

Service Coordination Board Meeting Summary

Date: 25 July 2012

Members in attendance:

	Member	In Attendance
AES	John Maclean	
	Geoff Pile	√
ASD	Michael Borland	
	Ali Nassiri	√
XSD	Mark Beno	√
	Chris Jacobsen	√
Upgrade Project	Tom Fornek	√
	Mohan Ramanathan	

Also in attendance: Ralph Bechtold

Secretary: Steve Davey

Agenda

- Planning for Tech Tuesdays (Pile)
- Updating the Work Request System (Bechtold)
- A WBS for services (Pile)
- Status of *Provisionally Approved* projects (Pile)
- New business

Summary of New Action Items:

1. **Action item** (Pile): Send a follow-up update with near-term plans for trying out Tech Tuesdays.
2. **Action Item** (Bechtold): Add to the new Work Request System an automatic request for feedback to be sent at the completion of the tasks. A simple rating system is suggested.
3. **Action item** (Davey): Add a link to the work request system on the SCB web page.
4. **Action Item** (Davey): Add a % complete column to the project proposal system database and change the status of *No Effort Requested* projects 575, 433, 406, and 462 to *Approved*.

Meeting Summary

Planning for Tech Tuesdays (Pile)

Pile met with the AES mechanical technicians, and there is strong support for the plan to provide more services to the beamlines. Tech Tuesdays (TT) are to be discussed at the next XSD Group Leader meeting (may be 16 Aug.). XSD to provide a list of requested services.

Tech Tuesdays are starting with XSD but will be expanded to ASD.

A presentation on Tech Tuesdays is suggested for a monthly operations meeting.

The Board would like to test run Tech Tuesdays for a couple of weeks before the September shutdown.

Action item (Pile): Send a follow-up update with near-term plans for trying out Tech Tuesdays (e.g., out by ~30 July for work requests for 7 and 14 Aug.).

Updating the Work Request System (Bechtold)

Ralph Bechtold presented a new work request system that he is developing. It is expected to be user friendly and provide enhanced utilities.

The current work request tool has been in use for several years (~800 requests since 2006) and is consistently used by a limited number of people, but its use seems to be falling off (~10 requests/month). Beno observed that most beamline personnel take care of work on the beamlines themselves, that it is hard for some beamline personnel to entrust their beamlines to people who are not familiar with the beamline, and that many beamline people don't know about the current request system or about the services that are available.

The new system under development has the following features:

- Request made through a simple on-line form;
- Database-based;
- Can be used with multiple groups;
- When a request is submitted an email confirmation is posted with a ticket number for tracking and status link;
- Back-and-forth communications between the requestor and the service provider are tracked;
- Notifies staff of assignments to tasks; and
- Can have a ticket entered by a service provider to track task where the worker is caught on the fly and asked to do a job.

Members of the Board expressed that the Bechtold system looks like a good tool.

Action item (Bechtold): Add to the new Work Request System an automatic request for feedback to be sent at the completion of the tasks. A simple rating system is suggested.

Nassiri expressed concern about managing safety for workers detailed out to other groups. Beno thought it was a manageable risk for beamline work, and Pile expects that the work will in general be covered under “skill of the worker.”

It was discussed if the Controls Group and BCDA should be added to the Work Request System. Beno thought that BCDA need not be included in the system: BCDA works full time for XSD; BCDA has established points of contact; the system is working well; the BCDA Group Leader knows what is being sought and what is being done; some work is needed in real time and can’t wait for a work request.

Pile: without a request system you don’t have statistics on what is being done (or being left undone); this sort of data can be used as a basis of realignment of resources.

Jacobsen: the new tool looks lightweight, not too burdensome to use.

Pile: The Work Request System could be used to get one-line descriptions of the services being sought for Tech Tuesdays.

Pile confirmed for Nassiri that the system is intended for use by ASD as well.

Action item (Davey): add link to the work request system on the SCB web page.

A WBS for services (Pile)

Pile has developed a proposed Work Breakdown Structure for services that can be used to plan/integrate/track tasks for the upgrade project, shutdown, and day-to-day activities. A review is planned for Thursday Aug. 2 and Pile will report back to the Board. Davey may assist with the breakdown for beamlines.

Status of Provisionally Approved Projects (Pile)

A list of *Provisionally Approved* projects was distributed and discussed ([copy attached](#)). Pile went over the AES proposals that did not include requests for effort (noting that the projects require effort from within the group and that it is provided if and when it becomes available). Jacobsen questioned if the Board should review the listing off-line and should only those proposals that request effort be tracked. Davey reported that in checking on the beamline-related *Provisionally Approved* proposals requesting effort, most were ongoing and being worked on as effort became available.

