Argonne NATIONAL LABORATORY

The Guest, User, Visitor Center @ Brookhaven National Laboratory and the National User Facility Organization

to the Laboratory Management Systems and
Scientific User Facility Personnel

January 11, 2013

U.S. DEPARTMENT OF ENERGY
Office of Science

Overview

- Personal Background
- Historical Recollections
- Role of the Guest, User, Visitor Center (GUV Center)
- GUV Center Responsibilities
- BNL's Guest Information System
- Personal comments
- National User Facility Organization (NUFO)

Historical Recollections

- Paper and physical check-in at HR when NSLS became operational in 1980s
  - NSLS is made a satellite HR unit
  - NSLS slowly develops a user database
  - Susan leaves NSLS User Office in mid-1990s

- BNL's HR department starts developing an employee/guest data base using PeopleSoft platform
  - Developed by HR using existing NSLS outline
  - No input from user offices (NSLS and AGS)
  - Being designed to decentralize guest, user, visitor processing at BNL

Historical Recollections

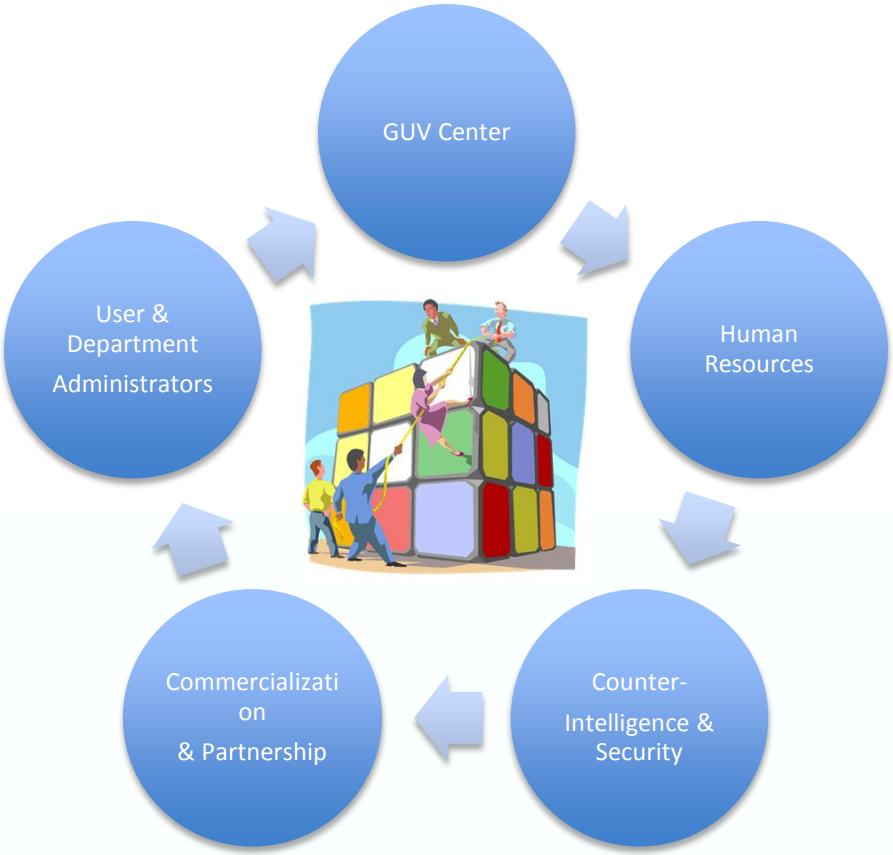
- 1999 DOE Order 142.1 is issued

- 2000 RHIC & AGS User Office opens
  - PeopleSoft guest system made available to RHIC one year prior to release of system
  - Database forces discussion and programming to centralize processes
  - NSLS being pressured to use BNL data base, but they are successful and retain their stand-alone data base
    - BNL IT staff has to maintain two separate databases

