

Support overview

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Model update handling

Follow instructions in [Model update handling](#)

Support checks (on provider's end)



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

Organization	Data acquisition method	Data transfer check	Data delay check	Data completeness check	Data quality check	* Data packing	Data recovery option	
							Exists?	Time limit?
BoM (ammc)	FTP							
CMA (bobj)	FTP							
CNR-ISAC (isac)	HTTP							
CNRM (lfpw)	ECPDS (ECGATE)							
CPTEC (sbsj)								
ECCC (cwao)	SFTP							
ECMWF (ecmf)	MARS retrieval	N/A	YES	YES	YES		YES	NO
HMCR (rums)	FTP	NO	YES	YES	NO			
IAP-CAS (anso)	FTP							
JMA (rjtd)	HTTP							
KMA (rkst)	ECPDS (push)	YES	NO	YES	NO		YES	NO
NCEP (kwbc)	FTP	YES	YES	YES	NO			
UKMO (egrr)	ECPDS (push)	YES	YES	NO	NO		NO	

- **Data acquisition method:** Acquisition method is **pull (via ECPDS/FTP)** from the provider's location to ECMWF's premises if not specified
- **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 packing:** only if differs from the required single packing
- **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 August 2018

Year	2018		2019					2020					2021					2022			
Quarter	Q3	Q4	Q1	Q2	Q3	Q4	sum	Q1	Q2	Q3	Q4	sum	Q1	Q2	Q3	Q4	sum	Q1	Q2	Q3	Q4
created	10	11	12	7	10	14	43	17	15	11	14	57	6	9	10	4	29	13	4	16	13
updated	10	14	21	8	12	17	58	22	17	16	21	76	12	12	13	7	44	17	7	17	15
closed	5	7	21	8	9	11	49	17	15	10	15	57	9	10	11	4	34	12	7	7	10

- 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	11	16	36*	14**

*impacted by migration to Bologna

**until 9/2023