

CONTROLS REQUEST TRACKER

K. S. White, S. M. Hartman, K.-U. Kasemir, ORNL, Oak Ridge, Tennessee;
I. Verstovsek, Cosylab, Ljubljana

Abstract

Controls groups at large accelerators are routinely called upon to build and support controls for virtually all machine systems. While construction projects within the US DOE system are normally carefully planned and tracked by project management professionals, this support ends when construction milestones are met. However, once construction is complete, work continues as the group performs ongoing support and maintenance while also implementing requested system improvements and upgrades. With customers from virtually every accelerator and experiment group, the demands on the group often exceed the capacity of available resources. This type of diverse workload needs to be well organized and managed in order set proper priorities and ensure efficient use of resources. At SNS, we have collaborated with Cosylab to develop Controls Request Tracker (CRT), which is adapted from the Cosylab Project Manager (CPM) software. The resulting system not only provides standard request tracking features, but is interfaced to the SNS Logbook and work control system. This paper will discuss CRT and how we use it to manage the work of our controls group.

**CONTRIBUTION NOT
RECEIVED**