



[cern.ch/cernbox](https://cern.ch/cernbox)

# CERNBox User Forum: Ultimate User Engagement (our experience)

Hugo Labrador, CERN  
CS3 2022, 27th January





# Why a user forum?

- New **communication strategy** to reach directly the end-users
  - Obtain direct feedback
  - Discuss existing feedback (GPTA, JIRAs, SNOWs, ...)
  - Avoid relaying information (more on this later)
- Complements the existing channels (IT meetings, Service Portal ...)



# Goal

- **Meet the team behind the CERNBox service**
- **Exchange experiences with other members of the community**
- **Share your use-cases and learn many others**
- **Propose ideas and improvements**
- **Ask questions!**









Photo by Markus Spiske on Unsplash





# Type of contributions

Name	Description	Private	
Extended presentation (15 min + 5 min QA)	Longer presentation of the use-case.	No	 
Lightning talk (5 min + 2 min QA)	A short presentation of the use-case	No	 
Presentation (10 min + 5 min QA)	Standard presentation of the use-case	No	 



# Attendance

- **193 registered users**
- **172 unique users in Zoom**
- **Peak of ~90 concurrent users**
- **56+ institutions**
- **31 speakers**
- **All CERN departments represented**

CERN CH

de Education  
FR GB GR

institute

National NISER NL Norwegian

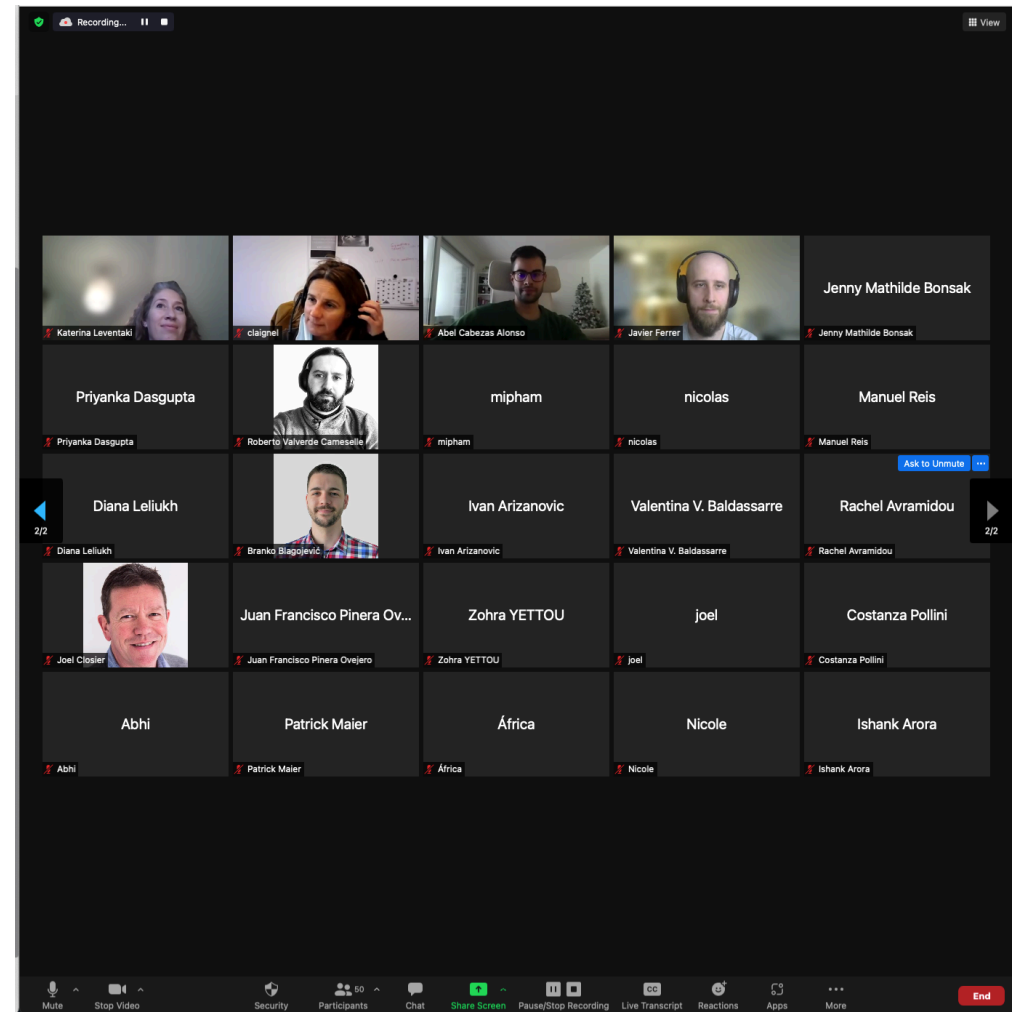
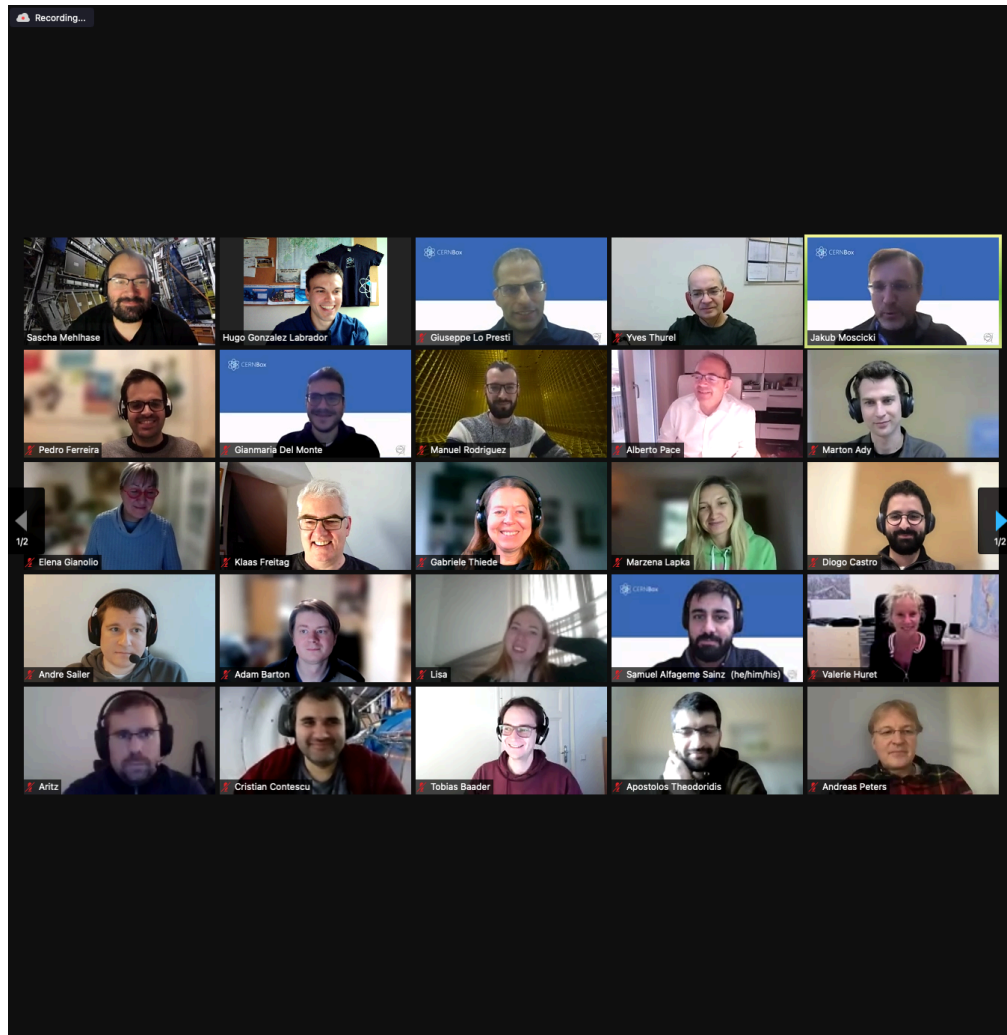
Paris-Saclay Particules Patras physics pour

