

# Les Services IT

## Induction

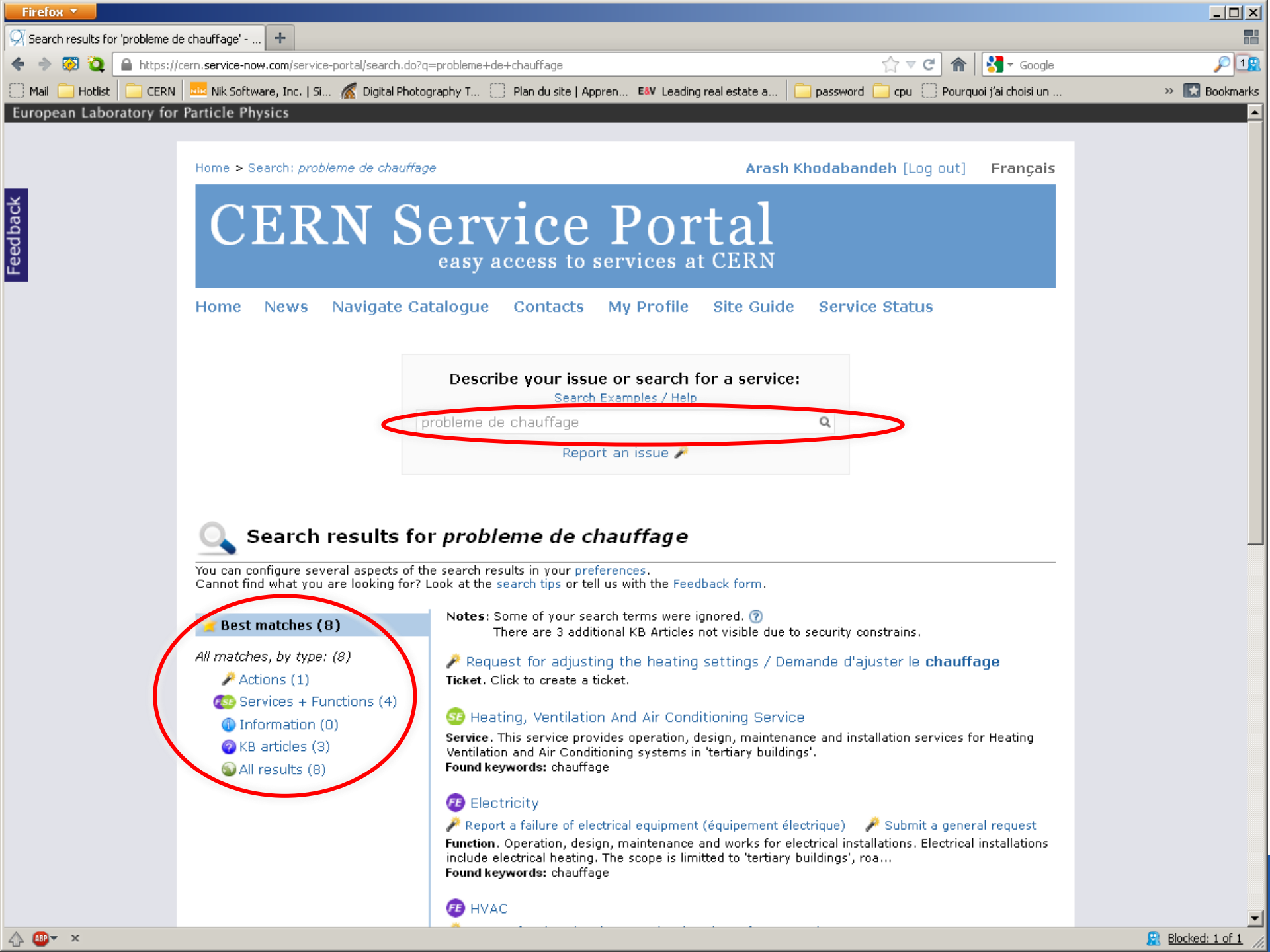
v 4.13



# CERN Service Portal



<http://cern.ch/service-portal>



# CERN Service Portal

easy access to services at CERN

- Home
- News
- Navigate Catalogue
- Contacts
- My Profile
- Site Guide
- Service Status

Describe your issue or search for a service:  
[Search Examples / Help](#)

  
[Report an issue](#)

## Search results for *probleme de chauffage*

You can configure several aspects of the search results in your [preferences](#).  
Cannot find what you are looking for? Look at the [search tips](#) or tell us with the [Feedback form](#).

