

ACCU and the CERN-IT Department

This document:

- summarises the contribution of the CERN IT department within the Advisory Committee of CERN Users (ACCU);
- underlines the importance to continue improving the current relation with the CERN Users community.

The CERN-IT Engagements Channels

With the new IT department organisation (in place since 2022), the relations with the CERN users communities and other CERN units have been restructured. This has been done by creating new communication channels and new decision workflows. Existing communication channels have been rescoped.

The Engagement area has been created. It rationalises a number of existing channels, notably the Technical Coordination meetings with the experiments, the CNIC (with the Online and Control systems) and others. It provides a global framework to receive requests and promotes bidirectional exchanges with users communities.

Currently the RCS-ICT Engagement connects IT department with the rest of the Research and Computing Sector (EP and TH department and the CERN library). Two other Engagement channels exist: the ATS-IT (Accelerators and Technologies Sector) and the FHR-IT (Finance and Human Resources Sector).

The Engagement area provides the global view to deliver (and evolve the delivery) of IT services to all CERN communities, coherently with the organisation's mandate and the available resources.

In this schema, the IT board ITUM (IT User Meeting) has an important role. It provides regular (4 times per year) technical updates and plans for the IT department services. It is primarily aimed at technical experts within CERN's Experiments and User Communities.

ACCU and CERN IT

ACCU participation is an important communication channels with our users, complementing in particular the RCS-ITC technical meetings.

For IT, ACCU is an important communication channel since it explicitly targets (and gets feedback from) the largest user community and its specific needs.

The ACCU representative is responsible to

- report on the ITUM information, tailored to the ACCU needs. This information can be complemented with messages from other IT meetings as the Technical Delivery ones;
- receive information requests from the ACCU members (e.g. clarification of current and future IT services) and organise a proper answer involving the relevant IT units.

The second item is important because the IT department welcomes feedback from its users.

Interest areas

The CERN Users community represented in ACCU provides feedback on the current status of IT Services.

CERN Users often use CERN resources to complement those in their home institutes and/or other research labs.

As an example, combining the usage of the CERN and the home mail systems might impact their day-to-day work differently compared to the CERN staff.

It is important to strengthen the feedback loop to investigate specific issues or advice on service evolution. Since IT-ACCU reports also to Engagement, this will guarantee that the CERN Users experience is considered.

Summary

The CERN-IT department proposes to continue along the lines of its current contribution within ACCU.

CERN-IT underlines the importance to build more on the current relation with the CERN Users community. The feedback from ACCU (on what works and what we can improve) is an essential ingredient to improve IT services.

CERN-IT proposes we have a regular checkpoint meeting (once per year) with the ACCU chair, the IT Dept head, the Engagement head and the IT-ACCU representative.

Useful links

- ACCU: Advisory Committee of CERN Users
 - <https://accu.web.cern.ch/>
 - ACCU mandate: <https://accu.web.cern.ch/node/31>
- RCS-ICT Engagement (technical meetings) mandate:
<https://indico.cern.ch/category/16501/attachments/2604152/4497368/Mandate%20RCS-ICT%20Engagement.pdf>
- ITUM: IT User Meeting
 - <https://information-technology.web.cern.ch/about/meeting/it-technical-users-meeting-itum>