Science sciences

Technical Technology Tecnologia

Universite University







# Programme (Welcome)

- **Logistics**
- **Welcome message from IT Management**

**Welcome: Virtual Coffee and Logistics**



*Zoom (online)*

08:45 - 09:00

09:00

**Welcome from the IT management**

*Alberto Pace, Enrica Maria Porcari*

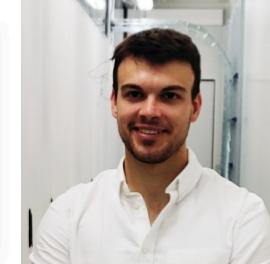
*Zoom (online)*

09:00 - 09:05



# Programme (Sessions and Conveners)

<b>CERNBox Service: Introduction and Roadmap</b>	<i>Hugo Gonzalez Labrador</i>
<i>Zoom (online)</i>	09:05 - 09:50
<b>Coffe break</b>	
<i>Zoom (online)</i>	09:50 - 10:00
<b>Experiments (EXP)</b>	<i>Luca Mascetti</i>
<i>Zoom (online)</i>	10:00 - 10:50
<b>Coffee Break</b>	
<i>Zoom (online)</i>	10:50 - 11:00
<b>Privacy (PRI)</b>	<i>Oliver Keeble</i>
<i>Zoom (online)</i>	11:00 - 12:00



Project Leader  
Service Manager  
CERNBox



Section Leader for  
Physics Data Services



Section Leader for  
Tape, Archive and Backup







# Programme (Sessions and Conveners)

**Engineering (ENG)** *Giuseppe Lo Presti*  
*Zoom (online)* 13:15 - 14:00

**Coffee Break**  
*Zoom (online)* 14:00 - 14:10

**Engineering: Engineering (ENG)**  
*Zoom (online)* 14:10 - 14:30

**Outreach, Education and Learning (OUT)** *Jakub Moscicki*  
*Zoom (online)* 14:30 - 15:40

**Coffee Break**  
*Zoom (online)* 15:40 - 16:00

**Integrations (INT)** *Diogo Castro*  
*Zoom (online)* 16:00 - 16:50



Deputy Service Manager  
CERNBox



Deputy Group Leader  
for Storage



AFS Service Manager





# Our contributions

<b>Applications Ecosystem</b> Zoom (online)	<i>Giuseppe Lo Presti</i>	09:10 - 09:15	Current CERNBox
<b>Data safety</b> Zoom (online)	<i>Gianmaria Del Monte</i>	09:15 - 09:20	
<b>User engagement and feedback</b> Zoom (online)	<i>Jakub Moscicki</i>	09:20 - 09:25	
<b>New features in Web UI</b> Zoom (online)	<i>Elizaveta Ragozina</i>	09:25 - 09:35	New CERNBox
<b>New features in Desktop client</b> Zoom (online)	<i>Samuel Alfageme Sainz</i>	09:35 - 09:40	
<b>Roadmap for 2022</b> Zoom (online)	<i>Diogo Castro</i>	09:40 - 09:50	

How we evolve?

