

Experiment and Scientific Collaboration Liaisons

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Summary

The Computing Sector (CS) is moving forward with identifying **Science Community Liaisons** to the scientific experiments and collaborations that are our customers. These liaisons will act equivalently to the CS Laboratory Organization liaisons that are identified in the Service Management office of the OCIO.

The goal is to act as a communications and collection point for end-to-end computing items between the experiment/collaboration and CS, to not add any overhead (get in the way) of existing or future work and activities between CS and the experiments, and to help our collective productivity and effectiveness as much as possible. Activities and roles are based on common goals with the existing “business relationships” model.

This liaison organization builds on and extends the scope of the successful Intensity Frontier Offline Liaison organization within the REX department to cover all CS customer Scientific Communities and all of computing, not just offline.

Liaison Responsibilities

The responsibilities of a Liaison are to ensure excellent, “soup-to-nuts” communication and handling of the Science Community computing needs, the services and opportunities offered for support from and collaboration with the Computing Sector, and ensuring continual mutual understanding of the expectations, deliverables and operational plans, developments and issues.

These responsibilities include:

- Deliver knowledgeable, responsive and courteous liaison services for the Science Community.
- Develop trusted relationship between the Computing Sector and Science Community.
- Address issues in a timely manner, relative to their priority.

- Be responsible for developing and updating the MOU (and supporting documentation such as annual computing requests) between the Science Community and the Computing Sector.
- Help develop the annual budget request to CS.
- Provide regular status updates to CS management, Scientific Computing Division organizational units and projects and the Science Community's management. The form of these status updates is not yet fully defined. It is not expected, for example, that formal quarterly reports will be needed. It is expected, for example, that periodic reports to the SCD projects and/or Computing Sector planning, activity and status meetings will be requested.
- Follow incident management, change management, and other support-related procedures.
- Own any CS publishing pages about the Science Community and help facilitate useful CS communications related to computing in the science community.
- Make the Scientific Community aware early of existing CS services and programs that they could benefit from.
- Provide assistance in the creation of project proposals and reports.

Logistics

Liaisons report the effort for this work in this activity to XXXX. The expected effort is of the order of a few hours per month in general – with peaks in load at budget and planning time and at the definition and completion of agreed upon projects and/or changes in services or service levels.

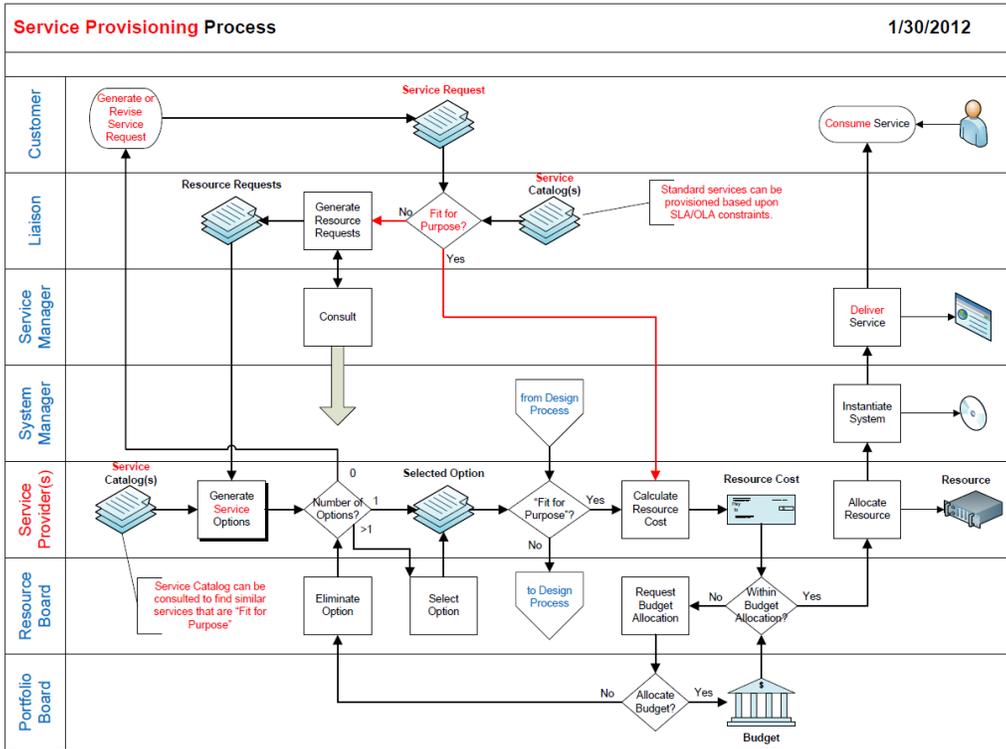
Liaisons are invited to, and expected to attend when possible, the monthly SCD projects meetings at 1 pm Wednesday (week of the month and meeting room change each month at the moment).

