

ORGANISATION EUROPEENNE POUR LA RECHERCHE NUCLEAIRE
CERN EUROPEAN ORGANIZATION FOR NUCLEAR RESEARCH

ADVISORY COMMITTEE OF CERN USERS

Minutes of the 135th meeting held on 15 March 2022 (DRAFT 02)
In accordance with the applicable Covid-19 pandemic rules the meeting was held in hybrid mode by zoom and in person.

Present (* = part time, + = invited):

L. Barak, T. Berry, G. Boudoul, C. Biino (Chair), M. Bona, B. Brugger, A. Calderon, M. Capeans, G. Cavallo, L. N. Cojocariu, E. Dimovasili, K. Dreimanis, A. Dubnicková, G. Duperrier, F. Ferri, R. Gonzalez Suarez, A. Gorišek, A. Grassi, I. Haug, M. Hauschild⁺, H. Hillemanns (Secretary), K. Hoepfner, T. Hryn'ova, M. Jeitler, F. A. Khan, P. Koppenburg, M. Krammer⁺, M. Lamont*, T. Lampen, D. Lazić, L. Lejeune, I. Mardirossian, M. Marquina, M. Meres, S. Nemecek, S. Orfanelli, K. Rabbertz, E. Radicioni, M. Stankevičius, T. Šuša, L. Taillieu⁺, R. Teuscher, M. Trzebiński, K. Vellidis, S. Yacoob, H. Yoo

Apologies:

F. Barão, R. Bello, B. Delille, B. Demirköz, F. Gianotti, S. Gonzalez Sevilla, I. Glushkov, J. B. Hansen, A. Lipniacka, J. Mnich, B. Mohanty, I. Redondo Fernandez, R. Vértesi, C. Warakaulle, V. Lemaître

Agenda

- 1) Chairperson's remarks
- 2) Adoption of the agenda
- 3) Minutes of the previous meeting
- 4) News from the CERN Management
- 5) CERN's support to our Ukrainian colleagues
- 6) Situation of Ukrainian Users
- 7) Working Group on Strengthening the Support for Users at CERN
- 8) Report on Services from the IT Department
- 9) Report on services from SCE department
- 10) Users' Office News
- 11) Status of new Health Insurance for MPAs
- 12) Matters arising
- 13) Any Other Business
- 14) Agenda for the next meeting

1. CHAIRPERSON'S REMARKS

C. Biino, Chairperson, opened the meeting, welcomed new Delegates and mentioned extended Delegates. Apologies for absences were mentioned from Delegates who could not attend the meeting.

New Delegates (until end of 2023):

- **Tapio Lampen (Finland), replacing Markus Aicheler**
- **Karis Dreimanis (Latvia)**
- **Michal Meres(Slovak Republikc), replacing Anna Dubnickova**
- **Ignacio Redondo Fernandez (Spain), replacing Alicia Calderon**
- **Tracey Berry (United Kingdom), replacing Stephen Hillier**
- **Stella Orfanelli (CERN), replacing Massimiliano Ferro-Luzzi**

Extended Delegates (until end of 2023):

- **Tatiana Susa (Croatia)**

New Ex-Officio Members:

- **Barbara Brugger (CERN), replacing Catherine Decosse**
- **Hartmut Hillemanns (CERN), replacing Michael Hauschild as ACCU secretary**

2. ADOPTION OF THE AGENDA

At the last meeting in November 2021, beside the regular standing items, reports on the following topics were requested:

- **Working Group on Strengthening the Support for Users at CERN**
→ presentation by **Manfred Krammer**, Head of EP Department
 - **Report on services by IT Department**
 - **Openlab, Quantum Computing**
 - **CERNphone demonstration**
 - **MALT update and SSO**
- Technical presentation given by **Miguel Marquina**, IT Department

New topics:

Two presentations have been added regarding the situation in Ukraine:

- **CERN's support to our Ukrainian colleagues,**
→ presentation by **Lore Taillieu** (CERN HR)
- **Situation of the Ukrainian Users,**
→ presentation by **Tetiana Hryn'ova** (Ukraine)

Further issues brought up by Delegates since the last meeting were handled under AOB, if not already covered earlier.

3. MINUTES OF THE PREVIOUS MEETING

Following the distribution of the final draft minutes of the 134th meeting, no comments were received.

The minutes of the 134th meeting were adopted without modifications.