- Best matches (8)**
- All matches, by type: (8)
- Actions (1)
- Services + Functions (4)
- Information (0)
- KB articles (3)
- All results (8)

**Notes:** Some of your search terms were ignored. [?](#)  
There are 3 additional KB Articles not visible due to security constrains.

**Request for adjusting the heating settings / Demande d'ajuster le chauffage**  
**Ticket.** Click to create a ticket.

**Heating, Ventilation And Air Conditioning Service**  
**Service.** This service provides operation, design, maintenance and installation services for Heating Ventilation and Air Conditioning systems in 'tertiary buildings'.  
**Found keywords:** chauffage

**Electricity**  
**Report a failure of electrical equipment (équipement électrique)** [Submit a general request](#)  
**Function.** Operation, design, maintenance and works for electrical installations. Electrical installations include electrical heating. The scope is limited to 'tertiary buildings', roa...  
**Found keywords:** chauffage

**HVAC**

# CERN Service Portal

easy access to services at CERN

Search:

general purpose db instance

- Home
- Service Information
- Navigate Catalogue
- Contacts
- Site Guide

### Also in IT-DB-DBF:

- Accelerator DB Instances
- Administrative DB Instances
- Database on demand instances
- EDMS DB Instances
- General Purpose DB Instances**
- Physics DB Instances
- Tier0 mass storage DB Instances

Go to functions by unit page

### General Purpose DB Instances (IT-DB-DBF)

- Provide database Services based on Oracle for general purpose applications (not for experiments, not for EDMS, not for CASTOR, not for accelerators, not for AIS).
- It includes database related application servers (Forms, PL/SQL gateway and Apex).
- Production services are deployed using a high-availability setup.

### Actions

- Report an incident
- Submit a general request

### Information

### Supported Services

#### Essential for:

- Drupal Service
- General Purpose Database Service

#### Important for:

- J2EE Web Hosting Service
- JIRA Service
- Network Database and Registration Service
- SDB Application Support (R)
- SLS/SSB Service Status Application Support (R)

Show more

#### Necessary for:

- Campus Network Service
- CVS Service
- Datacenter Network Service
- GIT Service
- GRID Development Service

Show more

### Knowledge Base Articles

- General Purpose DB Instances KB Articles

### Activities

- installation, patching, performance optimisation, planning for evolution, general database consultancy, backup, backup validation, restore on demand, security audit and improvement for the database service (not for the applications)

### Provided Goods and Products

- database services, reachable on the CERN internal networks, deployed on Linux clusters.
- cerndb1 / accdb, devdb10, trainingdb, itcore, hacldb, csr, lemonops, lemonrac, rmdy
- Oracle database Support entry point

### Additional information

- Oracle Documentation at CERN
- Oracle Technology Network
- Oracle training and tutorials

Cannot find what you need here? Do you simply need advice or assistance? The [Service Desk](#) is here to help. Call the Service Desk on: 77777 (07:30 - 18:30 work days, Geneva time)



# CERN Service Desk



<http://cern.ch/service-portal>

## Service Central pour toute demandes

- ▶ Du Lundi au Vendredi de 7h30 à 18h30 non stop
- ▶ Tel: 77777
- ▶ Build. 55, 2<sup>eme</sup> étage, accueil des utilisateurs
- ▶ Email: [service-desk@cern.ch](mailto:service-desk@cern.ch)

Prise en compte, traitement  
ou redirection de vos demandes

# Obtenir un compte

1. Au Service Enregistrement (Bat 55/1), vos comptes 'Primary', mail et EDH sont créés, en même temps que votre carte d'accès,
2. Activation des comptes au Service Desk (B 55/2-001)
  - ▶ Borne au Service Desk avec carte d'accès
  - ▶ Envoyant un scan de votre pièce d'identité avec e-mail extérieur au Service Desk

➔ Mots de passe temporaire: 1/ 'Primary Account' 2 / Signature EDH

1. Changez immédiatement vos 2 mots de passe
2. 5 vrais jours pour suivre le cours de sécurité et signer le règlement informatique OC5

<http://cern.ch/account/welcome>



# Account Management

Manage your computing accounts and service subscriptions



## Welcome Wizard

- Welcome
- Computing Rules
- External Mail
- Mail Configuration
- Linux
- CERN Password
- EDH Password
- Finish

Welcome Arash Khodabandeh,



You will be guided through the necessary steps to configure your CERN account, e-mail address and mailbox.

Click 'Next' to start.