A list of service desk tickets requested by the Scientific Collaboration will be made available to the Liaisons on a monthly basis.

The measure of success of a Liaisons role will be a matching of the expectations and deliverables by each of the Scientific Collaboration and CS, successful completion of versions of the MOU to the defined schedule, and willingness of the Scientific Collaboration and CS to engage in further mutually beneficial collaborations and dependencies into the future.

Scientific Service Request Process

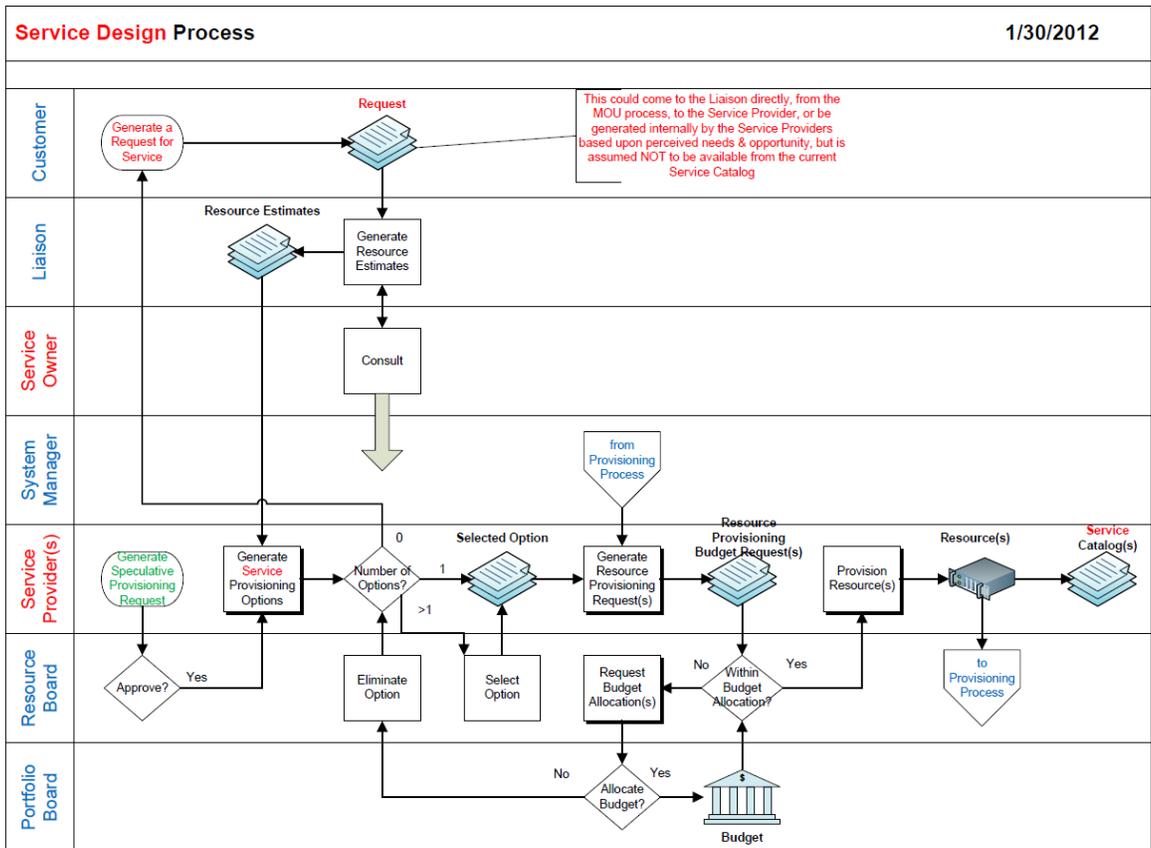
Until the details of the Scientific Portfolio Management, on-boarding of scientific services to ITIL, project proposal processes are fully fleshed out we will be following the process below when requests are received that are “more than trivial”.



8/3/2012 Stu Fuess

Network Task Force Meeting

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8/3/2012 Stu Fuess

Network Task Force Meeting

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List of Liaisons 9/14/2012

Community	Liaison
ArgoNeut	M. Kirby
CDF	S. Lammel
CDMS	D. Holmgren
CMS	L. Bauerdick
COUPP	G. Garzoglio
D0	Q. Li
Dark Energy Survey	E. Buckley- Geer
Darkside50	M. Kirby, R. Pordes
g-2	R. Kutschke
Holoscope	C. Stoughton
LBNE	E. Berman, A. Heavey
LSST	S. Kent
MicroBoone	M. Kirby

MINERvA	R. Snider
MiniBoone	M. Kirby
MINOS	A. Kreymer
Mu2e	R. Kutschme
NOvA	A. Norman
nuSTORM	
ORKA	
SeaQuest	G. Garzoglio
SDSS	B. Yanny
SciBoone	
Test Beam Facility	K.Biery