Time for questions is foreseen at the end of the session





# Interesting presentations (personal taste)

A CMS perspective about CERNBox - Danilo Piparo

## **CERNBox: User Stories, Proposed Features and Opportunities for Improvements**

D. Piparo (CERN) - December 8, 2021





# Interesting presentations (personal taste)

Medical Service and CERNBox - Walid Fadel



HSE  
Occupational Health & Safety  
and Environmental Protection unit

## Cernbox et service medical du CERN

Walid FADEL / HSE-OHS-ME  
08/12/2021

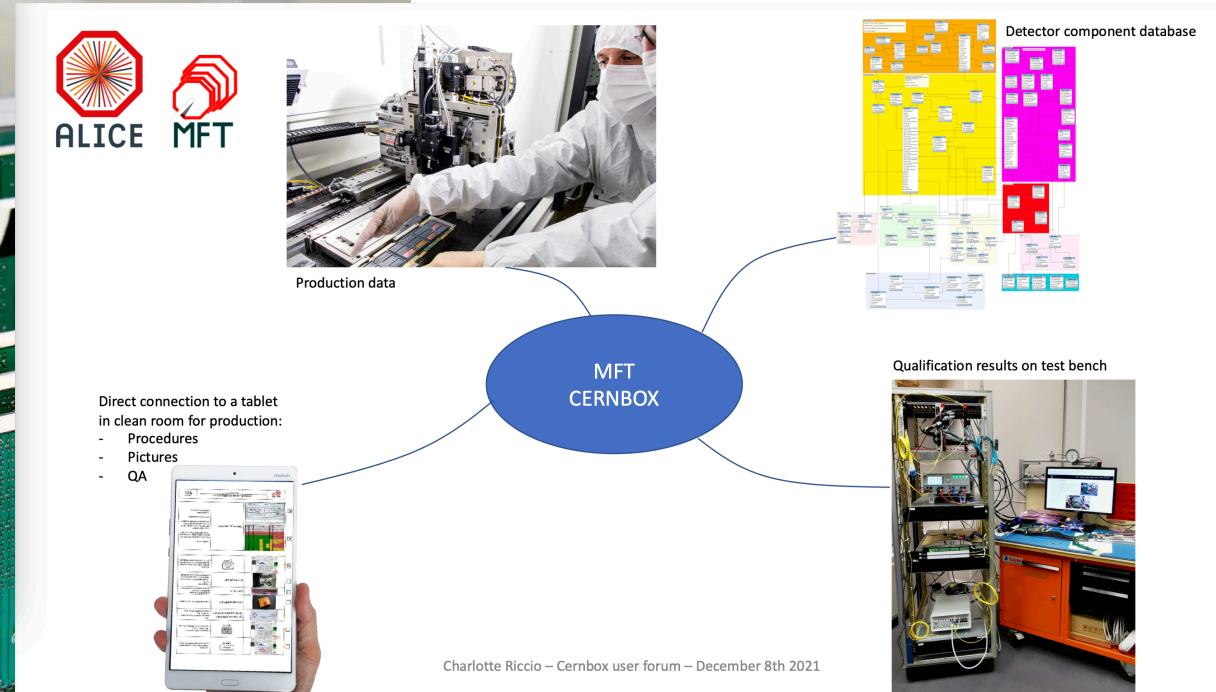
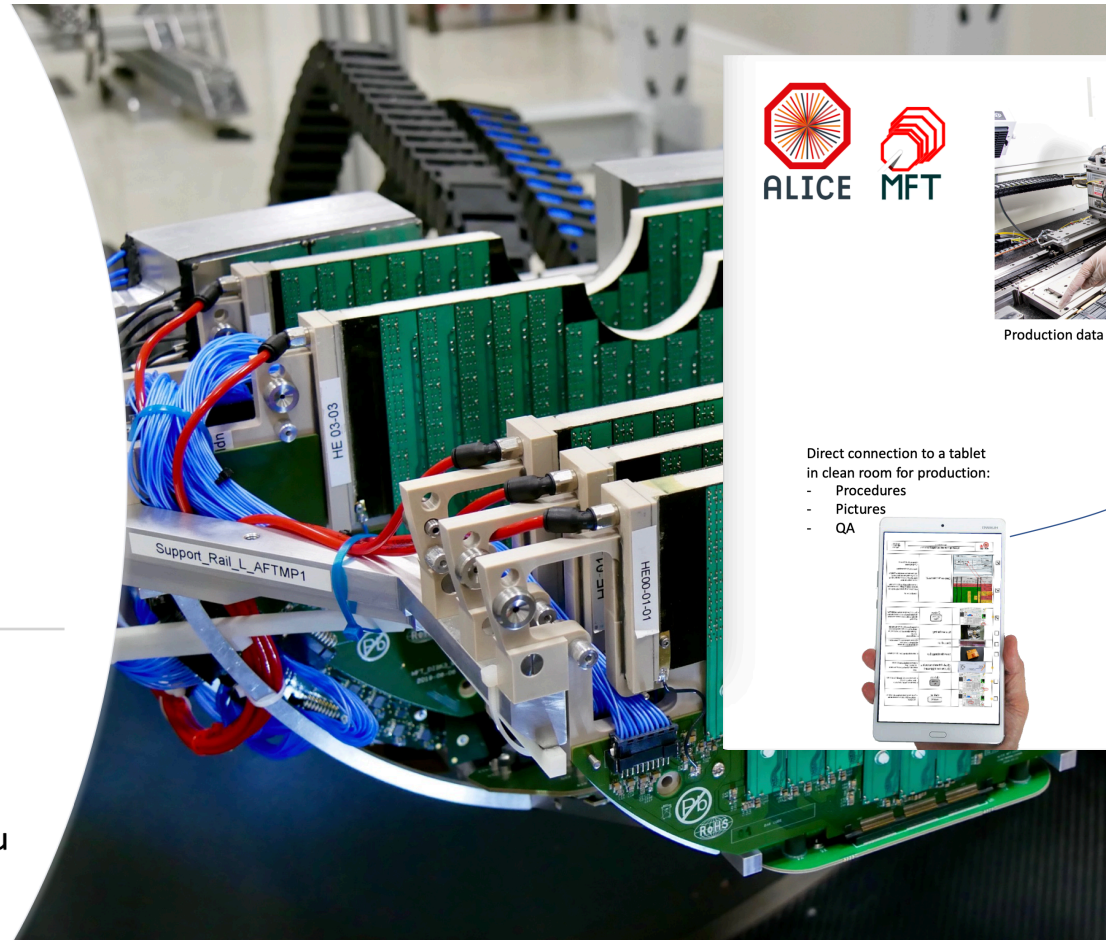
EDMS reference