Historical Recollections

- BNL incorporates DOE 473s (ANL 593s) into guest registration process
  - BNL moves to centralize guest, user, visitor processing
- NSLS data base is no longer being maintained
- 2006 Proposal approved to form Guest, User, Visitor Center
  - Coincides with the opening of the new Research Support Building at BNL
- 2007 Guest, User, Visitor Center opens

Working Together Made It Happen



Role of Guest, User, Visitor Center

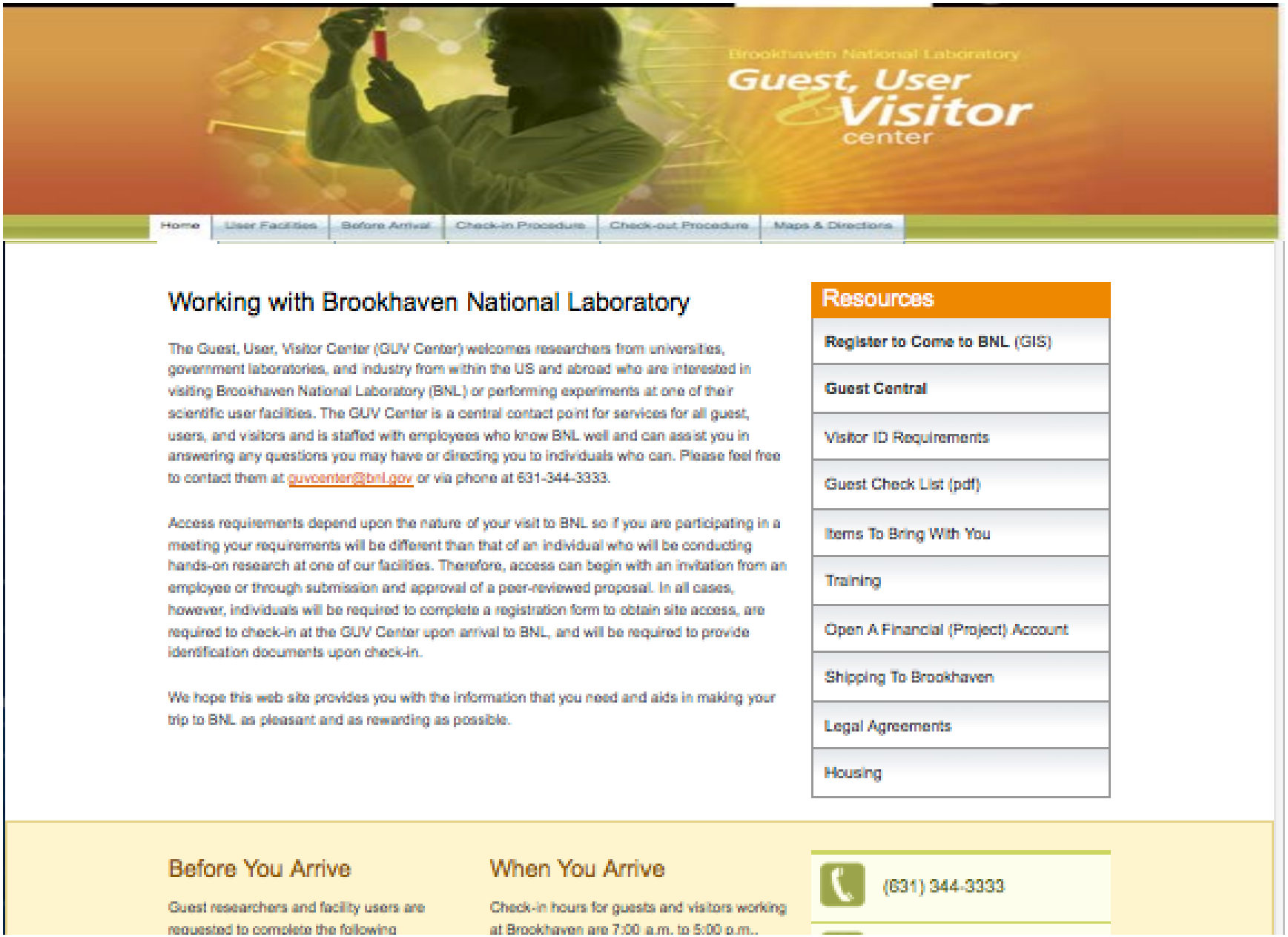
- Global oversight and management structure for
  - BNL's scientific guests, users, and short-term visitors
  - not contractors, consultants, resident contractors, or employees
- Single center for processing registration and FVA requests
  - Facility-specific tasks remain in User Offices (e.g., proposals)
- One-stop-shopping
- Center developed to ensure
  - efficient and uniform registration process
  - consistency in check-in process and information provided to guests
  - guests compliance with Laboratory and DOE policies, standards, procedures, regulations, and training

