

DestinE Platform

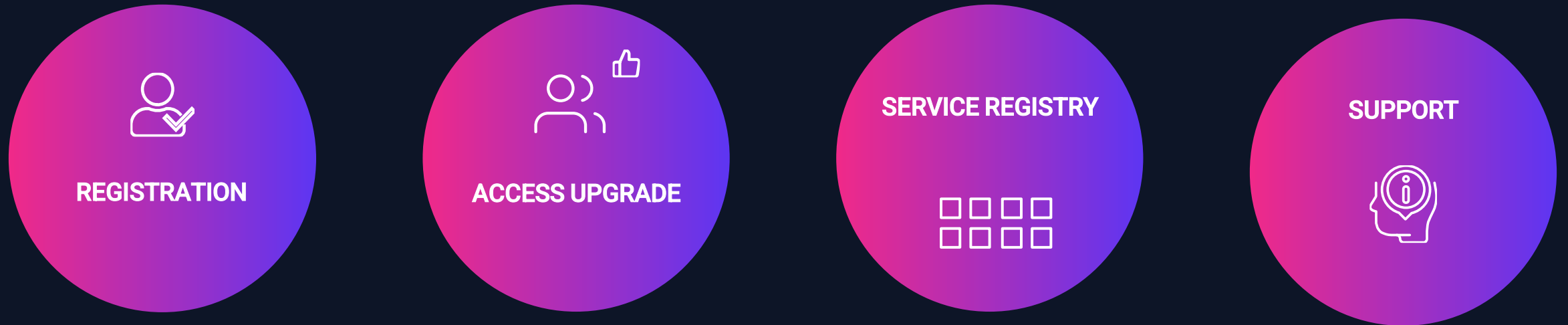
NAVIGATING THE USER JOURNEY

Registration, Access Upgrade, Service Registry,
and Support

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Serco Italia S.p.A.
3rd Destination Earth User eXchange, 16/10/2024



