# All Instruments: E-mail Address Lists

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| **Author** | **Date** | **Comment** |
| Marc Kassis | 5 June 2007 | Original |
| Marc Kassis | 3 July 2007 | Added modification instructions and protocol |
| Jim Lyke | 29 Jan 2009 | Updated nirspec\_info members |
| Gregory D. Wirth | 10 Dec 2012 | Add appendix |

This document proposes adopting a suit of e-mail mailing lists for use in notifying various personnel about the status of instruments. The proposed mailing lists will be maintained by our computer system administrative staff. The new suite of mailing lists will have a common format across all instruments for ease of use. The personnel associated with each mailing list are easy to view using email software such as Microsoft Outlook, and a single point of contact (Gloria Martin) has been designated as the maintainer of the lists.

The proposed new system would replace two methods currently used to send messages to support and technical staff: mailing lists known to a select few instrument specialists, and the use of .forward files located on hapuna and instrument host machines. The current system is clumsy because not all support and technical staff are aware of all the mailing lists and .forward files, and they do not know how to access them. In addition, there is no commonality across the instruments, and there is no easy method for determining who will be forwarded a message unless you have access to the .forward files.

The proposed changes stem from discussion between a few Keck staff and UCO/Lick Observatory pertaining to DEIMOS specifically. It was proposed that there should be several mailing lists to which e-mail would be sent by cron jobs monitoring the status of the instruments. These mailing lists will have different alert levels. Three suggested levels of alarm and their usage are as follows:

1) instrument\_info

Usage: informational messages

Example: completion of cron jobs, etc.

Recipients: support astronomers who support the instrument

Key mainland instrument team member

key software person

2) instrument\_warning

Usage: non-critical error messages

Example: CCD crate not reporting valid temperatures

Recipients: All support astronomers

Instrument techs/engineers

Key mainland instrument team member

CARA software group members

3) instrument\_alarm

Usage: critical alarm messages

Example: CCD power toggle off while exposing.

Recipients: All support astronomers

instrument techs/engineers

CARA software group

telescope operators

Mainland instrument team members

The format of the mailing list will be all lower case with the instrument name followed by an underscore and the level of alert. For example: lris\_info, lris\_warning, and lris\_alarm. The lowest level of alert will be the “\*\_info” mailing list. The second level of alert (“\*\_warning”) will include the first level of alert plus a few additional contacts. The messages requiring the highest level of alert should be sent to “\*\_alarm” mailing list which will expand to all personnel capable of responding. Appendix A shows the specific contents of each of the distribution lists.

As part of this effort, an “instrument\_techs” mailing address was created with the current instrument technicians included in the list.

The domain for all the address lists will be keck.hawaii.edu.

## Modifying Address Lists:

Administrative Assistant Gloria Martin has been designated as the owner of the various instrument email lists in order to maintain them on behalf of the Support Astronomer team. Please contact Gloria to request updates to any given list.

## Protocol For Responding To Instrument E-mails:

In responding to warnings and alarms, it is advised that first responders initially reply to indicate to the rest of the recipients that someone is following up on the e-mail. If an e-mail has not yet been sent, assume that no one addressing the problem and take appropriate action. Appropriate action may be simply to notify the instrument master or secondary master that there is an instrument related issue. Second, take appropriate action as directed, and then when the task was handled, reply to the initial email notifying staff that the problem was handled and inform staff of the solution.

## ****Appendix**** A: Contents of Instrument Email Distribution Lists

The table below lists the proposed composition of each email distribution list, which conforms to the principles described above. Please note the following:

* pink-shaded columns indicate groups
* yellow columns are individual SAs
* green columns are non-SA individuals within Keck
* purple is an external distribution list

An "x" in a particular box means that the person or group for that column is included in the distribution list named on that row. For example, the "x" under the "\_info" column in the row for "deimos\_warnings" indicates that the "deimos\_warnings" DL will include

all members of the "deimos\_info" DL by default.