GUV Center Responsibilities

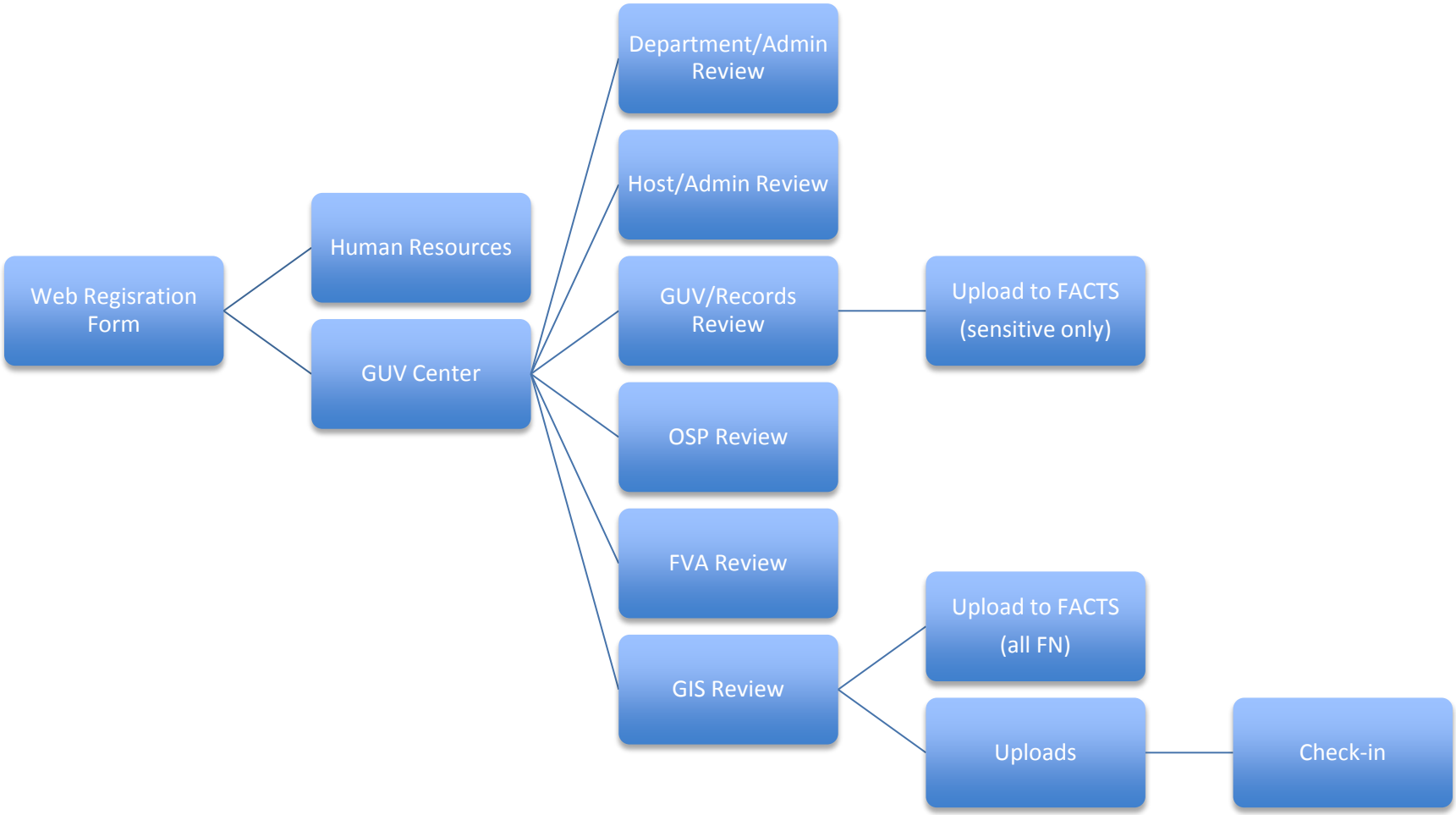
Administration of:

