



A. Herzberg

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TO Section Heads, HIA
A

Re: Divisional Services

It has been my intention since the formation of the Herzberg Institute that the Divisional Support Staff, both Administrative and Technical, should serve the needs of all sections. This has in fact been done quite successfully with very few problems although some of the people with Divisional responsibilities were attached to specific sections.

In order to more clearly define the availability to all sections of the Institute's services, and to facilitate financial planning and accountability, I have asked Mr. J.F. MacDonald, our Administrative Officer, to assume administrative responsibility for all services of the Institute as of 1 July 1978.

Mr. MacDonald's role in this regard will not change the existing work supervision provided by present supervisors of specific sections such as Electronics, Instrument Development and Stores. Requests for services from the various scientific sections will continue to be made directly to the applicable service section or individual. Mr. MacDonald will become involved if existing workloads within the Institute* indicate that outside assistance is required to satisfy the request or establish priorities with the scientific section heads in the infrequent event of concurrent requests.

The sections and individuals which will comprise the new Service Group will be as follows:

Administrative: Personnel and Travel, Pay and Attendance
Stores

Technical: Electronics
Instrument Development
Design and Drafting
Glass Blowing
*Space and Services Planning

*Personnel involved in these areas also have other scientific responsibilities and will therefore remain with their present sections.

J.L. Locke
J.L. Locke
Director

JLL:mjs

In the last few years I have received numerous complaints from various colleagues from different laboratories around the world who find the computational facilities here to be less efficient and more costly than the systems which they have available to them. I have heard these complaints so many times with no compensating remarks of praise that I am inclined to think they must contain an element of truth. By contrast I have heard many complimentary remarks about the high scientific reputation of NRC, its excellent working conditions and general support facilities (technicians, workshops, etc.). It is my personal philosophy that we should encourage all activities at NRC to be really first class, and I hope that you also subscribe to this view.

In conclusion I would like to pose a few questions which are in my mind and may also be of interest to other users:

- (1) What attempts are made to try to convince Treasury Board that NRC scientists could benefit from the availability of more computer time?
- (2) What fraction of the time is the computer idle?
- (3) What considerations are being given for making this idle time available?
- (4) Is there any mechanism (other than DEFER) by which programmes, e.g., ASYROT and STROT, can be run more economically, e.g., by running after midnight, with time-sharing suppressed? Perhaps a 50% discount could be made for such runs?
- (5) What is the real situation regarding "funny" money? If it exists, how can more be made available to individual users?

Hoping that these considerations will lead to a clarification of certain matters and to a closer understanding between the Computation Centre and the users,


D.A. Ramsay

DAR/flc

cc J.L. Locke

I.B. McDiarmid

L.A. Higgs