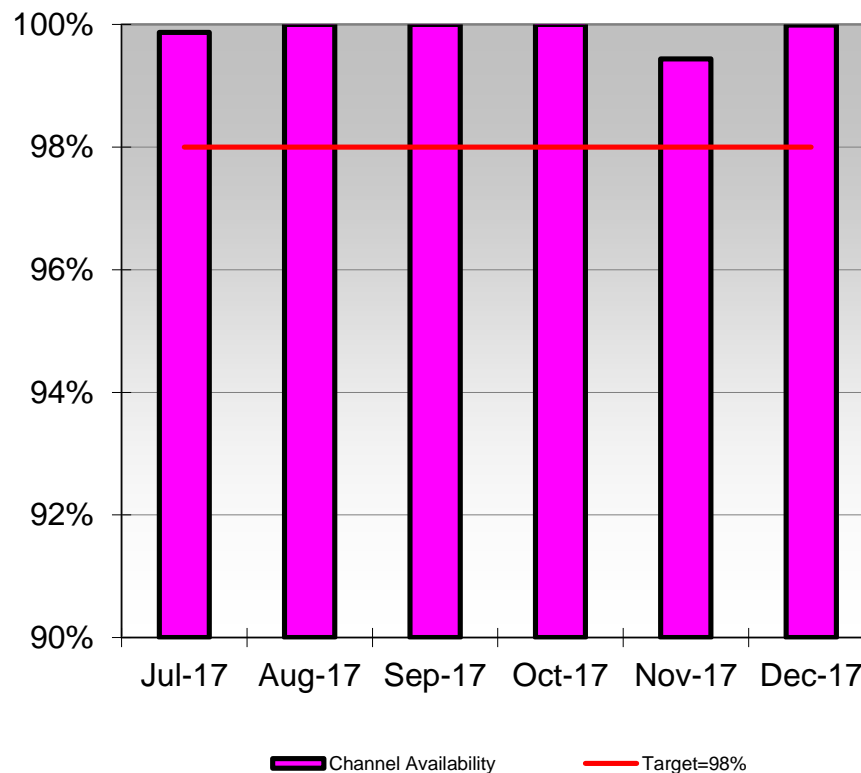
The chart shows the availability of the 0° DCP service. It is measured in terms of the number of hourly reference DCP messages on all operational regional channels which have been successfully received back by EUMETSAT, as a percentage of those sent.

For information concerning the geographical distribution of registered DCPs, please see the next slide.

### Events Which Impacted DCP Channel Availability:

None significant.

Note: Some DCP messages continue to be corrupted/lost due to interference on the satellite link. It is not expected that the cause will be resolvable. EUMETSAT continues to monitor the situation.





# EUMETSAT Central Operations Report for July - December 2017

## Meteosat Services → Geographical Distribution of DCPs

DCPs	Country	DCPs	Country	DCPs	Country	DCPs	Country
6	Albania	1	Falklands	1	Malta	10	Tanzania
51	Algeria	1	Finland	4	Mauritania	2	Togo
13	Angola	132 ↓	France	4	Mauritius	54	Uganda
2	Armenia	1	Gambia	23	Mozambique	49	UK
1 ↓	Austria	26 ↓	Germany	29 ↓	Namibia	24	Ukraine
6	Belarus	11	Ghana	17 ↓	Niger	1	Union des Comores
2	Benin	1	Gibraltar	59 ↑	Nigeria	65	USA
5	Bhutan	1	Greece	10	Oman	1	Yemen
14	Botswana	11	Guinea	4	Pakistan	16	Zambia
1	Brazil	2	Guinea-Bissau	3	Philippines	13	Zimbabwe
1	Bulgaria	9	Indonesia	11	Republic of Moldova		
		2	Iran		Republic of		
7	Burkina Faso		Iraq	9 ↓	Seychelles		
60	Cameroon	199 ↑		7	Romania		
		8	Ireland	8	Rwanda		
1	Canada	74	Italy	11	Senegal		
4	Cap Verde	3	Ivory Coast	13	Sierra Leone		
2	Central African Republic	3	Kenya	1	Slovakia		
3	Chad	6	Lesotho	41	South Africa		
3	Congo	11	Libya	8	Spain		
0 ↓	Croatia	6	Madagascar	123	Sri Lanka		
1	Cyprus	9	Malawi	3	Sudan		
30	Dem. Rep. of the Congo	3	Maldives	5	Southern Sudan		
8	Djibouti	19	Mali	0 ↓	Swaziland		
1	Egypt						

As of the end of December 2017, there were:

**1,390 registered Data Collection Platforms (DCPs), belonging to 129 operators, deployed by the 77 countries shown in the table.**

**Of the total number of registered DCPs, there were 619 units in active operation.**

Larger numbers of DCPs are highlighted with darker colours.

Table entries in green = new.  
Country name in red = DCPs no longer registered.

↑ ↓ = indicates an increase /decrease in DCPs registered, compared with previous report.

## Metop, Suomi-NPP & NOAA Global Data Services (GDS)

These services refer to the dissemination of global data and products produced as part of the Initial Joint Polar System (IJPS) and the Joint Transition Activities (JTA) agreements between EUMETSAT and NOAA. The JTA is an interim agreement, providing continuity between the Initial Joint Polar System (IJPS) and future Joint Polar System (JPS).

The services provide Level 0, 1 and 2 products derived from the data from instruments onboard the satellites Metop-A & -B, Suomi-NPP and NOAA-19, as summarised in the following table:

	A-DCS	AMSU	ASCAT	ATOVS	AVHRR	GOME-2	GRAS	HIRS	IASI	MHS	SEM	ATMS & CrIS
<b>Level 0</b>	Mx2 <sup>(1)</sup>	-	-	-	-	-	-	-	-	-	Mx2	-
<b>Level 1</b>	-	Mx2, N	Mx2	-	Mx2, N	Mx2 <sup>(2)</sup>	Mx2	Mx2, N	Mx2	Mx2, N	-	SDR
<b>Level 2</b>	-	-	-	M(B), N	-	-	-	-	Mx2	-	-	-

Legend: 'Mx2' = Metop-B (prime) and Metop-A (secondary) - dual data & products, with the following exceptions:

(1) Due to reduced capability of A-DCS on Metop-B, Metop-A provides the prime Argos-3 A-DCS service (Metop-B provides Argos-2 mode).

(2) GOME-2 Tandem operations: Metop-A instrument has swath width of 960 km, Metop-B's has full width of 1920 km.

'M(B)' = ATOVS L2 products based on Metop-B (products for Metop-A discontinued – see ATOVS slide )

'N' = Data and products from the AMSU, AVHRR, HIRS and MHS instruments onboard NOAA-19.

'SDR' = Sensor Data Records from the ATMS and CrIS instruments onboard Suomi-NPP.

The charts on the following slides show the month-by-month availability of the products, identifying any significant events which impacted the service.

## Metop, Suomi-NPP & NOAA GDS: Definition of Availability

Unless otherwise indicated in the availability slides, the monthly figures are those for ‘timely availability’, where ‘timely’ is used to mean the following:

- Levels 0 & 1: Available within 2 hours 15 minutes of sensing (Metop and NOAA)
- Level 2: Available within 3 hours of sensing (Metop and NOAA)
- SDRs: Current target: available within 2 hours of sensing, will be refined (Suomi-NPP)

The above timeliness targets are those originally specified for the Metop and NOAA-19 data and delivery is currently measured against them. The Level 0 and 1 targets for the primary Metop are by far exceeded since the introduction of (1) the Antarctic Data Acquisition (ADA) service which improved the timeliness of the data, and (2) the multiplexed data transfer between the Svalbard Ground Station and Darmstadt which gave a further timeliness improvement for the data of both Metops.

Availability figures are based on the following:

- Level 0: Production statistics from EUMETSAT’s EPS Product Generation Facility
- Levels 1 & 2: Reception statistics from EUMETSAT’s reference EUMETCast User Station

The next slide shows the profile of Metop-B passes acquired via the ADA service, which relays half-orbits’-worth of data for most of the 14 to 15 passes possible per day, delivering the first half of each orbit approximately 50 minutes earlier than that via Svalbard.

On [slide 20](#) onwards, service availability and operational performance are presented for the data (mostly delivering Level 1) from instruments onboard Metop-A, Metop-B, NOAA 19 and Suomi-NPP. Please see [slide 7](#) For explanation of the two metrics.

# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS: Antarctic Data Acquisition (ADA)

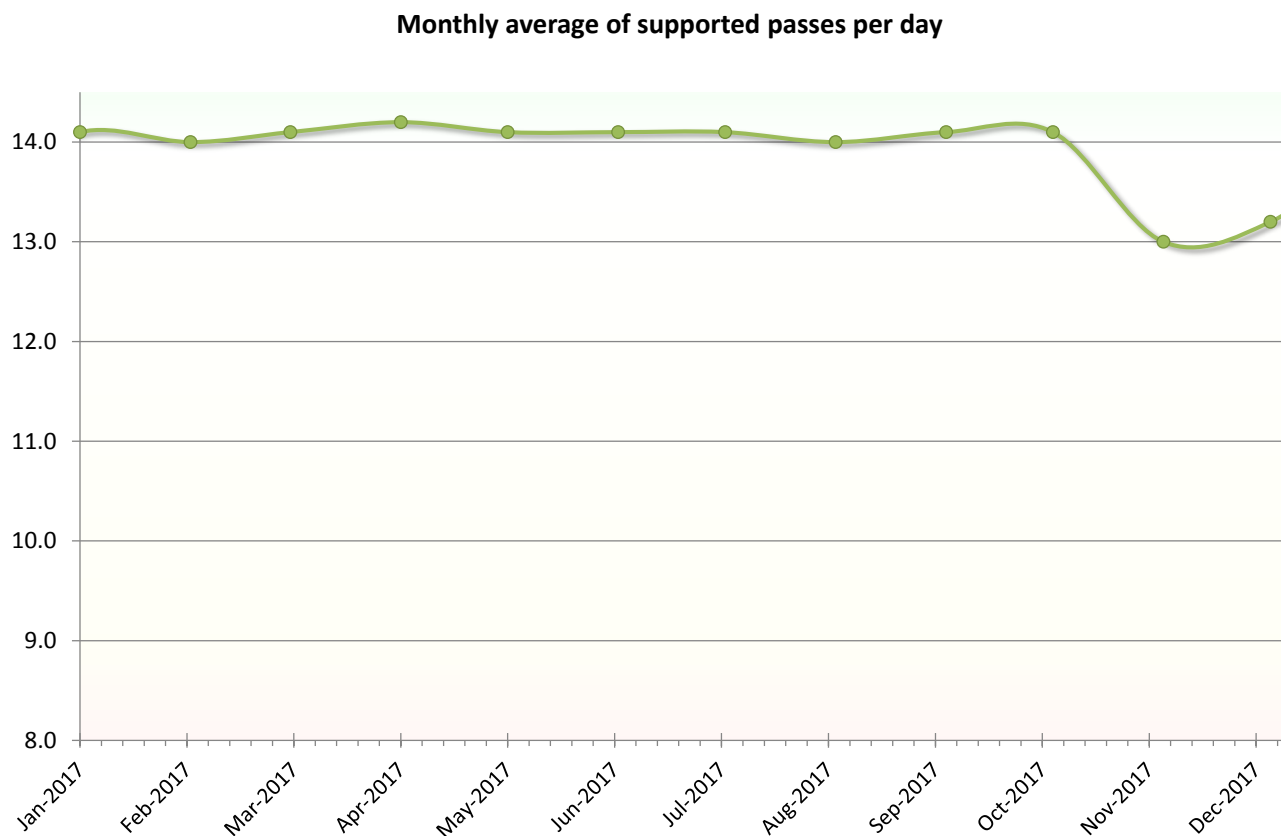
Data from the primary Metop satellite, Metop-B, is acquired at NOAA-NSF's ground station on McMurdo Sound in Antarctica and routed to EUMETSAT HQ. This acquisition complements that of Svalbard, and allows the data of the first half of each orbit to be processed and disseminated earlier, thus improving data timeliness of Metop-based products.

The chart shows the average daily passes per month that have been successfully acquired at McMurdo and relayed to Darmstadt in the last 12 months.

The average daily number of ADA passes of Metop-B is 14.2. The overall daily average of those acquired in the 12 months shown on the chart was 13.9.

### Events in the reporting period:

Fewer passes were supported in November and December due to annual maintenance. Additionally, 10 passes were lost on 21/22 December due to a comms anomaly.



# EUMETSAT Central Operations Report for July - December 2017

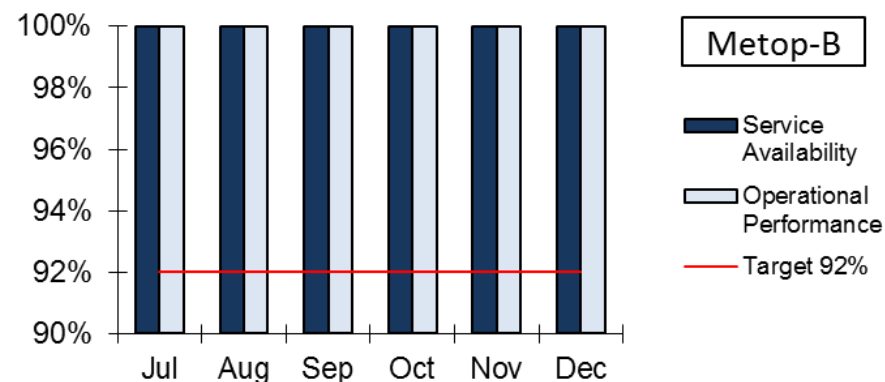
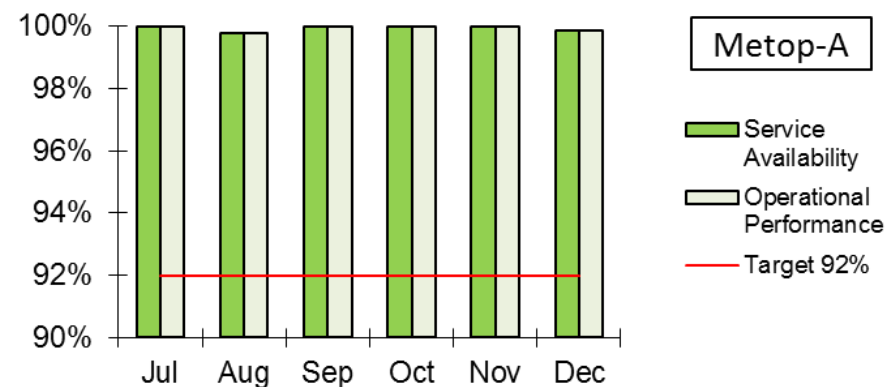
## Metop, Suomi-NPP & NOAA GDS → A-DCS Level 0 Data

Metop A & B carry instruments for supporting the Argos Advanced Data Collection System (A-DCS). Environmental data is transmitted by measurement platforms on land or sea, or in the atmosphere, and this is relayed via the Metop satellites and EUMETSAT to CLS in Toulouse, in accordance with a cooperation agreement with CNES.

Metop-A provides the prime Argos-3 A-DCS service, with Metop-B providing just Argos-2 mode, due to the reduced capability of A-DCS onboard that satellite.

### Events which impacted availability:

None significant.



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## Metop, Suomi-NPP & NOAA GDS → AMSU Level 1B BUFR Products

The Advanced Microwave Sounding Unit (AMSU) is a 15-channel microwave radiometer supplied by NOAA which provides information on atmospheric temperature profiles.

Level 1B products are derived from the data generated by the instruments onboard the Metop-A, Metop-B and NOAA-19 satellites.

### Events which impacted availability:

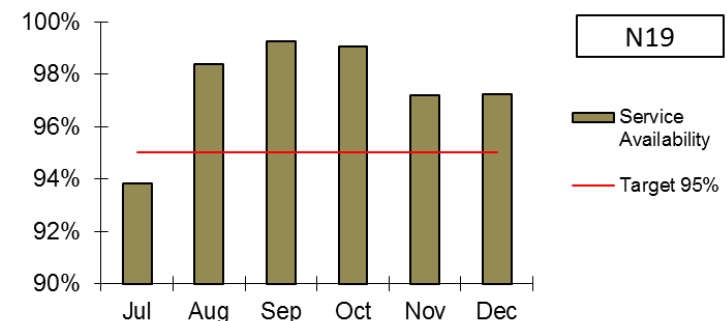
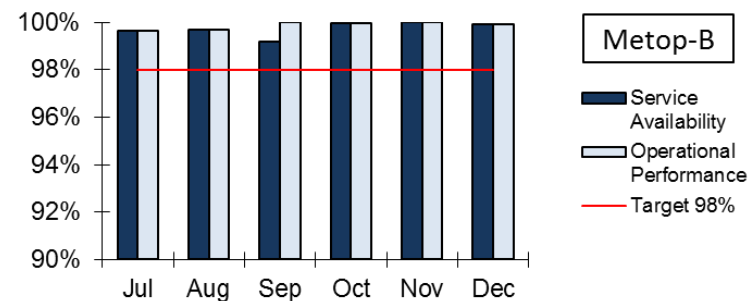
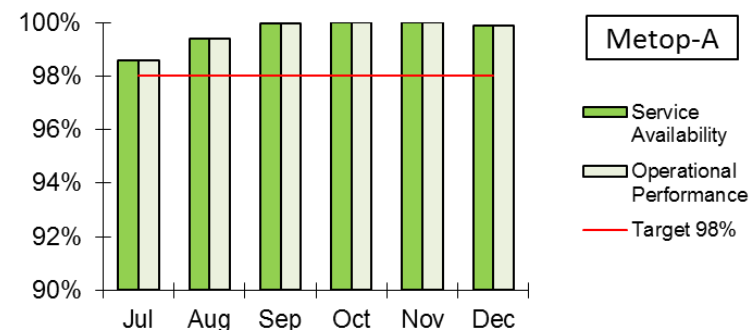
**July:** Metop-A and N19: Dissemination system problems (see [slide 8](#)).

