SHUG-EC Conference Call: Tues. Sept. 17, 2019

Present at ORNL:
Crystal, Eugene, Adam, George, Jaime, Hans, Janell

Online:
Olivier, Martin, Dvora, Sudipta, Michelle

Document approval:

- Minutes from Aug. 2019 conference call: approve
- Agenda for Sept. 2019 conference call: approve

1. NScD updates and related discussion

CD-3 for the PPU project was approved on Sept. 3, 2019.

A DOE readiness review for restarting HFIR is taking place this week. We are still on track to restart on Nov. 5, but the restart date may be moved up if the DOE approvals come through more quickly. The first cycle after the reactor restart will predominantly consist of instrument commissioning and local user experiments.

The SNS schedule is published and there is an outage for the majority of October. There may be a target change during the long outage, but this will depend on the availability of spares. If a target change does not take place in October, it will happen in the next outage around Christmas.

There was some discussion about the power level of the SNS and if it could be lowered over the foreseeable future to ensure increased reliability. ORNL responded that DOE will not allow this power reduction since we are currently working on the PPU project. There was also some discussion about improving communication with users when one or both neutron sources is down. One suggestion was to post regular online updates on what is being done to get a source restarted. It was also pointed out that a useful website for SNS status updates, https://neutrons2.ornl.gov/diagnostics/channel13/Ch13.html stopped working at the end of 2016. Finally, there was some discussion about how to handle experiments that were negatively impacted by SNS operation issues (i.e. multiple power reductions back in the summer) and cannot simply be continued later due to hysteresis issues. Should these experiments be re-scheduled in their entirety?

2. STS instruments workshop

This will take place on Dec. 9-10, 2019. The SHUG-EC sub-committee (Olivier, Martin, Dvora et al) has continued to discuss preparations. An outreach effort is now ongoing and consists of the following activities:

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- Town-hall style meeting during the MRS Fall Meeting (Boston Dec 1-6). Crystal is still trying to make arrangements to get this event officially scheduled.
- Webinars held by NScD ahead of STS workshop:
  September 25th, October 16th, November (TBD)

Workshop speakers also need to be selected urgently. We are about a month behind on this.

3. SHUG-EC selections

We are soliciting nominations now; these will be sent to Martin Mourigal. We have three regular positions available (three-year term) and one graduate student/postdoc position available (two-year term). Martin has only received one nomination so far. He will work with Crystal to draft the next solicitation email for nominations.

4. Next conference call: Oct. 15, 2019

5. Additional Information: Crystal's follow-up email in response to this call's discussion

1) I sent a request to the Neutron Scattering Division group leaders requesting that the beam line teams evaluate those experiments that may have been impacted by the August Cryogenic Moderator System deterioration. This is a function that the beam line teams should review since the User Office staff are not in a position to have this discussion with users. I have asked for the information by next week and will provide you an update.
2) The website link that was discussed neutrons.ornl.status appears to be a static page that disappears. I have made a request to our Communications Team to understand what has happened to this page and how to make it functional to the external community.
3) There was a request to have more information about repair status when we have an unanticipated outage. I have made a request to the Accelerator Operations Group to see if they could develop something similar to what was done at LANL. The leader of the group used to work at LANSCE.
4) I drafted a message to go out to users this week regarding the SHUG EC elections. I sent this to Martin to review. (I also sent you an email with information of the relevant parts of the bylaws that were discussed.) Once Martin is comfortable with the message, the User Program will send it out to our membership.
5) An email was also sent to Sean Hearne and Mike Fitzsimmons regarding the fall MRS meeting and Town Hall. See attachment.
6) We also discussed the communication to users when we have an unexpected shutdown. I have attached the standard communication to users when we have an unanticipated event. See second attachment. Our primary concern is to notify users as quickly as possible so they can adjust their travel plans. We forgo providing details to make sure users know as quickly as possible. Often, we don't have a lot of details to immediately share. Here is our process.

- Accelerator or Reactor Division notifies User Program that the facility must shutdown due to an operational issue.
- An estimated period of time is given. (However, this is only an estimate and may change as work begins – the example is the most recent target event.)
- User Office checks the internal scheduling tool to identify the impacted experiments.
- The notification email with the listed of impacted experiments and users is sent to the Neutron Scattering Division (beam line scientists, scientific associates, sample environment, data, instrument hall coordinators, scientific laboratories)
- Immediately after that list the impacted users (those who have confirmed they are attending on-site) and the PI are notified.
- As part of the communication, we encourage them to sign-up for text message which provides periodic updates on the progress towards restarting and operations.
- If it is determined that we will not restart as anticipated, a new restart date is provided and the entire process starts over.

Here is my request for you, how much additional detail in the initial communication do you believe is necessary? Please balance that with our goal to get information to users as soon as possible to avoid them traveling unnecessarily, and in some instances (HFIR initially) we don't know the actual reason.