4. NEWS FROM THE CERN MANAGEMENT (Mike Lamont, Director for Accelerators and Technology)

CERN and Ukraine

The CERN member states condemn in the strongest terms the military invasion of Ukraine, an Associate Member State of CERN, by the Russian Federation and the involvement of Belorussia in this. CERN management and personnel, as well as the scientific community in CERN's member states, are working to contribute to the humanitarian effort in Ukraine and to help the Ukrainian community at CERN.

In view of this situation the Council decided to promote initiatives to support Ukrainian collaborators and the Ukrainian scientific activity in the field of high energy physics, to suspend the observer status of the Russian Federation and to not to engage in new collaborations with the Russian federation until further notice. The situation will be monitored carefully and the Council is ready to take further measures in the future.

The collaboration with the Russian Federation is covered by an International Cooperation Agreement (ICA) and associated protocols which provide the framework for deeply rooted interaction. The impact of suspending the ICA is currently under study, particularly in view of the Russian scientists resident at CERN who make substantial contributions, particularly, to the operation of ATLAS and CMS.

Covid-19

CERN has now moved to Covid status green, meaning that masks are no longer mandatory, but some rules, such as keeping a distance of 1.5 m during meetings and the use of meeting rooms at half capacity remain in place. Working on-site is now the norm and carrying proximeters is no longer mandatory.

Status of the Machines

After the Linac4 commissioning from February 2 to 19, the Booster started on February 18, and has now prepared beams for the downstream facilities. Good progress has been made in the PS and the commissioning of the SPS started in week 11. The injector commissioning is on track.

The LHC is on track for the planned start of the beam operations despite an uncertainty regarding the training of sector 23 to 6.8 TeV.

The experiments are preparing for cavern closure on March 2 with, however, some days of access available after that date due to ongoing installation work in FASER and TOTEM. LHCb has a tight schedule for the installation of its tracker system with some components (VELO and UT) requiring access after closure to finish commissioning.

Updated 2022 Schedule

The schedule has been updated after the sector 23 warm-up. The machine checkout is foreseen for April 13 and an extended (3w) technical stop for the installation of their UT has been requested by LHCb.

Run 3 is now officially extended to four years and LS3 to three years; the luminosity targets have been updated. This leads to a new agreed working baseline of the accelerator complex schedule with Run 3 ending end of Q4/2025 in order to start major modifications required for HL-LHC. Run 4 will start with 18 months delay.

The ATLAS and CMS phase II upgrades have made good progress; however, the schedules are being re-baselined to take into account the shift and the extension of LS3.

The impact of the war in Ukraine as well as the issue of commodity price increases will be further addressed and constantly monitored going forward.

5. CERN'S SUPPORT TO UKRAINIAN COLLEAGUES (Lore Taillieu, CERN HR)

As of March 15, 108 Ukrainians are working at CERN in total, most of them as users (82), but also 15 employees including 3 staff members. 26 depend on Ukrainian institutes and 4 on Russian institutes. In addition to various communications to the CERN community by the DG and the staff association regarding the situation in Ukraine and a call for financial support to Ukraine, Ukrainian nationals were specifically contacted by HR and EP to check in and provide relevant support information. Students, fellows, staff and their supervisors were contacted by phone to provide individual support including offering help by the CERN psychologists and the setup of a Mattermost channel.

Practical support consisted of reviewing the contractual situation of Ukrainian nationals and finding appropriate solutions whenever necessary, finding information and identifying support structures, setting up dedicated HR web pages with concrete information for persons affected by the war and a limited number of dedicated job opportunities (short term training and working opportunities) for early career scientists and engineers. The Mattermost channel turned out to be very actively and effectively used by the Ukrainian community for support and information. 227kCHF

were collected at CERN following a call for financial support. This amount was doubled by CERN. In view of the uncertainty of the situation of Ukrainians, CERN's support will continue.

6. SITUATION OF UKRAINIAN USERS (Tetiana Hryn'ova, Ukrainian Delegate)

There are currently 26 Ukrainian CERN users from Ukrainian institutes, most of them were present in Ukraine on Feb 24. Users under 60 are not allowed to leave the country due to the declaration of martial law. Others seek to leave the country. Maintaining the contact to the user community is difficult due to the limited availability of main institutional servers. Ukrainian users affiliated to non-Ukrainian institutes are in general outside the country and provide support for the Ukrainians and their family members leaving Ukraine. There is an uncertainty regarding the number of CERN users married to Ukrainians, presumably also providing support for Ukrainians leaving the country.