**11-17 July:** N19: various ground segment problems at NOAA.

**13 Sept:** Metop-B OOP manoeuvre

**Nov-Dec:** N19 data impacted by intermittent data transmission problems between NOAA and EUMETSAT.

**Notes:** (1) Metop-A AMSU: channels 7 & 8 have failed completely; channel 3 continues to degrade, but the remaining 12 channels remain in spec and are fully usable.  
(2) Metop-B AMSU: channel 15 has failed completely; channel 7 still exhibiting transient spikes.  
(3) NOAA-19 AMSU: channels 7 & 8: out of specification but the data is still considered usable for the time-being



# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → ASCAT Level 1B (SZF) Products

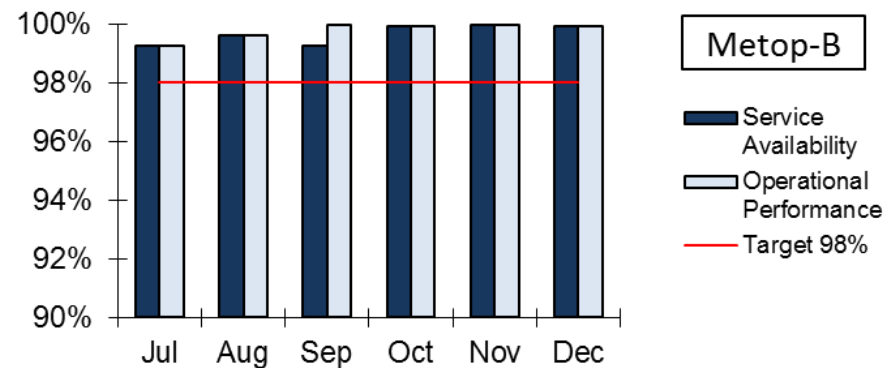
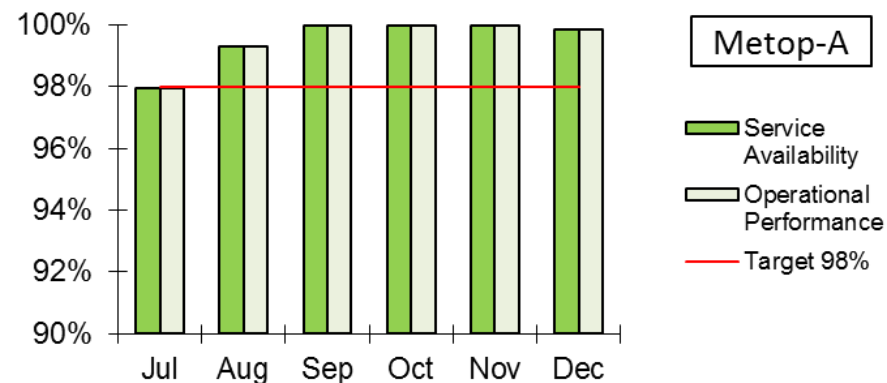
The Advanced Scatterometer (ASCAT) is a C-band radar on the Metop satellites which measures normalised backscatter from the Earth's surface. The prime objective of ASCAT is to measure wind speed and direction over the oceans, as an input to NWP models. ASCAT data is also used to extract information on soil moisture, sea-ice extent and permafrost boundary. EUMETSAT disseminates sampled Level 1B data from both Metop-A and Metop-B and derived Level 2 products over EUMETCast.

Performance of the Level 1B service is now measured in terms of the timely availability of the 'SZF' products (full resolution - original instrument sampling) on the EUMETCast reference user station.

### Events which impacted availability:

**July:** Metop-A: Dissemination system problems (see [slide 8](#)).

**13 Sept:** Metop-B OOP manoeuvre





# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → ATOVS Level 2 Products

ATOVS Level 2 product processing transforms the calibrated radiance measurements from the AMSU-A, MHS and HIRS instruments (onboard Metop-B and NOAA-19 satellites) into information on the vertical distribution of atmosphere state parameters, on cloud and surface parameters and total atmosphere contents. All the parameters derived are assembled into one ATOVS L2 sounding product for each satellite.

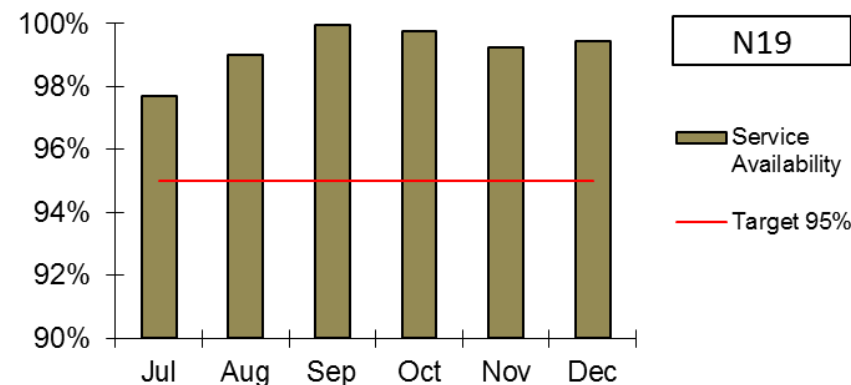
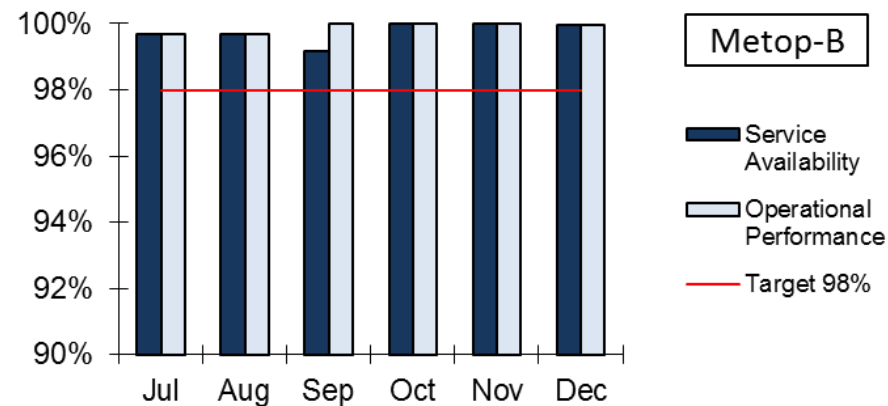
Performance of the Level 2 service is measured in terms of the timely availability of the BUFR-encoded products received on the EUMETCast reference user station (US).

### Events which impacted availability:

**July:** NOAA-19: Dissemination system problems (see [slide 8](#)).

**13 Sept:** Metop-B OOP manoeuvre

**Note:** Metop-A ATOVS L2 products discontinued as of 7 December 2015, due to the failure of AMSU channels 7 and 8.



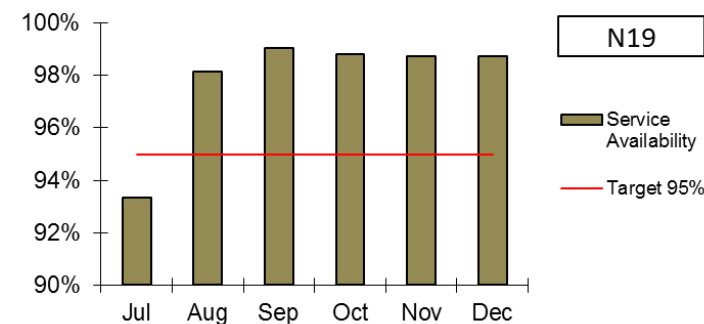
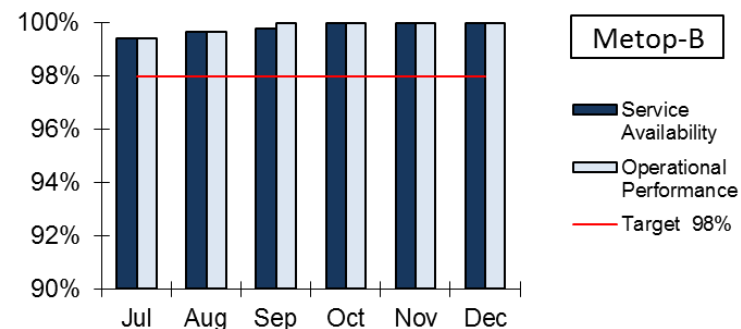
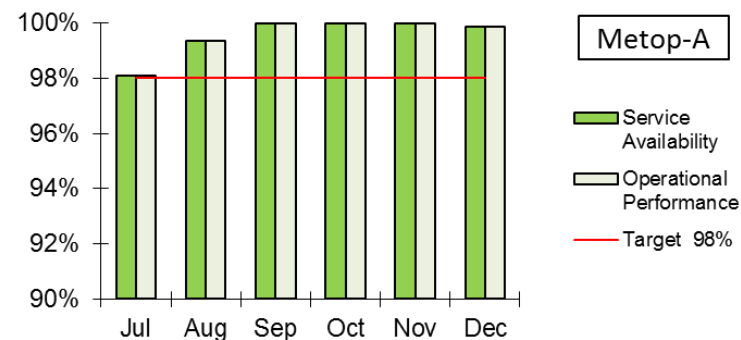
# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → AVHRR Level 1B Products

The Advanced Very High Resolution Radiometer (AVHRR) is a multi-spectral imaging instrument provided by NOAA which produces global cloud imagery and information on land and sea surfaces. Level 1B products are derived from the data generated by the instruments onboard the Metop and NOAA-19 satellites.

### Events which impacted availability:

July: Metop-A and NOAA-19: Dissemination system problems (see [slide 8](#)).



# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → GOME-2 Level 1B Products

The Global Ozone Monitoring Experiment-2 (GOME-2) is a scanning spectrometer used to measure profiles and total columns of atmospheric ozone and other trace gases.

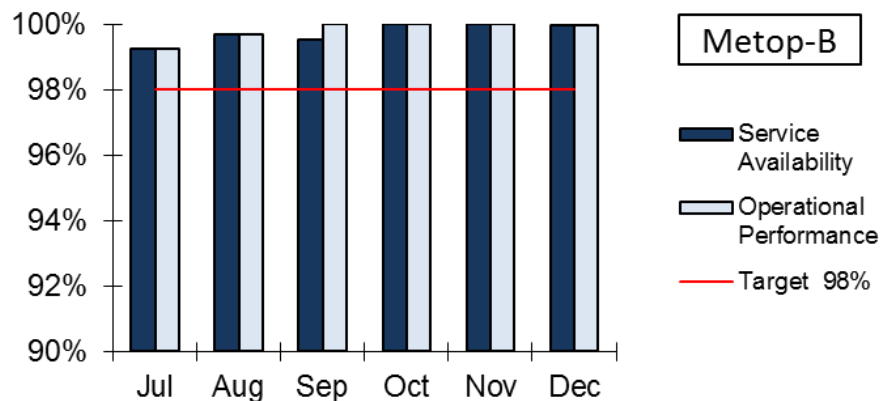
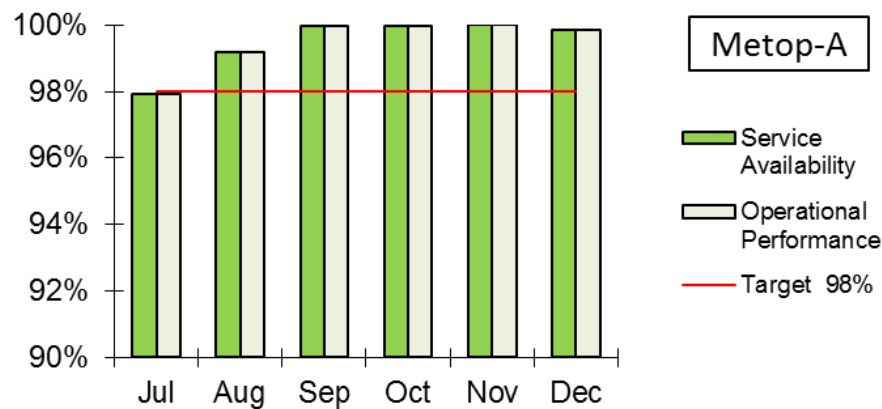
### Events which impacted availability:

**July:** Metop-A: Dissemination system problems (see [slide 8](#)).

**13 Sept:** Metop-B OOP manoeuvre

GOME-2 on Metop-B suffers degradation of throughput similar, but not identical, to that seen on Metop-A. The performance of the GOME-2 instruments on Metop-A and Metop-B and the evolution of their degradation will continue to be monitored.

See the 'Product Quality Monitoring Reports' via dedicated links on the '[Service Status](#)' page of [www.eumetsat.int](http://www.eumetsat.int) for further performance information. The GOME-2 Newsletter can be found under either of the two report sections.



# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → GRAS Level 1B Products

The GNSS Receiver for Atmospheric Sounding (GRAS) instruments provide information on atmospheric profiles using radio occultation of GPS signals from typically between 28 and 31 GPS navigation satellites in operational use.

The chart shows for each month:

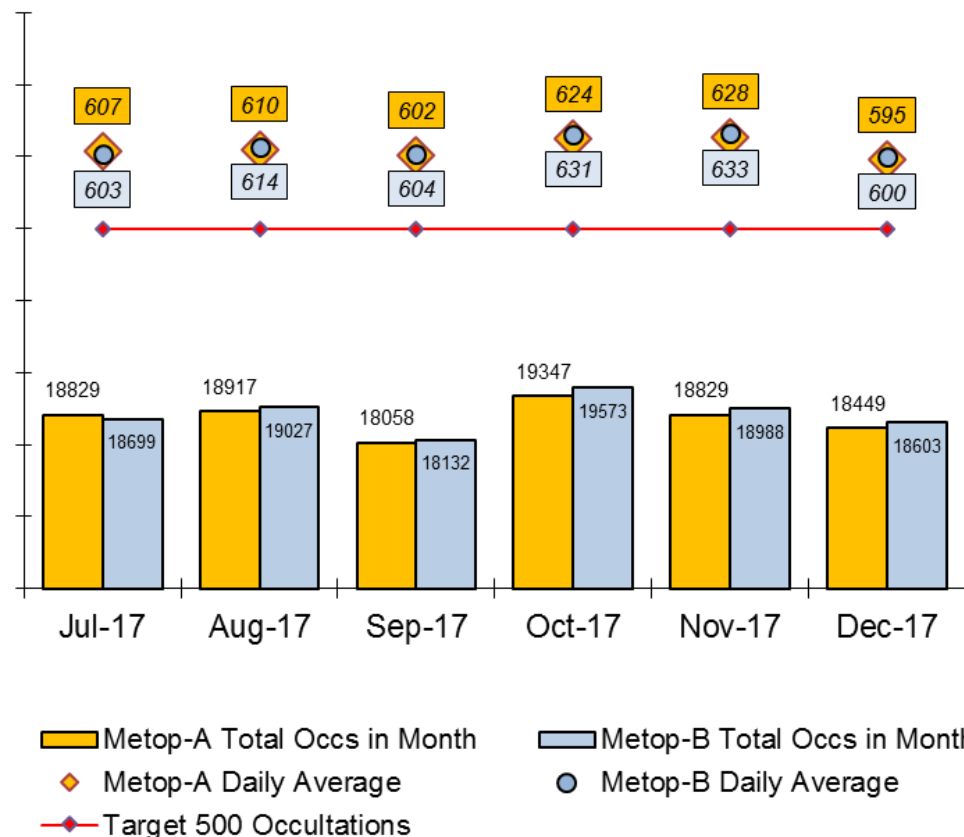
- (1) the total numbers of GRAS Level 1B occultations (plus geolocation and quality flags) from Metop-A and Metop-B disseminated via EUMETCast
- (2) the daily average number of occultations from each Metop provided to users (numbers in *italics*)

Note that all occultations produced are disseminated, along with appropriate quality flags (including those produced during manoeuvres and recovery from anomalies).

### Events which impacted availability:

**13 Sept:** Metop-B OOP manoeuvre

**December:** Metop-A parameter-tuning exercise started on 19-December, seeking to improve performance of rising occultations – this had some impact on number and quality of the occultations.



# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → HIRS Level 1B BUFR Products

The High Resolution Infrared Radiation Sounder (HIRS) measures incident radiation using 19 infrared channels and 1 visible channel, providing information on the atmosphere's vertical temperature profile and water vapour from the Earth's surface to an altitude of about 40 km. Level 1B products are derived from the data generated by the instruments onboard both Metop-A/B and NOAA-19 satellites.

As can be seen from the note below, the instrument onboard Metop-A is suffering from 'old age', with data quite degraded.

