

Support overview

- [Support checks \(on provider's end\)](#)
- [Support incidents](#)



Read in [Recommended support checks](#) about hopefully helpful practises used at ECMWF which can be shared. Some examples and source codes are also available there.

Support checks (on provider's end)

Organisation	Data acquisition method	Data transfer check	Data delay check	Data completeness check	Data quality check	Data recovery option	
						Exists?	Time limit?
CMA (babj)	ftp						
CPTEC (sbsj)	http						
ECCC (cwao)	sftp (ssh key)	YES	YES				
ECMWF (ecmf)	MARS retrieval	N/A	YES	YES	YES	YES	NO
JMA (rjtd)	http						
KMA (rksl)	push (dedicated line via ECPDS)	YES (?)	NO	YES	NO		
MF (lfpw)	push (dedicated line via ECPDS)						
UKMO (egrr)	copy from ecgb						
NCEP (kwbc)	ftp						
NCMRWF (dems)	ftp	YES	YES	YES	NO		

- **Data acquisition method:** If not specified the data retrieval method is **pull** by ECMWF's acquisition system ECPDS from the provider's location
 - **Data transfer check:** Is the data transfer checked to avoid any technical issues on the way from provider's location to ECMWF's premises? Was the data delivered bit identical?
 - **Data delay check:** Is the potential delay of data availability checked on the provider's side?
 - **Data completeness check:** Is the data content (number of expected fields; reference field list etc) checked on the provider's side?
 - **Data quality check:** Is there any data quality control to avoid e.g. unrealistic parameter values due to interpolation or any other kind of error either scientific or technical?
-
- **Data recovery option:** Is it possible to recover any missing/corrupted data when needed?
 - If yes, is there any time limit when the data can be rescued? If yes, specify number of days within which the recovery action must happen.

Support incidents

Number of operational incidents since May 2018

Year	2018			2019			
	Q2	Q3	Q4	Q1	Q2	Q3	Q4
created	3	18	23	15			
updated	3	19	29	19			
closed	2	12	23	19			

- Number of updated incidents includes the newly created or closed ones
- Updated or closed incidents may refer to those from previous quarters

