



NSLS-II OPERATIONS AND STAFFING

IT REVIEW JANUARY 2018

ROBERT PETKUS

The background is a dark blue gradient. In the corners, there are decorative white line-art patterns resembling circuit boards or neural networks, with lines connecting to small circles.

OVERVIEW

- The team
- The work
- The mood

TEAM MEMBERS: *ROCKSTARS*

- High-level administration

- Leon Flaks → network/system/storage operations, provisioning, automation, contract support, remote access, archiver appliance
- Mizuki Karasawa → automation architecture, web apps/ops, VMs/containers, name services, monitoring
- Matt Cowan → cybersecurity policy and ops, system/storage ops, account automation, workflow management
- Robert Petkus (Group Leader) → network/system/storage architecture and operations, everything

- Jr. administration

- Tom Smith → Backup/recovery, system provisioning, automation, asset tracking and monitoring, client support

- Technician

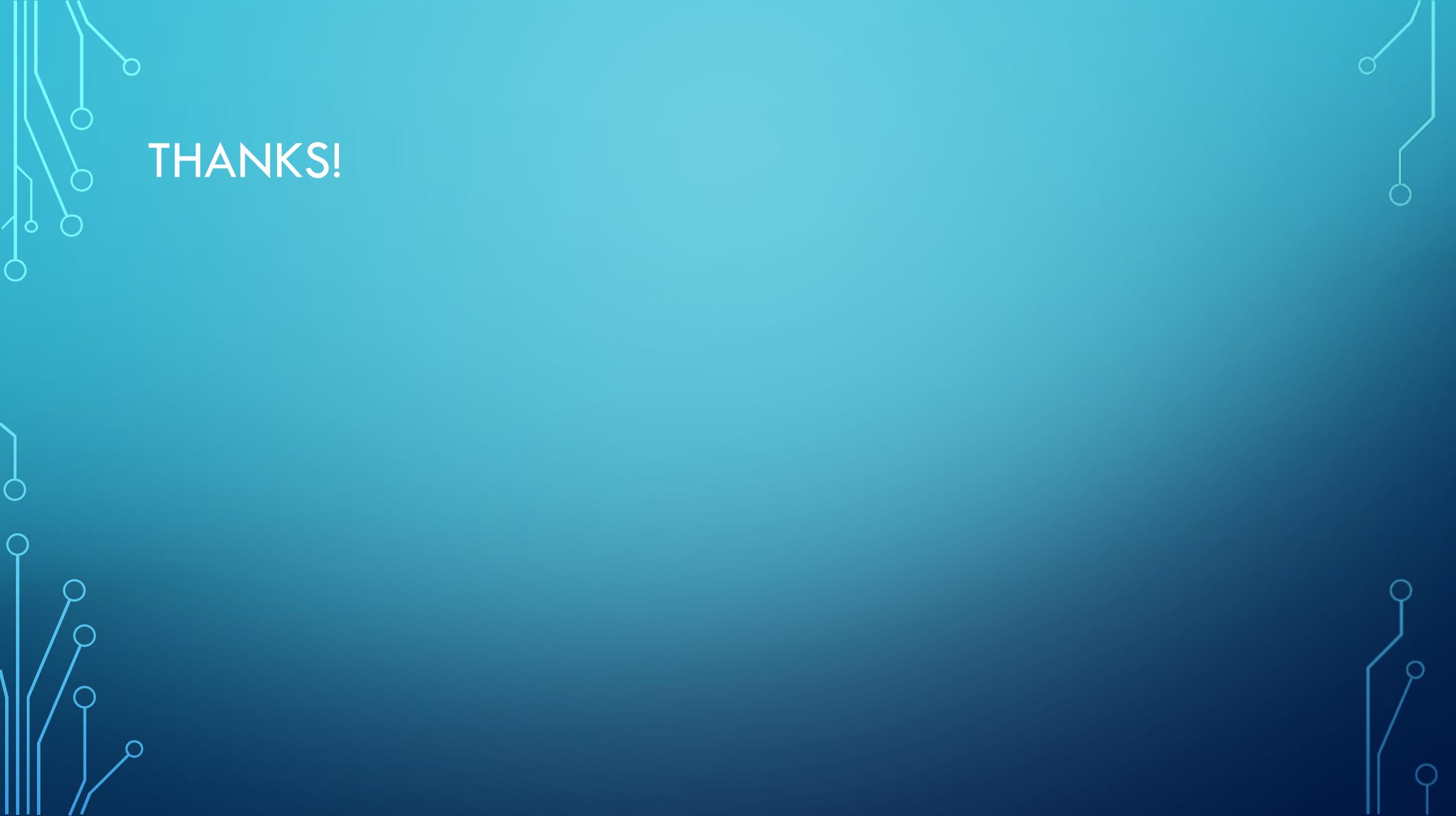
- Steve Sauter → Fibre and CAT installation, documentation, and troubleshooting

MEMOIRS OF A THURSDAY

- Unglamorous, to-be-expected breaks that hamper progress toward more meaningful objectives:
- Robert
 - Jeff wants to implement a mobile rack w/detector. What do we need to buy and how will we access it? The \$\$ won't last long!
 - Data transfer is slow from FMX→cpu-009 but not cpu-010. How do we reconfigure CPU freq?
- Leon
 - 3x servers have arrived and very late: create records, configure network, and kick-off automated build
 - LACP is not working on system X after a reboot → "I can't see my cameras. Why wasn't state preserved?"
- Mizuki
 - Debug Olog client issues at HXN; work with Kunal to upgrade client modules
 - Resolve CSS PV retrieval issue at XPD
- Matt
 - Data transfer rates @ AMX are the same on the SSD and HDD arrays. "Shouldn't the SSDs be faster? Could this be GPFS policy overhead?"
 - "My code isn't running on this system; says it's a library issue. But the same libraries are installed everywhere"
- Tom
 - Multi-monitor displays are mixed-up after a workstation reboot at LIX → "This needs to be fixed now!"
 - "I can't see my beamline printer"

GENERAL MOOD

- We are honored to be part of this great facility
- IT group take pride in their work and enjoy solving problems together
 - Some members have passed-up opportunities to stay in the group
- Group members possess deep system knowledge. Everyone is a "linux-guru"
- Need at least one additional advanced → senior admin
 - Team is spread thin and feels overwhelmed at times
 - Original goal was to add staff every n beamlines. Staffing has remained flat for years
 - Broken promises to add staff = disappointment and low morale
 - Challenging to both lead and admin FT. *I won't be young forever.*
- Limited opportunity for self-study and growth
- Perception that IT is easy. *Do we even need our own IT?*
- Difficulty attending conferences / time to attend conferences

The image features a blue gradient background with white circuit-like lines in the corners. These lines consist of straight paths that branch out and terminate in small circles, resembling a stylized PCB or network diagram. The lines are most prominent in the top-left and bottom-left corners, with smaller segments in the top-right and bottom-right corners.

THANKS!