Future RCS engagement model for Information and Communication Technology

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1st RCS-IT Technical Committee, 9 December 2022

Success and pain points for the IT department

Where **effective collaboration has taken place** between the communities and IT, there have been **success stories** of great collaboration

Some identified pain points raised by the communities:

- Lack of clarity between IT and the communities on who to engage, and a perception that communication is one-way and often not timely
- Limited collaboration between IT and users, with services developed without consistent recognition of user needs
- Fragmented approach to R&D, with no clear roadmap resulting in duplication of effort and services
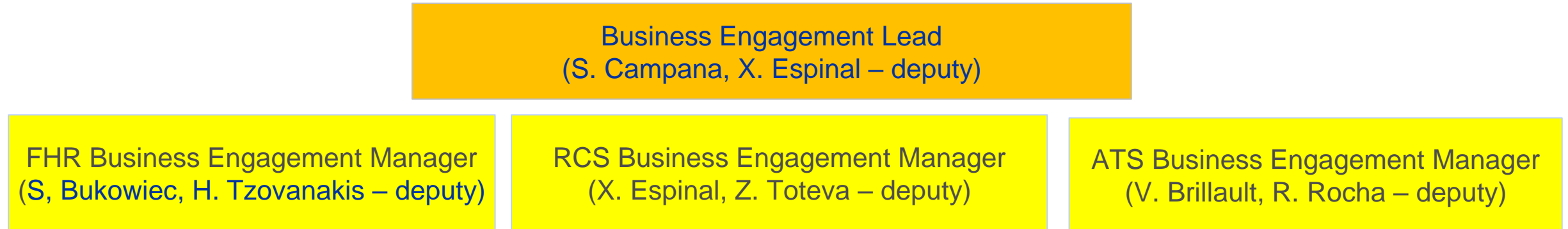
The IT Business Engagement structure

The purpose of the newly established CERN IT engagement structure is to

- proactively understand demand, provide guidance, gather feedback on existing services and understand evolving needs

- identify shared dependencies across the communities

- define a medium term enhancement and evolution roadmap of the Information and Communication Technology services provided by CERN IT

Existing structures to address the operational aspects of IT services remain in place (see backup)

The IT Business Engagement Structure

Business Engagement Lead
(S. Campana, X. Espinal – deputy)

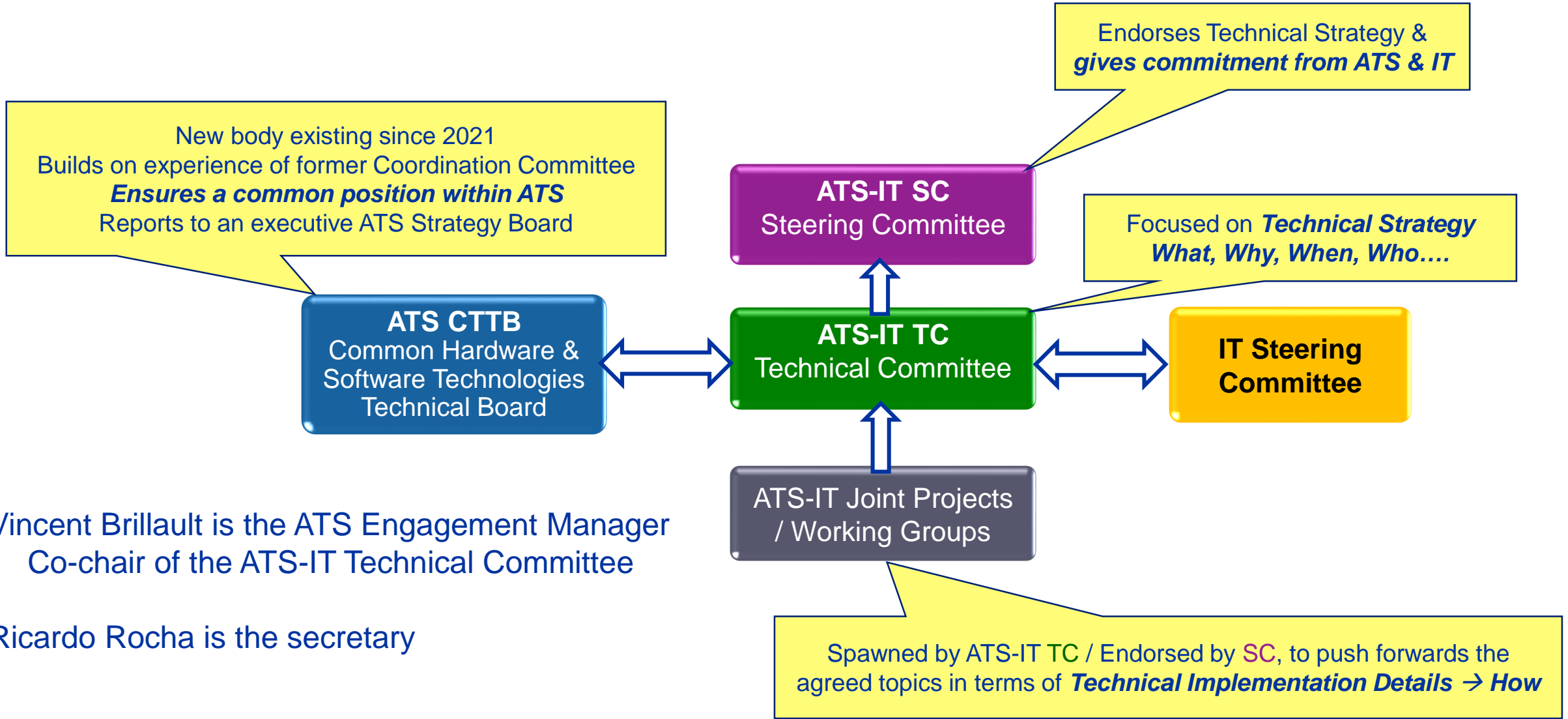| FHR Business Engagement Manager	RCS Business Engagement Manager	ATS Business Engagement Manager
(S, Bukowiec, H. Tzovanakis – deputy)	(X. Espinal, Z. Toteva – deputy)	(V. Brillault, R. Rocha – deputy)