Next

### Related sites

- CERN Resources Portal
- Certification Authority
- E-Groups
- Service Portal (Get Help)



<https://cern.ch/account/welcome/>



# Connecter mes appareils

OUI

Possibilité de connecter votre ordinateur / téléphone / tablette

Devez enregistrer votre appareil:

- ▶ <http://cern.ch/net>
- ▶ Ou la première connexion pour les mobiles

# Network Connection Request Form v 9.20.

<a href="#">Main Menu</a>	<a href="#">Update Information</a>	<a href="#">New Connection</a>	<a href="#">New Terminal Connection</a>	<a href="#">Move System</a>	<a href="#">Disconnect/Delete</a>	<a href="#">New IP Phone</a>
<a href="#">Display Information</a>	<a href="#">ServiceChange</a>	<a href="#">Register Portable</a>	<a href="#">New Portable Outlet</a>	<a href="#">Disconnect Portable Outlet</a>	<a href="#">Last Operation</a>	<a href="#">Sets</a>

akhodaba  
logged in

Logout

Visitor Requests

- Procedure
- Submit
- Sign

Register

- Set Mgmt
- Admin Requests
- News Subscribe
- IP Phone

Tools

- DNS Lookup
- PING
- MIKE
- SOAP access

Topology

- By Building
- By StarPoint

Blocked Systems

- By IP
- By Hardware

Apropos...

- Portables
- DHCP
- DNS
- NTP
- CERN IP
- Networks

More on...

- Access Rights
- Computing Rules

## Main Menu

Please select carefully the action you want to perform on the system - Should you choose the wrong option, your request may be refused or introduce additional delays in its execution.

### View the registered information about a device

Select this is you want to display information about a device registered in our databases.

### Update the registered information about a device

Select this is you want to correct information about a device such as Responsible person, operating system, interface cards, IP name or aliases,... You cannot use this link if you request change of domain (see service change). You must also use this option if you want to change access in the Main CERN Firewall.

### New Connection of a device

Select this when a computing device has to be connected for the first time to the CERN computer network. Once the request has been filled, you will be provided with all the information needed to connect this device (e.g. IP address). For Portables, use "Portable Computer Registration".

### New Connection of a Terminal

Select this when a Simple RS232 Serial Connection has to be performed. If you do not want to connect over low speed RS232 protocol, use 'New Connection of a device'.

### Move and Reconnection of a device

Select this when a device which is already connected to the CERN network has to be moved physically to a new place where it has to be reconnected to the network.

### Removal of a device

Select this when you want to disconnect a device from the CERN network (permanently or not).

### Service Change of a device

Select this when a device which is already connected to the CERN network needs to use a different type of Network service, or changes its medium type (e.g. moves from Ethernet to Fast-Ethernet) without geographical move, or if you want to change Domain.

### Portable Computer registration

Select this when you want to register a Portable Computer at CERN which will ONLY connect to Portable outlets; You will not get any IP address, nor any dedicated plug on the network! DO NOT use this if you want to register a device (Portable or not) which will connect (at least once) to a regular plug.

### Connect Portable Outlet

Select this when you want to request a new Portable outlet in an office.

### Disconnect Portable Outlet

Select this when you want to request the removal of a Portable outlet in an office.

### Last Operation

Select this when you want to know the status of a submitted request

# Connecter mes appareils

## MAIS

Ne faire aucune modification non autorisée au réseau du CERN

- ▶ Utiliser les services mises a disposition (impression, wifi)
- ▶ Nous contacter si des besoins ne sont pas couverts

Dans le respect des règles de sécurité notamment

# Suivez les règles informatiques

<http://cern.ch/computingrules>

- ▶ Dans le milieu académique du CERN (comme à la maison) vous êtes responsable de la sécurité de vos ordinateurs, fichiers, programmes, services
- ▶ L' équipe de sécurité informatique et le département IT sont là pour vous aider dans cette tâche
- ▶ Votre activité ne doit pas être illégale, commerciale, politique, offensive
- ▶ N'est pas autorisé : consultation de matériel pornographique ou autre matériel illicite (e.g. incitation à la violence, discrimination)

## **Protégez vos ordinateurs**

Utilisez un logiciel anti-virus et appliquez les mises à jour de sécurité régulièrement

L'anti-virus CERN est gratuit pour l'utilisation domestique

## **Prudence avec emails et web**

Stop - réfléchissez - cliquez

N'ouvrez pas les liens, emails ou pièces jointes inattendues ou suspectes

## **Protégez vos mots de passe**

Ils sont personnels  
Faites-les complexes  
Ne les réutilisez pas  
Ne les publiez pas  
Protégez votre écran

## **Respectez le droit d'auteur**

Ne distribuez pas de matériels avec des droits d'auteurs  
  
Evitez les applications de partage de fichiers ou des services d'hébergement

# Pour la sécurité

- ▶ Utilisez les services IT & laissez IT s'occuper de la sécurité
- ▶ Bénéficiez de formation et d'aide:  
<http://cern.ch/security>  
[computer.security@cern.ch](mailto:computer.security@cern.ch)  
<http://cta.cern.ch>



HR Training Website

English | Print | Logout

Use the menus on the right to browse the catalogue

- » Language Training
- » Management and Communication
- » Safety
- » Technical Training

Welcome to the CERN Training Catalogue. Please use the form below to search among the 270 available courses.

