Users’ Office News

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Users’ Office personnel reduction

• Three people retire before the summer next year
• One replaced by a half-time person
• Only one of the other two will be replaced
• The UO struggled to cope in 2006, the number of Users having increased by 18.5% (30% since January 2004)
• This represents a bigger increase in workload because many of the new people are coming for a long stay and therefore require Host States documents
• Registration capability reduces by 22% in 2007!
Users at CERN

Evolution of number of Users

- Number of Users: 0, 1000, 2000, 3000, 4000, 5000, 6000, 7000, 8000, 9000
Consequences of staff reduction

• Serious measures will have to be taken
• We can no longer afford the time to help Users fill in their registration forms, the Team Leaders will have do a better job of preparing people before they come to CERN
• PRT and contract renewal by EDH should help
• Less time can be spent on special cases
• Users will have to queue for longer
  A webcam will be installed in the waiting area so that Users can monitor the queue
Gate E

- **Now open as of December 1st to**
  - *members of the CERN personnel (who may be accompanied by any of their children attending the CERN nursery school)*
  - *Members of contractors' personnel working on the CERN site*

- **Opening hours extended:**
  
  *07:00 to 09:00 and 17:00 to 19:00*
Gate E
Documents required

• CERN (access) card of the Azure 'B' type, Blue 'C' type or Red 'E' type proving that they are authorised to use Gate

• National identity card, if accepted by French and Swiss regulations, or their passport (with visa if required by the French and/or Swiss regulations)

• French residence permit if they live on French territory and are not Swiss nationals or nationals of a Member State of the European Union (e.g. a special French AT, FI or CD card issued by the French Ministry of Foreign Affairs)
Access Cards

• *The Users’ Office has no more responsibility for access cards*

• *Once a User contract has been prepared by the UO the User must go to building 55 for the new card*

• *Cards need only to be renewed every 5 years*

• *CERN contracts need to be renewed every one or two years as before*
Access Cards (2)

- The Helpdesk is not operational yet in building 55
- Problems with access cards must be reported by e-mail to access.control.support@cern.ch
- If a User’s card has expired, the guard will take the card and the User will have to go to building 33 to get a one-day pass to go to the Users’ Office to renew their contract
Computer accounts closure

- E-mails warning of computer account closure at contract end are now sent
- Clean-up is currently in progress
- Was active for current contracts before the clean-up was done
- Has generated extra work for experiment secretariats and the Users’ Office