European GNSS Service Centre (GSC)

Geneve, 15 July 2014

European GNSS Agency
Background

The European GNSS Service Centre (GSC)

- An integral part of the European GNSS infrastructure and
- Single interface with users of the Galileo OS and CS

The GSC Nucleus

- Providing basic services between now and 2015 when the GSC will materialise
- Consists of Portal, Helpdesk and User Notifications
**Status**

GSC Nucleus:
- Basic services via a web portal and a user helpdesk
- Information on system, system status and user notifications
- Sharing of FP7 and industry knowledge
- Information on ICD documents
- Access to market experts in key segments
GSC-n is growing in leaps and bounds

- More than **15k visits** from **145 different countries**.
- **Increasing users requests treated** and **regular NAGUs** treated by the operators being substantially quicker than the maximum lead time.
- **Growing numbers of registered users**

**GSC-n web**

- Support from two MKD FTE’s operational in Madrid.
- Seamless EC, ESA and GSA cooperation.
- New **upgrades ongoing**!
GSC Ramp up

GSC Nucleus upgrades:
- Newsletters
- Web portal enhancements
- GSTI
- Aut. NAGU notifications
- User Satisfaction Survey
- Handover process

Ramp up for full GSC (e.g. further developments, tools, increasing service levels, increasing CS support)

European GNSS Service Centre (OS and CS)

Fully fledged centre including helpdesk functionality

✓ OS and CS
✓ Real-time info
✓ Fully procured
✓ Lead and response times committed

GSC-n is here!

Ramp up for GSC Nucleus

GSC Nucleus helpdesk
Short term solution

GSC Nucleus upgrade helpdesk
For Early OS validation

IOV
2013
2014
2015

Early Services

Galileo Stages

FOC
2019/20

*In coordination with the Early Service Task Force
# GSC-n upgrade functionalities

<table>
<thead>
<tr>
<th>Functionalities</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Almanac</td>
<td>Available under the system status tab on the web portal to provide further information on satellites status and locations</td>
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<tr>
<td>Newsletters</td>
<td>The user will subscribe to receive Newsletters via email.</td>
</tr>
<tr>
<td>Autom. notification of NAGUs</td>
<td>The users will subscribe to receive the NAGU notifications through email.</td>
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<tr>
<td>Graphical Representation of the Constellation Status (GRCS)</td>
<td><img src="image1.png" alt="Constellation ground track map" />, <img src="image2.png" alt="satellite visibility map" />, <img src="image3.png" alt="evolution on satellites evolution graph" /></td>
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<tr>
<td>User surveys</td>
<td>Surveys delivered to users on perceived user GSC service and perceived system performance. Data processed through Adobe Acrobat technology</td>
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<tr>
<td>GSTI</td>
<td>Integration and adaptation in the GSC-n web portal</td>
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GSC - NAVCEN Cooperation Channel

Operational cooperation

✓ The GSC-n cooperating with the US Coast Navigation Centre (NAVCEN) to develop sharing mechanisms for report requests and incidents reported by users concerning GPS and Galileo

✓ GSC-n web portal could point to the US Coast Navigation Centre site so that users interested in GPS may check the GPS system status

✓ NAVCEN website could point to GSC-n web portal so that GPS users may check the relevant Galileo information

✓ Cooperation work ongoing among GSC-n and NAVCEN to determine the best modalities for the operational links between the centres

✓ GSC-n is open to cooperation on similar collaboration with other GNSS
THANK YOU