

## Calendar

### [Have a safe day!](#)

Wednesday, Sept. 15  
3:30 p.m.  
DIRECTOR'S COFFEE BREAK - 2nd  
Flr X-Over  
4 p.m.  
[Fermilab Colloquium](#) - One West  
Speaker: Josh Frieman, Fermilab/  
University of Chicago  
Title: Fermilab's Dark Energy  
Strategy: Past, Present, and Future

Thursday, Sept. 16  
2:30 p.m.  
[Theoretical Physics Seminar](#) - Curia II

Speaker: Pyungwon Ko, Korea  
Institute for Advanced Study, Seoul  
Title: CDM and EWSB from Strongly  
Interacting Hidden Sector  
3:30 p.m.  
DIRECTOR'S COFFEE BREAK - 2nd  
Flr X-Over  
THERE WILL BE NO  
ACCELERATOR PHYSICS AND  
TECHNOLOGY SEMINAR TODAY  
Click here for [NALCAL](#),  
a weekly calendar with  
links to additional  
information.

### [Upcoming conferences](#)

## Campaigns

### [Take Five](#)

### [Tune IT Up](#)

## Weather

 Sunny  
79°/61°

### [Extended Forecast](#) [Weather at Fermilab](#)

## Current Security Status

### [Secon Level 3](#)

## Feature

### Fermilab welcomes Brian McKittrick to the Service Desk



New Service Desk group leader Brian McKittrick

When servers are crashing, error lights are flashing and phones are ringing off their hooks, the Service Desk needs a person with a level head to manage it all.

Brian McKittrick, who joined the Computing Division in mid-August, is that person. As the Service Desk's group leader, he will oversee the Service Desk area, addressing user issues and responding to server outages. He replaces Eileen Berman, who will be working more closely with the experiments in the Computing Division.

"The people here are outstanding," said McKittrick of his new colleagues. "I'm looking forward to making the Service Desk visible as an integral part of the Computing Division's services."

A Naperville native, McKittrick has worked for the past 10 years as senior manager in incident management at OfficeMax. This incident response experience, as well as his personal qualities, stood out to Jack Schmidt, head of the Central Services & Infrastructure Department in the Computing Division.

"One of the things we like about Brian is that he is calm," Schmidt said. "He also seems to be very good at getting to the root of the problem and has already had very good ideas on how to improve the Service Desk for customers."

McKittrick's first goal is to work with Service Desk employees to provide best-in-class service and monitor progress along the way. Over the next year, he plans to continue to grow the Service Desk's role as the central hub for technical support and requests.

"I hope to provide the know-how and tools for incident

## From WDRS

### Looking for volunteers

Marge Bardeen, head of the Office of Education, wrote this week's column.



Spencer Pasero, Education Office program leader; Marge Bardeen, Education Office head; and Bruce Chrisman, Fermilab's chief operating officer, stand with Rod Walton, Fermilab's ecologist. Walton received an Outstanding Mentor Award in 2008 from the Education Office for his six years of work guiding the next generation of teachers.

It's September. School has started, and Fermilab's Education Office is already scheduling field trips and classroom presentations. We have also already received our first student request for information for a presentation on accelerators.

We are always thrilled to help excite the next generation of students about science and what we do here at Fermilab. We could use your help in these efforts.

Do you have half an hour? Do you have 10 weeks? Here's how you could help students and teachers learn more about how we conduct modern physics at Fermilab.

- Spend 15 to 45 minutes talking with a group of students, from middle school to college, during their visit to Fermilab.
- Meet with a group of scouts working on a badge.
- Spend a Sunday afternoon once a month with grown-ups and kids alike at Ask-a-Scientist.
- Spend the afternoon at the annual Family Open House helping kids with hands-on investigations.
- Give a presentation at a school near the laboratory or for a group of teachers or students here at the laboratory.
- Mentor a teacher, undergraduate or high school student in a summer research internship for six to 10 weeks or an IMSA student once a week during the school year.
- Participate in a phone interview, an online Q&A or perhaps a job-shadow opportunity.
- Help the Education Office staff explain your science