Action item (Davey): Add a % complete column to the project proposal system database and change the status the *No Effort Requested* projects 575, 433, 406, and 462 to *Approved*.

New Business

Pile: Links have been added to the SCB web pages for reviews.

Fornek: The Upgrade Project is planning for the technicians that will be needed. Pile: Some term technicians will be taken on to meet the demands of the upgrade.

Prop. No.	Proposal Title	Status	Prop. Manager	Division	Group	Start Date	End Date	AMP(\$)	CR(\$)	CAP(\$)	EFF (Hrs.)	Risk	Priority
403	XSD HPC Computer and Storage Upgrades	Provisional Approved	Sidorowicz, Kenneth	RES	J	01/1/2011	09/30/2012	126.7				High Risk	3
406	Central Blowing Upgrades	Provisional Approved	Sidorowicz, Kenneth	RES	J	01/1/2011	09/30/2012	102.2				Evaluated Risk	3
492	33-D SRMtron (02227)	Provisional Approved	Zakredy, Paul	RES	AFS	01/1/2011	09/30/2012	10				Medium Risk	3
502	Scaling interferometer design	Provisional Approved	Ascoldi, Lehen	XSD	OPT	01/1/2011	09/30/2012	300				Low Risk	3
516	Low-noise PMS table	Provisional Approved	Ahler, Jon	XSD	MPE	01/1/2011	09/30/2012	160				Low Risk	3
408	ER Chamber Cooling 3kV Exchanger Replacement	Provisional Approved	Geopfert, George A	RES	MON	01/1/2011	09/30/2012					Medium Risk	3
482	1-0-E Instrumentation (HEPM) (02224)	Provisional Approved	Ahler, Jon	XSD	MPE	01/1/2011	09/30/2012	466.2				Evaluated Risk	3
495	Feeds on the rotary deposition system to accommodate 4 guns	Provisional Approved	Ascoldi, Lehen	XSD	OPT	01/1/2011	09/30/2012	80				Low Risk	3
575	Control Electronics	Provisional Approved	Geopfert, George A	RES	MON	01/1/2011	09/30/2012	75.1				Medium Risk	3
517	Design and fabrication of components to interface X-ray vacuum furnace with secondary UPS, including internal delivery system	Provisional Approved	Ahler, Jon	XSD	MPE	01/1/2011	09/30/2012	160				Low Risk	3
508	11-0M Complete assembly of Sample Charging Robot Hand	Provisional Approved	Chapas, Peter J	XSD	SFS	01/1/2011	09/30/2012	80				Low Risk	3
404	XSD Backup and Storage Server Upgrades	Provisional Approved	Sidorowicz, Kenneth	RES	J	01/1/2011	09/30/2012	150.2				High Risk	3
515	Redel new TMS system in 32-B-Club	Provisional Approved	DeCarly, Francesco	XSD	IMG	01/1/2011	09/30/2012	80				Low Risk	3
433	2nd & 3rd floor Conference Room Development	Provisional Approved	Smith, Richard E	RES	SO	01/1/2011	09/30/2012	71.5				Medium Risk	3
399	XSD BRIDGE and Sval Server Upgrades	Provisional Approved	Sidorowicz, Kenneth	RES	J	01/1/2011	09/30/2012	117.5				High Risk	3
394	Evolution of Sector 35 Equipment	Provisional Approved	Boland, Michael	XSD	AFH	05/22/2012	10/01/2012	956				Medium Risk	1
480	Design and fabrication of remains of new low-vibration X-PEEK support table in 4-D-C (02214)	Provisional Approved	Lang, Jonathan	XSD	PM	01/1/2011	09/30/2012	80				Low Risk	3
409	Shawing management tasks support	Provisional Approved	Lechman, Steve L	RES	IS	01/23/2011	09/30/2012	118.2				High Risk	3
411	500333 Vacuum Ion Pump and Controller Replacement	Provisional Approved	Geopfert, George A	RES	MON	01/1/2011	09/30/2012	341.3				Low Risk	3
463	3F DOC Cases	Provisional Approved	Fainsworth, Richard	RES	CTL	01/05/2011	09/30/2012	51.1				Medium Risk	3
468	Upgrade Traxcel Towers Supplies	Provisional Approved	Fainsworth, Richard	RES	CTL	01/05/2011	09/30/2012	51.1				High Risk	3
456	Transfer Device Control Upgrades	Provisional Approved	Fainsworth, Richard	RES	CTL	01/1/2011	09/30/2012	72.6				Medium Risk	3
462	Voxa Replacement for Bocther PDR (replace BIRbus)	Provisional Approved	Fainsworth, Richard	RES	CTL	01/05/2011	09/30/2012	94				Low Risk	3