A **Business Engagement Manager** and a **Deputy** has been appointed for each community

- At the least: Accelerator and Technology Sector (ATS), Research and Computing Sector (RCS), Finance and Human Resources (FHR)

The Business Engagement Managers will own the relationship with key user groups to reduce duplication of effort and increase standardisation where appropriate

The **Business Engagement Lead** oversees the engagement process ensuring its functioning, understands the shared requirements and drives the prioritisation across the communities

ATS-IT Engagement Structure as an example

Endorses Technical Strategy & *gives commitment from ATS & IT*

New body existing since 2021
Builds on experience of former Coordination Committee
Ensures a common position within ATS
Reports to an executive ATS Strategy Board

ATS-IT SC
Steering Committee

Focused on *Technical Strategy*
What, Why, When, Who….

ATS CTTB
Common Hardware &
Software Technologies
Technical Board

ATS-IT TC
Technical Committee

IT Steering Committee

Vincent Brillault is the ATS Engagement Manager
• Co-chair of the ATS-IT Technical Committee

Ricardo Rocha is the secretary

ATS-IT Joint Projects / Working Groups

Spawned by ATS-IT TC / Endorsed by SC, to push forwards the agreed topics in terms of *Technical Implementation Details → How*

Research and Computing sector

- The Research and Computing Sector (RCS) comprises different communities. Some of the communities are broader than CERN/RCS (experiments, WLCG)

  - LHC experiments

  - WLCG

  - Non-LHC experiments

  - The EP teams (experiments) and general-purpose groups (SFT, ESE, DT)

  - The CERN Library

  - The Theory department

  - (The IT department)

- These communities depend on Information and Communication service delivered by IT to complete their mission

