



# EP-AGS

# Administration and General Services

RCS-IT Technical Committee

**EP-AGS** : Supports all EP groups (MERIT and promotions, training, budget and planning, space management)  
Provides services (administrative and contractual, logistics and safety)  
Serves a community of more than 13'000 EP colleagues, plus TH and RCS

We use for our daily activities the IT tools and services provided and we value the technical expertise of CERN IT. In addition, we would be pleased to see further improvements and new services such as :

# EP-AGS / Needs

- **More service-oriented web pages**

[Services A-Z for IT](#) : The IT services pages provide a list of applications, not services. E.g Our user community is looking for general phone service rather than a list of applications.

- **Update information**

Many information made available from the IT website is not up-to-date e.g:Accounts for Newcomers : <https://account.cern.ch/account/Help/?kbid=010010>

- **Ensure consistency of features between applications**

End-user confusion in using tools such as Network Connection / LANdb when registering and updating equipment

- **Consolidate applications when they have the same purpose**

CERN Groups Portal - Grappa / CERN e-groups: two applications related to mailing list management but with different functionalities and synchronization issues between the two.

# EP-AGS / Needs

- **Adapt the tools to meet the needs of the general community**

Content management system (CMS) such as drupal is not intended to be used by the general community. And it can be also difficult to get dedicated support, i.e. platform for voting system, updates and migrations. Could Wordpress not be considered?

- **Development of Application**

We expect to have additional features of Burotel and the deployment of a new instance for the Labotel application in the near future.

- **Enhance Communication / Participation**

We will appreciate having new features and improvements distributed in more general channels as it's very important for end users.(Not only IT specific channels).

We can participate, as was done with Burotel and Indico, to the user's requirements/test phases of tools such as Cernbox, Cernphone in order to match the tools to the users' needs.