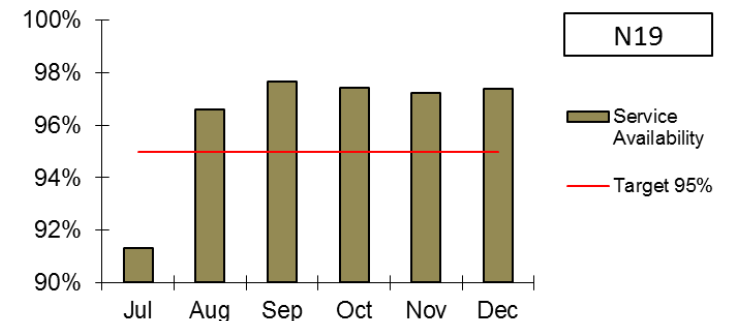
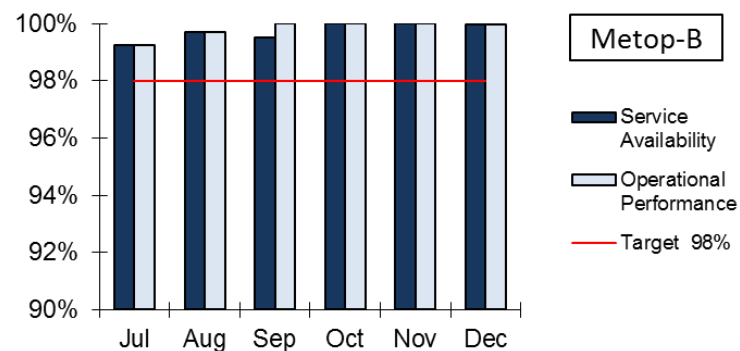
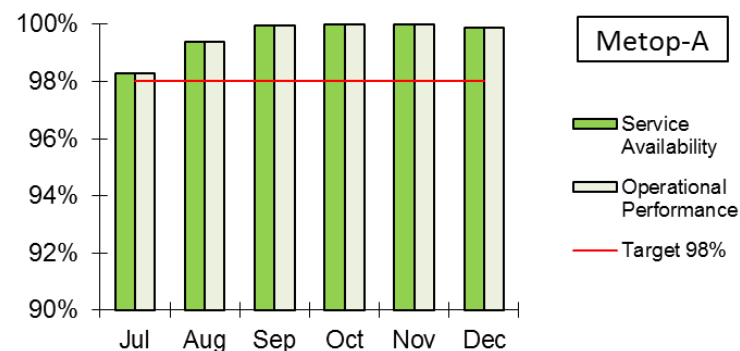
### Events which impacted availability:

**July:** Metop-A and NOAA-19: Dissemination system problems (see [slide 8](#)).

**13 Sept:** Metop-B OOP manoeuvre

### Notes on latest instrument status:

- (1) Metop-A HIRS: channels 1-19 out of spec, with large, short-term fluctuations and further degradation likely.
- (2) Metop-B HIRS: channels 5, 6, 10 and 14 slightly out of spec; instrument radiometric performance quite stable over the reporting period.
- (3) NOAA-19 HIRS: channels 1-12: close to, or out of specification, but the data is still considered usable for the time-being.



# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → IASI Level 1C & Level 2 BUFR Products

The Infrared Atmospheric Sounding Interferometer (IASI) measures the spectrum of infrared radiation in 6000 channels, providing information on atmospheric profiles of temperature, water vapour and trace gases, as well as surface temperature, surface emissivity and cloud characteristics.

### Events which impacted availability:

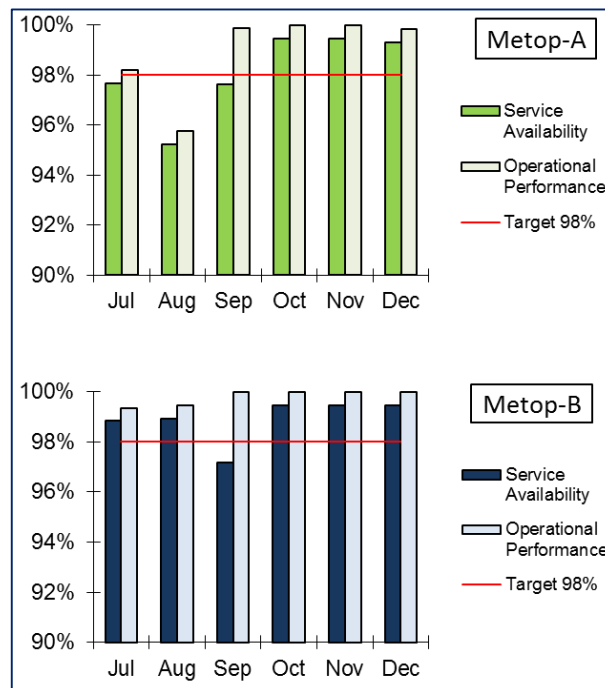
**July:** Metop-A: Dissemination system problems (see [slide 8](#))

**22-23 Aug:** Metop-A IASI: ~25.5 hour outage due to Standby- and Heater-Refuse Modes (see [slide 8](#))

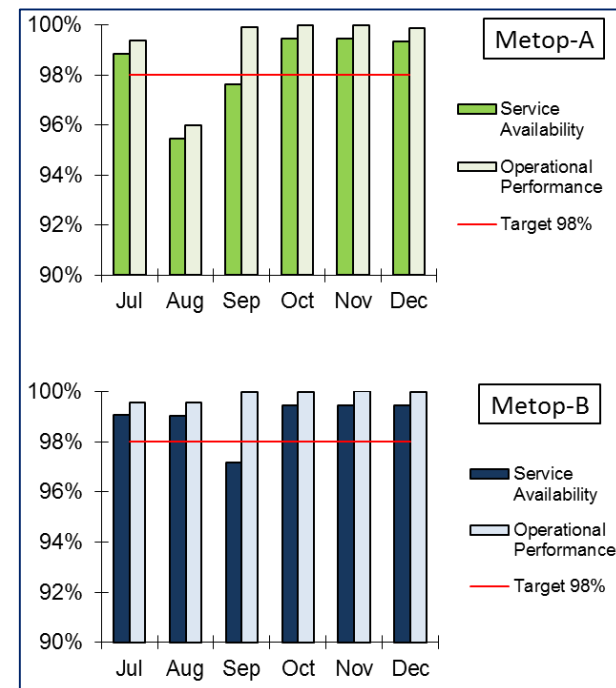
**13 Sept:** Metop-B OOP manoeuvre

**September:** Both Metops: several calibrations in month (including one moon intrusion for each).

IASI Level 1C



IASI Level 2



Note that external calibrations are performed typically on a monthly basis and these reduce the availability of Level 1 / Level 2 data (relative to that of Level 0) by approximately 0.5 to 0.6% of the scheduled availability.

# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → MHS Level 1B BUFR Products

The Microwave Humidity Sounder (MHS) is a 5-channel microwave radiometer providing information on atmospheric humidity profiles primarily, but also cloud liquid water content and precipitation.

Level 1B products are derived from the data generated by the instruments onboard both Metop-A/B and NOAA-19 satellites.

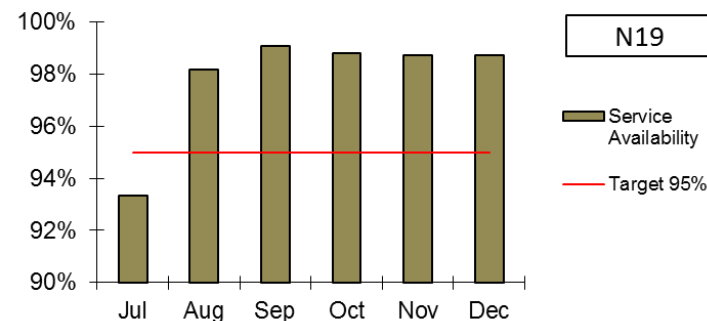
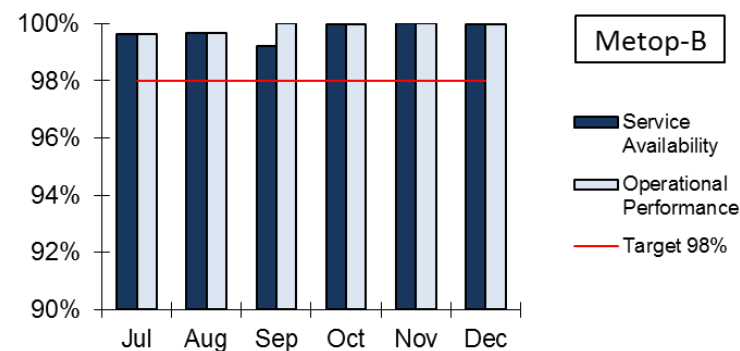
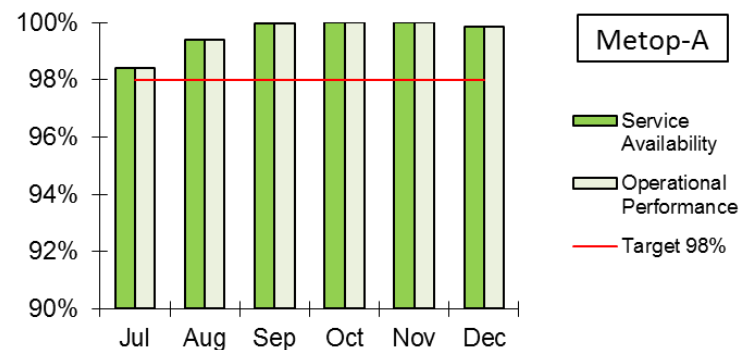
### Events which impacted availability:

**July:** Metop-A: Dissemination system problems (see [slide 8](#)).

**13 Sept:** Metop-B OOP manoeuvre

### Notes on latest instrument status:

- NOAA-19 MHS: channel 3 remains out of spec.
- Metop-A MHS: spikes seen on channel 2 NEDT after local oscillator swap, but otherwise all channels within spec.
- Metop-B MHS: all channels within spec.





# EUMETSAT Central Operations Report for July - December 2017

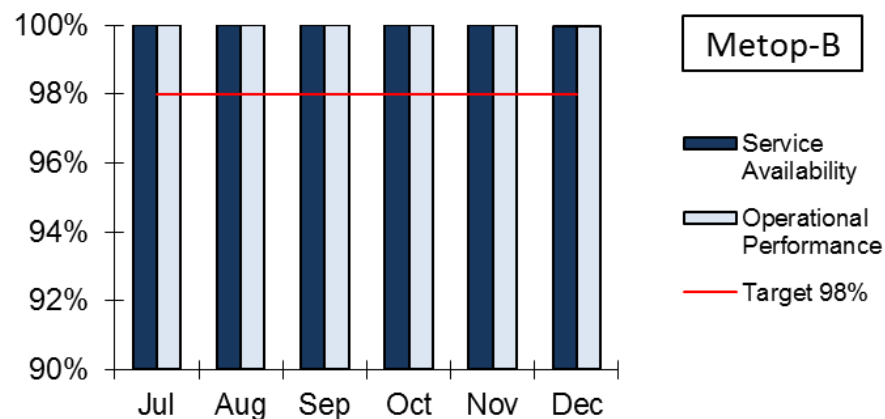
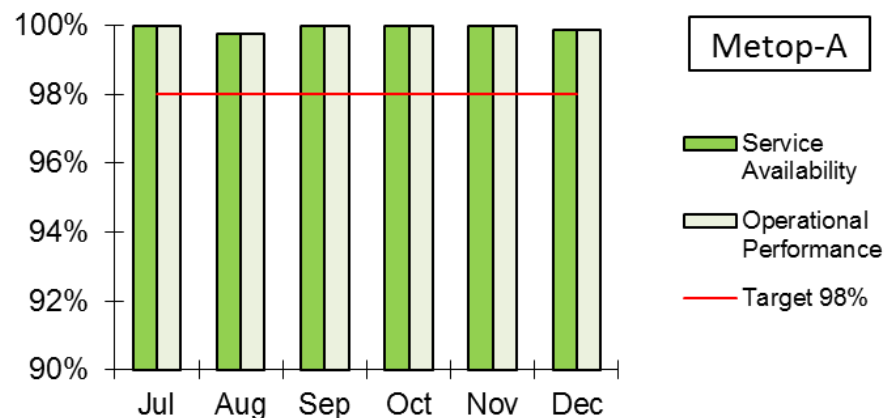
## Metop, Suomi-NPP & NOAA GDS → SEM Level 0 Data

The Space Environment Monitor (SEM) consists of a pair of instruments on each Metop satellite which provide data to determine the intensity of the Earth's radiation belts and the flux of charged particles at the satellite's orbiting altitude.

Level 0 data (consisting of the SEM instrument source packets in EPS native format) is provided to NOAA via a dedicated terrestrial line.

### Events which impacted availability:

None significant.



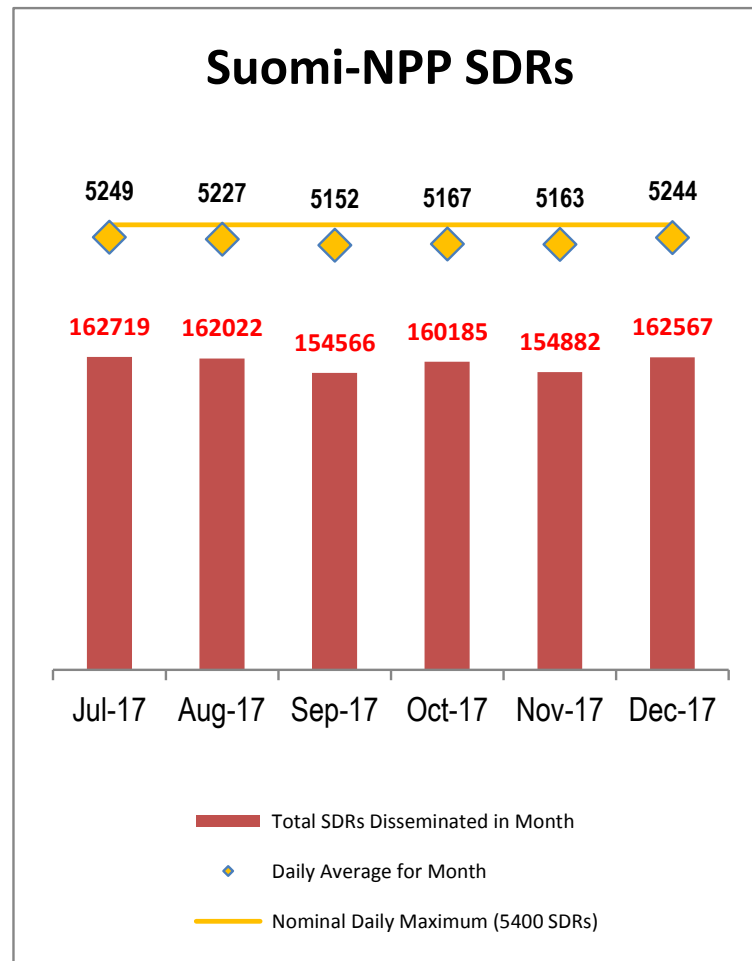
# EUMETSAT Central Operations Report for July - December 2017

## Metop, Suomi-NPP & NOAA GDS → Suomi-NPP Sensor Data Records

The Global Data Service delivers Sensor Data Records from the ATMS and CrIS instruments (Advanced Technology Microwave Sounder and Cross-track Infrared Sounder respectively) onboard NASA-NOAA's Suomi-NPP (National Polar-orbiting Partnership) satellite.

### Events which impacted availability:

None significant.



## Regional Data Services

The Regional Data Services (RDS) are based on direct acquisition of data from Metop and NOAA satellites by a network of HRPT stations, known as EARS (EUMETSAT Advanced Retransmission System). At each station, an EARS node processes the data locally and then relays it on to EUMETSAT for very timely distribution to the user community via EUMETCast and the GTS.

The RDS comprises the following services :

EARS-ASCAT, EARS-ATMS, EARS-ATOVS, EARS-AVHRR, EARS-CrIS,  
EARS-IASI, EARS-NWC, EARS-VASS and EARS-VIIRS

Service performance is measured in terms of the availability of the data on the EUMETCast user reception stations being within 30 minutes of the instrument's observations, unless specified otherwise in the following slides.

See EUMETSAT's document TD14, available from the [‘Regional Data Services’](#) page of EUMETSAT's website (see ‘Related Links’) for more general information on the various EARS services, including which HRPT stations contribute to each of the services.

# EUMETSAT Central Operations Report for July - December 2017

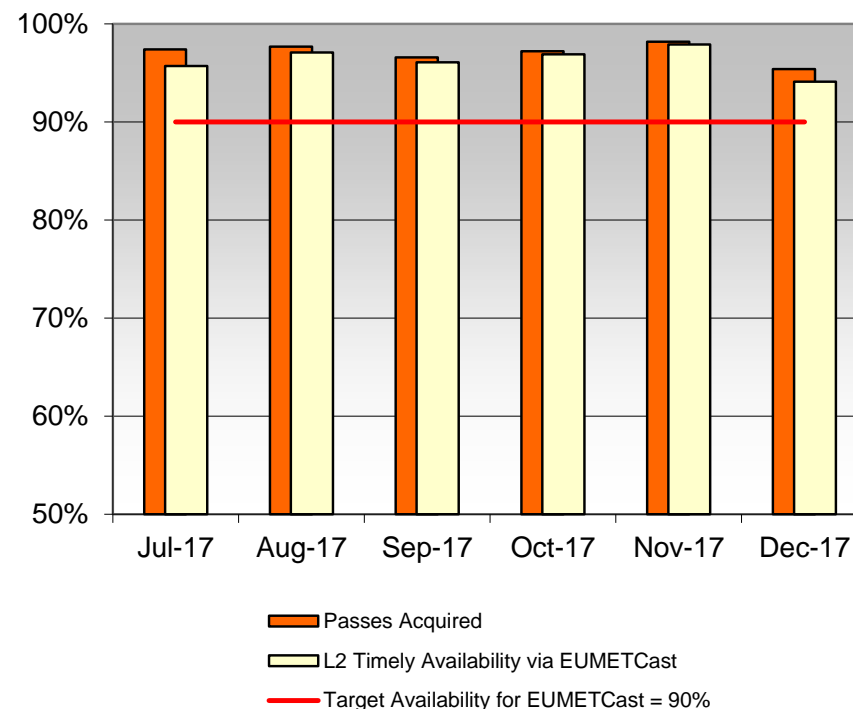
## Regional Data Services → EARS-ASCAT

This service provides products derived from the data produced by the ASCAT instrument onboard Metop-A and Metop-B.