USER JOURNEY OVERVIEW

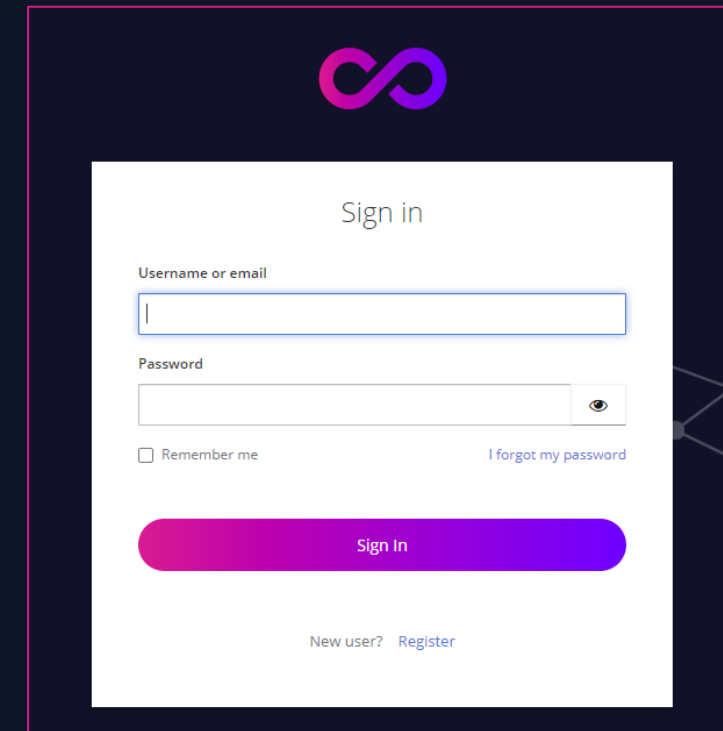
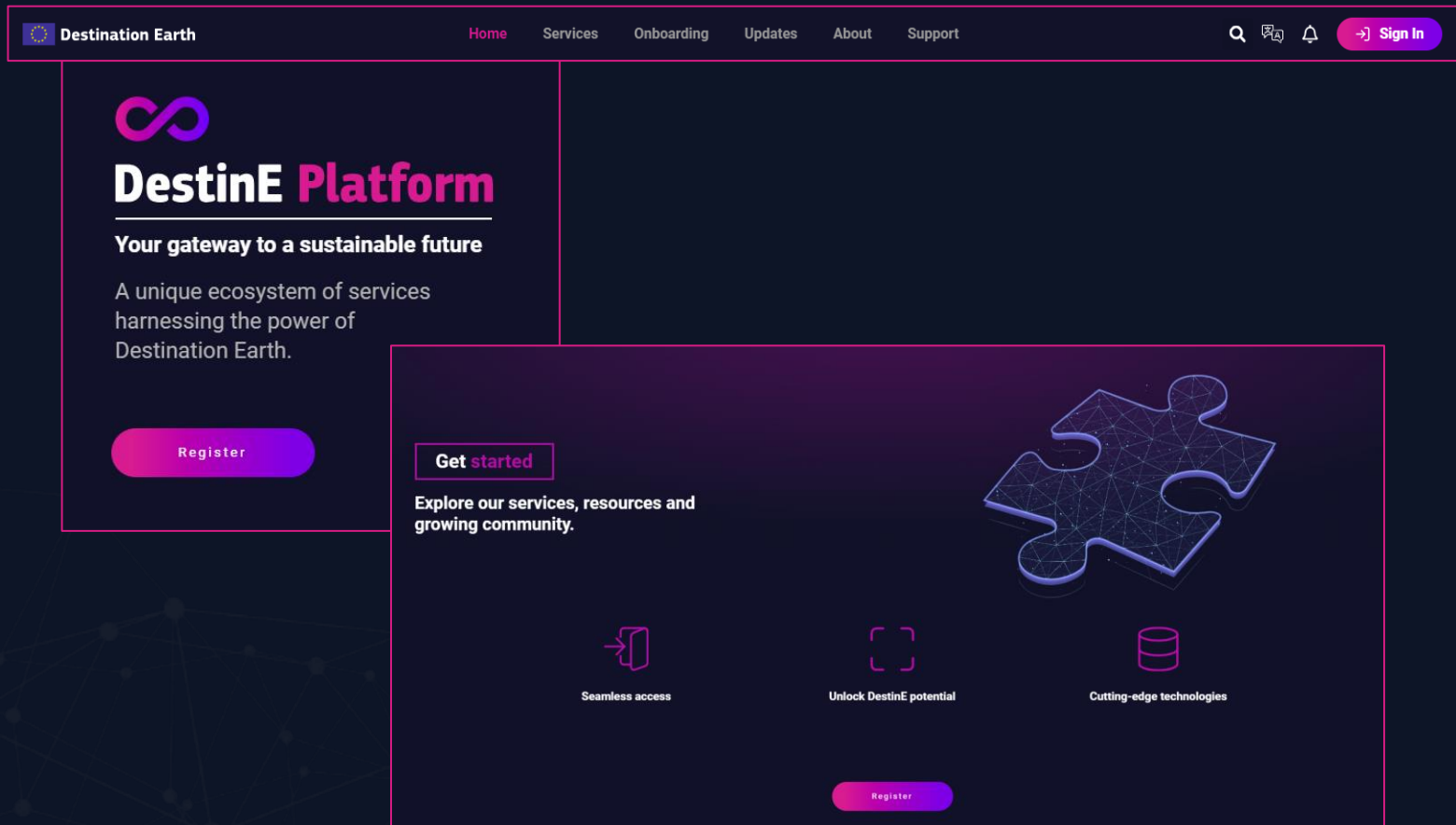


Steps are interconnected to create a seamless user experience

REGISTRATION PROCESS

Steps to create an account:

