

Roles of the NAASC & the NA ARC

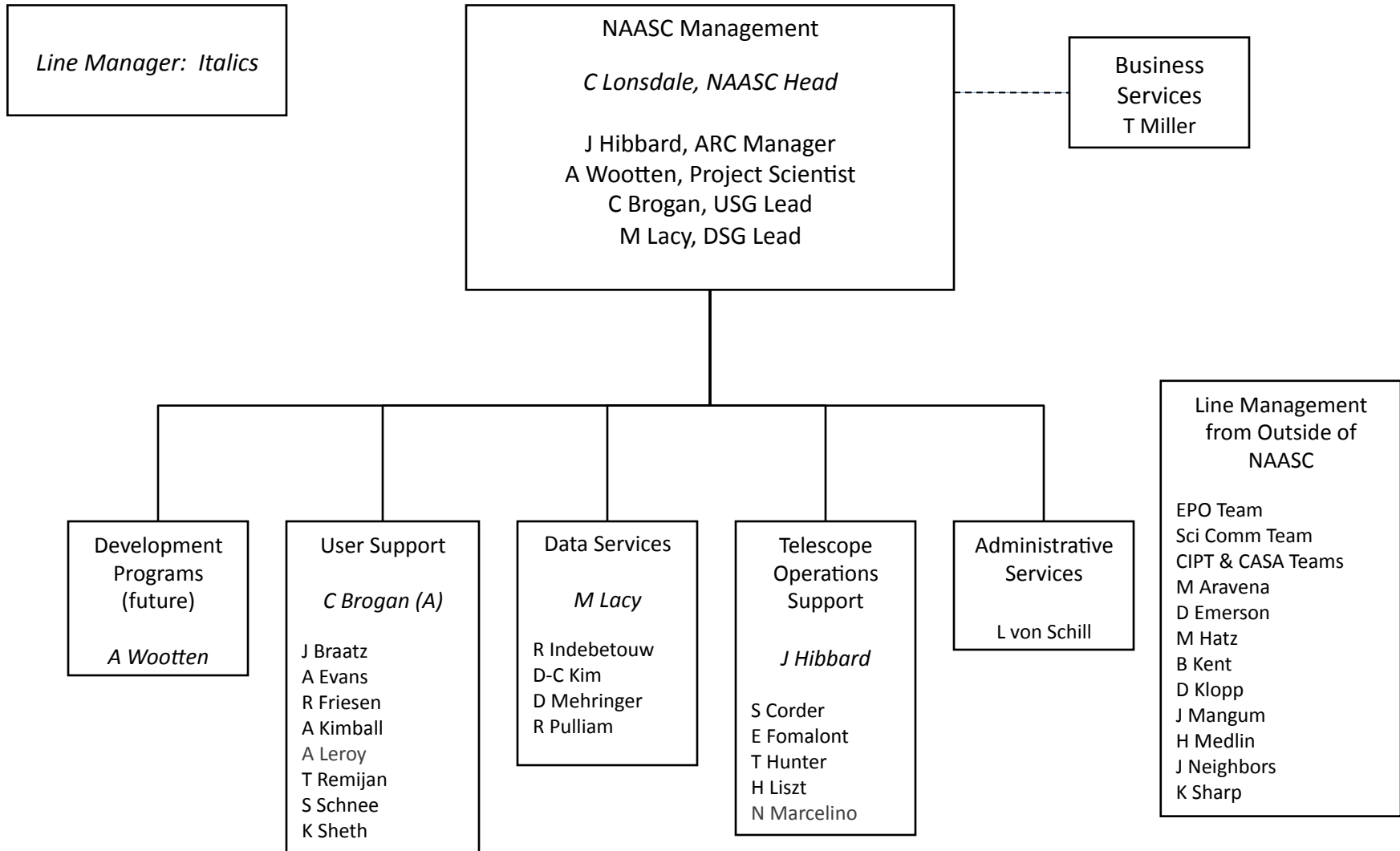
- **NA ARC: subset of overall NAASC roles**
 - Activities agreed to be essential to core ALMA function by all three Regions
 - Management is closely coordinated with DSO and other ARCs
 - eg: AoD tours, common software; Helpdesk; visitor support
- **NAASC: additional roles**
 - Additional activities decided by each Region independently
 - Coordinated with other ARCs and DSO by mutual agreement, when desirable and possible
 - eg: Outreach and community support; EPO; enhanced data services & algorithm development; HPC

NAASC Staff Roles

- NAASC Head
 - Overall responsibility for NAASC performance
- ARC Manager
 - Overall responsibility for ARC performance
- Group Leads
 - Responsibility for overall performance of Group
- Task/Team Leads
 - Responsibility for performance of Teams and implementation of Tasks
- Team Members
 - Responsible for own performance

NAASC Reporting Relationships

ie. Who does your annual PEP!



How do Teams work?

- **Teams** undertake the actual work **Tasks** of the **NAASC**
(some tasks might be undertaken by single individuals)
- Teams are led from within a **Group**, but can have **Team Members** from other Groups
- Teams can be temporary or longterm
- **Team Leads** are responsible for the successful implementation/performance of the Task
- eg. **The Helpdesk Team**
 - **Team Lead:** Tony
 - **Task Description:** Operate the helpdesk: staffing schedules, ticket triage, ticket responses, knowledgebase articles, interfaces with other ARCs.
 - **Team Members:** most members of NAASC will be called on to staff the triage, answer tickets and write knowledgebase articles. They are all members of the **Helpdesk Team**.

Roles of Team Leads and Members

- **Role of Team Lead**

- Receive Task from Group Lead
- Generate Task Plan
 - goals, requirements, staffing, schedule
- Review/revise plan with Group Lead, who will obtain agreement from NAASC management and arrange for the required staffing
- Lead the Task
 - Direct team member activities
 - Responsible for successful performance/completion on schedule with available resources
 - Bring conflicts and other issues to Group Lead for assistance with resolution

- **Role of Team Member**

- Take direction from Team Lead
- Responsible for committing to Task requirements and undertaking them on schedule.
- Responsible for own work load:
 - Make realistic assessment of effort required for task assignments
 - Bring conflicts and potential over-commitments to the attention of Team and Group Leads before taking on new tasks

Travel Policies

- NAASC travel policies align with NRAO science staff policies
 - \$4500 per year for science travel
 - Duty travel as required by NAASC
- All travel schedules should be reviewed with your Group Lead before committing
 - NAASC does **not** want to supervise your research travel....
 - *However* there can be times when all (or most) hands are needed on deck for NAASC duty, when we will ask staff to avoid research trips and other leave, if possible
- Requests for science travel are handled through OSAA, not NAASC

Travel Policies

- When is travel science and when is it duty?
 - Science
 - Science meetings
 - Colloquia, seminars, collaboration visits to research institutions
 - Travel costs come from your science travel allocation
 - Time is counted as research time
 - Duty
 - When NAASC asks you to go on any trip for any NAASC-related purpose
 - Travel costs borne by NAASC
 - All time spent is duty time
 - A science-trip will become a duty trip if NAASC asks you to undertake NAASC duties as well, eg. giving tutorials, staffing booths, etc.
 - Travel costs borne by NAASC
 - Time charged to research is restricted to trip time dedicated purely to research