# Interesting presentations (personal taste)

## CERNBox and Alice MFT - Charlotte Riccio



Charlotte Riccio – Cernbox user forum – December 8th 2021

### Alice MFT Cernbox use

Charlotte Riccio – CEA SACLAY/Irfu  
Cernbox user forum – December 8<sup>th</sup> 2021





# Interesting presentations (personal taste)

OpenDays Selfie Station - Manuel Rodriguez



Using CERNBox for a CERN OpenDays's Selfie-Station

Manuel J. Rodriguez

CERNBox User Forum





# Some takeaways (I/III)

- Very humble and direct feedback
  - A good ratio of what works well/whats need to be improved
- CERNBox is a very useful tool that provides a good service for many diverse communities at CERN
  - But, there is room to improve
- Many of your feedback (features, pain-points) is already taken into account in the new platform
  - but other is not
    - so the team will digest it, prepare a plan and communicate it back to you



# Some takeaways (II/III)

- DFS migration to CERNBox is confusing for users; some proposals to improve it
  - Through trainings
  - By identifying CERNBox experts inside each department/group that can help their local communities
  - Tour du CERN
- DFS-like performance on the online storage (via SMB) is required (aiming prototype at Q1 2022).
- Privacy is paramount nowadays as it is to provide a coherent service - teams needs to work as close as possible with privacy officers to find the best outcome for users





## Some takeaways (III/III)

- CERNBox is not only an end-user tool but a key architectural element for some services that are built-on on top
- Users are experts in their areas and they are very creative - this forum posed the opportunity to hear from these unknown areas and identify blind spots
- This forum is a bridge between the team and the community, meeting you was only the first step, we'll take care your voice is reflected in future roadmap



# Surveys

- Two surveys were opened at the end of the event until end of the year

## CERNBox User Forum *8 Dec*

Created by Hugo Gonzalez Labrador (hugo.gonzalez.labrador@cern.ch)

### Surveys

Surveys can be used to make questionnaires for the event and collect people's answers.

