

# Service Coordination Board (SCB) Meeting Summary

Date: 19 November 2014

Members in attendance:

	Member	In Attendance
AES	John Maclean	√
	Geoff Pile	√
ASD	Ju Wang	√
	Ali Nassiri	
XSD	Mark Beno	√
	Chris Jacobsen	
	Jonathan Lang	
Upgrade Project	Tom Fornek	√
	Mohan Ramanathan	

Also in attendance: Steve Davey, Nancy Grossman, and Rose Torres

This report can be accessed through the following link: [APS 1668008](#)

## Agenda:

- I) Review of Meeting Minutes
- II) Review of Open Action Items
- III) Status of Projects
- IV) Other Business
  - a. AES satisfaction survey
  - b. Large project, roles and responsibilities
  - c. Proposal system changes
  - d. Close-out report follow-up
    - i. XSD P-546 – Replacement of 11-ID BLEP, Pete Chupas/Greg Markovich
    - ii. AES P-1953 – Favor processing automation – Susan White-DePace/Steve Leatherman
- V) New Business

## Next Meeting

17 December 2014

## New Action Items

1. Action Item: Wang to review hours booked against Installation of SCU-1 into Sector 1 (Project P-2253, [APS 1445357](#))

2. Action Item: Wang to check if SCU 1-m Long Magnet Design and Fabrication project (P-1153, [APS 1433098](#)) has been completed.
3. Action Item: Maclean to follow-up on WBS for the Early Career Award Project (P-1454, [APS 1437980](#)).
4. Action Item: Davey approve project Add a Horizontal Stripline to P0 Feedback System project (P-1773, [APS 1662043](#)) and request a WBS number. Copy Bill Berg on project plan.
5. Action Item: Davey to send out APS Info message regarding 2014 Satisfaction Survey for AES-provided services.
6. Action Item: Beno to follow-up with close-out for the Replacement of 11-ID EPS System and Beamline Diagnostics (P-546, [APS 1434142](#))

### **Review of Open Action Items**

Ongoing Action Items:

- 1) Work with Michael Fisher regarding opening a new proposal - submitting a new proposal for a new stand ~160 Hours and provisional approval sought. (Beno)  
Open
- 2) Close SCU 1-m Long Magnet Design and Fabrication project (P-1153, [APS 1433098](#)) (Davey)  
Open – Closed but time still being booked against it - Nassiri to clarify status.
- 3) Group leader review of revised Sector 35/Sector 31 Straight Section Exchange project (P-1833, [APS 1442033](#)) (Torres)  
Open – (See Status of Projects section)

### **Meeting Summary**

Torres distributed:

- 1) Meeting Agenda
- 2) Draft minutes form the 15 October meeting ([APS 1663355](#))
- 3) APS Project Report Summary - August 2014 ([APS 1442081](#), rev. 14)
- 4) APS Project Resource Summary- September 2014 ([APS 1432632](#), rev.44 )
- 5) APS Project Report Summary Comment - September 2014([APS 1440691](#), rev 17)

Review of Meeting Minutes –15 October 2014 meeting summary accepted

## Other Business I

Nancy Grossman present planned changes for the APS project proposal system:

- Additional information to be collected with the initial proposal input
- Wider APS-wide focus and less AES-provided services centric
- Goal: integrated APS Integrated Management System (AIMS)
- Project task code and categories added, project managers (L3s) will need to be trained for their new roles
- The existing 3x3 risk matrix is being replaced by a 4x4 matrix
- Priorities – requestor will submit a priority and the Division can override
- Add a request for urgent reviews
- Initial estimates to include: total FTEs, M&S, number of units, level of uncertainty, and is a shutdown required
- Phase II:
  - Submit => email goes to Division and Division can edit and set priorities
  - With Division approval the proposal goes to the Board via auto emails with project plans (excel sheets)
- What will be the email distribution for provisional approval
- Question: retain milestones from current proposal system? Priority is independent of resource requirement. Maclean: Take out in Phase II? No objections raised.

## Review of Previous Meeting Summary

Pile, confusing with DD used for Division Director (rather than the Design Drafting Group)

## Status of Projects

Torres reviewed the comments received regarding on-going projects.

