Action List of the 97th ACCU meeting held on 5 September 2012

CERN, GS Department (I. Mardirossian)

- To continue improving the CERN Hostel booking procedure and to implement a long-term waiting list.

- To prepare a list of unresolved or badly treated tickets by the Service Desk.

- To investigate short-term parking facilities in front of the Medical Service, CERN Stores and Electronics Pool.

CERN, Users’ Office Head (D. Chromek-Burckhart)

- To follow-up the implementation of an option to set a preferred name for users with long names.

- To investigate possibilities of child care for age 6 and above in the local area, in collaboration with the Social Service.

- To continue investigating on the following health insurance issues for Users:
  - Coverage for the financial consequences of private and professional accidents.
  - Continuation of coverage for Users insured by UNIQA after retirement.
  - Consequences of the French law to stop the possibility for “trans frontaliers” insurance end 2013, covering both France and Switzerland.
CERN, PH Department (J. Salicio Diez)

- To prepare a written proposal for pre-booking of bikes.

ACCU Delegates

- To send examples of Service Desk tickets, which are unsolved for a long time, or which were solved in an unsatisfactory way.

- To give input on the number of Users expected during the Long Shutdown 1 (LS1) 2013/14.

- To give input on possible heritage objects (e.g. detectors of historical interest) that should be kept and preserved.

- To give input on future Grey Book functionalities, e.g. kind of information to be stored, search possibilities etc.