Level 1 data is produced by the EARS system, and then forwarded to KNMI (Netherlands) for the generation of Level 2 data. Availability shown on the chart is that of the Level 2 data received by users (relative to scheduled passes).

### Events which impacted availability:

None significant.



# EUMETSAT Central Operations Report for July - December 2017

## Regional Data Services → EARS-ATMS

This service provides SDRs derived from the data produced by the ATMS (Advanced Technology Microwave Sounder) instrument onboard NASA-NOAA's Suomi-NPP satellite.

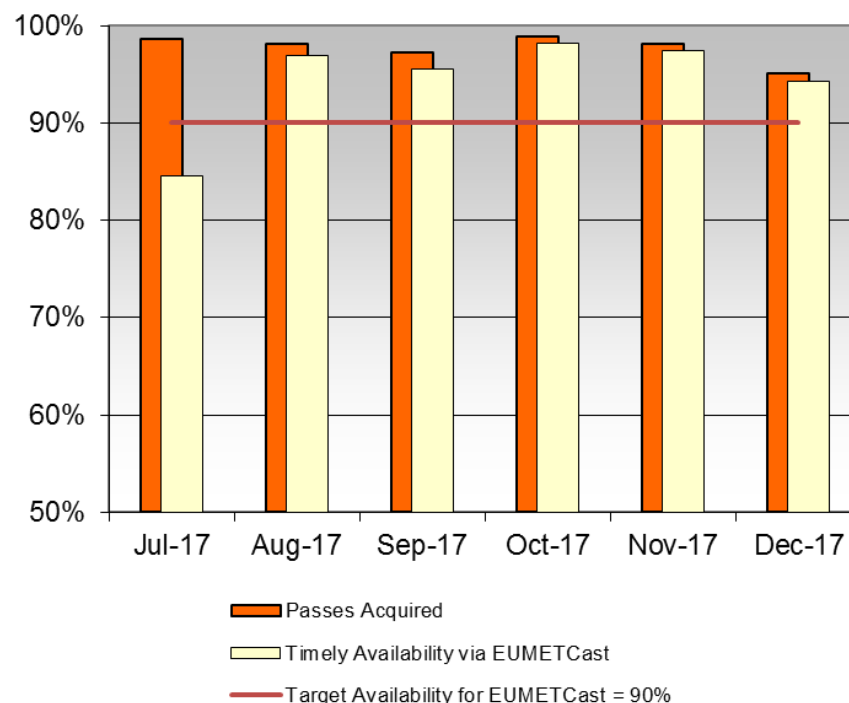
Availability shown on the chart is that of the BUFR-formatted SDRs received by users (relative to scheduled passes).

### Events which impacted availability:

**July:** Dissemination system problems (see [slide 8](#))

**28-30 Sept:** S-NPP safe-mode following OOP manoeuvre – no products processed

**11-18 Dec:** No S-NPP processing at Dolgoprudny



# EUMETSAT Central Operations Report for July - December 2017

## Regional Data Services → EARS-ATOVS

This service provides ATOVS products covering data-sparse areas, derived from data received by all HRPT stations from the following satellites (listed in order of priority): Metop-B, Metop-A, NOAA's N19 and N18. Note that Metop's AHRPT partial coverage data is used.

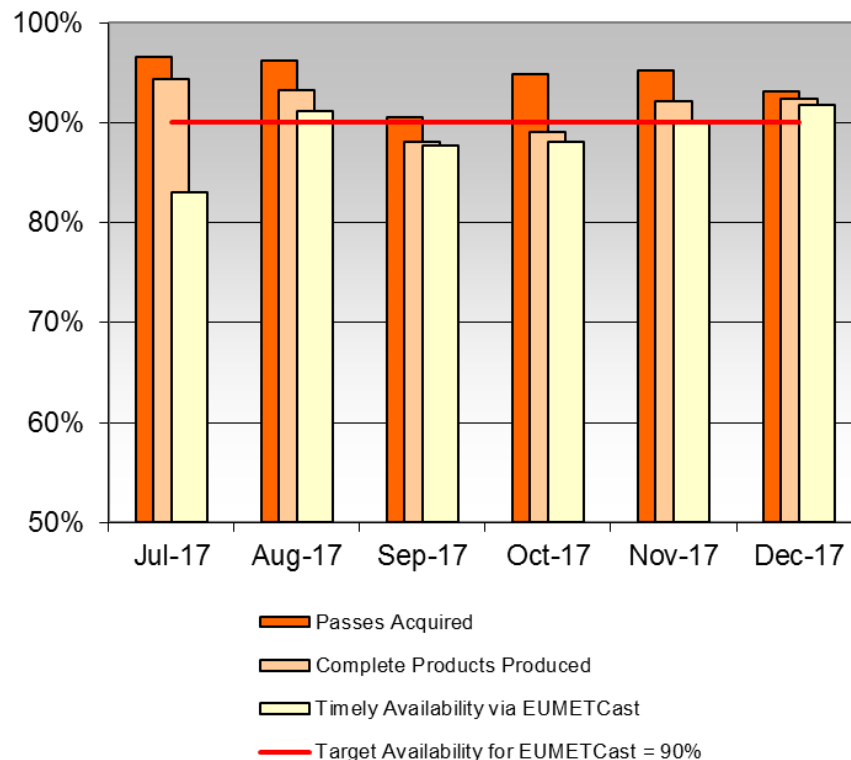
The availability target shown in red on the chart is that for the products received by users (relative to scheduled ground station passes) and covers Level 1C and 1D products.

Note the less-stringent timeliness target for data from the following HRPT stations:

Edmonton, Gander, Miami & Monterey: 45 mins.

### Events which impacted availability:

- July:** Dissemination system problems (see [slide 8](#))
- September:** A combination of problems at various stations
- 9-16 Oct:** N19 MHS in safe-mode – no N19 ATOVS products processed
- Nov-Dec:** AAPP processing problems at Roshydromet stations



# EUMETSAT Central Operations Report for July - December 2017

## Regional Data Services → EARS-AVHRR

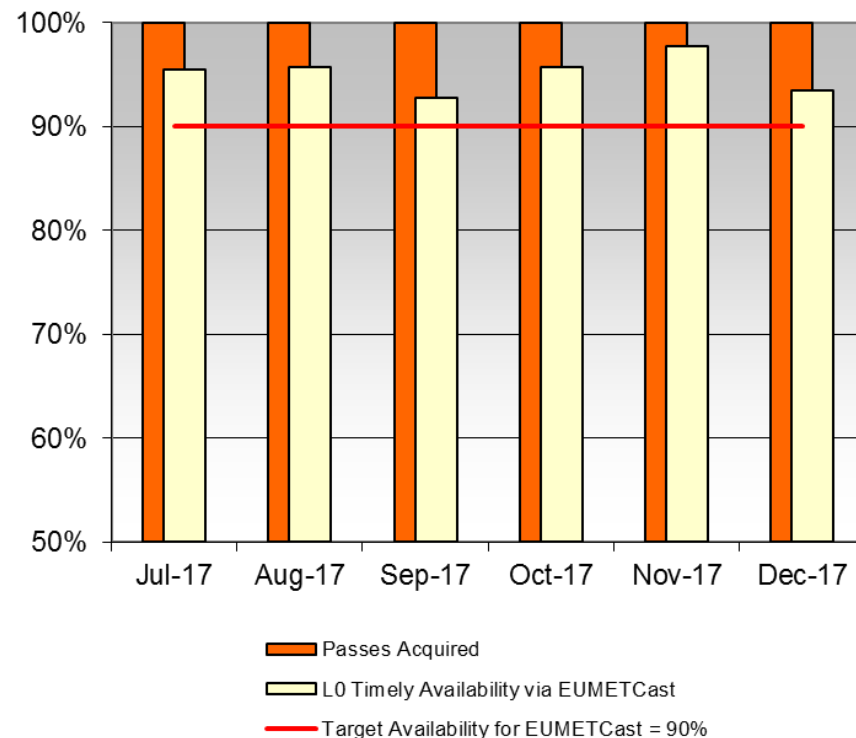
This service provides data from the AVHRR instruments onboard NOAA-19 and the Metop satellites. AHRPT partial coverage data and data from the Fast Dump Extract System (FDES) are used from the Metops.

Availability shown on the chart is for Level 0 data received by users (relative to scheduled regional passes). Note that no higher-level products are generated.

### Events which impacted availability:

**September:** Station problems at Athens and Gander impacted processing

**December:** Station problems at Athens and Moscow impacted processing





# EUMETSAT Central Operations Report for July - December 2017

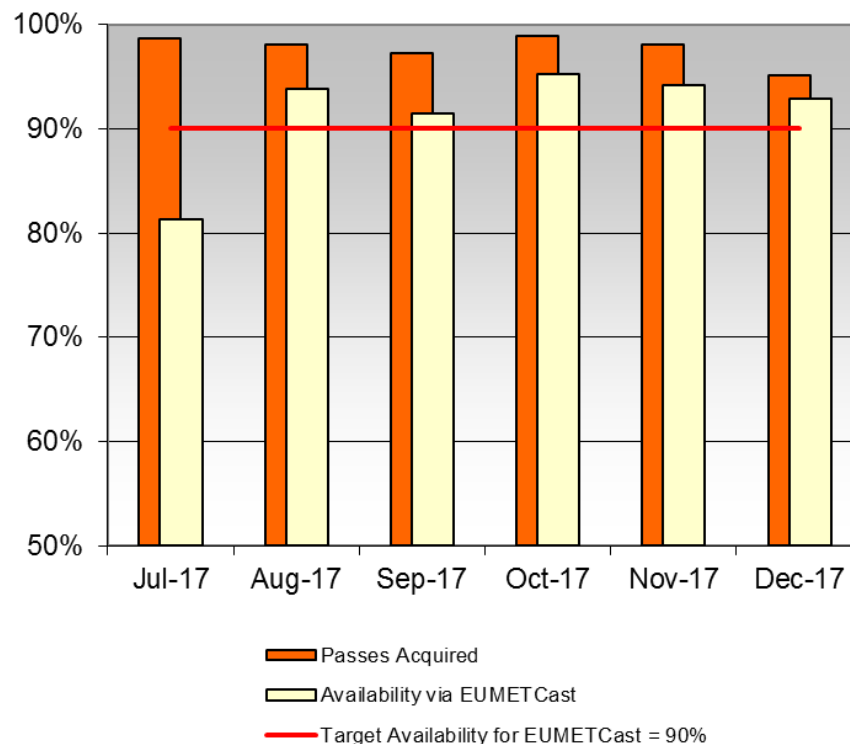
## Regional Data Services → EARS-CrIS

This service provides SDRs derived from the data produced by the CrIS (Cross-track Infrared Sounder) instrument onboard NASA-NOAA's Suomi-NPP satellite.

Availability shown on the chart is that of the BUFR-formatted SDRs received by users (relative to scheduled passes).

### Events which impacted availability:

- July:** Dissemination system problems (see [slide 8](#))
- 28-30 Sept:** S-NPP safe-mode following OOP manoeuvre – no products processed
- 11-18 Dec:** No S-NPP processing at Dolgoprudny



# EUMETSAT Central Operations Report for July - December 2017

## Regional Data Services → EARS-IASI

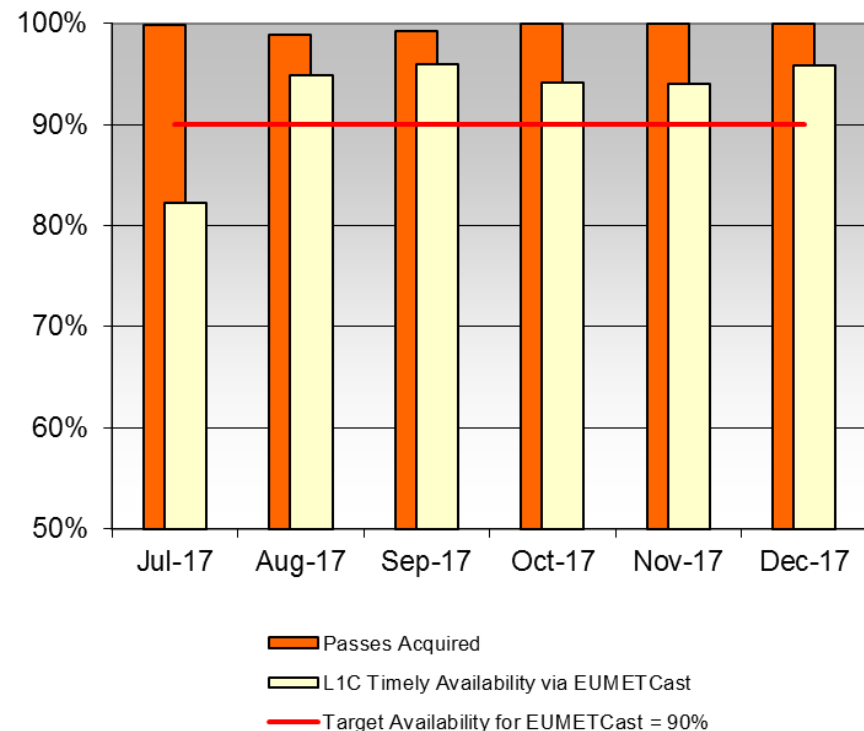
This service provides products derived from the data produced by the IASI instrument onboard the Metop-A and B satellites.

Availability shown on the chart is that of the Level 1C data received by users (relative to scheduled passes). The products comprise calibrated and geolocated IASI observations containing both 300 Principle Component Scores and 500 original IASI channels, cloud/scene analysis information, BUFR formatted, suitable for nowcasting applications.

### Events which impacted availability:

**July:** Dissemination system problems (see [slide 8](#))

**General Issue:** Incomplete passes in the HRPT zone cannot be processed, hence lower availability of products compared to the passes.



# EUMETSAT Central Operations Report for July - December 2017

## Regional Data Services → EARS-NWC

This service delivers Level 2 cloud products derived from data produced by the AVHRR instruments onboard Metop-B and NOAA-19.

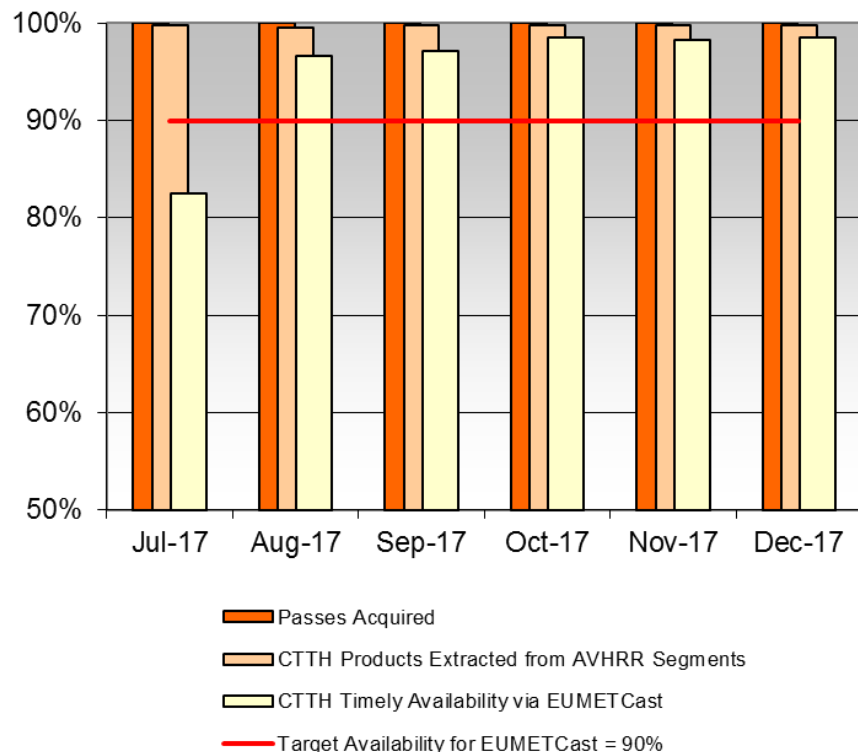
Three types of product are delivered:

- Cloud-Top Temperature and Height (CTTH)
- Cloud Mask (CM)
- Cloud Type (CT)

Availability shown on the chart is currently only that of the CTTH products received by users (relative to scheduled passes).