	<b>Feedback about the CERNBox User Forum</b> The survey finished.	 <b>Manage</b>	
	<b>Feedback for the CERNBox Service</b> The survey finished.	 <b>Manage</b>	





# Survey about the event

## Overall rating of the event

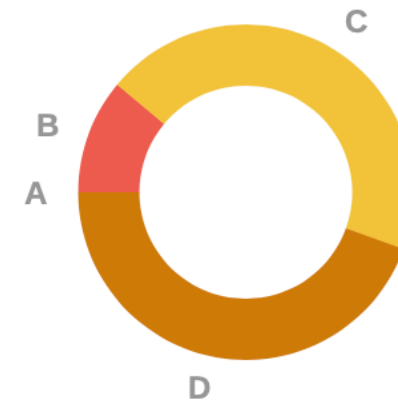
Answered: 27

A. 1 - poor: 0 (0.00%)

B. 2 - fair: 3 (11.11%)

C. 3 - good: 12 (44.44%)

D. 4 - excellent: 12 (44.44%)





# Survey about the event

Do you think this event should be repeated next year?

Answered: 27

A. Yes: 23 (85.19%)

B. No: 4 (14.81%)





# Survey about the event

How did you learn about this event?

Answered: 27

A. CERN Communication events (ITUM, IT Seminars): 6 (15.38%)

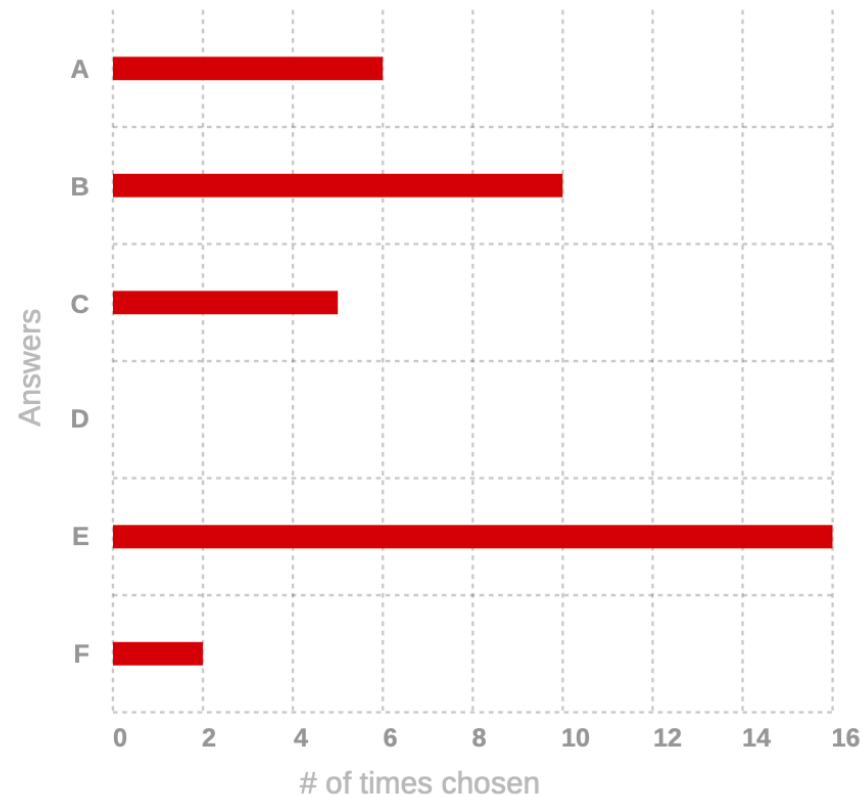
B. CERNBox mailing list: 10 (25.64%)

C. CERNBox Web UI banner: 5 (12.82%)

D. Social Media: 0 (0.00%)

E. Colleague: 16 (41.03%)

F. Other (specify below): 2 (5.13%)





# Survey about the event

Was the event well structured?