Various institutes involved in different activities and experiments at CERN are undergoing massive bombing since Feb 24, leading to significant destruction of infrastructures and equipment, as demonstrated by pictures from various premises. Ukrainian users with Swiss/French residence permit from CERN are not covered by the temporary protection rules and its insurance coverage. Users living in the area need to sign up for an individual insurance scheme such as the CERN User Insurance Program offered by Allianz. In addition, Ukrainian users affiliated to non-Ukrainian institutes have difficulties to get contract extensions, but support schemes applicable on a case-by case basis are currently under discussion.

More support from the CERN Users Office regarding the registration procedures for refugees in France and Switzerland would be highly appreciated, e.g. for the registration of family members, unaccompanied minors and others. The support of the CERN community is highly appreciated, but a more and in particular long term support is certainly required to help Ukrainian users and their families in view of the time necessary to repair infrastructure damages and to rebuild a scientific activity.

A support statement for Ukraine in publications is currently under discussion.

7. WORKING GROUP ON STRENGTHENING THE SUPPORT FOR USERS AT CERN (Manfred Kramer, Head of EP Department)

This summary and final report sets out the overall timeline of the project, which started on March 21, 2022 with the mandate to review and to assess the spectrum of CERN services for users (starting with about 100 users in the 1960s to currently about 11'400 users, 240 cooperation associates and 580 visiting scientists (mainly CERN TH)) and to propose potential improvements. After 8 meetings in total the final report has been submitted on March 15 2022 to the Director of Research and Computing, and will be made available to the extended Directorate and the ACCU later.

Topics assessed in this working group include housing, catering, mobility, installation and integration, computing, office space, administration, access, health and safety, Kindergarten, diversity, education, but not financial matters such as payments, tax issues and team accounts, which have been addressed in another working group in 2020.

The report contains a list of service providers and the services at CERN, a set of recommendations, observations and follow up activities. Main service providers at CERN are HR, SCE, IT, HR, HSE and SA and their services are equally available for CERN staff and users. A comprehensive list of services presented and discussed in previous ACCU meetings can be obtained from the presentation. Apparently, some services are poorly known by CERN users and information is hardly available or widely spread over the CERN web pages. Further examples of the outcome of the successful collaboration between representatives of the relevant CERN departments and of the users are the proposal to centralize all access formalities and to provide bike stickers for the identification of their owners.

The report will be made available to the department heads and the group leaders of the relevant departments for further analysis. The progress in implementing the proposed improvements will be constantly monitored by ACCU and reviewed in about a year from now.

8. REPORT ON SERVICES FROM THE IT DEPARTMENT (Miguel Maquina, CERN IT)

This contribution presents material from the IT Technical-Users Meeting, 35th session held on March 7, 2022 (see <https://indico.cern.ch/event/1101336/>)

Open Data: CMS made available a first batch of Run2 data (390TB), Atlas made available simulation data for machine learning purposes, both accessible through <https://opendata.cern.ch>. Tutorial material is available on the web pages and in the master classes.

The CERN School of Computing (CSC) takes place this year with one event regarding the “Security of Research Infrastructures”, June 19 – 25, 2022, Split, Croatia, and the “Main CERN School of Computing”, September 4 – 17, Krakow, Poland.

MALT Project: the project aiming at assessing the possibility to reduce commercial software licenses and to replace by alternatives wherever appropriate is coming to its end. Initially motivated by financial considerations, it came out that the policy making available a wide spectrum of (essentially MS based) software packages applied so far cannot be continued in the future due to less privileged license conditions. An in-depth study, taking into account key factors such as accounting, eligibility, standardization, user engagement, architecture and data governance resulted in license acquisition schemes more beneficial for CERN, and a new agreement with MS has been achieved recently. Detailed results and recommendations can be obtained from the final [MALT report](#). One of the main

issues with MS and open source equivalents is their compatibility. In answer to a question, development of such conversion tools is outside CERN's scope; we'll rely on those proposed by the respective software providers.

In general, however, CERN will pragmatically increase the use of open source software use.

Skype for Business: Skype for Business will be ruled out by June 30, 2022, and replaced by Zoom, CERNPhone and Mattermost applications. Migration will be scheduled between April 25 and May 20, but users can also migrate themselves. The migration to CERNPhone is in full swing and offers worldwide phone connectivity using desktop and mobile clients. Zoom has a new service description available under <https://videoconference.docs.cern.ch>. Also Mattermost has a new service documentation under <https://mattermost.doc.cern.ch>. Email will be upgraded to Exchange Online.

Indico: Indico runs now with version 3.1 with some improvements regarding category moderation, unlisted events, category logging and event labels. Version 3.2 is under preparation.

CDS Videos: quality improvements based on open source software (listed in the CDS blog post).