### Events which impacted availability:

July: Dissemination system problems (see [slide 8](#))



# EUMETSAT Central Operations Report for July - December 2017

## Regional Data Services → EARS-VASS

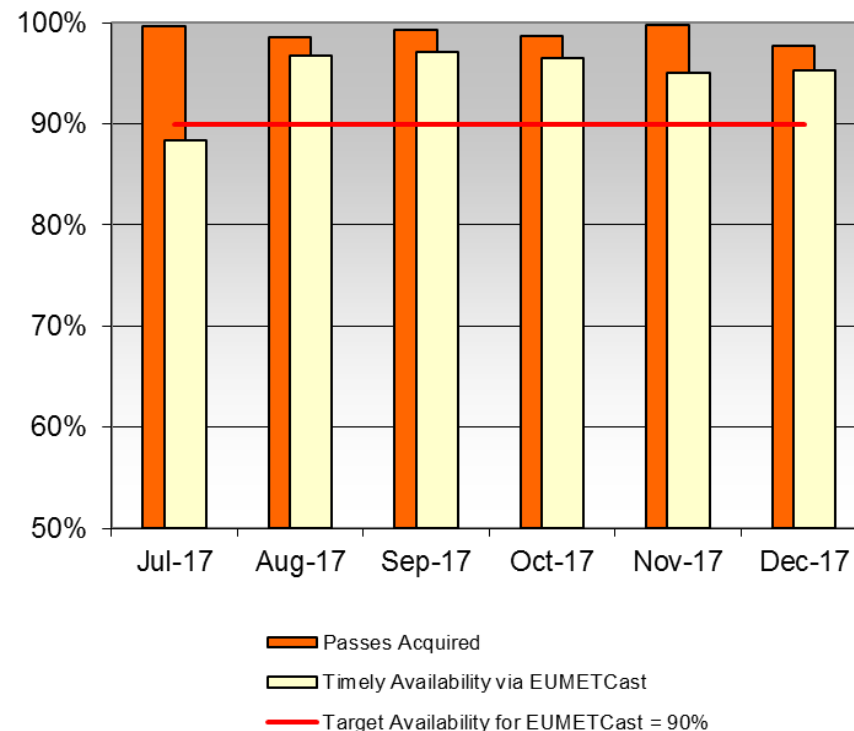
The EARS Vertical Atmospheric Sounding Service (VASS) delivers data processed to L1B from the MWHS-II (Microwave Humidity Sounder II) and IRAS (Infra-Red Atmospheric Sounder) instruments onboard the FY-3C satellite from the China Meteorological Administration (CMA).

Availability shown on the chart is that of the BUFR-formatted L1B data relayed via EUMETCast.

The HRPT stations contributing to the VASS service are Athens, Kangerlussuaq, Lannion, Maspalomas, and Svalbard.

### Events which impacted availability:

**July:** Dissemination system problems (see [slide 8](#))



# EUMETSAT Central Operations Report for July - December 2017

## Regional Data Services → EARS-VIIRS

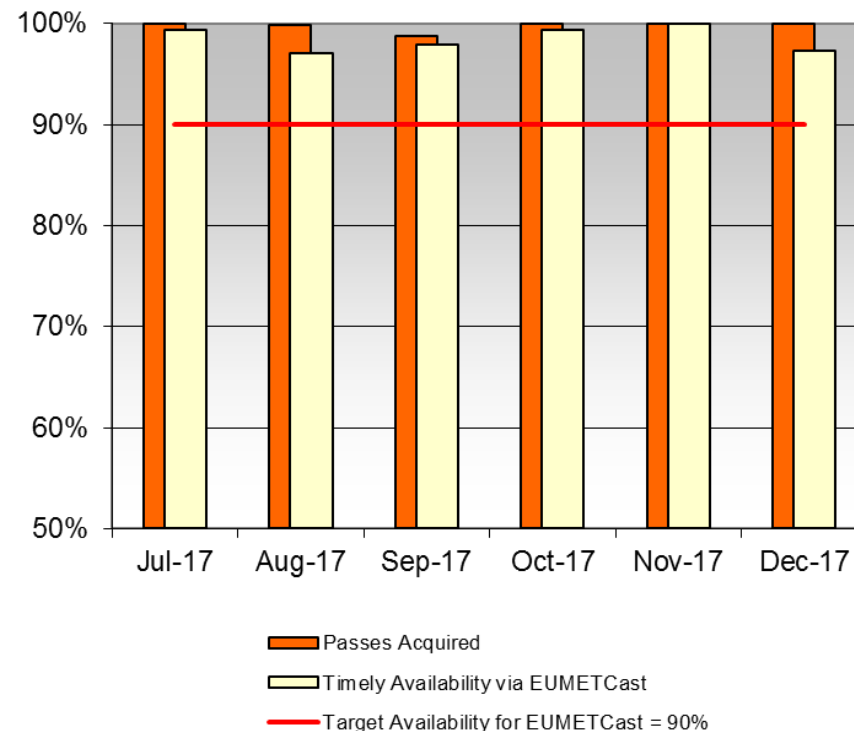
This service delivers products based on M-Band data from the Visible Infrared Imaging Radiometer Suite (VIIRS) instrument onboard NASA-NOAA's Suomi-NPP satellite.

Availability shown on the chart is that of the L1 SDR products received by users (relative to scheduled passes).

The HRPT stations contributing to the VIIRS service are Athens, Kangerlussuaq, Lannion, Maspalomas, and Svalbard.

### Events which impacted availability:

**28-30 Sept:** S-NPP safe-mode following OOP manoeuvre – no products processed



## Search & Rescue Support

EUMETSAT supports the Cospas-Sarsat System for Search and Rescue (SAR) by flying transponders onboard its MSG and Metop satellites.

The Cospas-Sarsat System is designed to provide distress alert and location data to assist SAR operations, using a constellation of geostationary and low-altitude Earth-orbiting satellites to relay signals from distress beacons to ground terminals. More information concerning the system can be found on [www.cospas-sarsat.org](http://www.cospas-sarsat.org).

**MSG:** Meteosat-8, 9 and 10 have provided full-time nominal SAR coverage over the reporting period, with the exception of a ~4.5-hour outage on 29-September for Meteosat-9, due to a PMA safe-mode. Meteosat-11's transponder remained off during in-orbit storage.

**Metop:** Metop-A and Metop-B have provided full-time SAR support during the reporting period.

## Jason-2 and Jason-3 OGDR Service

This service delivers the ‘Operation Geophysical Data Record’ (OGDR) products, derived from the altimetry data acquired from the Jason-2 and Jason-3 satellites.

Both Jason missions are cooperative undertakings between EUMETSAT, NOAA, CNES and NASA. Jason-3 also involves the European Union, as a Copernicus mission. The European role in operations is funded by Copernicus.

Jason-3 has been supporting the primary service since 1 July 2016. EUMETSAT and NOAA process the data from the satellites in near real-time, and disseminate and archive the products. The chart on the next slide shows the availability of the products within the timeliness constraints of 3 hours and 5 hours respectively from the time of sensing.

**Special note:** Following the Safe-Hold Modes in March and May 2017, the aging Jason-2 was moved to a new orbit (LRO – Long Repeat Orbit), and OGDR production resumed on 24 July 2017. A further Safe-Hold Mode occurred in September, and recovery was intentionally delayed to 13 October. From that date until the end of the reporting period, Jason-2 functioned nominally. Studies are ongoing at CNES to determine the optimum operations concept for the future.

# EUMETSAT Central Operations Report for July - December 2017

## Jason-2 and Jason-3 OGDR Service

The charts show the availability of the Jason-2 and Jason-3 Operational Geophysical Data Record (OGDR) products disseminated via EUMETCast.

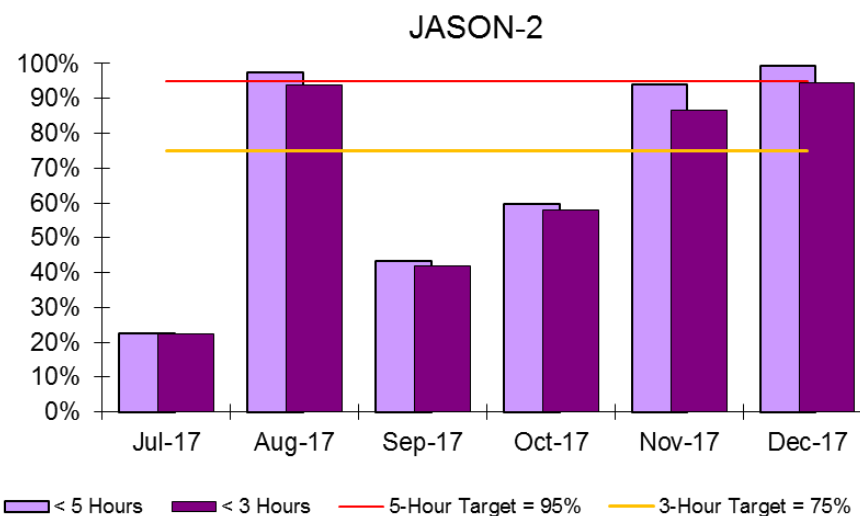
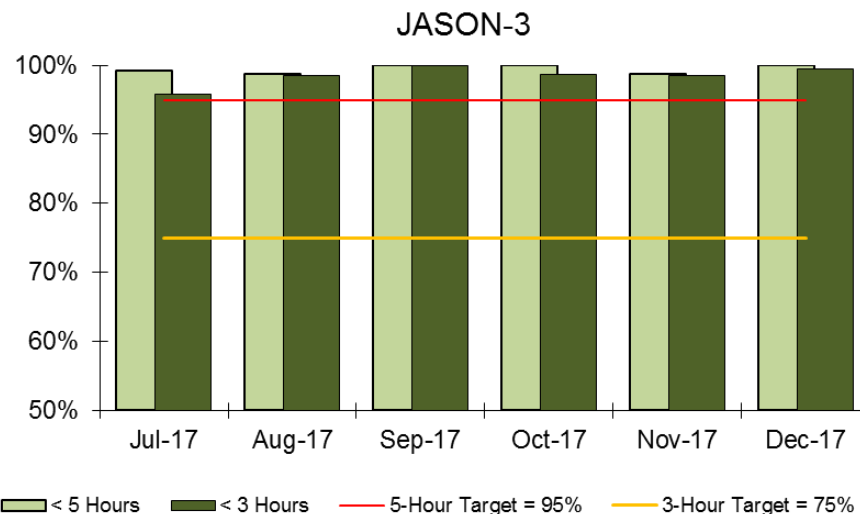
The target figure of 95% applies to the availability of data received on EUMETCast reception stations with a timeliness of 5 hours. The further target of 75% is for the more demanding objective of 3-hour timeliness.

### Events which impacted availability:

**24 July:** Jason-2: recovery from the Safe-Hold Mode (SHM) which occurred on 17-May, caused by a gyro fault.

**14 Sept:** Jason-2: further SHM (also due to gyro fault). Delayed recovery (planned) took place on 13 October.

(In general, redumps are taken at next visibility (or by other ground station) in cases of problematic passes and connection problems – this ensures minimisation of data loss, although some impact on timeliness occurs)





## Third-Party Data Services

In addition to its own satellite data and meteorological products, EUMETSAT also distributes data and products from partner organisations as part of an international cooperation.

Image data from the following **geostationary satellites** is made available via EUMETCast, Direct Dissemination and the Internet:

- NOAA's GOES-13 ('GOES-East') at 75°W, and GOES-15 ('GOES-West') at 135°W
- JMA's Himawari-8 at 140.7°E
- CMA's FY-2E, at 86.5°E, and FY-2G, at 105°E (also selected meteorological products)

**Meteorological products based on LEO satellite data are also disseminated:**

- Microwave Sounder products from CMA's FY-3B and FY-3C (only provided to National Met. Services)
- Level 1, 2 and 3 products derived from data of the MODIS instrument on NASA's Terra & Aqua satellites
- EUMETSAT SSMIS products derived from sounder data of the DoD's DMSP satellites (F16 – F19)
- Operational Geophysical Data Records (OGDRs) from the AltiKa instrument of ISRO/CNES's SARAL mission.

The charts on the following slides show the availability of the data via EUMETCast.

# EUMETSAT Central Operations Report for July - December 2017

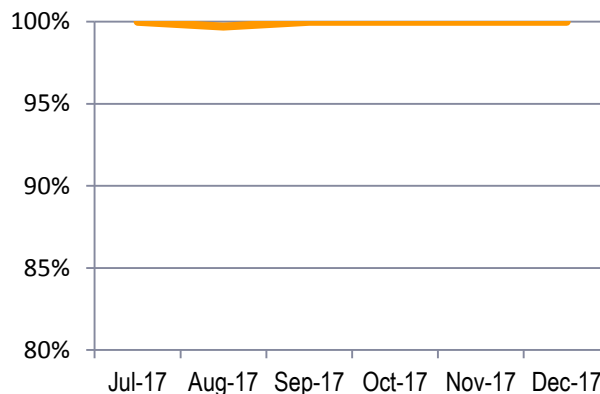
## Third-Party Data Services → Geostationary Satellite Data & Products

The charts on this slide show the timely availability (as a percentage of expected) of image data originating from the **geostationary satellites** operated by NOAA and JMA (Japan Meteorological Agency), as disseminated via EUMETCast.

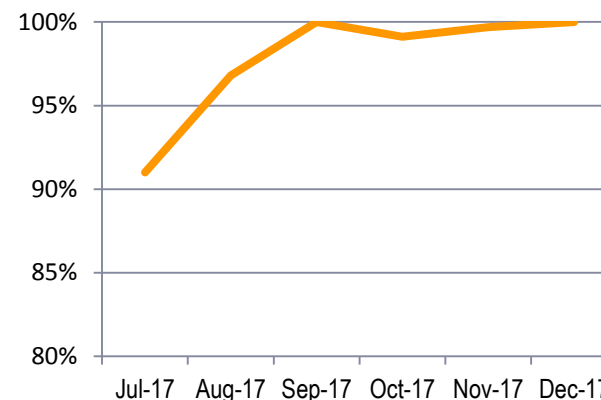
### Events which impacted availability:

**July-Aug: GOES-West: Fewer products due to eclipse-season**

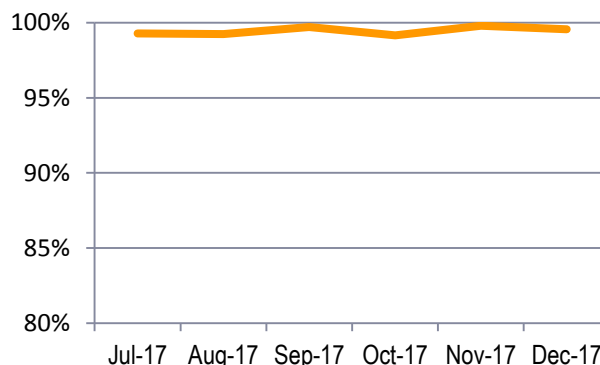
**GOES-East (75°W)**



**GOES-West (135°W)**



**Himawari-8 (140.7°E)**



# EUMETSAT Central Operations Report for July - December 2017

## Third-Party Data Services → Geostationary Satellite Data & Products (cont.)

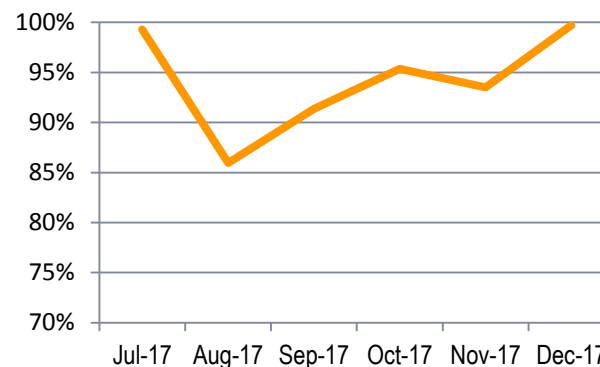
The charts here show the timely availability (as percentage of expected) of selected meteorological products generated from the data acquired by the Fengyun **geostationary satellites** operated by the China Meteorological Agency (CMA), as disseminated via EUMETCast.

### Events which impacted availability:

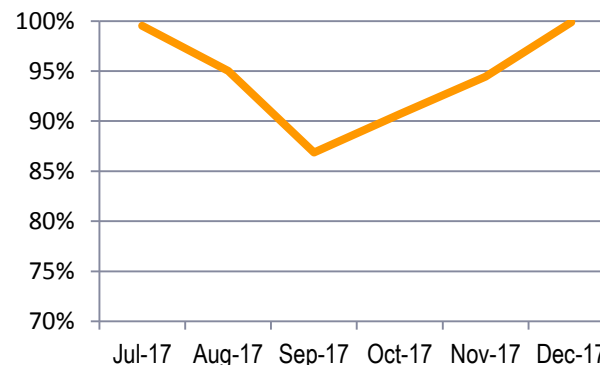
**Aug-Oct:** For both FY-2E & FY-2G:  
Fewer products due to eclipse-season

**November:** Some FY-2E and FY-2G products not received from CMA.

**FY-2E (86.5°E)**



**FY-2G (105°E)**



# EUMETSAT Central Operations Report for July - December 2017

## Third-Party Data Services → LEO Satellite Data & Products (1 of 3)

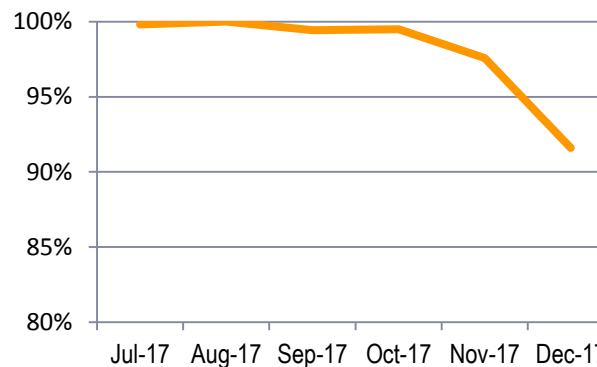
This section presents charts which show the availability of data and products for **LEO satellites** operated by partner organisations, as disseminated via EUMETCast.

On this slide: Level 1 data from microwave sounder instruments onboard CMA's Fengyun FY-3B and FY-3C satellites (made available only to National Met. Services and ECMWF). Availability shown as percentage of expected.

