



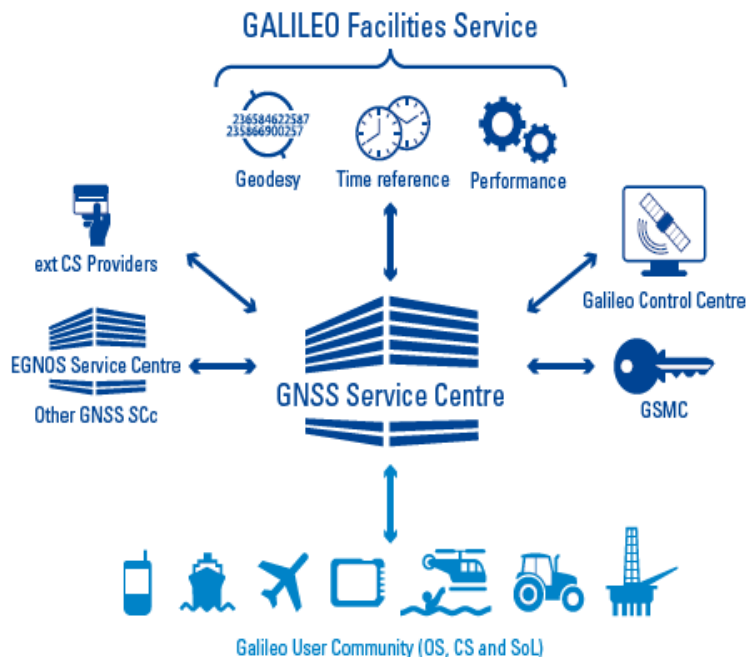
European
Global Navigation
Satellite Systems
Agency

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

European GNSS Service Centre - interface with users of the Galileo OS and CS

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

The screenshot displays the European GNSS Service Centre website. The header features the title "European GNSS Service Centre" and the tagline "Navigation solutions powered by Europe". A navigation menu includes links for Galileo Overview, Governance, GNSS Markets, Education & Communication, System Status, Helpdesk, and About the GSC. The main content area is divided into several sections: "News" with articles like "Africa in Focus" and "EGNOS: A High Precision, Low Cost tool for Air Traffic Management"; "News from ESA" with items such as "ESA's Navigation Lab helps set global time"; "Highlights" with news items like "New video 'EGNOS for Mapping'"; a "Register" section for the mailing list; a yellow "Helpdesk" box with the text "Our experts will provide answers to your questions about Galileo"; and a grey "Systemstatus" box with the text "Click for satellite information and notifications". The footer contains links for "Links", "FAQ", "Terms of use", "RSS", and "Sitemap", along with logos for GALILEO, EGNOS, the European GNSS Agency, and the European Commission.

GSC-n is growing in leaps and bounds

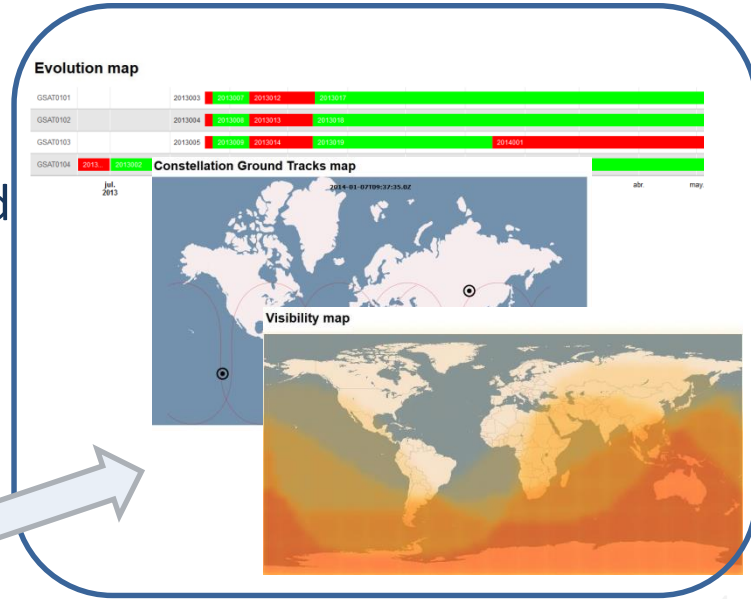
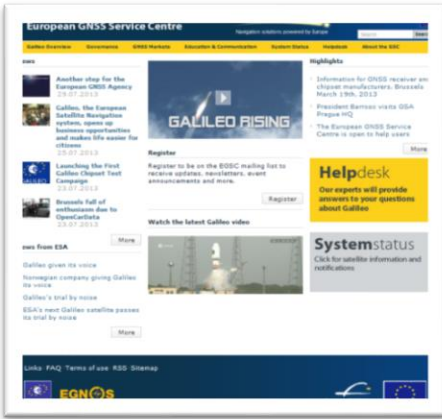
1st Year Anniversary
THANK YOU!