RCS-ICT Engagement

After discussion with the communities, this is the endorsed structure in the RCS sector for Information and Communication Technologies
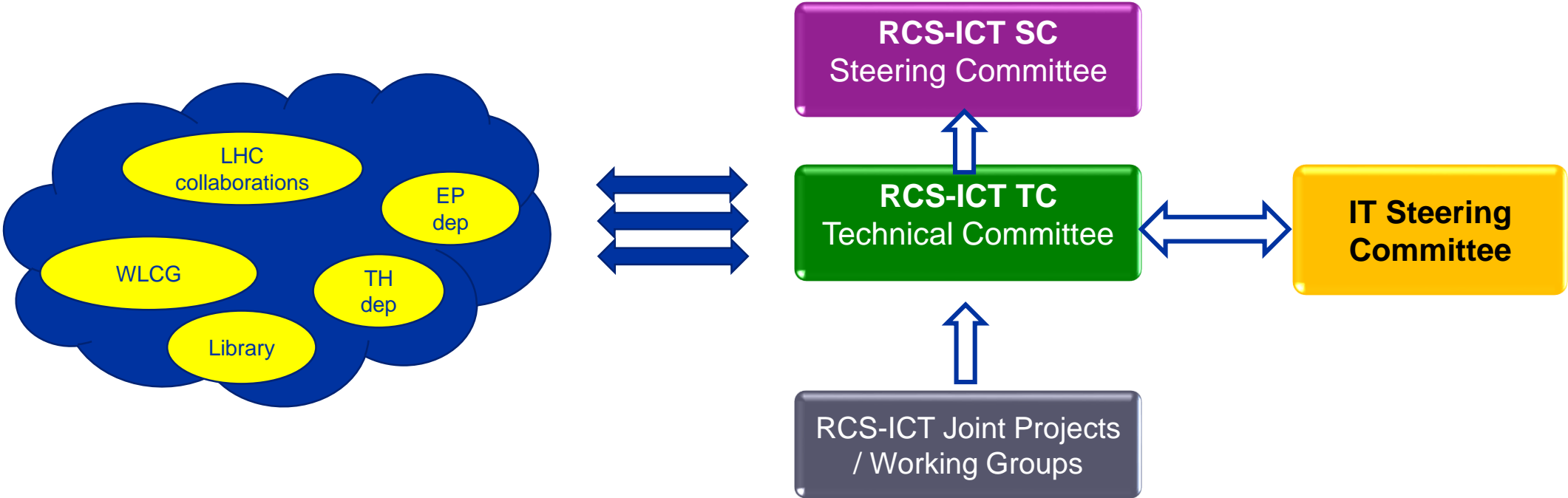
RCS ICT Steering Committee

- Inter-departmental and inter-organisational governance body

- Deals with strategy and planning of ICT services for RCS
  - Endorses 5y roadmap for engagement and reviews it annually
  - Chaired by (deputy) director for research and computing
  - Members: heads of IT and EP departments, large LHC experiment spokespersons, WLCG project leader. Co-chairs and secretaries of RCS ICT Technical Committee are invited.
  - Meets at least twice a year

RCS ICT Technical Committee

- Inter-departmental and inter-organisational governance body which establishes the 5y road map of ICT services jointly with communities in the RCS sector

  - Co-chaired by one management representative from IT and one representative from a different community: Pere Mato Vila (EP-SFT) and Xavier Espinal (IT), Zhechka Toteva (IT) is the scientific secretary.

  - Members drawn from different communities: Groups/teams in EP, IT, TH,SIS (library), LHC collaborations, WLCG

  - Identifies need for joint projects, including determining resources, time lines and expected outcomes for endorsement by Steering Committee

  - Meets at least ten times per year
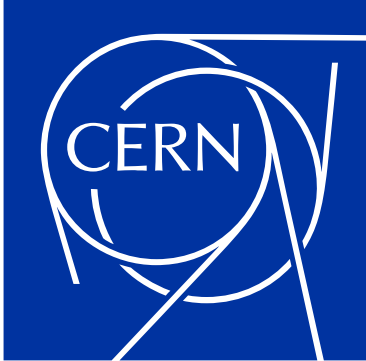
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BACKUP

Other elements of RCS-ICT Engagement

- **IT Technical Coordination meetings for ALICE, ATLAS, CMS, LHCb, non-LHC exp., Online Communities (~ CNIC meeting). New chairs and secretaries appointed**

  - Dialog with the communities and triage the needs (for a short-term solution or medium-term engagement)

- **Experiment Liaisons, hosted in IT-GOV-ENG**

  - Embedded in the experiment activities, capture issues and opportunities early in the process

- **WLCG Coordination: capture the needs from the WLCG partners and the collaboration as a whole.**

  - Input from the WLCG Operations Coordination, the Grid Deployment Board, the Management Board and the various review bodies (RRB, LHCC)

- **Technical Contacts to a community, focusing on specific aspects**

  - E.g. contact for the CERN Library on the review and the evolution of the Document Services

IT Technical Users Meeting (ITUM)

- **ITUM is a very important part of the engagement process**
  - Broadcasts information about IT services and their evolution
  - But also, collects feedback and follows up with the technical teams

- **In the future, ITUM should evolve even more in the direction of feedback and iterative dialog with the communities. Will provide input to the engagement process**

- **New ITUM chairs and secretary appointed**

Informal Meetings

- **Informal discussions with the communities are an essential building block of the way we operate. Many groups in Technical Delivery organise or attend these meetings.**

- **We rely on the people organising/attending these meetings to bring up any item that deserves attention and follow up at the engagement level**