IMPULSE PROJECT WP5 User Access Workshop

ELI ERIC USER OFFICE Introduction

Zita Váradi

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Motivation of establishing a single user office

- The UO will ensure that user expectations and experiences are as uniform as possible across the ELI Facilities. It will establish a single set of policies, processes and procedures for all aspects of user engagement and support while respecting some local differences in processes e.g. possible differences in national safety regulations

- Harmonizing and co-ordinating activities across the Facilities will improve the efficiency of support services and systems across ELI through the reduction of duplicated effort and building on shared experience and best practice

- A greater degree of co-ordination of support by the UO will also up much of the time currently spent by scientists and other staff in support of users, particularly logistical work that distracts them from capitalizing on their core competences and value to ELI

The scope of the
ELI ERIC User Office to manage all stages of user engagement and support related to the access programme for ELI ALPS and ELI Beamlines.

- Phase 1: Facility access approval

- Phase 2: Support for user experiments

- Phase 3: Post-experiment support, review and analysis

- Plus support for user-related events
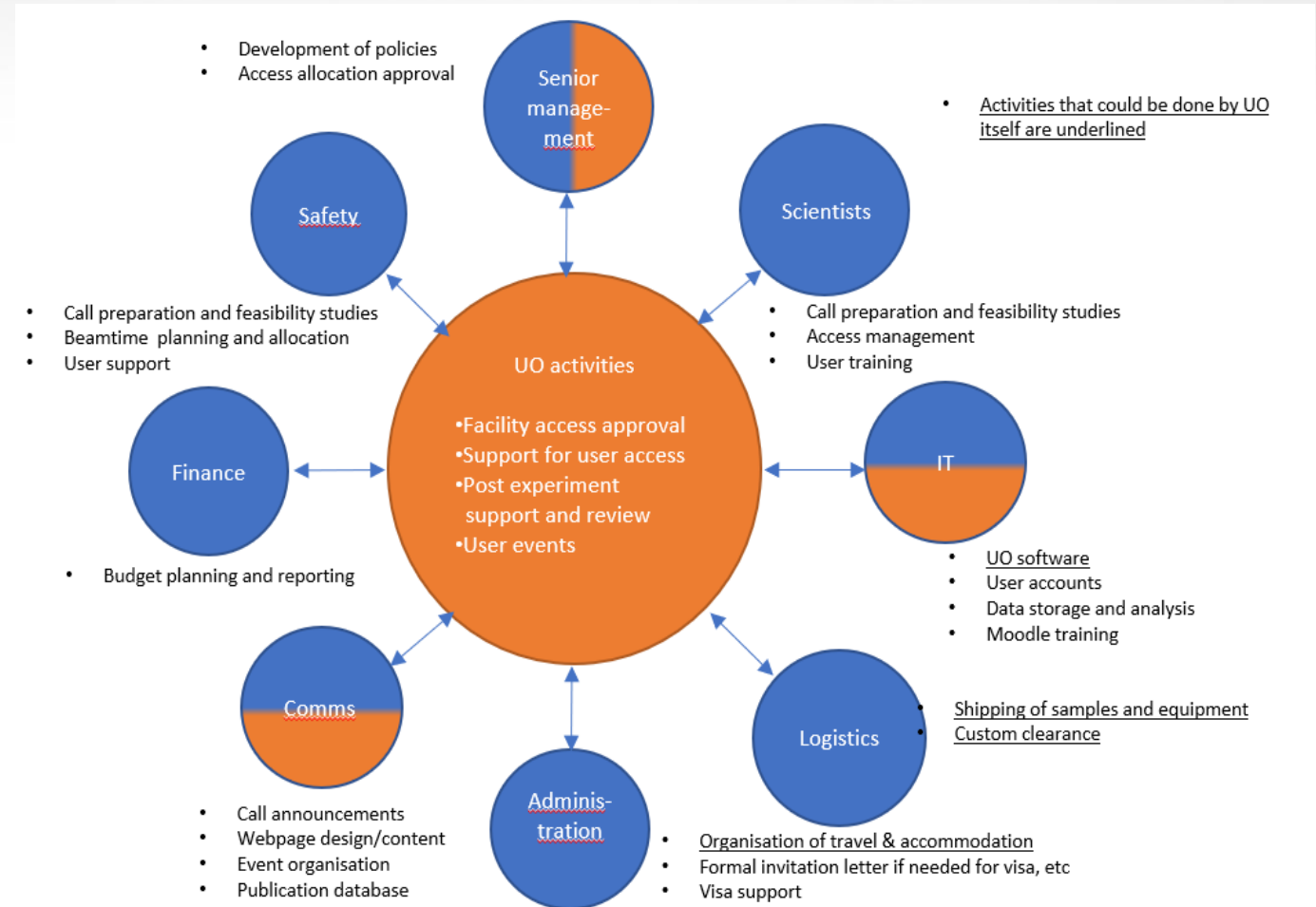
- **Phase 1: Facility access approval**