Answered: 27

If not, answer below

A. Yes: 25 (92.59%)

B. No: 2 (7.41%)





# Survey about the event

What was the quality of the contributions?

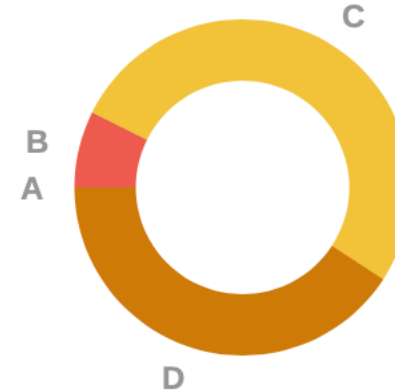
Answered: 27

1 - poor: 0 (0.00%)

2 - fair: 2 (7.41%)

3 - good: 14 (51.85%)

4 - excellent: 11 (40.74%)





# Survey about the event

## What were your favourite sessions?

Answered: 27

A. CERNBox Service: 18 (32.14%)

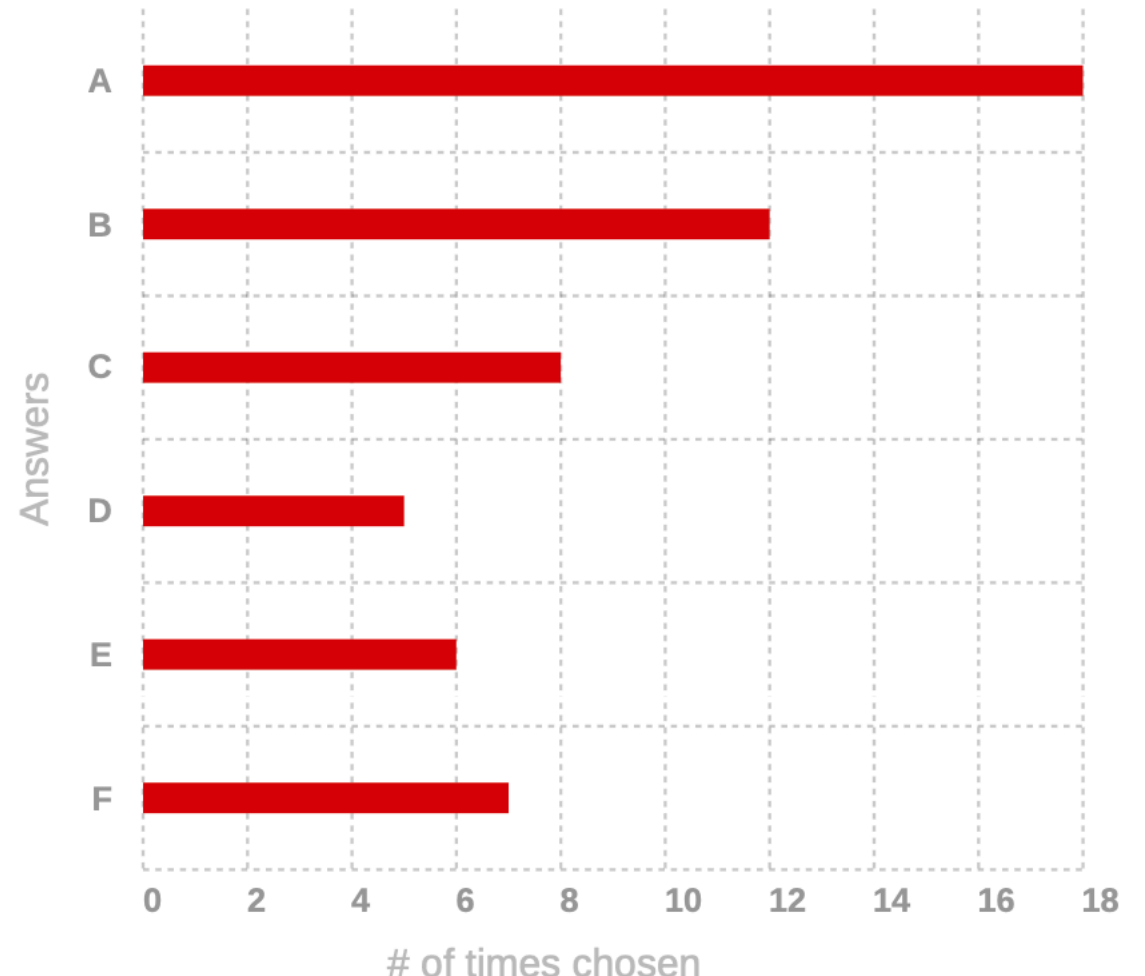
B. Experiments: 12 (21.43%)