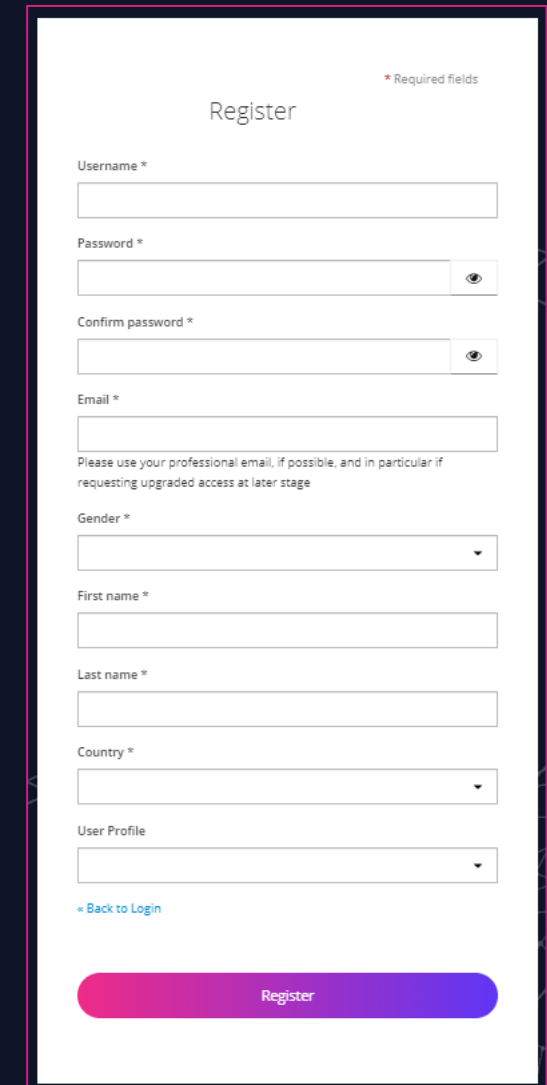
- Navigate to the DestinE Platform website (<https://platform.destine.eu>)
- Click on "Register" button



REGISTRATION PROCESS

Required information for registration:

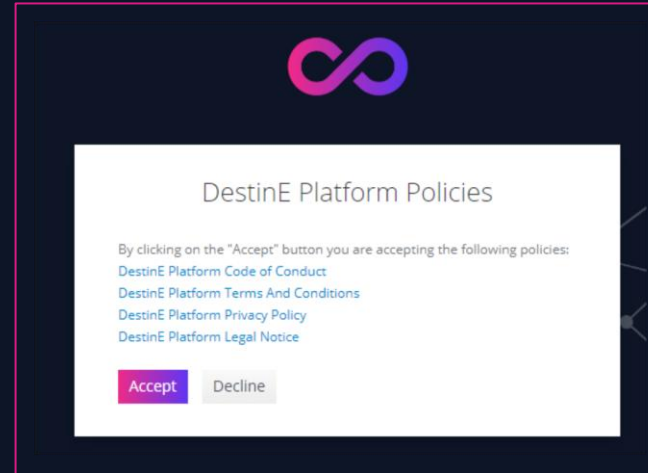
- Personal details (Username, First/Last Name, Email, Country, Gender)
- User Profile:
 - Public Sector
 - Private Sector
 - Research
 - Education
 - ESA / ECMWF / EUMETSAT staff
 - ESA / ECMWF / EUMETSAT contractors
 - Media and Public Relations
 - NGOs and other non-profit entities
 - Citizens
 - Other (with free text option enabled)



The screenshot shows a registration form titled "Register" with a "Required fields" indicator. The form includes the following fields: Username *, Password *, Confirm password *, Email *, Gender *, First name *, Last name *, Country *, and User Profile. There are eye icons for password visibility. A note below the email field reads: "Please use your professional email, if possible, and in particular if requesting upgraded access at later stage". A "Back to Login" link is located below the User Profile field. A large "Register" button is at the bottom.

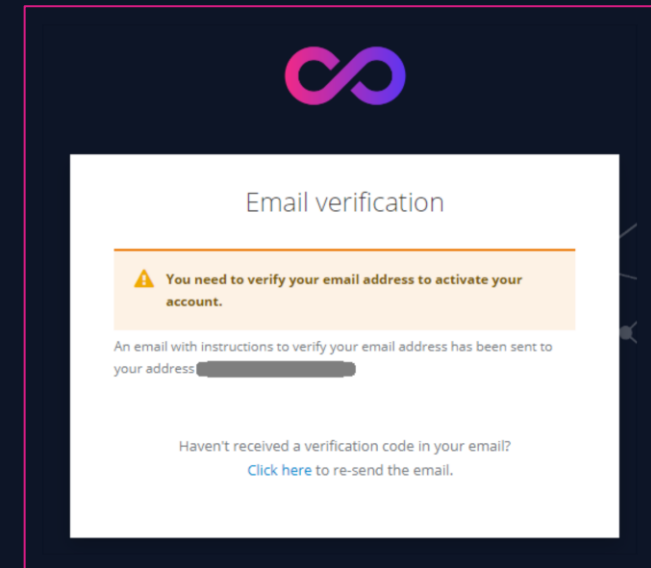
DestinE Platform Policies acceptance:

- Request to accept the DestinE Platform Policies



Verification process:

- Email sent to the email address used for registration
- Verify email address to activate the account clicking the "Link to verify your email address" link provided in the email.