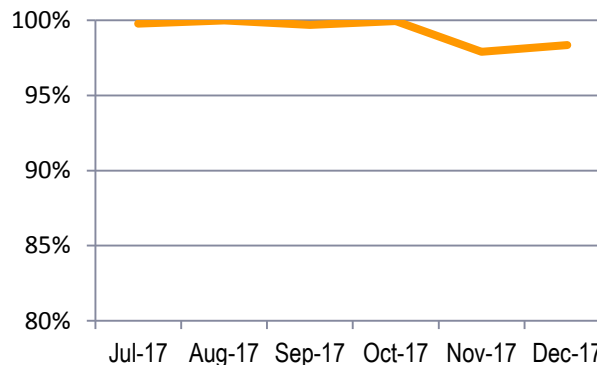
### Events Which Impacted Availability:

**December:** Certain IRAS products not received by EUMETSAT.

**FY-3B Level 1 Data**



**FY-3C Level 1 Data**



# EUMETSAT Central Operations Report for July - December 2017

## Third-Party Data Services → LEO Satellite Data & Products (2 of 3)

This slide presents further charts showing the availability of certain LEO satellite products from partner organisations, as disseminated via EUMETCast. Availability shown in terms of total products disseminated /month and equivalent daily average/month.

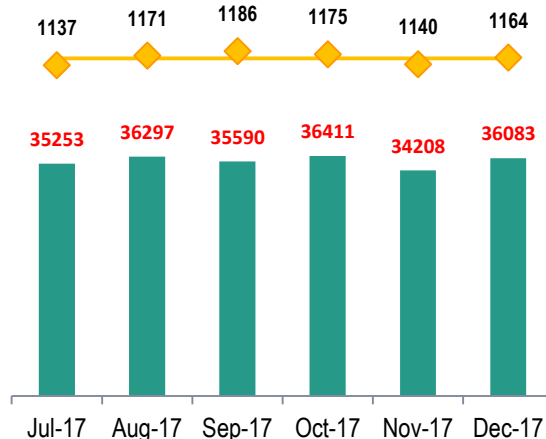
**MODIS:** Level 1, 2 and 3 regional products derived from the MODIS instruments hosted on NASA's Terra and Aqua LEO satellites.

**SSMIS Products:** Extracted from SDR data from the 'Special Sensor Microwave Imager Sounder' radiometer onboard the near-polar-orbiting, sun-synchronised DMSP satellites (one of the F16 – F18 series). Each product contains one orbit of data, comprising 4 BUFR component products: IMA, ENV, LAS and UAS.

### Events which impacted availability:

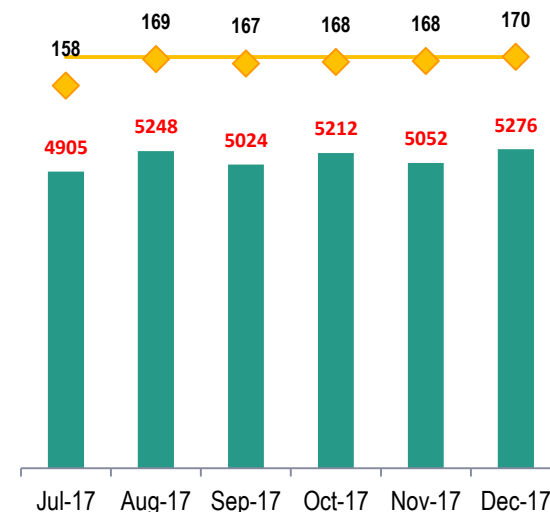
**July:** SSMIS: Stats corrected for duplication of products at source, but is only a conservative estimate.

### MODIS Products



— Total Products Disseminated in Month  
— Daily Average for Month  
— Average Daily Expected (1160 products)

### SSMIS Products



— Total Products Disseminated in Month  
— Daily Average for Month  
— Daily Max of 170 products

# EUMETSAT Central Operations Report for July - December 2017

## Third-Party Data Services → LEO Satellite Data & Products (3 of 3)

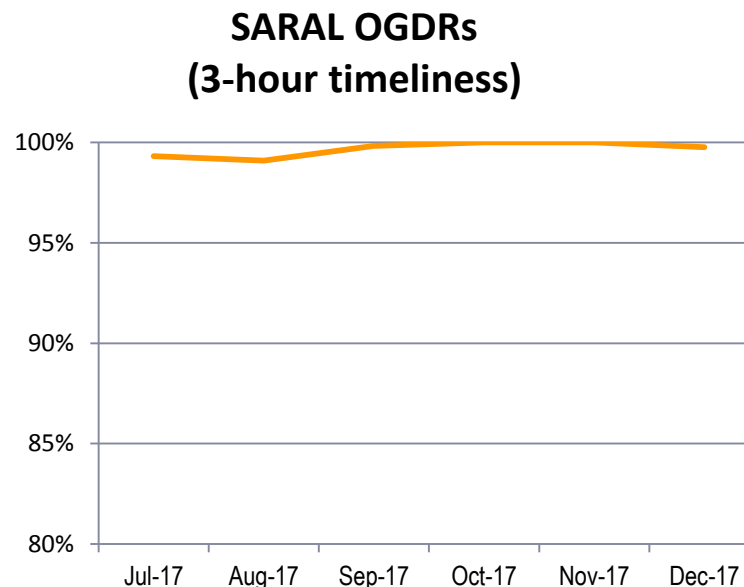
This slide presents a chart showing the availability via EUMETCast of near-real-time Operational Geophysical Data Records (OGDRs), which are produced at EUMETSAT from the data from the 'AltiKa' Ka-band altimeter instrument of ISRO/CNES's SARAL mission.

Each OGDR corresponds to one orbit of data, and their availability is shown as a percentage of the scheduled passes.

75% of the OGDR products shall be made available to the users within 3 hours from data onboard acquisition and 95% of the products within 5 hours.

### Events which impacted availability:

None significant.



## EUMETCast

EUMETCast is EUMETSAT's primary dissemination mechanism for the near real-time delivery of satellite data and products generated by the EUMETSAT Application Ground Segment. Third-party data and products from partner organisations are also delivered by the system, which is based on Digital Video Broadcast (DVB) technology.

Since 1 January 2015, EUMETCast Europe has been implemented with the second generation DVB-S2 standard. The Africa service has remained on DVB-S, but will evolve to DVB-S2 in 2018.

For more information about EUMETCast and the services which it supports, please visit the [‘EUMETCast’](#) page on the EUMETSAT website (via ‘Data’ → ‘Data Delivery’).

The chart on the following slide shows the availability of the system for the last 12 months, which includes the half-year reporting period.

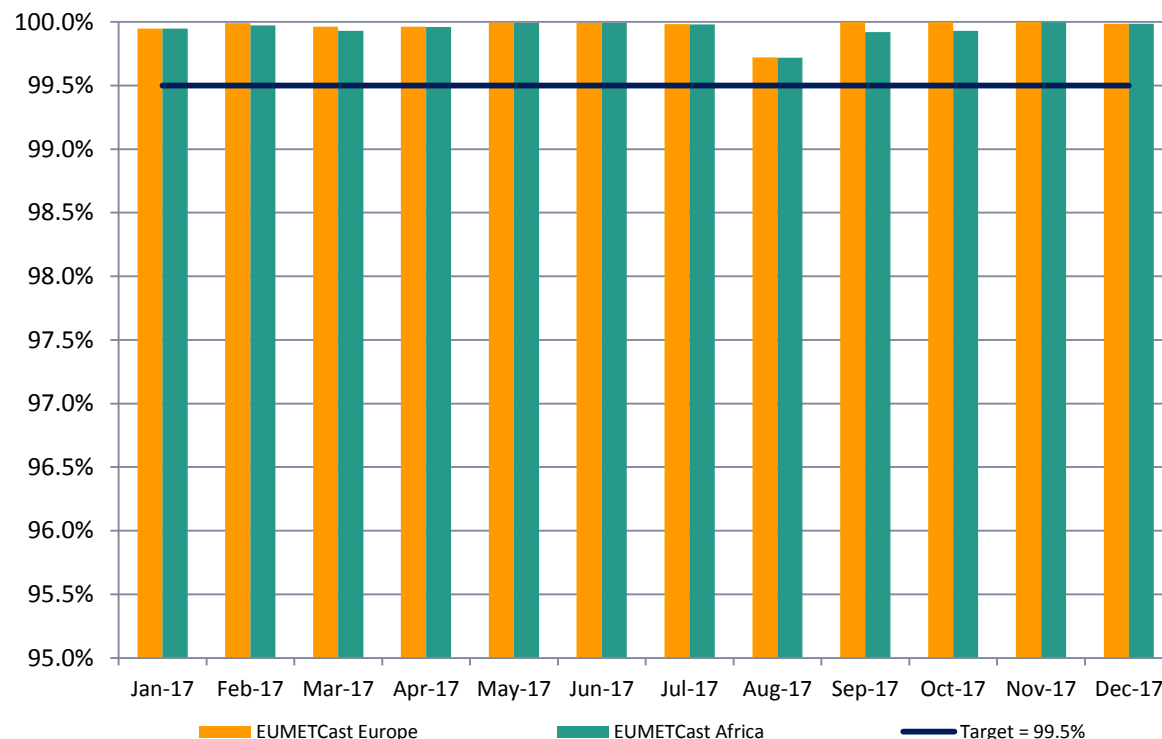
# EUMETSAT Central Operations Report for July - December 2017

## EUMETCast → System Availability for the Year-To-Date

The chart here shows the monthly system availability for the 2 EUMETCast services covering Europe and Africa respectively. The EUMETCast Africa system is currently an extension of EUMETCast Europe and thus its end-to-end system availability is calculated taking due account of the availability of both systems.

### Events which impacted availability:

**2-3 August:** 2¼-hour service provider outage due to hardware failure.



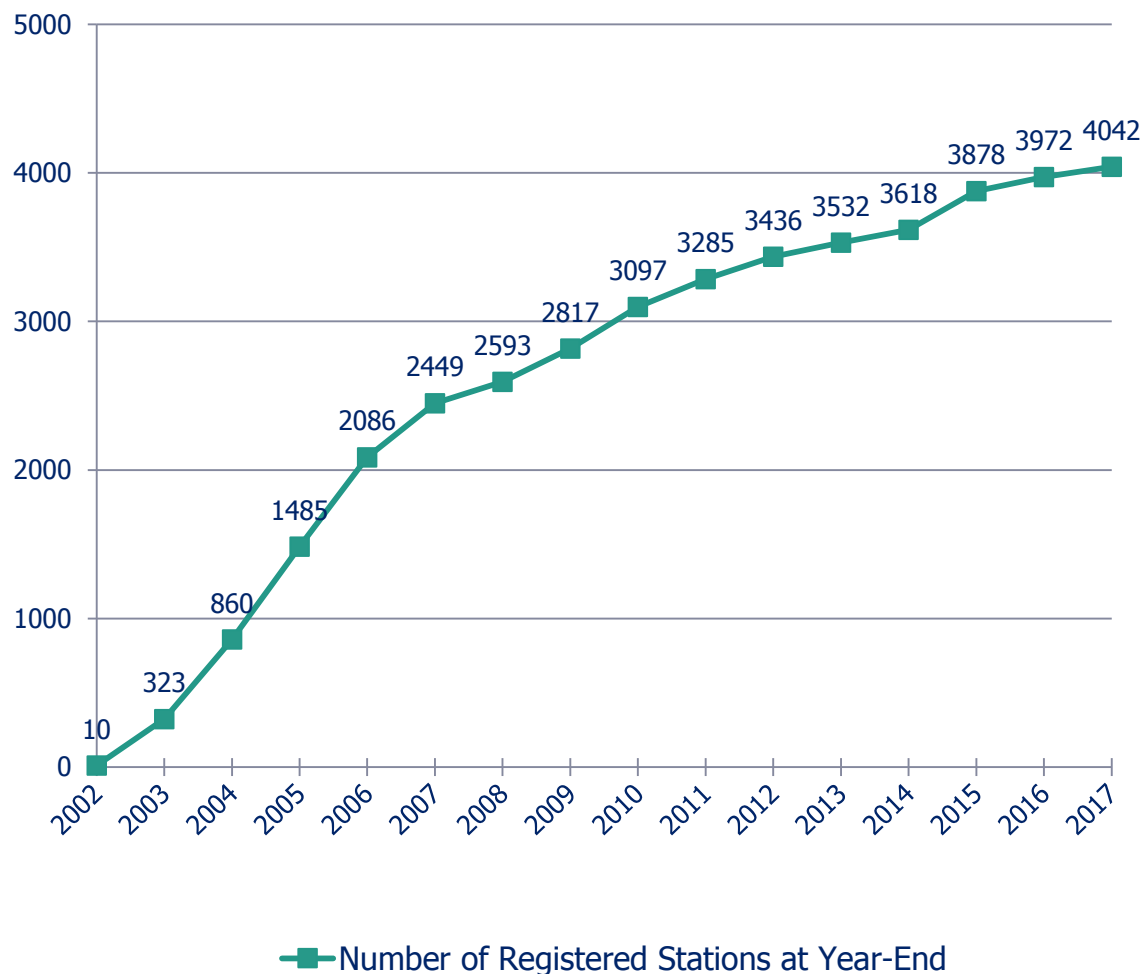


# EUMETSAT Central Operations Report for July - December 2017

## EUMETCast → Registered User Stations

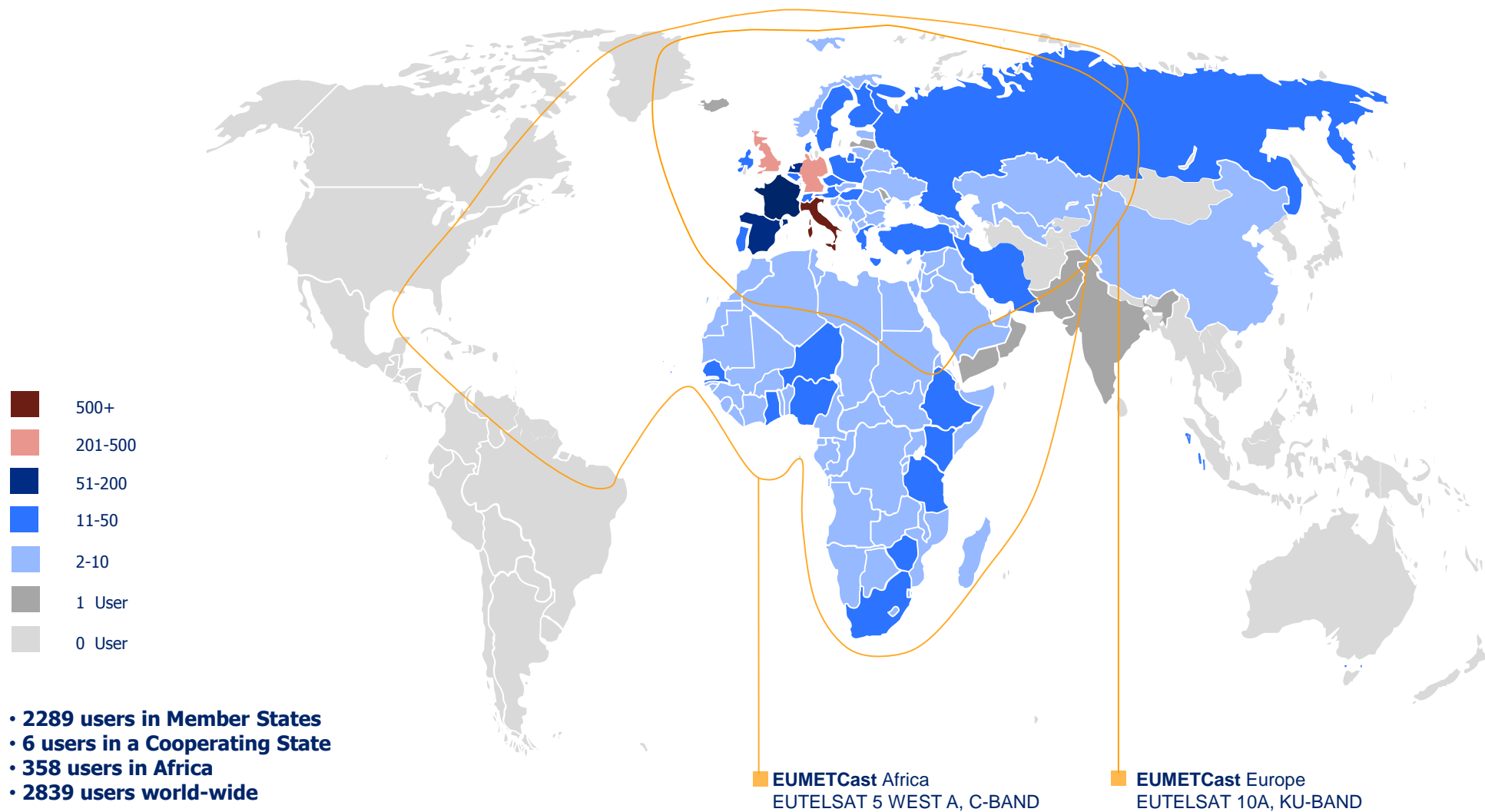
The chart shows the trend of registrations of EUMETCast user stations since the establishment of the system in 2002.

Note that the number of registered user stations is larger than the number of users (shown on the next slide) due to some organisations possessing several user stations.



# EUMETSAT Central Operations Report for July - December 2017

## EUMETCast → Users Worldwide as of 31 December 2017



## The EUMETSAT Data Centre

EUMETSAT's Data Centre archives all payload data acquired from EUMETSAT's operational satellites and most of the products derived from that data.

