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OR36 - The double-edge of a "perfectly efficient" Operations staff

Monday, 11 September 2023 12:00 (30 minutes)

"The NSLS-II Operations group runs with 12 shift-roles, consistently and historically filled by 12 people. This method of running, with operators and floor-coordinators on shift over 100% of 'full time' makes NSLS-II an outlier among large-accelerators. This mode of operations staffing comes with advantages, and disadvantages.

Like most labs, COVID added numerous new stressors to our Operations routine. While we have managed to avoid much impact to accelerator reliability, we have seen effects on our Operations staff, scheduling, morale, etc. The perturbation on top of our Operations status-quo has taught us several major lessons, which I would like to illustrate and share."

Presenter: SMITH, Reid (NSLS-II/BNL)

Session Classification: Lessons Learned from Unforeseen Events