  Co-ordination and/or QA for: user calls; proposal review process; communication of outcomes

- **Phase 2: Support for user experiments**

  Co-ordination and/or ensuring users are provided with: scientific/technical plan, schedule and support for experiment; travel and accommodation; safety training; access to site and any on-site services required (IT, canteen); other logistics (sample shipping, visas if required)

- **Phase 3: Post-experiment support, review and analysis**

  Gathering, performing appropriate level of analysis and reporting on data for: performance of instrument and other technical services; user satisfaction and feedback; publications and other outcomes of experiments
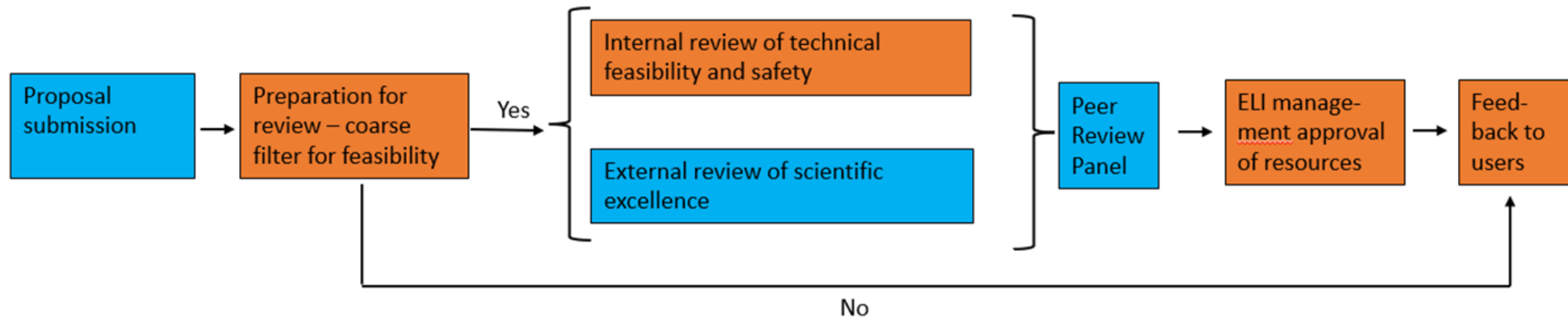
- **User events**

  Planning, running and gathering feedback on various events with or for users with the UO involvement depending on an agreed case by case basis

- **Continued development of strategy, services, liaison with other UOs, grants….**