C. Privacy: 8 (14.29%)

D. Engineering: 5 (8.93%)

E. Outreach/Education/Learning: 6 (10.71%)

F. Integrations: 7 (12.50%)







# Survey about the Service

What are the features you're missing out?

Answered: 23

A. Notifications: 5 (14.29%)

B. Performance: 6 (17.14%)

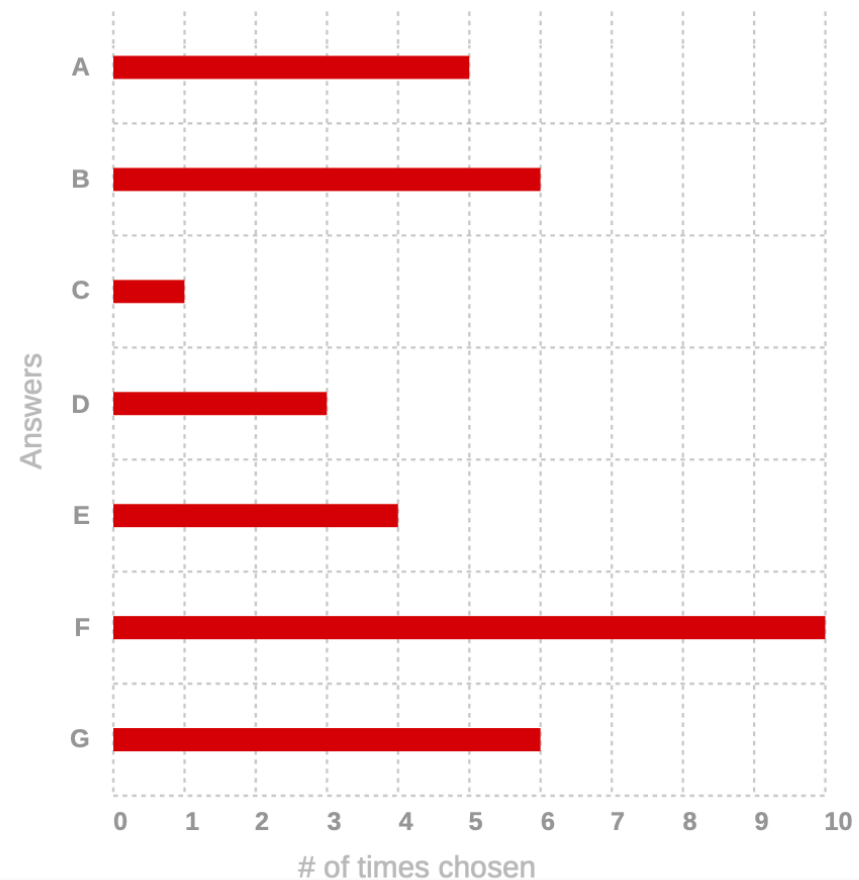
C. DFS behaviour: 1 (2.86%)

D. Simpler UI: 3 (8.57%)

E. Simpler Desktop Client: 4 (11.43%)

F. Search: 10 (28.57%)

G. Other (comment below): 6 (17.14%)





# Conclusion

- Are you running an EFSS platform?
- Are you sure you understand your user community needs?
- Give it a try and you'll find blind spots and interesting use-cases that you didn't think off