The list of WBS numbers for ongoing projects provided.

October's effort reports are incomplete (WBS number not available for projects with initial release). Torres will check with Group Leaders regarding effort reports.

Installation of SCU-1 into Sector 1 (Project P-2253, [APS 1445357](#)) Pile: have hours been booked properly against the project?

Action Item: Wang to review hours booked against Installation of SCU-1 into Sector 1 (Project P-2253, [APS 1445357](#))

Action Item: Wang to check if SCU 1-m Long Magnet Design and Fabrication project (P-1153, [APS 1433098](#)) has been completed.

The new vacuum chamber for Sector 4 (P-2433, [APS 1662579](#)) was approved by the Board via e-mail – the WBS number went live on 17 November. Nassiri provided an email regarding reviews of ASD-sponsored projects.

Pile: The SCB is a check point for design and installation readiness reviews. Storage Manager will do the installation readiness reviews. ASD holding formal reviews.

Davey: Effort not being captured for the Early Career Award, Vacuum System with Motion System project (P-1454, [APS 1437980](#)).

Action Item: Maclean to follow-up on WBS for the Early Career Award Project (P-1454, [APS 1437980](#)).

Service group leaders can commit to the Add a Horizontal Stripline to P0 Feedback System project (P-1773, [APS 1662043](#)).

Action Item: Davey approve project Add a Horizontal Stripline to P0 Feedback System project (P-1773, [APS 1662043](#)) and request a WBS number. Copy Bill Berg on project plan.

The remaining scope for the Instrumentation of 1-ID-E Hutch for High Energy Diffraction (P-482, [APS 1433104](#)) will be moved to a new Overhead Rail System for 1-ID project (P-2393).

The Action Item: Davey to a close project 1-ID-E Hutch for High Energy Diffraction (P-482, [APS 1433104](#)) and Provisionally approve the Overhead Rail System for 1-ID project (P-2393). And Torres to request a project plan.

The results of the satisfaction survey for AES-provided services were reviewed (Attachment A). Overall the favorable responses (excellent and above average) significantly outnumber the un-favorable ratings (poor and below average). The survey was largely a repeat of the 2013 survey. The number of respondents in 2014 was comparable number of respondents as in 2013.

Action Item: Davey to send out APS Info message regarding 2014 Satisfaction Survey for AES-provided services.

## **Other Business II**

Action Item: Beno to follow-up with close-out for the Replacement of 11-ID EPS System and Beamline Diagnostics (P-546, [APS 1434142](#))

Discussion of roles and responsibilities postponed.

Pile: requestor may not be the project manager

Beno: SAs could be project managers.

Someone needs to *own* the project.

Wang: Who decides if a project manager is required?

Pile: Someone needs to be the project manager.

Beno: Engineers need to do it, PI can't. Scientist cannot be project managers.

**Next Meeting: 17 December 2014, 401/B4100, 11:15**

## Attachment A

### Summary of 2014 / 2013 Satisfaction Surveys of AES-Provided Services

Respondents Organization/ Division	All respondents		XSD		ASD		AES		No APS Division	
	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013
<b>All Ratings</b>										
excellent	31%	28%	30%	37%	35%	15%	30%	29%	33%	18%
above average	38%	34%	46%	28%	33%	46%	34%	33%	42%	37%
average	25%	30%	16%	25%	25%	33%	32%	33%	16%	29%
below average	4%	7%	4%	8%	5%	7%	3%	5%	5%	11%
poor	2%	1%	4%	3%	3%	1%	1%	0%	3%	5%
<b>Favorable v. Unfavorable*</b>										
favorable	70%	62%	76%	65%	68%	60%	64%	62%	75%	55%
average	25%	30%	16%	25%	25%	33%	32%	33%	16%	29%
unfavorable	6%	8%	8%	11%	8%	7%	4%	5%	8%	16%
favorable/ unfavorable ratio	12	8	9	6	9	8	17	13	9	3
	* favorable = excellent + above average unfavorable = below average + poor									
No. of responses	129	113	23	29	8	18	42	41	54	25

(SCD 16 October 2014)