Different access levels available:

- Basic (default upon registration)
- DPAD Access (after upgrading process)

Users with DPAD Access grant: able to download/obtain DestinE Primary and Altered Data.

Allowed Categories:

	Academia & research		Public authority
	3rd country public authorities		SMEs & start-ups
	DestinE 3Es (ESA/ECMWF/EUMETSAT) contractors		DestinE 3Es (ESA/ECMWF/EUMETSAT) staff



- *DestinE Primary Data: any geospatial datasets originating from operated ECMWF DestinE Digital Twins on the EuroHPC infrastructure and made available through Polytope.*
- *DestinE Altered Data: data derived from DestinE Primary Data retaining enough information to allow the retrieval of the DestinE Primary Data and do not contain a significant intellectual or creative achievement made by the user.*

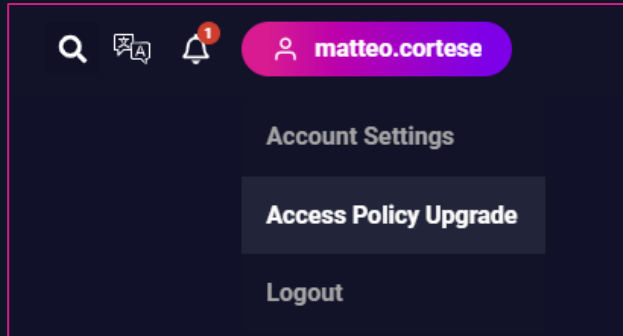
UPGRADING PROCESS



Destination Earth

Process to request upgraded access:

1. Pre-requirement: Need to be logged-in
2. Navigate link to request upgraded access



Welcome to Destination Earth

We are proud to present you the first version of the Destination Earth System. The system will continuously evolve to provide users with more services, tools and applications to address the needs of our planet.

We invite you to register for free to access a collection of demonstration and operational features available for all users from the Service Registry. These features include data access, processing, and visualisation capabilities, as well as a first approach to sectorial services. By testing the services and providing feedback you will support the DestinE team in developing the system and better adapt it to the user community needs.

In addition, advanced features and services are accessible to specific user categories. At this stage public authorities, scientific and research institutions, SMEs, and start-ups active in priority areas, including those serving the EU's international commitments.

[Apply for an Upgraded Access to DestinE Platform here.](#)

Stay tuned as Destination Earth System evolves into becoming a large ecosystem of services unlocking the potential of the Digital Twins of the Earth.

[Apply for an Upgraded Access](#)

[More on DestinE](#) [More on DestinE data](#)

Destination Earth Funded by the European Union

Implemented by

Select "Access Policy Upgrade"



Select the Category and Apply for the request



Fill out User Upgrade Form



Accept the Terms&Conditions for DestinE Priority Users



Submit the request

UPGRADING PROCESS



Destination Earth

Process to request upgraded access:

1. Pre-requirement: Need to be logged-in
2. Navigate link to request upgraded access
3. Select the Category and Apply for the request
4. Fill out Upgrade Form
5. Accept the Terms&Conditions for DestinE Priority Users
6. Submit the request

A screenshot of a web interface showing a list of categories for requesting upgraded access. The categories are: 'General public', 'Academia & research', '3rd country public authorities', and 'DestinE 3Es (ESA/ECMWF/EUMETSAT) contractors'. The 'Academia & research' category is selected and expanded, showing a description and a list of bullet points. A blue 'Apply here' button is visible below the description.

A screenshot of the 'Access Policy Upgrade Request' form. The form is titled 'Access Policy Upgrade Request' and contains the following fields:

- User: matteo.cortese
- User category * (dropdown menu): Academia and research
- Academia Category * (dropdown menu): Public academia and research teams contributing or participating to the development of DestinE through EU funded research projects and activities or through respective EU Member State and DEP Associated Countries programmes or Initiatives.
- EU Legal Entity ID (text input): Please indicate if you have a EU Legal Identity number from EU-funded programs
- Entity Name * (text input)
- Entity Address * (text input)
- Contribution to DestinE * (text input): Please explain how your entity is contributing or participating to the development of DestinE, either directly or through EU funded research projects and activities or through respective EU Member State and DEP Associated Countries programmes or Initiatives.