Course  Programme   Has Upcoming Sessions

11 courses found. Please select one from the results below.

»Office software

	Next Session	Duration	Language	Availability
Secure e-mail and Web browsing	to be scheduled	1.5 hours	English or French	14 more people needed

»Software and system technologies

	Next Session	Duration	Language	Availability
Core Spring	to be scheduled	4 days	English	to be scheduled
Developing secure software	02-Oct-12 to 02-Oct-12	3.5 hours	English	4 places available
Intermediate Linux System Administration	15-Nov-12 to 21-Nov-12	5 days	English	One more place available
Introduction to Linux System Administration	15-Oct-12 to 18-Oct-12	4 days	English	3 places available
Secure coding for Perl	22-Oct-12 to 22-Oct-12	8 hours	English	8 places available
Secure coding for Python	to be scheduled	8 hours	English	3 more people needed
Secure coding in C/C++	28-Sep-12 to 28-Sep-12	1 day	English	5 places available
Securing Java Applications	to be scheduled	1 day	English	5 more people needed
Securing Java and Web Applications	to be scheduled	1 day	English	4 more people needed
Securing PHP Web Applications	to be scheduled	1 day	English	5 more people needed

an AIS project. Please contact [Ais.Support@cern.ch](mailto:Ais.Support@cern.ch) for support.

- » Language Training
- » Management and Communication
- » Safety
- » Technical Training

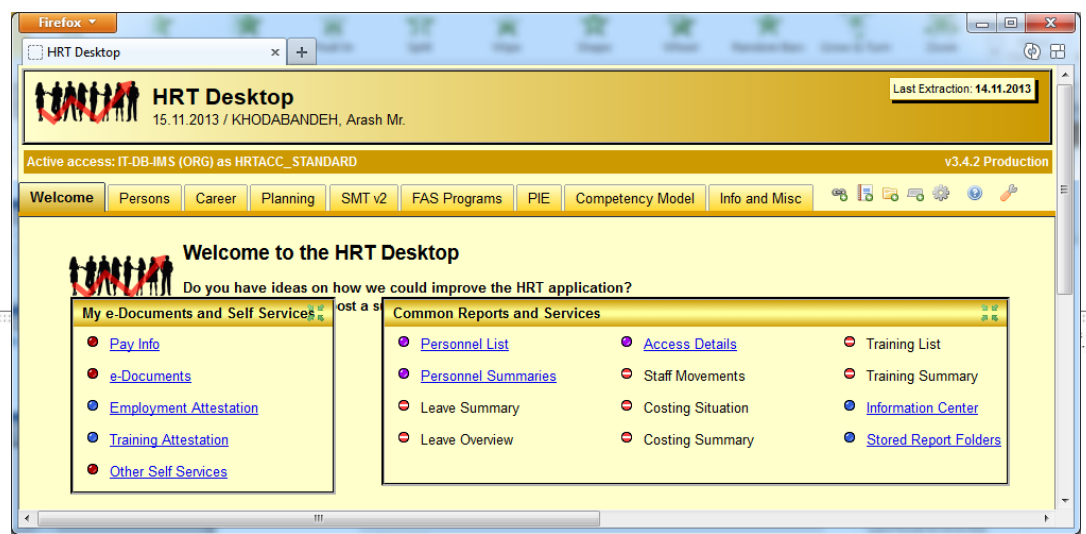
Welcome to the CERN Training Catalogue. Please use the form below to search among the **271 available courses**.

Course or Competency  Programme  Has Upcoming Sessions

2 courses found. Please select one from the results below.

