

Service Coordination Board Meeting Summary

Date: 15 August 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	√

Secretary: Steve Davey

Agenda

- Open action items
- Tech Tuesdays Update (Pile)
- Upgrade Project FY13 plans (Pile)
- New business

Meeting Summary

Open Action Items

From 25 July meeting:

1. Action item (Pile): Send a follow-up update with near-term plans for trying out Tech Tuesdays – Closed (see [Attachment 1](#)).
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 – Open.

3. Action item (Davey): Add link to the work request system on the SCB web page – Closed (added to project proposal page https://www.aps.anl.gov/Internal/Project_Proposal/)
4. Action Item (Davey): a) Add a ‘% complete’ column to the project proposal system database-Deferred. [In discussions with program the questions should status be included in the proposal system or another project management tool.] b) change the status of *No Effort Requested* for projects 575, 433, 406, and 462 to *Approved C Closed*.

DOE Update

APS Director Stephenson has included information provided by Pile on the SCB in a presentation to DOE (see [Attachment 2](#)). Pile: Stephenson was interested in the tools being used by the SCB.

Tech Tuesdays Updates (Pile)

A work request system for Tech Tuesdays has been launched. The portal is on the APS project proposal page (https://www.aps.anl.gov/Internal/Project_Proposal/).

It is planned that feedback on services will be automatically copied to MacLean, Pile, and Davey. Beno asked that he be copied on the feedback, and Borland doesn't wish to be copied on all the raw feedback.

Pile seeks to develop a list of beamline contacts for Tech Tuesdays. Pile: Some beamlines seemed unaware of Tech Tuesdays, even those who had received the email notices. Plans for Pile to go to an XSD Division meeting to update XSD staff on services were changed; XSD management provided an update.

Pile: Assistance is sought in helping to build awareness of and deployment of the techs on Tech Tuesdays. Three teams of ~ 10 techs/ team, lead tech, and the engineers are available to serve. Beno: Business for the next Tech Tuesday will result from opportunities identified this week. Tuesday the 21st is not a maintenance day but Pile would like to still make the support available.

Action Item: In that the Team 1, 2, and 3 labels are not self-evident as to where they provide assistance, a more transparent identifier is sought for the Tech Tuesdays request system. ← whose item is this?

Pile: Add a beamline directory for sorting out which team will serve which beamline. Beno: This can be sorted by the group requesting the service.

Pile: The request system has a tool to list open and completed tasks.

A fourth team for ASD support will be formed after the shutdown. Borland: Contact the Chief of Operations to identify work to be done V the Chief of Ops will sort out the ASD Group Leader requests.

Upgrade Project FY13 Plans (Pile)

Pile asked when the FY13 Effort Request Agreements for the Upgrade Project can be expected.

Action Item: Ramanathan to provide FY13 ERAs by mid-September.

Pile: The ALD office is working on a 7-year plan that is in part based on plans in P6. Better P6 data is needed. Ramanathan: Better data will come when the project is re-baselined. Pile: Will there be an analysis for actuals? Ramanathan: It's started.

New Business

1. Beno: The SCB should weigh-in on service group staffing requests. The Board can advocate for additional staffing for groups that are perceived to be under-staffed or groups from which expanded services are sought.

Borland: For ASD most additional services are being sought for the Upgrade Project. Pile: Staffing shortfalls need to be identified and back fills will include term and contract employees.

2. Ramanathan: Current plans include early procurements for one beamline, early procurements for a second beamline are funded and staffing limited.
3. Ramanathan: Survey and alignment activities will be ramped up in the near term and survey and alignment equipment needs are being evaluated. Borland: Can the Upgrade Project purchase the equipment? Pile: Some funds are available for miscellaneous equipment – current status of the availability of funds is unknown.

Attachment 1

31 July 2012

To: APS beamline scientists

From: Geoff Pile, on behalf of the APS Service Coordination Board

In my previous message I said *“We’ll soon send around further info about Tech Tuesdays – and of course we are eager to hear your suggestions for the Service Coordination Board”*, so here it is.

Just a reminder, Tech Tuesdays is a program being piloted to provide additional technical support to the beamlines. The first Tech Tuesday will be 1-3 pm August 7th. Most of the 30+ technicians in AES (along with their supervisors) will be divided into three teams and made available to the beamlines. The teams assigned to specific beamlines are identified in the table on the next page.

In order to organize the work we are providing an online request system that can be used to list tasks for the specific teams for Tech Tuesday. So we can plan how many people will be needed, we need very simple, one or two line, requests from beamline staff by each Monday before the Tech Tuesday. (Like the old Work Request System this new tool may also be used for jobs that take longer than a few hours.)

