

# Rubin Observatory’s Approach to Providing Sustainable Scientific User Support at Scale

Melissa L. Graham<sup>a,b</sup>

<sup>a</sup>University of Washington, Dept. of Astronomy, Box 351580, Seattle, WA 98195, USA

<sup>b</sup>Institute for Data-intensive Research in Astrophysics and Cosmology, University of Washington, 3910 15th Avenue NE, Seattle, WA 98195, USA

## ABSTRACT

An overview of the Rubin Observatory’s strategy to provide a sustainable community science model at scale, for thousands of users worldwide, including policies, guidelines, and workflows for documentation, tutorials, activities, user support, and issue resolution.

## 1. INTRODUCTION

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This is the Rubin Observatory overview paper:<sup>1</sup>

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