- 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
GSC Nucleus




**GSC Nucleus
helpdesk**
Short term solution

**GSC Nucleus upgrade
helpdesk**
For Early OS validation

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

**European GNSS Service Centre
(OS and CS)**

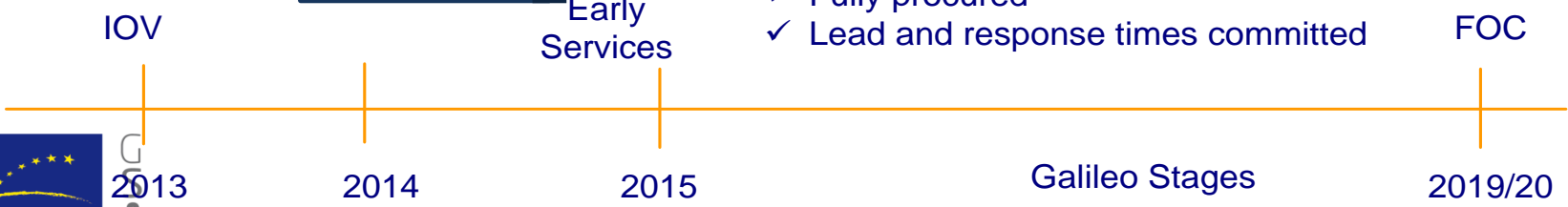
Fully fledged centre including helpdesk
functionality



**GSC-n is
here!**



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

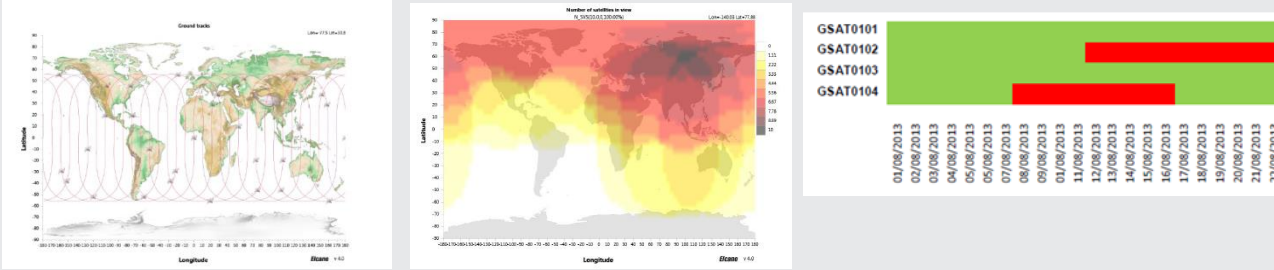


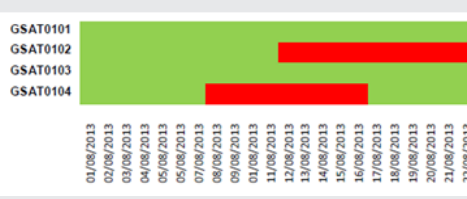
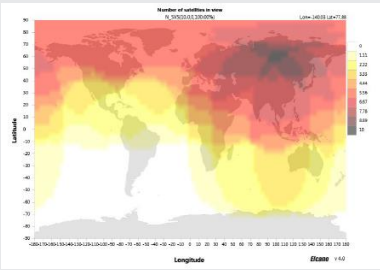
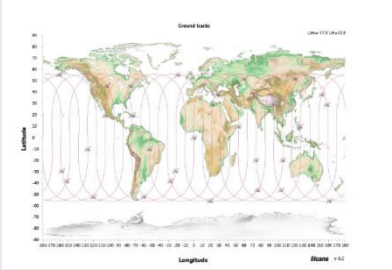
*In coordination with the Early Service Task Force



GSC-n upgrade functionalities

Users already showing interest on these 3 functionalities

Functionalities	Definition
Almanac	Available under the system status tab on the web portal to provide further information on satellites status and locations
Newsletters	The user will subscribe to receive Newsletters via email.
Autom. notification of NAGUs	The users will subscribe to receive the NAGU notifications through email.
Graphical Representation of the Constellation Status (GRCS)	 <p>Constellation ground track map, satellite visibility map and evolution on satellites evolution graph</p>
User surveys	Surveys delivered to users on perceived user GSC service and perceived system performance. Data processed through Adobe Acrobat technology
GSTI	Integration and adaptation in the GSC-n web portal



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





European
Global Navigation
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THANK YOU