



RHIC Run-9
An Operations Perspective.

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Overview.

- **Top Concerns.**
- **Communication and focus.**
- **Operator training and involvement.**
- **Where did we go right?**
- **Summary.**

MCR's Top Concerns.

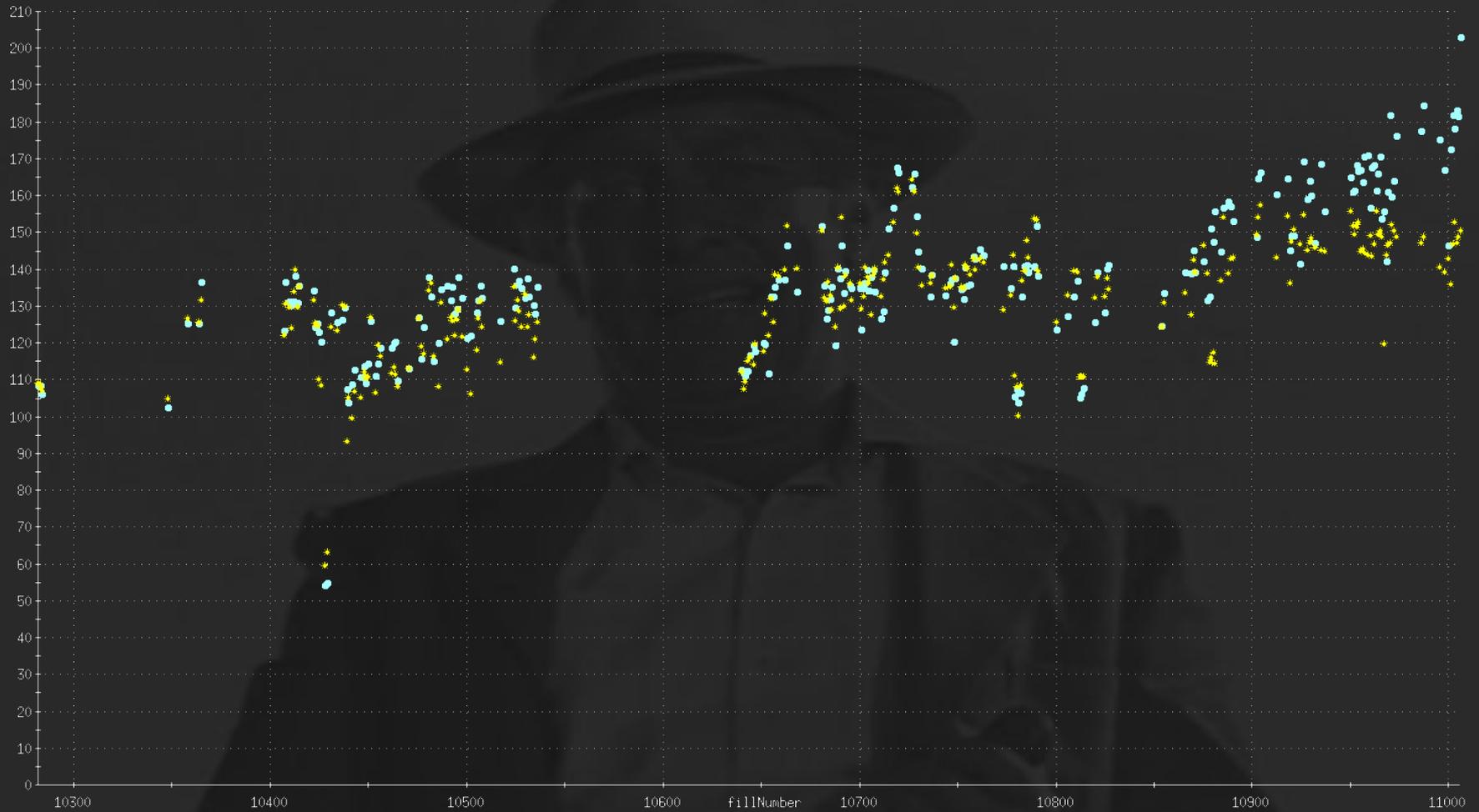
1. High-profile applications will always generate the most concern.
2. Some systems are becoming labyrinthine, while others are still ad-hoc.
3. We need better logging. Of everything.
4. Critical devices that work without headaches.
5. Ask—not announce—before you act.
6. Our hands at the controls.
7. Losing sight of issues that require more than 24 hours to resolve.
8. Clear, consistent, quality communication.



Communication and Focus.

- **Communication styles varied through the run, but there were problems all over.**
 1. **The 9am meeting is a source of concern.**
 2. **Shift change is a game of "telephone."**
 3. **The RHIC elog is a mess.**
 - **Verbal instructions, decisions and reasoning not being documented (ownership of changes).**
 - **A lack of narrative.**
 - **Automated entries clogging out human posts.**
 4. **Failure to update on progress/setbacks.**
- **Mid-term focus was lacking.**
 1. **Getting fixes for long-standing issues like the optomux, F6, LINAC Camera, Beamstop reachbacks...**
 2. **Working on ramp transmission. Exhaustion set in?**
 3. **Pushing blue intensity.**

Communication and Focus.



April

May

June

• Total Blue Intensity at Accramp

+ Total Yellow Intensity at Accramp

Operator Training and Involvement.

- New Operators come in with varied capabilities, and acquire skills at varied rates.
 - So we don't know what we're getting, and neither do you. Don't love 'em till you've tried 'em.
 - Training is improving, but still needs work.
 - We have some training, but you can help. The more you provide in advance, the fewer calls you'll get.
 - The best way to learn is still "hands-on".
 - But where's the down-time for training in RHIC?
- Documentation has improved—keep it up.
 - Outdated instructions need to be updated or deleted, not orphaned. Wrong information is worse than none.

Where did we go right?

- **RHIC polarimetry**
 - Communication vastly improved.
 - Many application issues smoothed out.
- **BERT/Polar server communication.**
- **RHIC PASS ran more smoothly this year.**
- **Stalled ramp Activate problem fixed.**
- **Fewer failures coming out of maintenance days.**
- **Controls Group responds very well to "action please" calls. Let's try to replicate that.**
- **More Power Supply people to plague at 2am.**

- **Of course, you seldom remember the things that went right.**

Summary.

- Many of the same broad issues appear every run.
- Communication has held us back.
- Operators are better trained now than a year ago, but we can do better.
- Sometimes it's the little things that make the biggest differences.
- This year's PP[^] ad-hocs are about to be replaced with AuAu ad-hocs (transition, etc).
- The more we know, the more we can help. Every ramp should move us forward.
- This year we faced a host of problems and came out the other side. Let's learn from each other so that next time we can do even better.