

# Organisation User Office at DESY

Scope, responsibilities, and  
interactions

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HELMHOLTZ



# Scope DESY Photon Science User Office

Support users in getting easy access to beamtime and experiments (PETRA III, FLASH, DESY NanoLab)

- First contact point for users
- User communication & support (request tracker, webpage, mailing via online office DOOR)
- Travel reimbursement
- Sample shipment

## Link to management

- Reporting & Statistics
- Publication registration/control
- Development new procedures
- EU: Contact for NFFA, WFL, Calipso etc



# Responsibilities

## Sarah Arugolanu

- Daily affairs, communication via RT
- Travel reimbursement
- Organization PRP meetings
- ....

## Shoaib Azizi

- Sample shipment handling
- Support User Office with Address Data Bank, safety training certificates, control Corona measures

## Daniela Unger

- Head User Office
- Coordination tasks
- Implementation of new routines
- Statistics
- Webpages, dissemination info
- Daily business if necessary



# Specific situation at DESY

## DESY comprises four scientific departments:

- High Energy Physics
- Accelerators
- Photon Science with User Facilities PETRA III, FLASH, DESY NanoLab
- Astroparticle Physics (in Zeuthen)

## We have central services which serve whole DESY (HH Campus) and with which we collaborate

- Administration (travel reimbursement)
- Library
- Hostel
- IT (FS and Central DESY IT)
- International Office



# Support by various DESY departments

## Industry Liason ITT

*industry access*

## Hostel

*accomodation*

## DESY Photon Science User Office

DOOR - major tool

- From submission to experiment
- Reporting & Statistics
- Reminders, dissemination info
  
- User communication & support  
(Request Tracker, Webpage)
- Sample shipment
- Link management – beamlines
- Development new procedures

## „Versand“

*sample shipments customs  
export control*

## Safety

*Comprises several  
departments, groups*

## IT

*programming DOOR  
experiment data, RT*

## International Office

*invitation letters  
visa support*

## Library

*publication data base  
statistics*

## Administration

*travel reimbursement calculation  
money transfer*

# Benefits and Problems

- **Hostel**
  - for users not clear that we act disjunct from Hostel, e.g. questions fo bookings, invoices, complaints to UO
- **'Versand' (shipment department) → increasingly important**
  - export control, embargo lists, dual use check
  - support with shipments and customs, restricted to one courier service provider
  - central delivery point → delay in time
- **International Office**
  - support with visa application for users, invitation letters
- **Administration (travel reimbursement)**
  - communication is smooth
  - good process established, sometimes slight time delay
- **Library**
  - Portal not very user-friendly
  - serves whole DESY → cannot be adopted to our needs,
  - close cooperation, provide stats

# Benefits and Problems ...beyond UO affairs

- **IT (DESY IT and DESY Photon Science IT)**
  - support by DESY IT services good
  - very good to have a dedicated DOOR programmer (DESY Photon Science)
- **Safety**
  - **DESY:** emergency service, access system DACHS (badges)
  - **DESY:** radiation protection (radioactive substances), dosimeter
  - **DESY Photon Science:** Safety and radiation protection at facilities: Photon Science Safety Manager
  - **DESY Photon Science:** user Laboratories (declarations for labs and beamtimes)
- **ITT**
  - contact to industry users, setting up contracts etc
  - UO implements proposal IDs in DOOR for handling
  - ITT has access to certain information on beamtimes etc.
  - statistics done by UO

# Thank you

## Contact

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