The Data Centre allows registered users to request data and products from the archive by use of its online 'self-service' ordering mechanism and supplies the requested items via physical media and the Internet. It also allows 'bulk orders' for long time-periods of data and 'standing orders' for repeated delivery of data / products over specified time periods to be requested for special needs.

Charts on the following themes appear on the next 3 slides:

- Data Delivered: Total Volume versus Items
- Archive Orders versus Data To Be Retrieved
- Archive Order Delivery-Time Trends

Note that the charts do not include orders and deliveries of Climate Data Records (CDRs). Although the volumes of CDR deliveries are large (typically many TBs), they are not logged in the automated statistics provided by EUMETSAT's Data Centre.

# EUMETSAT Central Operations Report for July - December 2017

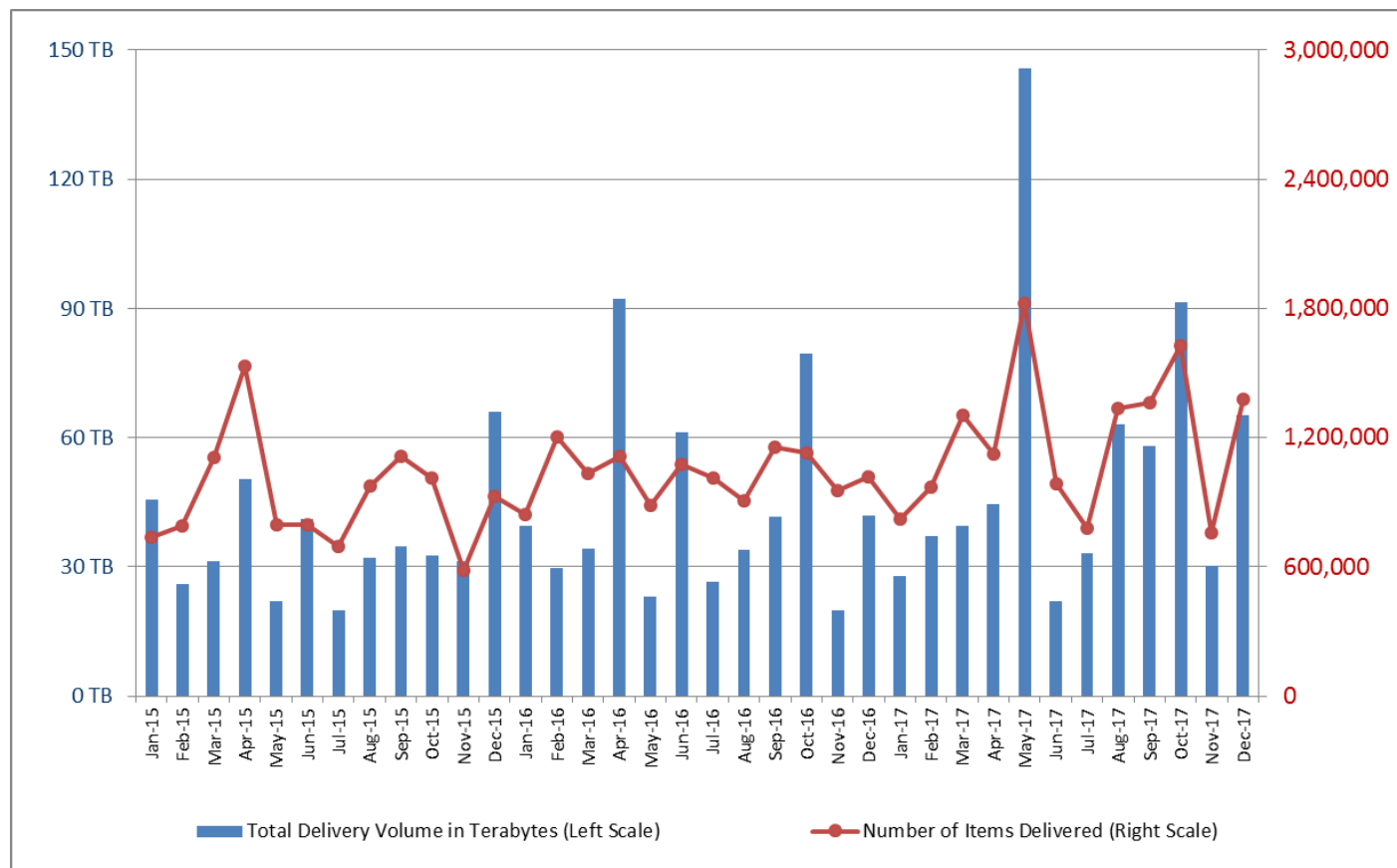
## The EUMETSAT Data Centre → Data Delivered: Total Volume versus Items

The chart shows the number of items delivered monthly to the users by the Data Centre, and the corresponding monthly total volumes of data delivered, in the 3 years up to the end of 2018.

Items comprise images, products and ancillary files, and the statistics include all items supplied for all types of orders (regular, bulk and standing).

### Note for May 2017:

Highest ever delivery volume in a month was achieved (145 TB, ~1.8 million items), since records began.



# EUMETSAT Central Operations Report for July - December 2017

## The EUMETSAT Data Centre → Archive Orders versus Data To Be Retrieved

The chart shows the day-by-day profile of archive orders awaiting processing, against the related volume of data needing to be retrieved from the archive and processed to satisfy the queued orders.

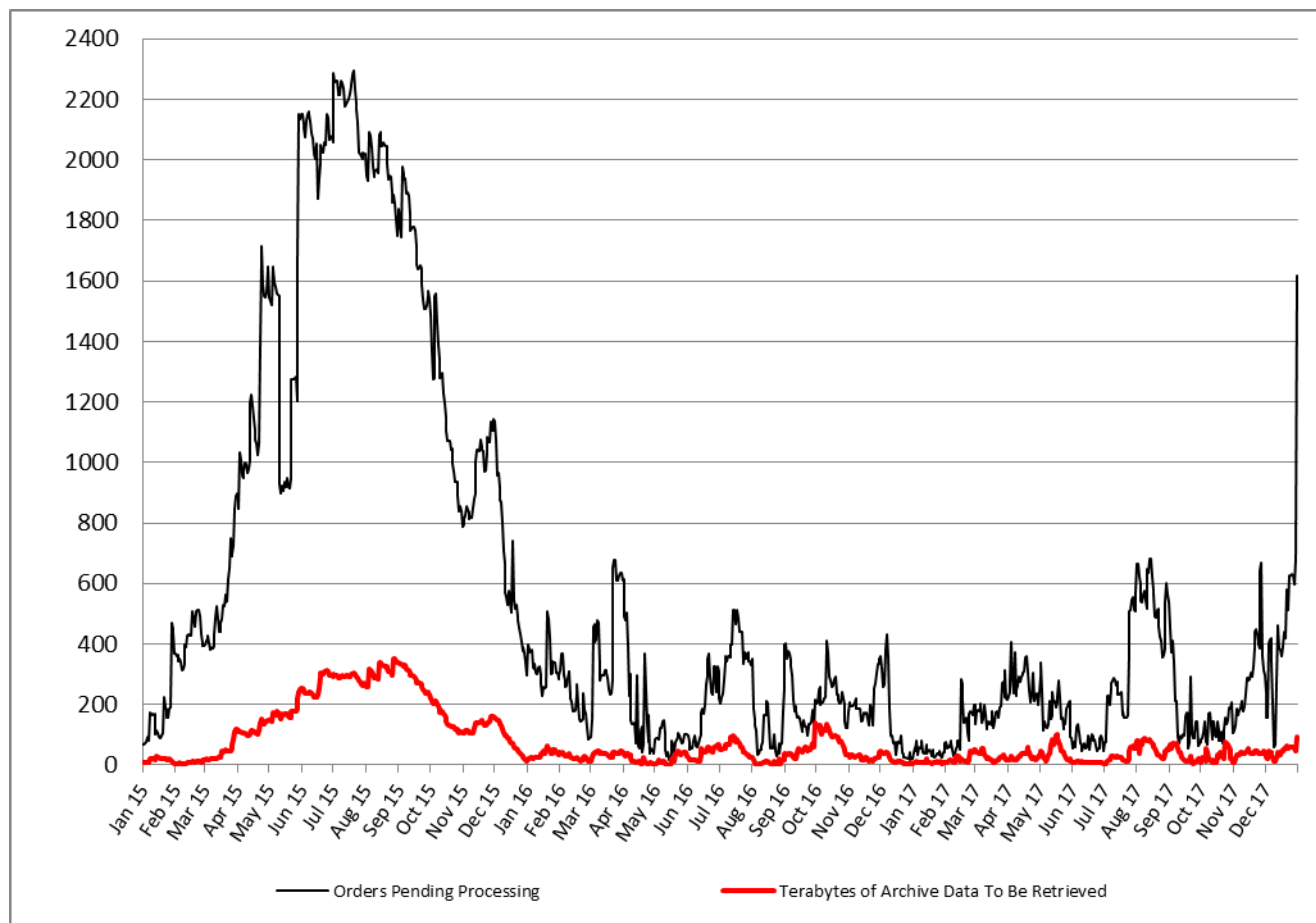
The chart is based on observed daily maximum orders and estimated retrieval volumes which are recorded automatically for each day of the year.

### Peak Levels in March - August 2015:

As reported in the previous issues, the large increase in orders-pending was attributable to exceptionally high interest in archived data and a few exceptionally large orders from specialist users.

### Peak Level on 31 Dec 2017:

The year ended with a large order from the Spanish Met Service. This was processed in due course in the first weeks of 2018.



# EUMETSAT Central Operations Report for July - December 2017

## The EUMETSAT Data Centre → Archive Order Delivery-Time Trends

The 3 charts show delivery-time ranges for Data Centre orders according to 3 categories of order size (Small, Medium & Large), for each of the half-year periods shown on the horizontal axis. The left-hand scales help to show the proportions of the total orders delivered in the indicated time ranges (note: standing orders not included).

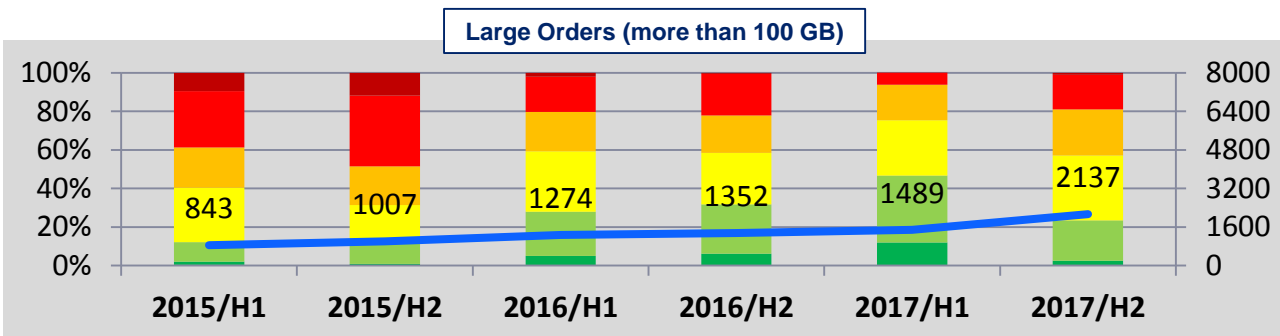
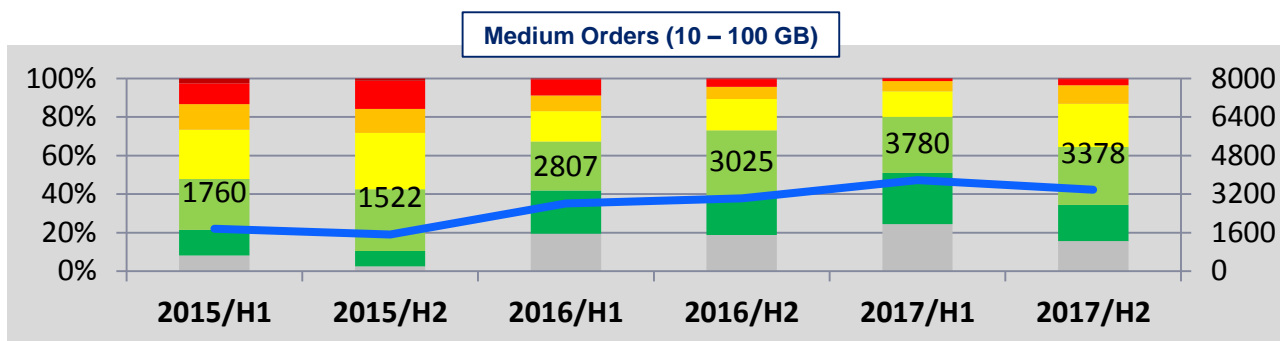
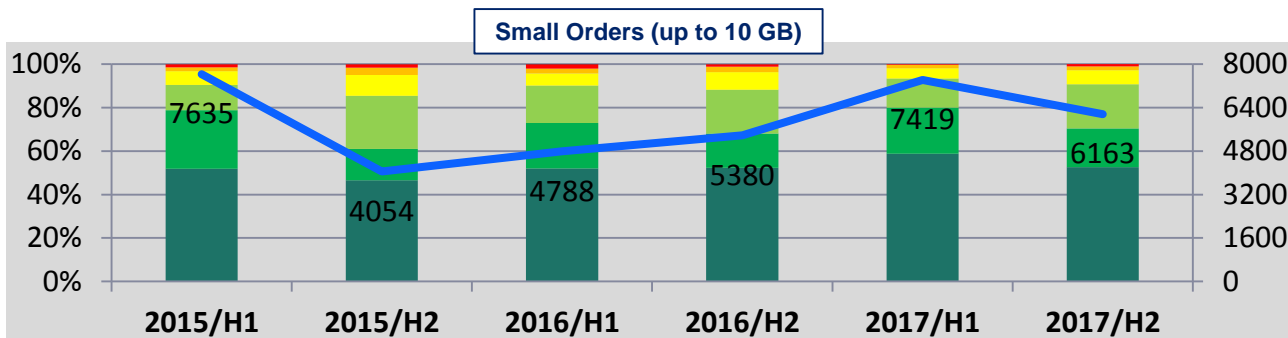
The colour-coding for the delivery-time bands on each of vertical bars on each chart is as follows:



The blue lines indicate the total orders per half year for each category (right-hand scales apply).

Total orders across all 3 categories were:

2015/H1: 10238	2015/H2: 6583
2016/H1: 8869	2016/H2: 9757
2017/H1: 12688	2017/H2: 11678



## EUMETSAT's Support to Climate Services

EUMETSAT contributes to climate monitoring and climate change analysis by recalibrating and reprocessing sensor data and products from Meteosat and Metop satellites held in its archive. Improved processing algorithms are applied to the data collected since the 1980's, producing data records with improved overall consistency, with artefacts introduced during past satellite lifetimes corrected.

The following slide gives an overview of the new Climate Data Records made available in EUMETSAT's archive in the reporting period.

For further information on EUMETSAT's role in Climate Monitoring and the European Climate Projects in which it is involved, please see the '[Monitoring Climate](#)' page whose link can be found on the 'What We Do' section under 'About Us' on the EUMETSAT website.

## EUMETSAT's Support to Climate Services → Climate Data Record (CDR) Generation

### Climate Data Record (CDR) production status at the end of the reporting period:

#### Awaiting archiving in 2018 – available on request:

- GRAS bending-angle profiles for Metop-A and B, up to and including 2016.
- SSM/T2, AMSU-B and MHS microwave sounding FCDRs

#### Produced in 2017/H2 – undergoing validation and consolidation:

- COSMIC (2006-2015) and CHAMP (2001-2010) bending-angle profiles
- Meteosat 5 and 6 recalibrated VIS reflectance
- Meteosat 2-6 cloud mask
- Meteosat 2-7 surface albedo
- Meteosat 2-9 ASR, CSR, CLA and AMV TCDR.

#### To be produced in 2018/H1:

- IASI level 1c FCDR
- Meteosat 8 and 9 surface albedo TCDR

#### To be produced in 2018/H2:

- Meteosat 2-7 FCDR collating recalibrated IR and VIS channel data
- Meteosat 8 and 9 FCDR containing recalibrated IR channels
- Polar AVHRR AMV TCDRs (Metop and NOAA)
- Meteosat ASR, CSR, CLA and AMV TCDR extensions for C3S

#### Work-in-progress for later release:

- ASCAT L1b FCDR
- GOME-2 L1b FCDR
- IASI level 2 TCDR



## Helpdesk Service

EUMETSAT's User Helpdesk provides support to the users of EUMETSAT's services, handling enquiries, registrations, user feedback comments, problems experienced and enhancement requests.