At the bottom of the form, there is a checkbox labeled 'Accept Terms&Conditions for DestinE Priority Users' and a blue 'Submit Request' button.

Select "Access Policy Upgrade"



Select the Category and Apply for the request



Fill out User Upgrade Form



Accept the Terms&Conditions for DestinE Priority Users



Submit the request

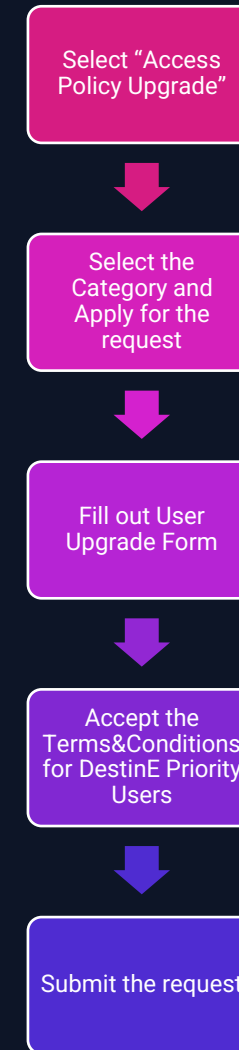
UPGRADING PROCESS

Request approval:

- Upgrade requests are subjected to EC approval.

Permission grants:

- In case of approval, an automated process is in charge of assigning the upgraded access to the user.



Overview of available service categories:



Visualization

- Explore datasets visually
- Immersive storytelling
- Streamlined processing



Data Workflow

- Access to DestinE data
- Data Cache service



Modelling

- AI-driven solution
- Building/running workflows
- Monitor/anticipate activities



Development environment

- Ready-to-use environments
- Notebooks



Processing environment

- Advanced processing via UI/API
- Build code & configuration via UI



Traceability

- Trace models, data
- Record traces

Catalogue guiding users in:

- Access and exploit data
- Discover DestinE applications
- Access DestinE data on the edge
- Identify Beta Testing services
- Discover Coming Soon services

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Services already available

[Explore](#)



Access and exploit data

- DestinEStreamer**: Upgrade Access
- SesamEO**: ACCESS ANYTHING
- EDEN**: DestinE data portfolio at your fingertips and beyond
- Insula - Processing**: The hub between data and decision. BETA TESTING

Discover DestinE applications

- Tourism Digital Twin**
- VIZLAB**: Pixels from Numbers | Stories from Data
- dea**: Interactive Storytelling
- GeoAI**: Geospatial AI Platform. BETA TESTING

Coming soon

- COMING SOON**: TRACEABILITY SERVICE
- COMING SOON**: CITYNEXUS
- COMING SOON**: HIGHWAY

How to search and filter services:

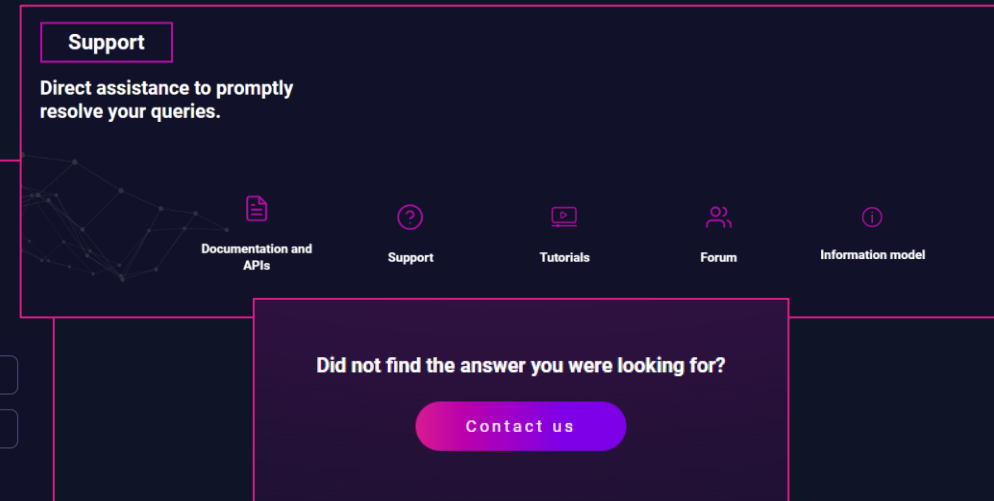
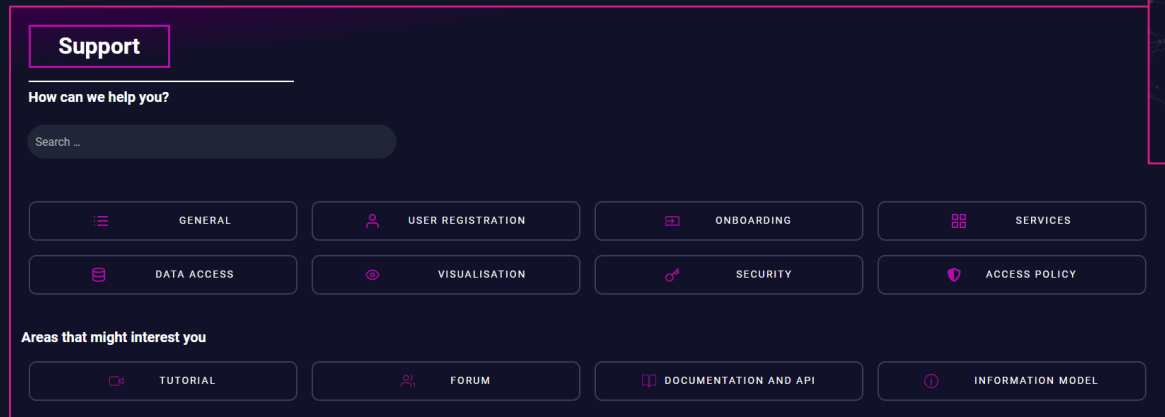
- By Category
- By Data
- By Tags

The screenshot displays the Destination Earth Service Registry interface. On the left, there is a sidebar with a search bar, a 'CATEGORIES' section with a 'Data Access' filter, a 'DATA' section with a 'Destination Earth' filter, and a 'TAGS' section with a 'digital twin' filter. A 'Clear Filters' button is located at the bottom of the sidebar. The main area contains six service cards:

- CityNexus**: A card with a cityscape background and the text 'CITYNEXUS COMING SOON'. Below the card, the title 'CityNexus' is followed by the subtitle 'COMING SOON, DATA ANALYSIS, MODELLING' and tags 'Climate Adaptation', 'Solenix Engineering GmbH', and 'MindEarth'. The description reads: 'A novel urban digital twin application to model environmental, social, and economic impacts of road network, mobility and urban fabric interventions...'
- Data Cache Management**: A card with a blue background and the text 'Data Cache Management'. Below the card, the title 'Data Cache Management' is followed by the subtitle 'DATA ACCESS' and tags 'Cache', 'Data Services', 'Serco', and 'STAC'. The description reads: 'The Data Cache Management Service (DCMS) supports the Digital Twin initiative by managing and expanding the DestinE Platform's Data Portfolio, providing access to EO data through efficient data handling, storage...'
- DEA**: A card with a circular graphic and the text 'dea Interactive Storytelling'. Below the card, the title 'DEA' is followed by the subtitle 'DATA VISUALISATION' and tags 'Alia Space Systems', 'StoryTelling', '3D', 'Interactivity', and 'Climate'. The description reads: 'Content creation service and no-code platform for DestinE storytelling and data visualization. Users can combine DEA data with their own assets to share engaging visualizations with the community in a..'
- DestinEStreamer**: A card with a purple background and the text 'DestinEStreamer'.
- EARTHDATA HUB**: A card with a teal background and the text 'EARTHDATA HUB'.
- EDEN**: A card with a purple background and the text 'EDEN'.

Available support channels:

- FAQ (Web Portal Support Section)
- Service Documentation
- Dedicated Service Desk (via “Contact Us” Form)
- Forum (*set-up ongoing*)



Types of assistance provided:

- Technical issues
- Account-related queries
- Service-specific support
- Security aspects

Upcoming features/improvements:

- New Services
- New datasets
- Enhanced visualization tools
- Public Roadmap
- Online Forum

Continue the user journey together:

- Participation to events
- User feedback loop
- Gather user suggestions for Public Roadmap

Join dedicated Training Sessions held during the day!

DestinE Platform

PLATFORM.DESTINE.EU



Destination Earth

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