Summary of the MyCERN project meeting
Held on 21.02.2017

<u>Present:</u> Roxana Banica, Thomas Baron, Sotirios Boutas, Doris Chromek-Burckhart, Kate Kahle, Pedro Martel, Derek Mathieson, Olaf Van Der Vossen, Marion Renard
<u>Excused:</u> Manuel Alvarez, Christoph Balle, Anna Cook, Gaelle Duperrier, Yael Grange, Emmanuel Ormancey, Petra Pamblanco, Gabriele Thiede, Kathy Pommes
<u>Minutes:</u> Marion Renard, Doris Chromek-Burckhart

Indico reference: https://indico.cern.ch/event/606457/

Action List – New Items
- **Doris will send a summary of the requirements to Derek in order for him to review his resources estimation.**
- **Derek will prepare a resource estimate for the basic implantation.**

Action List – Follow – up
- **Conceptual Design report:** - done
  - o **Anna to send paragraph on Pre and Onboarding**
  - o **Thomas to send paragraph on User Interface**
  - o **Doris to send combined document to WG**
  - o **Everybody to give feedback and suggestions**

Agenda
Establish criteria for a basic solution

General
Doris explained that the aim of the meeting is to define a possible lighter version of MyCERN in case the Extended Directorate agrees to only a part of the resources requested by the working group. The need for discussing such a 'plan B' was already discussed earlier by the working group and is supported by the recent developments:
On Friday 27th of January Doris had sent the Conceptual Design Report of the MyCERN project to the Director General and a document in the form of a resource request to the Director of Administration.
Martin Steinacher invited to discuss this resource request on Wednesday 6th of March 2017 together with the department heads of the EP and FAP departments, Derek and Doris.
Derek and Doris had a phone discussion with the firm ExpertSystems to understand if their product can help as a basis for the envisaged expert system in MyCERN. Derek reported that it could be of value to buy their rich ontology base and interface software to use it as a basis and build on top of it a CERN specific ontology. ExpertSystems proposed to come to CERN for a day and look at some examples.
Thomas had presented the MyCERN project to the IT group leaders meeting. IT was mostly concerned that a project requiring as many resources as stated in the report would probably not be accepted. Olaf reported that his department had similar concerns. Doris had also a meeting to discuss the procedures together with Gabi and her successors Lucy Lockwood and Yael Grange.

Doris had provided a list of around 40 procedures to be implemented and the group agreed that, as a first step, the intelligence system could be developed for only a limited number: Pre and on-boarding, French card procedure, termination procedure and Green number plates procedure were

suggested. In addition, procedures which are entirely based on EDH could be added with synchronization at each major routing step between EDH and MyCERN. (*1) (for example 'contract extension and modification' for Users, COAS and VISC). Only those would require a rule based system and a communication (APIs) between other systems in order for MyCERN to be able to retrieve to the User the progression. These procedures would be shown in the track bar as proposed for example in the Mock-Up. The rest of the procedures could simply be listed for the MyCERN user with the appropriate re-directions. The disadvantage of the latter is the higher maintenance cost in keeping the links up to date. Some of the practical procedures are not yet available in an easily referenceable format. This would need to be done and a general recommendation to this form would need to be set up.

Thomas pointed out that the added value of MyCERN is that it allows an aggregation of the information and of links across CERN webpages and systems. It will also be a good channel of communication being fed by the push notifications system.
Derek explained that a semantic search will be an added value as it will allow a better ranking of the search results by also taking into account the information the system has about the person. He pointed out that, to make sure MyCERN would be used, it should be pushed as the homepage for all members of personnel and the working group agreed to this. He recommended that MyCERN should only be an interface between the User and the systems behind, not a tool to replace any professional system already in place. Doris agreed that this had been the intention.

Conclusion
The group agreed that the basic variant of MyCERN could include:
- All on the home page as shown in the mock-up and listed in the report including the boxes "ongoing procedures", "official notifications", requiring your attention", official news"
- In the menu, the items in the sections "MyCERN assets" and "Practical Information" and "Procedures and Processes"
- A rule based approach for the chosen procedures: Pre and on-boarding, French card procedure, termination procedure and Green number plates procedure, (*1) plus the ones entirely based on EDH; a modular approach should allow for the subsequent integration of other procedures.
- A link for the rest of the admin and practical procedures concerning a person.
- A key word search or a semantic search across all of CERN webpages which include administrative or practical information and are related to a person; a separate resource estimate should be made for these two different types of search.
- The integration of the push notification system.

The group agreed that MyCERN should be pushed as the homepage for all members of personnel.

Doris will send a summary of the requirements of the procedures and of the item 'my Personal Data' to Derek in order for him to review his resource estimation.
Derek will prepare a resource estimate for this basic implementation.

---

*1: Doris suggests after the meeting to include 'move residence between host states')