

# Service Coordination Board Meeting Summary

Date: 5 September 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

- Action Item Update
- New SCB Work Request Web Pages
- Service Feedback
- Project Reporting (Pile)
- Tech Tuesday (Pile)
- New Business

## Meeting Summary

### New Action Items

1. Action item (Borland): Send email to ASD personnel to raise awareness of Tech Tuesdays. Make them aware that the Tech Tuesday web page is live and can be used to submit service requests.
2. Action item (Jacobsen and Beno): At 20 Sept. XSD Group Leader meeting.
3. Action item (Pile): Work with Bechtold to see if the new request software tool can automatically send an email asking for feedback.
4. Action item (Davey): Work with webmaster Cunningham for a simple satisfaction form (submitter tracked, 1-to-5 ranking on quality, 1-to-5 ranking on timeliness, and optional comment box).

## Action Item Update

1. Action item (Ramanathan): APS-Upgrade Effort Request Agreement (ERA) for FY13 to be provided by mid-September – Open. Fornek plans to work with Jim Kirby after the Upgrade’s Director’s Review that starts on 11 September and hopes to be completed before the end of the fiscal year.
2. Action Item (Board): Review new SCB work request pages – Ongoing

## New SCB Work Request Web Pages

Comments on the newly revised service request page are welcome:

([http://www.aps.anl.gov/APS\\_Engineering\\_Support\\_Division/Online\\_AES\\_Support/index.html](http://www.aps.anl.gov/APS_Engineering_Support_Division/Online_AES_Support/index.html))

The screenshot shows the website for the APS Engineering Support Division. The header includes the Argonne National Laboratory logo, the Advanced Photon Source logo, and the U.S. Department of Energy Office of Science logo. A navigation menu contains links for About, User Information, Science & Education, Media Center, Beamlines, Divisions, and Industry. A search bar is located on the right side of the header.

The main content area is titled "Project Proposal System and Support Services". It features a sidebar on the left with "Helpful Links" including Service Coordination Board, Progress Reports (Under Development), APS Policies and Procedures Comment Form, Proposal Submittal & Database, and Proposal Review Process (Board's charter, Process Flow Diagram, Risk Assessment, Proposal Impact Grade, Old Proposal System). The main content is divided into three sections: "Large Projects - Project Proposal System", "Medium Jobs", and "Small Jobs - Tech Tuesdays".

**Large Projects - Project Proposal System**  
**Requiring more than 40 hours of support** - Support for larger projects that require more than 40 hours of support services is requested through the Project Proposal System. To balance the demands on the service groups and to ensure that the commitment of effort resources reflect the priorities of the divisions, the proposals are reviewed by the inter-divisional Service Coordination Board. You can check out the status of your proposal through the Project Proposal System. A brief description is needed to submit a proposal and once a proposal has received *provisional approval* (meaning the work will be done when resources become available) the requestor can fill in additional requirements including milestones for the project.

**Medium Jobs**  
**Jobs requiring less than 40 hours of support** - Support for mid-sized tasks that require less than 40 hours of support services are requested through a simple-to-use on-line request system. The request will be directed to one of the **teams** that are designated to support the requestor's beamline or the accelerator system. You can view lists of open and closed requests through the request system.

- For AES/MED Mechanical Engineering and Design Drafting Support (use this link)
- For AES/MOM Mechanical Operations and Maintenance Technician Support (use this link)

**Small Jobs - Tech Tuesdays**  
**Jobs requiring only a few hours of support** - On Tech Tuesdays technical assistance is provided for small, quick tasks on Tuesday afternoons during user beam operations - Tuesdays typically being maintenance days. Requests are submitted through a simple-to-use-line request system. It is planned to make many of the AES technicians available on Tuesday afternoons from 1:00pm onwards for these small tasks. The request will be directed to one of the **teams** that is designated to support the requestor's beamline of the accelerator systems. If the job isn't done within this short time window, in some cases the technicians may be asked to continue the task or in some cases it will be transferred over to the AES work request system for Medium Jobs. You can view lists of open and closed requests through the request system.

At the bottom of the page, there is a footer with the text: "The Advanced Photon Source is an Office of Science User Facility operated for the U.S. Department of Energy Office of Science by Argonne National Laboratory." and a link to "UChicago Argonne LLC | Privacy & Security Notice | Contact Us | Site Map".

Borland: Tech Tuesdays web pages weren't working. Pile: Problem now resolved.

