

Remote shifts committee report

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Committee charge and work done

The CCC charged the « remote shift committee » to establish rules and methods for the upcoming CLAS12 shifts, keeping into account the travel limitations imposed by the pandemic on several collaborating institutions.

Charge:

- 1. Study the CLAS shifts during the pandemic and new possible shift arrangements for the future*
- 2. Assess the pros and cons of the new shift arrangements*
- 3. Come up with a proposal on how to organize them*

Two meetings took place (remotely, of course 😊), followed by a meeting with the CCC:

- Reviewed experience of CLAS12 (RGF) shifts during pandemic, feedback from remote shifters:
 - ✓ Necessity for stable sound and video connection with expert
 - ✓ Need to be able to access and run monitoring
- Considered similar ongoing efforts in Hall D and proposed solutions
- Evaluated the possibility to develop and test web-based monitoring tools vs time left before shifts start:
 - ✓ A big amount of work, in a short time, and training would be required for the workers
- Polled foreign institution representatives on their familiarity with two-factor authorization and remote connection to counting room computers:
 - ✓ More than half of the FI already have experience with two-factor authorization

Proposed solution – shared with CCC and all IR's

- 1) We believe that the **standard practice** should be, as much as reasonably possible, to man the CLAS12 shifts **in person**. However, given the current situation with Covid19, and considering that there can be other causes limiting the travel possibilities of outside users, we think that **providing the possibility of remote shifts is necessary**.
- 2) The remote shift can be **requested** by an institution if there are **official restrictions** to travel to JLab to take the shift.
- 3) Only **worker** shifts can be remote, the expert must always be physically present in the counting room.
- 4) The remote worker should not be allowed to operate beamline devices, magnets, or the DAQ.
- 5) The remote shifts will require the worker to connect to the CR computers via **two-factor authorization + VNC**. We will provide detailed **instructions** for those who have no experience with such kind of connection in follow-up communication.
- 6) The direct VNC connection will allow us to **maintain the charge of the remote shift worker equal to the one for an in-person CLAS12 shift worker**.
- 7) In the CR there will be a laptop to ensure a **permanent BlueJeans** connection (video and audio) with the worker.
- 8) In the remote shift location there must exist a **stable and reliable internet connection**, screens big enough to allow to check the various CLAS12 monitoring GUIs, and a **stable video and audio connection** via BJ to the CR.

Communications to IR's and all members

The committee's conclusions were shared via email with all IR's, and two questions were asked:

“We would like to ask your feedback on this plan, in particular you should please let me know if:

- 1) You think your institution may need to request remote shifts for the upcoming October-December run*
- 2) You think your institution can fulfil the requirements described above to ensure the remote shifts*

Please provide this information by May 24th, so that we can advance with the technical aspects to properly set up the procedure.”

32 institutions replied, 10 didn't, even after solicitation (~25% of the Collaboration...)

- ✓ Local institutions and nearby US ones mainly will take in-person shifts, unless things turn bad again unexpectedly and/or university travel rules prevent going to JLab
- ✓ Non-nearby US institutions and foreign institutions overall hope to be able to come but in case they are willing and able to take remote shifts

This information was passed to the CCC near the end of May

Guidelines to all the Collaboration in May 29 email from CLAS Chair:

Action 1: Any collaborator who may need to take remote shifts and doesn't have two-factor authentication yet should proceed as soon as possible to request it by contacting the computer center. Practice sessions will follow

Action 2: In addition, collaborators who will be able to take shifts in person should plan their visit to JLab early on because the process will take longer than usual due to the pandemic restrictions