



S220/IT contract – Annual Meeting

24th Nov 2022

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With inputs from the CERN service managers



Agenda

- Introduction
- DCS presentation
- CERN presentation
- Discussion / AOB
 - Follow-up

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Introduction

- Goal of the annual meeting:
 - Recap on the contractual obligations
 - Review of the period 1st Oct 2021 to 30th Sep 2022
 - Identify issues and potential enhancements
 - Make announcements

Recap contractual obligations

- Contract started on 1st Oct 2018
 - Duration is 3 years +1+1+1+1 (4x one year)
 - Entering its 5th year;
- Delivery of the contractual documents:
 - Annual template reviewed (no change)
 - DCS Annual presentation submitted in due time
 - Prevention Plan
 - **Under review** (staff movements)
 - Quality Assurance Plan & Certifications
 - ISO9001 renewed in April 2022
 - Service Handbooks
 - Three handbooks reviewed, **one being finalized**
 - Reminder: review must be spontaneous every quarter (TS § 8.4.2)

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CERN Annual Review

- Changes occurred
 - & Covid-19 impact
- Training
- Contract evolution
- Key Performance Indicators (KPI)
 - ⇒ DCS report: OLA summaries, Quality monitoring and Failures
 - Other measurements
 - Decisions taken
- Feedbacks from CERN Service Managers

Changes occurred (CERN side)

- Working conditions on CERN sites
 - Covid-19 !!! (see next slide)
- Transfer of CERN responsibility
 - None during the period under review

Covid-19 impact

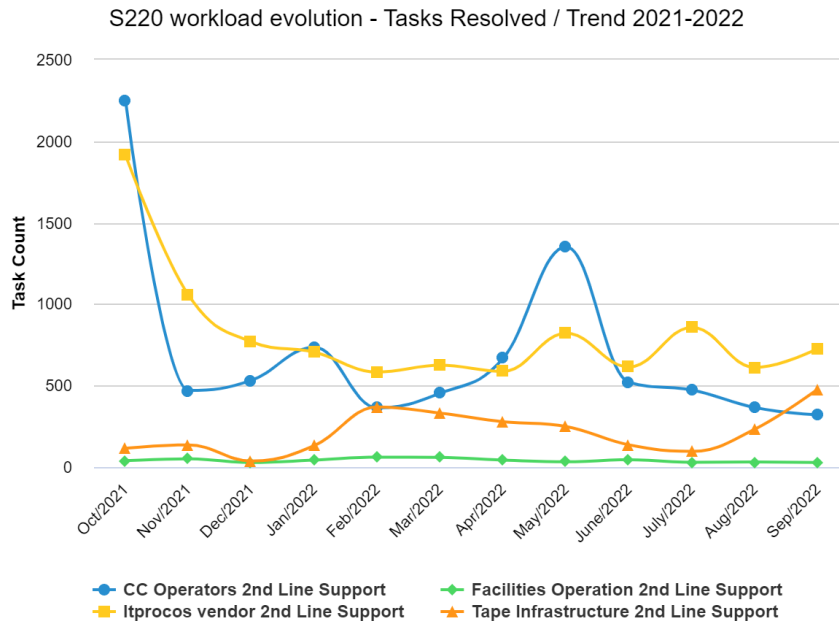
- Prior to July 2022
 - Technical Team (covering both the Repair and the Magnetic Tapes services): applied a planning where only a third of the team was onsite at a time, on a weekly rota, ensuring **service continuity** and safe isolation
 - Other services were required on site all the time
- New colour coded schema with four levels
 - Introduced CERN wide on July 2022; CERN deciding the level with two weeks notice
 - **Red** and **Orange** levels : teleworking has been favoured for compatible activities
 - Could use schema already in place (see above)
 - **Yellow** and **Green** : on-site activities only
- Proximometers mandatory for contractor personnel too (March 2021)
- **Thank you DCS for your flexibility**

Training

- Mandatory courses for any person entering the CERN site:
(in the perspective of this contract)
 - Computer Security
 - COVID-19 - Health & Safety Measures at CERN
 - (temporary, hopefully)
 - Emergency Evacuation
 - Radiation Protection - Awareness
 - Safety at CERN
- DCS has updated the handbooks accordingly

Contract evolution

- Repair & Console Operations had peaks
- Very punctual (LHCb containers !! tickets resolved in bulk)
- All in all, all activities rather stable

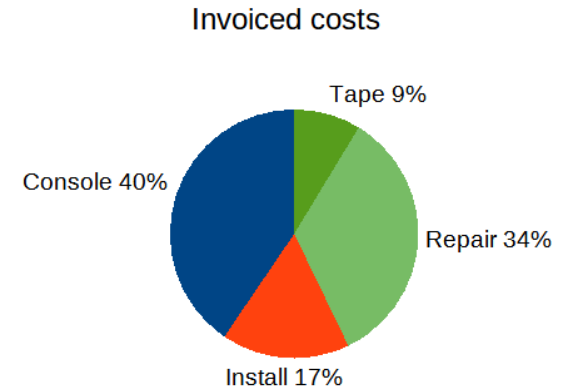


Contract evolution (cont.)