- Registrations platform, processes, policies, and procedures
- Basic training
- Foreign National Access (DDO authority for FACTS)
- One check-in office with standardized procedures
- Badging (including encoding)
- Identification statement
- User Agreements
- Central web page for Lab
- GUV Info meetings and announcements
- Records retention holder for guests

Advocate for guests, users, visitors


Brookhaven National Laboratory
Guest, User & Visitor center
Home
User Facilities
Before Arrival
Check-in Procedure
Check-out Procedure
Maps & Directions
Working with Brookhaven National Laboratory
The Guest, User, Visitor Center (GUV Center) welcomes researchers from universities, government laboratories, and industry from within the US and abroad who are interested in visiting Brookhaven National Laboratory (BNL) or performing experiments at one of their scientific user facilities. The GUV Center is a central contact point for services for all guest, users, and visitors and is staffed with employees who know BNL well and can assist you in answering any questions you may have or directing you to individuals who can. Please feel free to contact them at guvcenter@bnl.gov or via phone at 631-344-3333.
Access requirements depend upon the nature of your visit to BNL so if you are participating in a meeting your requirements will be different than that of an individual who will be conducting hands-on research at one of our facilities. Therefore, access can begin with an invitation from an employee or through submission and approval of a peer-reviewed proposal. In all cases, however, individuals will be required to complete a registration form to obtain site access, are required to check-in at the GUV Center upon arrival to BNL, and will be required to provide identification documents upon check-in.
We hope this web site provides you with the information that you need and aids in making your trip to BNL as pleasant and as rewarding as possible.
Resources
Register to Come to BNL (GIS)
Guest Central
Visitor ID Requirements
Guest Check List (pdf)
Items To Bring With You
Training
Open A Financial (Project) Account
Shipping To Brookhaven
Legal Agreements
Housing
Before You Arrive
Guest researchers and facility users are requested to complete the following
When You Arrive
Check-in hours for guests and visitors working at Brookhaven are 7:00 a.m. to 5:00 p.m.,
(631) 344-3333