A web link for the online AES Help Request System is available from the Project Management/Proposal System, which is on the APS Intranet page. https://www.aps.anl.gov/nternal/Project_Proposal/ This page also provides links to APS Approved Projects and the Service Coordination Board home page.

The request system is also available on the left side menu on the MOM group home page http://www.aps.anl.gov/APS_Engineering_Support_Division/Mechanical_Operations_and_Maintenance/

Due to the quick turnaround nature of the Tech Tuesday jobs we are not expecting to do tasks that require an Operations Work Request, a Configuration Control Work Permit (CCWP), or other work permits. We are basing the work planning and control on: verbal instructions from you; “Skill of the Worker”; and short toolbox-type meetings that will be held on Tuesdays at 12:50pm in LOM 438(team 1), LOM 431(team 2) & LOM 433(team 3). This pilot program will probably require some tweaking but we’ll iterate as we learn how to do it efficiently.

For your reference, I appended below instructions on how to find and fill out the request form.

Instructions for AES Help Request System

- From the APS Project Proposal Page
- Select the link to the AES [Online Service Request System](#)
- Select the “Open New Ticket” button
- On the form
 - Fill in your contact information
 - From the “Help Topic” drop down box select your Team according to the matrix below

XSD Team 1		XSD Team 2		XSD Team 3	
Programs	Beamlines	Programs	Beamlines	Programs	Beamlines
Spectroscopy (SPC)	20-ID 9-BM	Inelastic and Nuclear Resonant Scattering (INX)	3-ID 9-ID 30-ID	Imaging (IMG)	2-BM 32-ID
Structural Science (SRS)	11-ID 11-BM 17-BM	Magnetic Materials (MM)	4-ID 6-ID 29-ID	Microscopy (MIC) Bio-Nanoprobe	2-ID 24-ID-C 8-BM (21-ID)
Chemical and Materials Science (CMS)	12-ID 12-BM 15-ID GSAX (Ilavsky)	Surface Scattering & Microdiffraction (SSM)	33-ID 34-ID-D 12-ID-D	Optics (OPT)	1-BM
Time Resolved Research (TRR)	7-ID 7-BM 8-ID	Materials Physics and Engineering (MPE)	1-ID 1-BM	Detectors	1-BM
Atommic and Optical Physics (AMO) (no liason engineer required at this time)				GM/CA (no liason engineer required at this time)	23-BM 23-ID
Mark Beno		Jonathan Lang		Chris Jacobsen	

- Using the “Subject” and “Message” text box, supply a brief description of the nature of your request
- Select a priority if it is other than the default “Normal”
- Select the “Submit Ticket” button when completed

Attachment 2

Slides Provided to the APS Director for DOE:

The APS Service Coordination Board

- From the *Summary of the APS Operation Review*, September 12-15, 2011: "A centrally-managed matrixed delivery of technical support seems to be functioning poorly..."
- Responses:
 - Established Service Coordination Board to "guide the allocation of services at the APS to ensure that the services are delivered efficiently to accomplish the mission of the APS... [and be] available to provide timely feedback on provided services."
 - Covers 3 APS Divisions and APS Upgrade Project
 - 2 Associate Division Directors from each Division plus two Level-2 managers from Upgrade
 - Meets every Wednesday to review objectives & strategies
 - Selects key jobs; publishes priorities, progress & minutes on Web site
 - (http://www.aps.anl.gov/About/Committees/Service_Coordination_Board/)
 - ADDs liaison to Divisional customers, explain job priorities, tools & website
 - All of this enhances communication & transparency



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APS Project Management Process: a Balanced Approach

- Process for submittal, review, prioritization, approval and management of all APS engineering projects
- Three project/task levels assigned by SCB:
- Large engineering projects (>M&S) get top priority
- Medium projects (40-80 hours or less)
 - Beamlines divided into 3 sets; team formed for each set (draft person, engineer, techs)
 - 1 liaison AES engineer always on call for every beamline, plus 10% of their time proactive
- Small projects & day-to-day tasks
 - "Tech Tuesdays" (enhances communications)
 - 4 sets of 10 AES techs & supervisors + AES/XSD Management
 - 3 teams for beamlines, 1 for accelerator
 - Use Tuesday afternoon intervention periods
 - Web-based request system
 - (http://www.aps.anl.gov/APS_Engineering_Support_Division/Offices/Coms_and_Maintenance/Support/Request.php)



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