- Repair Operations service:
 - Inventory (supplier shipments, stock parts, ...) now based on HxGN-EAM
 - New procedures setup for 'complex' units returned to suppliers
 - E.g. photos are systemically kept for compute nodes (tray, motherboard, etc.) before going out of CERN.
 - The backlog kept under control at low level

Contract evolution (finance)

- Billing is still conform to the requirements:
 - By service and profile; overview ⇒
- Invoices in line with budgets
 - Overall and by service
 - less than 6% deviation
- Contractual revision
 - Reminder: revised prices for the 4th year (2021-2022): **+0.3%**
 - New revised prices for the 5th year (2022-2023): **+1.3%**
 - The turnover KPI will deduct 2 arrivals and 2 departures for 2023



OLA and KPI (summary & decisions)

- Details in DCS presentation
- Summary of **CERN decisions** per service
 - Console Operations : **one** case (Jan.) with too many tickets not dealt within the maximum time
 - Actually, the operator was in control of the situation, applied the correct procedure and followed through with actions to actively resolve the issue
 - CERN decided to NOT apply a contractual penalty
- All other KPIs were **good**
 - For all services

Other measurements (summary)

- ✓ No task achieved outside priority scheme
- ✓ No spare parts or consumables below minimum stock levels
- ✓ 100% Console shift work coverage
- ✓ Cumulated value of penalties during the preceding 12 months



❖ Personnel turnover

- Usually at a satisfactory level, despite the changes occurred
- No impact on major (repair) activities
 - Was above the 15% on two (non consecutive) months
 - Do to the transient nature, CERN decided to NOT apply a penalty

Safety & Compliance

- No accident occurred
- One positive case to the COVID-19 test on 10th May by a member of the Console service, who fully recovered

CERN: Feedback from SrvMgr

- Console Operations:
 - Satisfactory performance reported
 - Training:
 - In addition to those mentioned in previous slide, Electrical Safety – Awareness
 - Fundamentals and Facilities
 - Well received by CC Operators and completed in good time
 - Now listed in handbook
 - Meetings:
 - Weekly operational meetings with the Senior CC Operator (since 29/04/22)
 - Improved cooperation and proactiveness, with more attention to detail
 - Future workload: no fluctuation foreseen

CERN: Feedback from SrvMgr (cont.)

- Installation Operations:
 - Happy with the quality of the service when people had to be replaced
 - Future workload:
 - 2H2023 (~October/November), new data centre at Prévessin site
 - Not yet clear if additional resources will be needed; will be confirmed later
 - Commissioning phase (first months) = critical ⇒ experienced personnel will be crucial

CERN: Feedback from SrvMgr (cont.)

- Repair Operations:
 - Training:
 - Around repair activities, a few (one or two) meetings were hold in the first semester
 - New functionalities provided by the powerShell scripts to handle the stock more efficiently were explained
 - In the coming months, the consolidation around the stock will continue
 - Future workload:
 - End of next year, new data centre at Prévessin site
 - One room (in this new building) will be allocated to repair operations
 - Shelves (like in Meyrin) will be installed; dedicated work places for interventions
 - All those activities will be managed in the same way as the ones dealing with containers (ALICE, LHCb, etc.).
 - Probably interventions will take place more often !

CERN: Feedback from SrvMgr (cont.)

- Magnetic Tapes Operations:
 - DCS kept a good quality of service, even during the absence / vacation of the primary supporter
 - Training:
 - No particular training provided CERN
 - DCS Tape Operations operator well experienced and provided training to his other colleagues who replace him from time to time.
 - Future workload:
 - Reception of large quantities of new tape cartridges
 - Decommissioning obsolete tape libraries
 - Nonetheless no need for additional personnel

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AOB - Follow up

- Handbooks
 - 2021: add what is specific for the Senior Operator
 - Not done yet
 - Not recently updated:
 - Installation service (15/03/2021)
 - Must be reviewed spontaneously every quarter (TS § 8.4.2)

AOB – Follow up (cont.)

- Contractual obligations
 - Documents to update:
 - PP (staff movements) – still under review
 - QAP (certification renewals) – see DCS report
 - Documents to review:
 - Templates (annual meeting)
 - Handbooks ; quarterly review !
 - Procedures (regularly)
 - All documents, except procedures, available at:
 - <https://contract-s220-it.web.cern.ch/>