Organization of the evaluation

- Proposals are exported
- Communication with referees in emails

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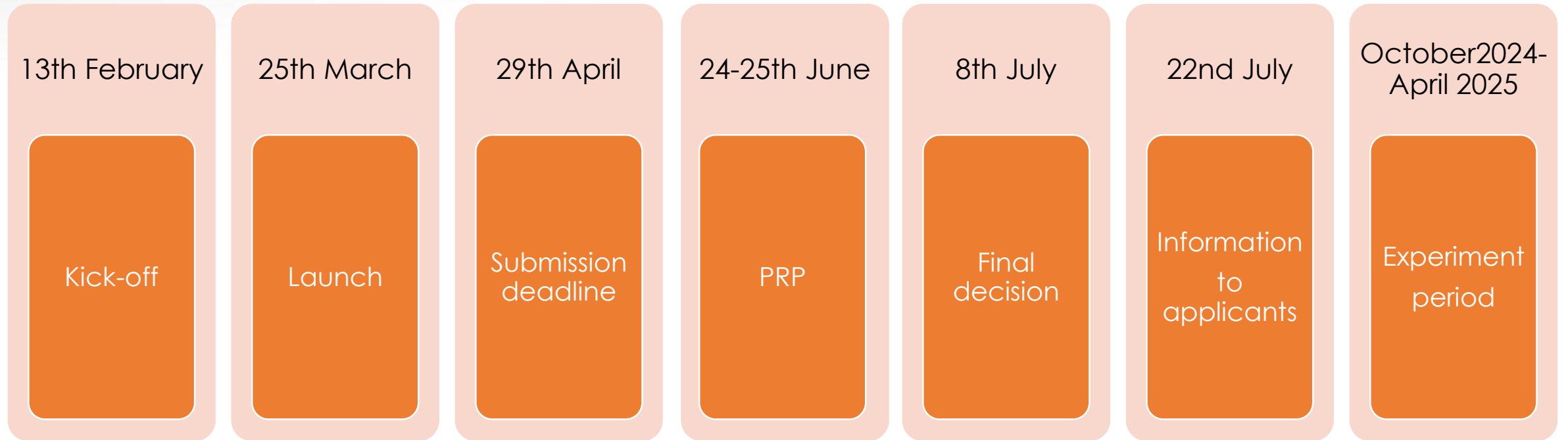
ELI User Calls - proposals by Facility
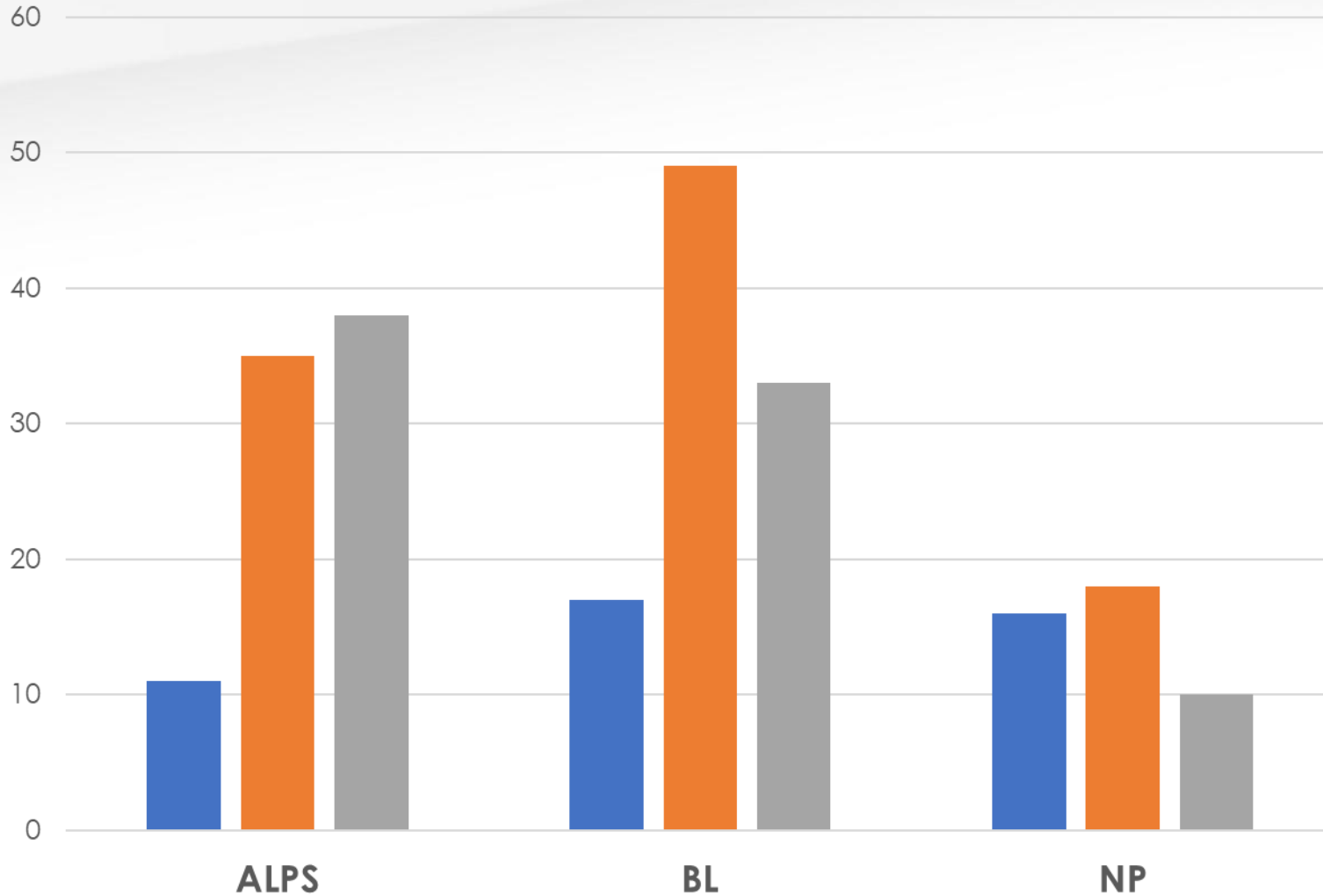
	Call 1	Call 2	Call 3
ALPS	11	35	38
BL	17	49	33
NP	16	18	10
Total	**44**	**102**	**81**

User Office role and responsibility in the experiment implementation

- Access management
  - Badges, office space, sample and material delivery, local IT services

- Main contact for admin and access

- Internal technical team

- Meeting organization

- Training assigment in consultation with the safety

- Setting up the data folder- and remote data access

IMPULSE

LMU Ludwig-Maximilians-Universität München

UKRI Science and Technology Facilities Council

Técnico Lisboa

Queen's University Belfast

Technische Universität Darmstadt

HZDR Helmholtz Zentrum Dresden Rossendorf

CNR IFN Istituto di Fotonica e Nanotecnologie

FORTH Foundation for Research and Technology Hellas

CLPU Centro de Láseres Pulsados

INFN LNS Istituto Nazionale di Fisica Nucleare Laboratori Nazionali del Sud

Elettra Sincrotrone Trieste

eli

eli attosecond

eli nuclear physics

FZU Institute of Physics of the Czech Academy of Sciences