

Troubleshooting & User Support Process (SOP)

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SCIF CLEANROOM FACILITY

1. Purpose

These guidelines formalize existing SCIF Cleanroom practices related to user support and troubleshooting. These practices have been consistently implemented as part of standard facility operations and are being documented here to provide additional clarity, transparency, and consistency for users.

The current documents formalize and clarify existing SCIF practices that have been consistently applied in user training, communication, and technical support.

2. Overview of Support Model

SCIF provides:

- Training-based support
- Guidance for independent operation
- Technical troubleshooting within defined scope

The model emphasizes:

- user competency development
 - safe and responsible equipment use
 - clear boundaries between support and research execution
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3. Support Workflow

Step 1: Request Initiation

Users request support through:

- iLab system
- email communication

- in-person interaction during scheduled sessions
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Step 2: Initial Assessment

SCIF staff:

- Identify the nature of the issue
 - Determine whether it relates to:
 - training gaps
 - process parameters
 - equipment operation
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Step 3: Troubleshooting Guidance

Staff provide:

- Explanation of relevant processes
 - Guidance on:
 - parameters
 - materials
 - system limitations
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Step 4: User Implementation

- The user applies recommended steps
 - Staff may:
 - observe
 - clarify procedures
 - provide additional guidance
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Step 5: Follow-Up

- Additional troubleshooting support is provided if needed
 - Additional training may be recommended
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Step 6: Escalation (if applicable)

If issues persist:

- Equipment evaluation may be performed
 - Additional consultation may be scheduled
 - Referral to advanced support or collaboration may be considered
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4. Scope of Troubleshooting

Included

- Equipment operation guidance
 - Process-related troubleshooting
 - Identification of common issues
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Not Included

- Performing experiments on behalf of users
 - Full optimization of user-specific research workflows
 - Device fabrication outside defined services
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5. Consistency

The troubleshooting process is:

- Applied consistently across all users
- Based on:
 - safety requirements
 - operational constraints

- user training level
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6. Documentation

Training and support interactions may be documented through:

- iLab system
 - email communication
 - internal operational records
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7. Training Documentation and Recording (Optional)

To support training consistency and provide users with reference materials, SCIF may utilize documentation methods such as written notes, procedural summaries, and, where appropriate, session recordings.

7.1 Purpose

Recording is intended solely for:

- Training reinforcement
- Process clarification
- Development of instructional materials

Recording is **not used for performance evaluation or monitoring of individuals.**

7.2 Consent Requirement

- Recording will occur only with **prior knowledge and consent of all participants**
 - Participation is **voluntary**
 - Declining recording does not affect access or support
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7.3 Scope of Recording

Recording is limited to:

- Technical demonstrations
- Process walkthroughs

The following are **not recorded**:

- Personal concerns
 - Feedback discussions
 - Conflict or sensitive conversations
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7.4 Access and Use

- Recordings are used only for:
 - internal training
 - user reference
 - Access is restricted to authorized users
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7.5 Data Handling

- Recordings are stored securely
 - Retention is based on training relevance
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8. Alignment with Facility Practices

This SOP reflects standardized application of:

- SCIF training model
- User responsibility framework
- Operational support boundaries