Some conference rooms have been refurbished with software upgrades since ITUM-34.

Scientific Computing:

- Linux Releases available at CERN are now CentOS Stream 9 (CS9) and Red Hat (license contract under signature, usage to be justified)
- LxPlus: currently in production is a blend of CC7,8 and 9
- LxPunk: one container per user on demand
- Acron: for scheduling cron jobs on Linux. Jobs can be dispatched using ssh, so they run anywhere.

New 2-Factor authentication for critical systems: moving from critical applications to critical accounts, requiring 2FA at every login.

Oracle-Java on Windows: campus agreement with CERN ends end of April and Java will no longer be freely available. New installations on Windows will be limited. Oracle Java on CentOS and in combination with other Oracle products are not concerned.

9. LEARNING AND DEVELOPMENT REPOPRT

This report is postponed to the next ACCU meeting.

10. REPORT ON SERVICES FROM SCE DEPARTMENT (Laetitia Lejeune, CERN-SCE)

Main goal of the services made available by the SCE department is to create an inspiring and welcoming environment at CERN with the users put in the centre of all efforts related thereto.

Highlighted service improvements and new services are regularly covered by knowledge-based articles in the Service Now portal. Current new features include a log in banner, a ticket feedback, new entries in the CERN service catalogue and free 2h trainings sessions on the CERN Service Management (for more information see CERN Learning Hub). The CERN Service Portal has been simplified in order to facilitate information finding and service requests, and contains also a new tool for service supporters which displays only information relevant to them.

Housing: The hostels showed a low occupancy during red and orange periods, but reservations start to increase now with a forecasted level of about 80% by June. The kitchens usage will return to normal level. The next housing review meeting is foreseen in May. Bldg 39 is currently under renovation after the discovery of recurrent leaks, including also the improvement of light and ventilation in the bathrooms. A new emergency call test system has been installed, as well as a client satisfaction survey via QR code scanning. 10 rooms have been refurbished in the Foyer Schuman.

Catering: after CERN moving to green all cafeterias are now open, however with slightly modified opening hours continuously adapted by Novae depending on the activity. The tents currently installed beside R1 and R3 will be dismantled end of April. The Covid sanitary measurements have been lifted and the air quality has been validated based on the CARA (Covid Airborn Risk Assessment) simulations. The cafeterias in bldgs 864/865 are equipped with vending machines now (pilot offer). R3 is equipped with a pilot system to count restaurant visitors, providing a real time information of the restaurant load. A first round of refurbishment work has been carried out in R1 from end of December to February, but further work (floors, others) is foreseen towards the end of the year with a presumable closure of 4 months, yet to be confirmed. The Click & Collect service will be improved. CERN Maps now also contains food service information.

Mobility: 234 green plates have been handled over the last 12 months (completed: 202, waiting for French authorities: 27, waiting for users: 5). CPI takes 1 to 2 months, carte grise 2 to 3 months. All requests have to be submitted using [SNOW](#).

A new pilot for car sharing ([glide.io](#)) is expected to be started in May using 35 cars. Circuits 1 and 2 of the shuttle are running as usual, circuit 3 has resumed since February, circuit 4 (airport) is under review and circuit 5 resumed on March 14.

About 45% of the bikes are currently used with few bikes stolen or lost. Bikes can be returned also during the weekend with prior arrangement with the Mobility Centre. The e-bikes sharing pilot started last year received very positive feedback and will be increased from 30 to 50 e-bikes (80 during summer plus 20 e-scooters). A new bike sticker is available now to identify bikes otherwise considered as being abandoned (see memo [here](#)). New e-bike solar charging station pilot are currently being installed (bldg. 300 and 865).

The “Bus a haute Niveau de Service” project is now moved from 2024 to 2026 and the refurbishment of the “Porte de France” roundabout from 2024 to 2027. A new

commercial centre is currently being constructed in St.Genis, leading to an expected traffic increase of 20% in route de Meyrin. A new bus stop (line 66) in front of the Preveessin site is foreseen by the Mairie de Preveessin to be available in December 2022.

Waste & Cleaning: new service provides bags of 1 and 2m³ for the evacuation of small volumes of sortable waste.

Stores & Support Chain: the CERN stores now contains two more suppliers (Mouser for electronics and Groupe Bossard for fastening technology) , offering a delivery time within 48h. The CERN catalogue search will be improved by Q2 - Q3/2023. The raw material availability and costs are currently affected by the crisis, leading also to increased delivery times for screens, laptops and mobile phones of up to a few months. No shipments are currently possible to or from Ukraine, Russia and Bielorussia

Site Security & Access: the security of the CERN access cards has been increased with a [campaign](#) over the last months. All cards require an update to be carried out at various places at CERN (gates B,C,E, Preveessin entrance, bldgs. 33 and 55) with deadline of March 31, 2022.