BNL's Guest Information System



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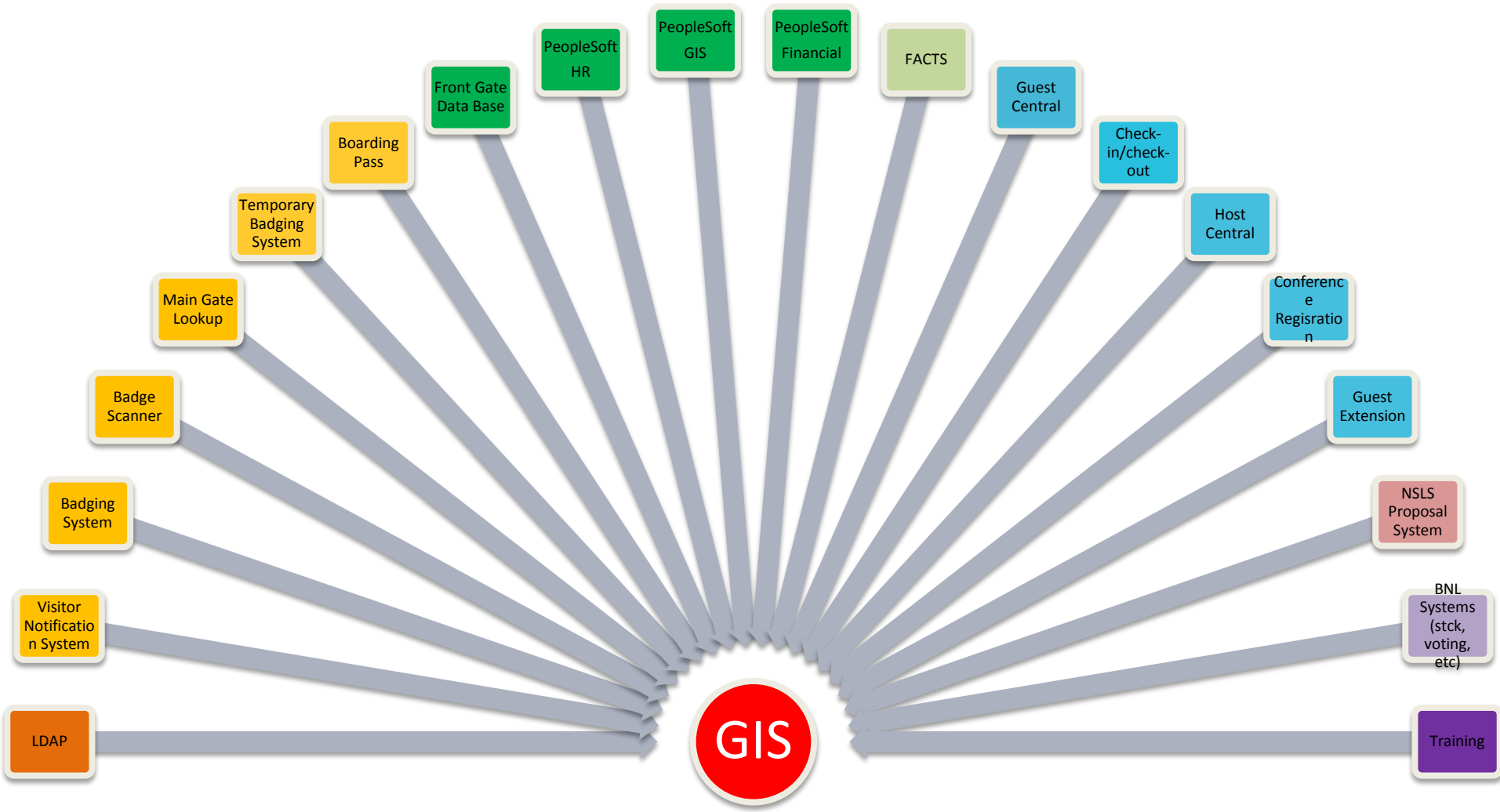

Personal Comments

- Scope of project
  - Inadequate scope of project initially
  - Scope of project changed over time
  - Unexpected DOE mandates forced changes in scope
  - Key players were not informed or engaged in process from the start
- Secure
  - Adequate resources at all levels, but specifically from IT, from the start
  - Buy-in from employees, facilities, and laboratory management, from the start
  - Know the mechanism for handling priorities, from the start
- Scope out the entire project
  - Discuss, present, solicit input, brainstorm, ask questions
  - Talk to everyone (MIS, HR, scientific departments, fiscal, FVA, training)
  - Talk to the people who are doing the job (administrative & secretarial staff)
  - Talk to people who use the systems

Personal Comments

- Communication at all levels is key to success
- Use your subject matter experts
  - Give them authority to make best business practices decisions on behalf of the facilities/laboratory, when necessary
  - Appoint a few key SMEs to project rather than a committee of all involved
  - Ensure that the SMEs have the knowledge required to represent all stakeholders
- Endless possibilities of where you can go and what you can do
- Integration was a hard, but POSITIVE step at BNL
  - Consistency, uniformity, continuity throughout the site
  - Better understanding of guests, users, and visitors

LET'S WORK TOGETHER!