Pile presented the support request tracking system, sample page:



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Project Proposal System and Support Services

Mechanical Engineering and Design Drafting Support

MO&M Engineering and Technician Support

Tech Tuesdays

- [Submit a Request](#)
- [View Open requests](#)
- [View Completed Requests](#)

[Tech Tuesday Team Matrix](#)

### All Open Tasks for Tech Tuesday

(click on column header to sort)

**Team 1**

Ticket #	E-mail	Name	Subject	Help Topic	Phone	Status	Created
194459	beyer_k@aps.anl.gov	Kevin Beyer	11ID-B 1/8" Capillary Lines	* Tech Tuesday (Team 1)	2-9491	open	2012-08-16 10:59:39
278573	beyer_k@aps.anl.gov	Kevin Beyer	11IDB 1/8" Capillary Lines	* Tech Tuesday (Team 1)	2-9491	open	2012-08-16 10:59:35
590481	beyer_k@aps.anl.gov	Kevin Beyer	11IDA Dry Nitrogen piping	* Tech Tuesday (Team 1)	2-9491	open	2012-08-16 10:59:31
214199	beyer_k@aps.anl.gov	Kevin Beyer	17EM labelling utilities	* Tech Tuesday (Team 1)	2-9491	open	2012-08-15 09:59:04
882283	chapmank@aps.anl.gov	Karena Chapman	Buiding an 8020 cart	* Tech Tuesday (Team 1)	20127	open	2012-08-15 09:56:36

**Team 2**

Ticket #	E-mail	Name	Subject	Help Topic	Phone	Status	Created
981987	mashayek@aps.anl.gov	Ali Mashayekhi	Remove old Network Lines	* Tech Tuesday (Team 2)	0123	open	2012-08-15 13:36:00
645517	mashayek@aps.anl.gov	Ali Mashayekhi	Install Water Lines	* Tech Tuesday (Team 2)	0123	open	2012-08-08 14:36:56
146129	mashayek@aps.anl.gov	Ali Mashayekhi	Motor Cables	* Tech Tuesday (Team 2)	0123	open	2012-08-06 16:07:14
569812	gog@aps.anl.gov	Thomas Gog	gas lines on 9-ID	* Tech Tuesday (Team 2)	0320	open	2012-08-02 10:48:35

**Team 3**

Ticket #	E-mail	Name	Subject	Help Topic	Phone	Status	Created
574710	erdmann@aps.anl.gov	Mark Erdmann	TXM cables	* Tech Tuesday (Team 3)	7282	open	2012-08-21 07:18:08
140932	deriy@anl.gov	Alex Deriy	Making cables @ 32-id	* Tech Tuesday (Team 3)	2-7681	open	2012-08-13 14:07:12
876988	spence@aps.anl.gov	Rick Spence	Make motor cables	* Tech Tuesday (Team 3)	2797	open	2012-08-07 10:33:14
964111	roehrig@aps.anl.gov	Christian Roehrig	Cable management	* Tech Tuesday (Team 3)	630-327-6855	open	2012-08-01 16:32:46

**Team 4**

Ticket #	E-mail	Name	Subject	Help Topic	Phone	Status	Created
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Action Item (Borland): Send email to ASD informing staff that the Tech Tuesdays web pages are now available.

### **Service Feedback**

To assess the satisfaction with services, an email request is sought that will be automatically generated when a job/task is closed. Pile to discuss with Bechtold if the software tool used for the request system can generate the request for evaluation of services.

For feedback a simple form is sought that: tracks the sender (name doesn't need to be typed); a 1 to 5 scale for ranking the quality of the work; a 1 to 5 scale for ranking timeliness of service; and an optional text box for comments.

Action Item (Davey): Contact the APS webmaster to request the implementation of a feedback form.

### **Project Reporting (Pile)**

Pile informed the Board that spokespersons for the 12 – 13 active approved projects were invited to either submit an Excel-based form with project details or attend a session on how to complete the form. Milestone-based progress will be tracked. Some spokespersons completed the form, others completed the training, and most of the remainder are expected for training on 6 September.

Status reports will be sought for the 3<sup>rd</sup> week in September summary report.

### **Tech Tuesday (Pile)**

Pile requested assistance in raising the awareness about the services being made available through Tech Tuesdays.

Action Item: Jacobsen and Beno will address this at the next XSD Group Leader meeting on September 20<sup>th</sup> and Chris will be discussing it with his group.

Action Item: Borland will send an email to ASD personnel with information on Tech Tuesdays.

Pile relayed a comment to the Board from a beamline staff member that the Board involved has focused on managers input. Jacobsen pointed out: 1) we should be cautious in raising expectations when so few engineering resources are available, and we may not want to drum up requests when there is limited ability to follow-up; and 2) there are natural concerns about having workers work in areas where they are not familiar with the facilities. Pile noted that "toolbox talks" can help familiarize service personnel with some of the local conditions. Even with the deployment of teams designated to particular beamlines it will take time to build familiarity and trust between the beamline personnel and the service providers.

FY13 staffing plans are being developed, and this is an opportunity to look at how to enhance services. More engineering support will be required for Upgrade-related projects.

**No SCB on 12 September due to the Upgrade's Director's Review.**

**New Business**

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