

# Support overview

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Read in [Recommended support checks](#) about practises used at ECMWF which could be of help. 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?
BoM (ammc)	sftp	YES	YES	YES	NO	YES	NO
CMA (babj)	ftp						
CPTEC (sbsj)	http						
DWD (edzw)	sftp						
ECCC (cwao)	sftp (ssh key)	YES	YES				
ECMWF (ecmf)	MARS retrieval	N/A	YES	YES	YES	YES	NO
IMD (vabb)	ftp	YES	YES	YES	NO	YES	NO
JMA (rjtd)	http						
KMA (rkst)	push (dedicated line via ECPDS)	YES (?)	NO	YES	NO		
Meteo-France (lfpw)	ftp						
UKMO (egrr)	copy from ecgb						
NCEP (kwbc)	ftp						
NCMRWF (dems)	ftp	YES	YES	YES	NO	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?
- **Not simple packing?** The data should be packed using GRIB simple packing for faster processing by users (HW packing is used to archive the data)
- **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.

## Statistics

### Support incidents

Number of operational incidents since May 2018

Year	2018			2019					2020					2021					2022		
Quarter	Q2	Q3	Q4	Q1	Q2	Q3	Q4	sum	Q1	Q2	Q3	Q4	sum	Q1	Q2	Q3	Q4	sum	Q1	Q2	Q3
created	3	18	23	15	22	16	16	70	12	14	31	27	84	15	25	22	19	81	23	22	12

updated	3	19	29	19	26	17	21	84	26	19	35	39	119	31	32	29	27	119	25	28	13
closed	2	12	23	19	24	14	14	71	18	17	21	28	84	25	25	22	22	94	21	18	1

- Number of updated incidents includes the newly created or closed ones
- Updated or closed incidents may refer to those from previous quarters
- Stats do not include system change tickets (=non-incidents)

## System changes

Number of operational system updates since 2019

Year	2019	2020	2021	2022	2023
created /updated	4	8	13	32*	6

\*impacted by migration to Bologna