The Registration Service has new opening hours for registration (7am -5pm), access cards (7am - 6pm30) and locks and key service (7am30 - 5pm30). The CERN Access Control Centre can now be reached under 76666 or by email (access.surveillance@cern.ch) and is open 24/7.

11. USERS' OFFICE NEWS (Gaëlle Duperrier, Users' Office Supervisor)

[CERN Users' Office](#) has made available updated information for users impacted by the war in Ukraine.

[PREG](#) is a new tool released for the pre-registration for external participants (i.e. those not coming to CERN) in an experiment. It allows Team Leaders and secretariats to request the registration of new PARTs to obtain computing accounts to carry out remote activities. More information is available on the [pre-registration help page](#).

A new version of the e-Team Leader course is available [here](#). In addition, a newsletter dedicated to Team Leaders will be launched by the end of March 2022.

12. STATUS OF NEW HEALTH INSURANCE FOR MPAS (Michael Hauschild, Head of Users' Support)

Since the last meeting the document setting out the benefits and its guid have been finalized. A preliminary version of the new website was published by Allianz. The affinity contract between CERN and Allianz was signed on December 23, valid from January 1st with an initial duration of 3 years.

The overall progress with regard to this agreement has been communicated through the Users Office page on health service in December 2021 and January 2022 (<https://usersoffice.web.cern.ch/health-insurance-information>), and per mail to all USER, COAS, VISC on January 7th. AN official announcement was made on the CERN website (Jan 11th) in the Bulletin (Jan12th).

Main changes are:

- Any cover period possible between 30 days and 1 year, possible to extend
- Lower premiums, savings between 10 and 30%, different for children and adults

Eligible are all CERN associated members plus dependent spouse and children (<24 years) living in France or Switzerland with a maximum age of 75 years. There is no waiting time nor medical checks or questionnaire. Coverage is limited to 90 days if resident in Switzerland with no Swiss Card "P". Pre-existing and chronic conditions are covered. Worldwide coverage is accepted.

On top of existing common benefits (see presentation) there some new benefits such as an expat assistance program and a travel security service, plus some health and wellness support program, various applications and a second medical opinion service.

Since January 4th, subscriptions can be made under <https://www.allianzcare.com/en/group-hub/cernmpa.html> . Some problems have been reported such as:

- mail server: MPAs could not complete the final step
- uploading of attestation files exceeding 1MB
- sometimes wrongly surcharge pay of 5%
- invoices correctly shown on the web were issued with different amounts due to a wrongly assumed cover period and monthly payment breakdowns
- a significant backlog of unprocessed applications

The problems except the one for wrong invoices were solved after a meeting with Allianz on February 9th. A workaround for the wrong invoice is available on the web site.

135 applications have been received so far, mainly on short term between 1 and 3 months, few of up to 1 year. Allianz now works on fixing the wrong invoice issue, on reducing the processing time down to about 2 days and on enabling credit card payment.

13. MATTERS ARISING

- Voting procedure: the voting procedure applied for agreeing on the text of the letter to the Council President (simple majority, abstention is counted as vote against) is proposed to be applied for future votes.
- Letter from Russian colleagues on the ACCU website: ACCU received a request to publish a statement from Russian colleagues regarding the war in Ukraine. It is proposed to not to turn the ACCU website into a public forum for discussions of such subjects.
- Election of the next ACCU chairperson: the election will take place during the next ACCU meeting. Delegates interested are invited to contact the ACCU secretary

14. ANY OTHER BUSINESS

- CERN User taxation: Is there any news regarding the appeal to the newly introduced taxation of CERN users? The Staff Association will prepare a status on this matter during the next ACCU
- Staff Association survey on the impact of the introduction of COLA (cost-of-living allowance): A working group has started to assess the situation, Staff Association will report on this matter during the next ACCU

15. PROPOSED TOPICS FOR THE NEXT MEETING (Tuesday, 7 June 2022)

- Report of the Staff Association on the two items mentioned in the previous paragraph
- Election of the new ACCU chairperson
- Report on Learning and Development
- Report on Mobility

[Hartmut Hillemanns](#), 25 April 2022

Presentations from the meeting can be found with the minutes on the ACCU web site at: <http://accu.web.cern.ch/>