

# AOD Technical User Support

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Support

TWG Meeting, November 20, 2003

## Mission of APS-AOD

“Serve the APS user community by establishing and maintaining an integrated, facility-wide operations organization which provides a reliable and successful operation and high-quality user technical support, thereby ensuring that the Advanced Photon Source maintains its status as a preeminent user facility.”

<http://www.aps.anl.gov/aod/AODMission.pdf>

# Recent Additions to the AOD Technical User Support Effort

- User Technical Interface – Kevin Randall
  - technical information
  - point of contact for technical matters
- Beamline Technical Support Group
  - Patricia Fernandez, Group Leader
  - assist the users in their research efforts

# User Technical Interface

- Act as the APS point of contact for APS/user technical interface issues.
- Support AOD in the development of user technical support.
- Resolve technical matters consistent with APS policies.

# Beamline Technical Support Group

The mission of the BTS group is to facilitate the research efforts of the APS user community (all sectors, facility wide).

We are in the process of identifying specific areas for user technical support.

# BTS Group Plans for FY 04

- Seek user input to identify opportunities for efficient and effective user support. Staff the group and implement these opportunities as appropriate.
- Detector effort: detector pool; some detector development (BPMs, APDs, ...).
- Establish an experimental equipment pool.
- Provide shipping/receiving support.
- Facilitate APS interdivisional technical support and user access to APS resources.

## Summary

AOD is committed to providing effective and efficient technical support to the users.

We will actively seek user input to identify useful areas for user technical support.