**Wilson Hall Cafe**

Wednesday, Sept. 15

- Breakfast: English muffin sandwich
- Beef barley soup
- Gyros
- Caribbean grilled salmon
- Stuffed pepper
- Beef and cheddar panini
- Assorted sliced pizza
- Grilled chicken bowtie w/ tomato cream sauce

[Wilson Hall Cafe Menu](#)**Chez Leon**

Wednesday, Sept. 15

Lunch

- Tri-colored tortellini w/ gorgonzola cream
- Sautéed spinach
- Raspberry mousse w/ cookies

Thursday, Sept. 16

Dinner

- Closed

[Chez Leon Menu](#)

Call x3524 to make your reservation.

**Archives**[Fermilab Today](#)[Result of the Week](#)[Safety Tip of the Week](#)[CMS Result of the Month](#)[User University Profiles](#)[ILC NewsLine](#)**Info**

response and integrate these practices into the daily structure of the Service Desk," he said.

"We're trying to understand what it is people need to do their job, whether they're IT staff members or physicists," he added.

McKittrick, who has been on the job for just under a month, is eager to get started and get to know Fermilab's employees and users.

"Don't be afraid to come by and say hi," he said.

-- *Sara Reardon*

**Photo of the Day****Ladies of the lake**

PPD's Barb Kristen submitted this photo of a close-up view of American lotuses.

**In the News****Science needs a 'better dialogue with public'**

From **BBC News**, Sept. 13, 2010

The scientific community should have a more grown up dialogue with the public, according to former UK Science Minister Lord Sainsbury.

He said that distrust of scientific ideas was not due to a failure by the public to understand the issues.

Instead, it was because they felt they were being forced to accept changes they had not been consulted over and seemed to offer them no benefit.

Lord Sainsbury is to speak at the British Science Association festival.

The festival runs from the Sept. 14-19 at Aston University in Birmingham, UK and Lord Sainsbury will talk in his capacity as president of the British Science Association.

He will refute suggestions that people in Britain are anti-science.

But according to Lord Sainsbury, there is concern that

to students or create or troubleshoot an exhibit that helps tell the story of Fermilab science and technology.

The laboratory could not offer the programs we do without the help of volunteers! The Education Office greatly appreciates them and supports them in their efforts.

Do you know someone who already volunteers his or her time? Each year, to say thank you, the director hosts an annual volunteer reception and presents an award of \$1,000 to an outstanding volunteer. Nominate a colleague for the award. Forms are posted [online](#).

To volunteer your time, please contact Nancy Lanning, [lanning@fnal.gov](mailto:lanning@fnal.gov) or x5588.

**Safety Update****ES&H weekly report, Sept. 14**

This week's safety report, compiled by the Fermilab ES&H section, includes two incidents, one of which was recordable. The recordable incident took place when an employee tripped, fell and fractured an elbow. Find the full report [here](#).

[Safety report archive](#)

**Announcements****Latest Announcements**

[Martial arts classes - Sept. 20](#)

[Artist Reception Friday, Sept. 17 from 5-7 p.m.](#)

[Fox Valley Robotics info meetings - Sept. 17 & 18](#)

[Silk and Thistle Scottish dancing resumes at the Barn Tuesdays](#)

[Toastmasters - Sept. 16](#)

[Fermilab International Folk Dancing at the barn on Thursdays](#)

[Reduced parking behind Ramsey Auditorium - Sept. 7-17](#)

[Argentine Tango, Wednesdays through Sept. 29](#)

[Junior Prairie Rangers - Saturday, Sept. 18](#)

[Chicago Blackhawks pre-season](#)

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the pace of current scientific advance is too fast for government to keep up with through effective oversight and regulation.

[Read more](#)

[discount tickets](#)

[Workshop on Accelerator-Driven Sub-Critical Systems & Thorium Utilization](#)

[Regal Movie Theater discount tickets available](#)

[Gizmo Guys - Fermilab Arts Series - Sept. 25](#)

[Family Science Time - Saturday, Sept. 25](#)

[Submit an announcement](#)