This section includes charts on the following subjects:

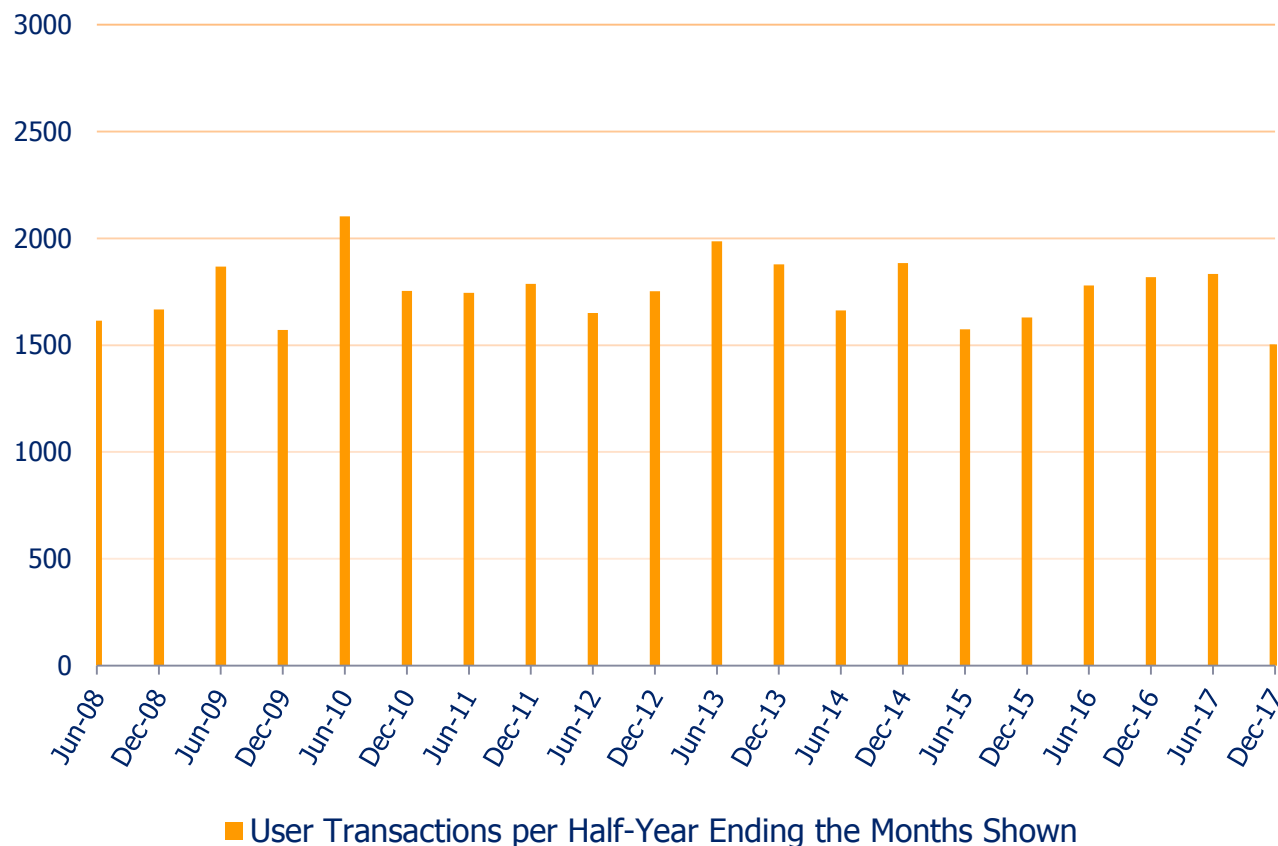
- User interaction history of the last 10 years
- The countries and groups that gave rise to the largest numbers of user interactions in the reporting period
- Breakdown of those user interactions by category

# EUMETSAT Central Operations Report for July - December 2017

## Helpdesk Service → User Interaction History

The chart shows the number of user interactions handled by EUMETSAT's User Helpdesk in each half-year of the last 10 years.

The next two slides focus on the user interactions for the current reporting period, in which a total of **1504** interactions were handled.



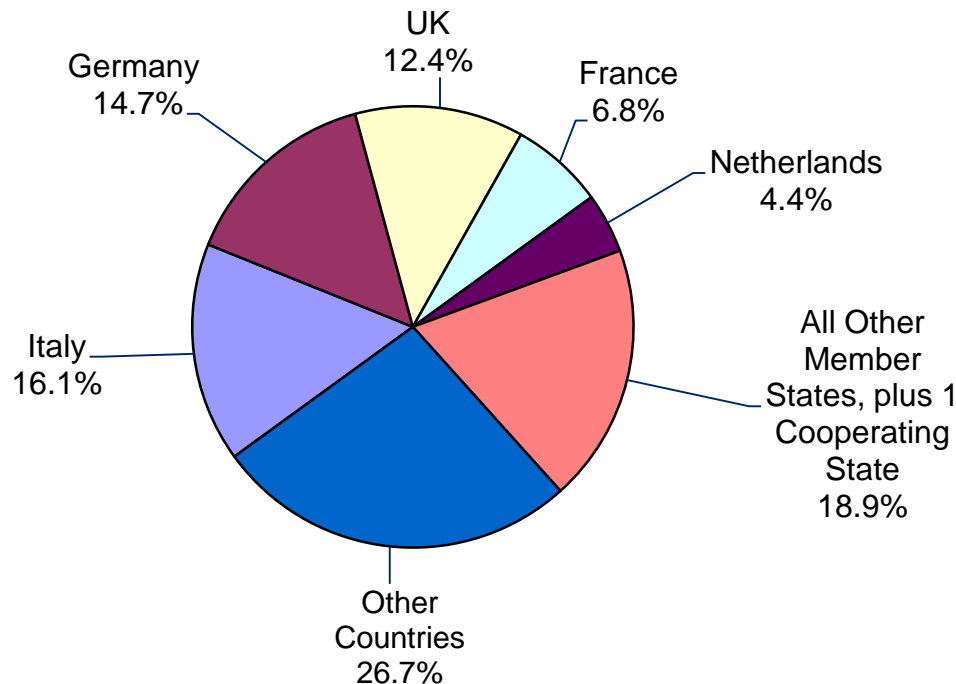
# EUMETSAT Central Operations Report for July - December 2017

## Helpdesk Service → User Interactions 2017/H2 by Country of Origin

The chart shows the interactions in the second half of 2017 from:

(1) the 5 countries that gave rise to the largest numbers of interactions, and

(2) the split of the remainder of the interactions between other Member States, the Cooperating States and other countries.



# EUMETSAT Central Operations Report for July - December 2017

## Helpdesk Service → User Interactions 2017/H2 by Category

The chart shows the numbers of user interactions in the second half of 2017 for:

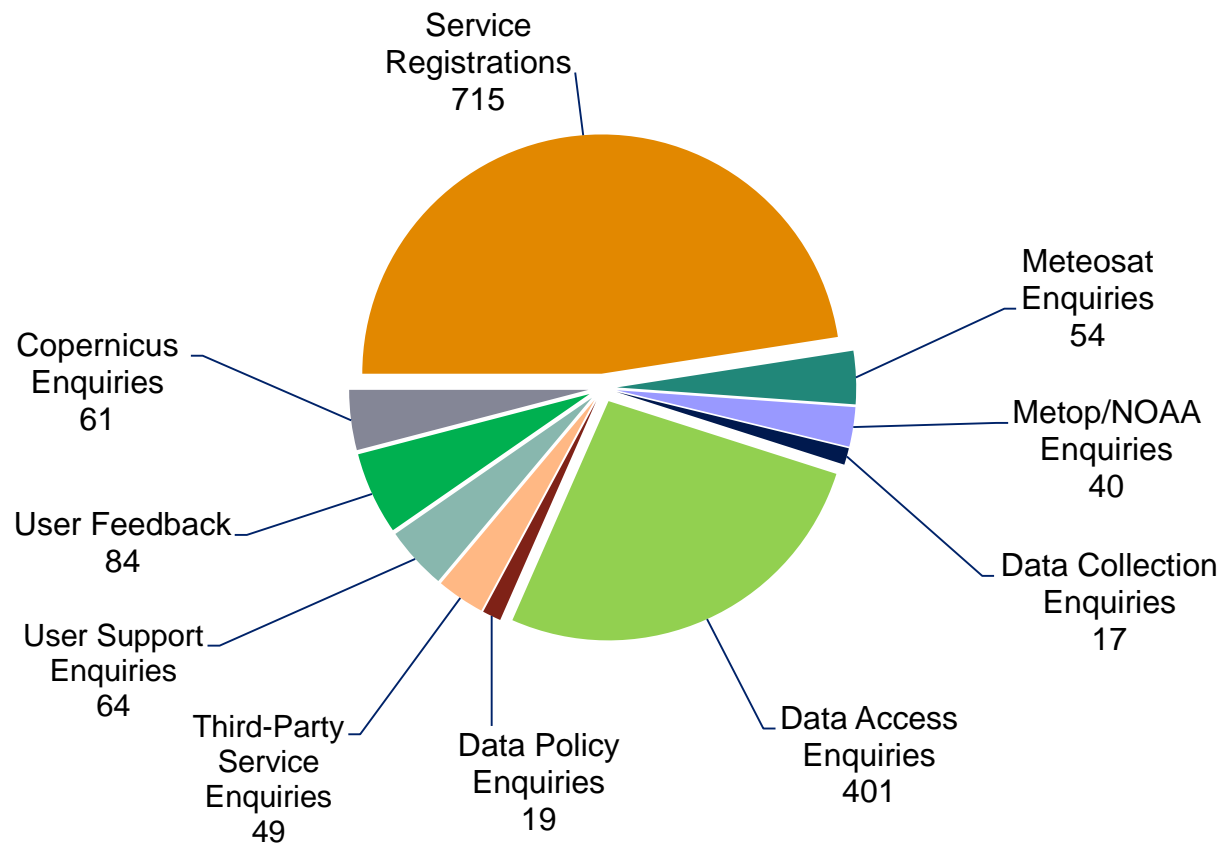
- Service Enquiries (8 categories)
- Service Registrations
- User Feedback

Total interactions for the half-year came to **1504**.

### Notes:

(1) 'User Support Enquiries' on the chart refer to enquiries related to service messages, web information and training.

(2) 'User Feedback' includes comments on our services and suggestions for improvement



## Information on EUMETSAT's Services

The following information is available on the EUMETSAT website, [www.eumetsat.int](http://www.eumetsat.int) :

Under DATA on the menu-bar, links to sections on the following subjects:

- Products, services and delivery mechanisms
- Training courses and materials
- Service Status, including a link to UNS, our User Notification Service

In addition, details of all products can also be found in EUMETSAT's Product Navigator, accessible under 'Quick Links' from the website's menu-bar.

# EUMETSAT Central Operations Report for July - December 2017

## Glossary

Special terms used in this report are explained in the table below (continued on several subsequent slides).

Term	Context in which used	Description
A-DCS	Metop-SNPP-NOAA GDS	ADVANCED DATA COLLECTION SYSTEM. Metop instruments contributing to Argos programme. Acquisition and transmission of signals from transmitters on buoys, ships, land sites and mobiles.
AMSU-A	Metop-SNPP-NOAA GDS	ADVANCED MICROWAVE SOUNDING UNIT-A. Multi-channel microwave radiometer used in combination with the HIRS instrument for measuring global atmospheric temperature profiles.
ASCAT	Metop-SNPP-NOAA GDS	ADVANCED SCATTEROMETER. C-band radar which measures near-surface wind speed and direction over the global ocean, and soil moisture.
ATOVS	Metop-SNPP-NOAA GDS	ADVANCED TIROS OPERATIONAL VERTICAL SOUNDERS. Calibrated radiance measurements from the AMSU-A, MHS and HIRS instruments are transformed into various parameters and assembled in the ATOVS L2 product.
AVHRR	Metop-SNPP-NOAA GDS	ADVANCED VERY HIGH RESOLUTION RADIOMETER. Multi-spectral imaging instrument which produces global visible, near-infrared and infrared imagery of clouds, oceans and land surfaces.
CMA	Third-Party Data	China Meteorological Administration ( <a href="http://2011.cma.gov.cn/en/aboutcma/">http://2011.cma.gov.cn/en/aboutcma/</a> )
Colinearity	Meteosat	Sun, satellite and ground station come into alignment twice a year, giving rise to disruption of uplink and downlink signals, resulting in partial loss of some images.
DCP	Meteosat	A 'Data Collection Platform' measures and transmits environmental data which is relayed by Meteosat satellite first to EUMETSAT's central operations, and then forwarded on to the DCP operator via direct, EUMETCast or GTS dissemination.
FDES	Regional Data Services	Fast Dump Extract System: This mechanism provides fast access to the most recent part of each X-band dump and transfers the relevant data to the EARS system for Level 1 processing.

# EUMETSAT Central Operations Report for July - December 2017

## Glossary (continued)

Term	Context in which used	Description
FES	Meteosat	Full-Earth Scanning, where the SEVIRI instrument scans the full Earth disc (c.f. RSS).
GDS	Metop-SNPP-NOAA GDS	GLOBAL DATA SERVICE. This is EUMETSAT's service delivering L0, L1 and L2 data and products based on instrument data acquired from the Metop, S-NPP and NOAA Low-Earth-Orbiting satellites.
GOME-2	Metop-SNPP-NOAA GDS	GLOBAL OZONE MONITORING EXPERIMENT-2. Scanning spectrometer instrument used to measure profiles and columnar amounts of ozone and other atmospheric constituents.
GRAS	Metop-SNPP-NOAA GDS	GNSS RECEIVER FOR ATMOSPHERIC SOUNDING. Bending angle / radio occultation instrument for temperature and water-vapour profiling in the troposphere and stratosphere with high vertical resolution.
GTS	General	The 'Global Telecommunications System', established by the WMO, is used by national meteorological services to exchange meteorological data and products. See also 'RMDCN'.
HIRS	Metop-SNPP-NOAA GDS	HIGH-RESOLUTION INFRARED RADIATION SOUNDER. Heritage atmospheric soundings of temperature and humidity in cloud-free conditions.
IASI	Metop-SNPP-NOAA GDS	INFRARED ATMOSPHERIC SOUNDING INTERFEROMETER. A multi-purpose sounding instrument used for enhanced atmospheric soundings of temperature, humidity and trace gases in cloud-free and partly-cloudy conditions, as well as surface temperature, cloud characteristics and surface emissivity.
JMA	Third-Party Data	Japan Meteorological Agency ( <a href="http://www.jma.go.jp/jma/indexe.html">http://www.jma.go.jp/jma/indexe.html</a> )

# EUMETSAT Central Operations Report for July - December 2017

## Glossary (continued)

Term	Context in which used	Description
Level 0	Metop-SNPP-NOAA GDS	An instrument's raw data which has been demultiplexed from the total set of data dumped from one orbit of the Metop satellite.
Level 1.0	Meteosat	The raw image data acquired from a Meteosat satellite and preprocessed at the ground station, which is then received by a EUMETSAT image-processing facility, to be geometrically rectified and radiometrically corrected.
Level 1.5	Meteosat	Level 1.0 image data that has been corrected for radiometric and geometric non-linearity and is accompanied by the appropriate ancillary information that allows the user to calculate the geographical position and radiance of any pixel.
Level 1A	Metop-SNPP-NOAA GDS	Instrument data in full resolution with radiometric and geometric (i.e. Earth location) calibration computed and appended but not applied.
Level 1B	Metop-SNPP-NOAA GDS	Calibrated, earth-located and quality-controlled product, in the original pixel location, packaged with ancillary, engineering and auxiliary data.
Level 1C	Metop-SNPP-NOAA GDS	In the case of the IASI spectra, Level 1B data after the application of the apodization function.
Level 1D	Metop-SNPP-NOAA Regional Data	For EARS-ATOVS, AVHRR derived cloud information on HIRS grid.
Level 2	Metop-SNPP-NOAA GDS	Earth-located values converted to geophysical parameters at the same spatial and temporal sampling as the Level 1B and 1C data.



# EUMETSAT Central Operations Report for July - December 2017

## Glossary (continued)

Term	Context in which used	Description
MHS	Metop-SNPP-NOAA GDS	MICROWAVE HUMIDITY SOUNDER. 5-channel microwave instrument for atmospheric humidity sounding in all weather conditions.
NOAA	Metop-SNPP-NOAA GDS and Third-Party	National Oceanic and Atmospheric Administration ( <a href="http://www.noaa.gov/">http://www.noaa.gov/</a> )
Nominal RCs	Meteosat (0° SEVIRI)	SEVIRI repeat cycles consisting of geometrically and radiometrically-corrected data in all 12 channels, with less than 18 missing detector lines in the scanned Earth area for any given spectral channel (54 for HRV), where less than 12 of those lines (36 for HRV) are adjacent to each other.
‘On-Time’	All	The data or product has been generated or received ‘on-time’ at a specified location (e.g. at generation facility or EUMETCast user station respectively) within the relevant timeliness constraint.
OOP	Metop	‘Out-Of-Plane’ manoeuvre, i.e. one conducted with a Metop satellite in order to adjust the inclination of its orbit.
PGF	On Metop performance charts	The Metop ‘Product Generation Facility’ is the part of the EPS CGS (Core Ground System) which generates Level 0 data and controls the generation of Level 1 and 2 products by the relevant PPFs (Product Processing Facilities).
Repeat Cycles (or RCs)	Meteosat (0° SEVIRI)	The period in which the MSG SEVIRI instrument performs one scan and then is repositioned ready for the next repeat cycle. A nominal repeat cycle (a scan of the entire Earth disc) has a duration of 15 minutes.

# EUMETSAT Central Operations Report for July - December 2017

## Glossary (continued)

(end of report)

Term	Context in which used	Description
RMDCN	General	The 'Regional Meteorological Data Communication Network' is used by WMO Region VI to carry GTS traffic within Europe. See also 'GTS'.
RSS	Meteosat (9.5° SEVIRI)	Rapid-Scan Service (for MSG), where the repeat cycle has a duration of only 5 minutes, covering the latitude range of 15 to 70°N.
SEM	Metop-SNPP-NOAA GDS	The 'Space Environment Monitor' consists of a pair of instruments which provide data to determine the intensity of the Earth's radiation belts and the flux of charged particles at the satellite's orbiting altitude.
SEU	Satellite or instrument outages	'Single Event Upset', the term used to refer to an effect on onboard electronics caused by charged particles (e.g. solar), possibly resulting in a switch-off of an electronic system.
SEVIRI	Meteosat Second Generation (MSG)	Spinning Enhanced Visible and Infra-Red Imager