»Office software

	Next Session	Duration	Language	Availability	Competencies
Individual coaching on EDH, HRT, PIE-PAD and CET	to be scheduled	1 hour	English or French	to be scheduled	• <a href="#">Using Software Packages</a>
Introduction to EDH and HRT	to be scheduled	2 hours	English or French	to be scheduled	• <a href="#">Using Software Packages</a>



**HRT Desktop**  
 15.11.2013 / KHODABANDEH, Arash Mr.  
 Last Extraction: 14.11.2013

Active access: IT-DB-IMS (ORG) as HRTACC\_STANDARD v3.4.2 Production

Welcome | Persons | Career | Planning | SMT v2 | FAS Programs | PIE | Competency Model | Info and Misc

**Welcome to the HRT Desktop**  
 Do you have ideas on how we could improve the HRT application?

**My e-Documents and Self Services**

- Pay Info
- e-Documents
- Employment Attestation
- Training Attestation
- Other Self Services

**Common Reports and Services**

- Personnel List
- Personnel Summaries
- Leave Summary
- Leave Overview
- Access Details
- Staff Movements
- Costing Situation
- Costing Summary
- Training List
- Training Summary
- Information Center
- Stored Report Folders



# Services mis à disposition

DeskTop supportés et recommandés

- ▶ W7 (NICE) : <http://cern.ch/winservices>
- ▶ SLC Scientific Linux CERN (Red Hat Enterprise Linux) : <http://cern.ch/linux>

Gestion centralisée des machines

- ▶ Gestions des installations centralisés / mises à jours / répertoires Home / systèmes de fichiers partagé / répertoires par département / sauvegarde des données

Supporté mais pas géré centralement

- ▶ Mac : <http://cern.ch/mac>
- ▶ Egroup: [support-macosx@cern.ch](mailto:support-macosx@cern.ch)


Non supporté mais 'community fora' (Android, ios)

# S'informer




- ▶ CERN Alerts
- ▶ IT Web Page
  - ▶ <http://cern.ch/it>
- ▶ CERN Web Page
  - ▶ <http://cern.ch/directory>

CERN Alerter - Closure of the road Démocrite / Fermeture de la route Démocrite - Windows Internet Explorer



## Closure of the road Démocrite / Fermeture de la route Démocrite



[Targeted message]

25-November-13 9:12 AM by Mats Moller


Closure of the road Démocrite between Goward St. and building 179 . From Tuesday 26th November to Friday 7h February 2014. Works extension new building Project MEDICIS (Extension of building 179). Access to building 365 will be allowed.

GS-SE

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Fermeture du tronçon de la route Démocrite entre la rte. Goward et le bâtiment 179. Durée des travaux du 26 novembre au 7 février 2014. Construction nouvelle extension bâtiment Projet MEDICIS (Extension du BÂTIMENT 179). L'accès au bâtimet 365 sera possible.

GS-SE

 See All Alerts

ABP 100%

Utilisateurs Mac/Linux voir article KB (portal) → 'What is CERN Alerter'  
RSS feed au <http://cern.ch/cernalerts>

# IT Information Technology Department

 Search

This site ▾

- about us
- services
- service status board**
- for IT staff
- help
- OpenDays 2013

## CERN Data Centre

Facts & figures, photos, access and visits.

## Computer Security

Computing Rules, advice, training and security services.

## Getting Started

How to set up your computing environment.

## Health & Safety

Risks and recommendations for the IT environment.

## Help

Service Desk by phone, by e-mail and the online FAQ.

## Projects

WLCG, openlab, EU projects and more.

## Services

Self-service tools, resources and assistance

## What's On

Meetings, conferences, newsletters, colloquia, training and more.

## Service Level Status

- Up Services for physics
- Up Worldwide LCG
- Up Networking
- Up Infrastructure
- Up Windows Services
- Up Mail and Web
- Up Databases

## quick tools

### everyday

- [Account Management](#)
- [Mac](#)
- [Linux](#)
- [Windows \(NICE\)](#)
- [Printing Services](#)

### conferencing

- [Audio-conferencing](#)
- [Vidyo](#)
- [Room booking \(inDico\)](#)
- [Meetings \(inDico\)](#)

### connectivity

- [Visitor laptop registration](#)
- [Network portal](#)
- [Wireless](#)
- [e-mail](#)
- [Telephones](#)
- [Remote connection](#)

### monitoring

- [IT Service Status Board](#)
- [Service Level Status](#)
- [Lemon](#)
- [Network](#)
- [LHCOPN](#)

## Photowalk around IT



Full gallery from CDS

## All about CERN IT in 8 minutes

The first mainframe arrived at CERN in 1957  
Le premier ordinateur central fut livré au CERN en 1957

The 1st mainframe computer at CERN  
Le premier ordinateur central fut livré au CERN en 1957

share related

<http://cern.ch/it>



[www.cern.ch](http://www.cern.ch)