



ATLAS HyperNews

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October 2007



ATLAS Usage

Not trivial to understand information given (since deduced from log files) – thanks to **Pete** and **Yves**.

Taken from a snapshot of activity in early August.

1617	Registered users
102 (+65)	Forums in 13 (+3) Categories
130	Logins/day to HN Web
1600	Page openings/day
270	Postings/week in 80 Forums made by 240 Users

Do ATLAS users use **Web interface** or just receive mail (as from Simba) ?

Yes – many do use interface.

Support

Used to have **Charlie Young** and **Traudl Kozenecki** who created Forums and provided user support.

Now **Stephen Haywood** acts as **ATLAS contact** (for “managerial” issues).

Physics Coordinator (Karl Jakobs) and **Computing Coordinator** (Dario Barberis) **approve/refuse new Forums**.

Yves Perrin

- 0.2 FTE for routine support (**Forum creation, user account problems**), but no development or trouble-shooting.

Stefan Roiser

- **Management**, small amounts of effort when desperate

Andreas Pfeiffer

- **Machine support**, small amounts of effort when desperate

Peter Elmer

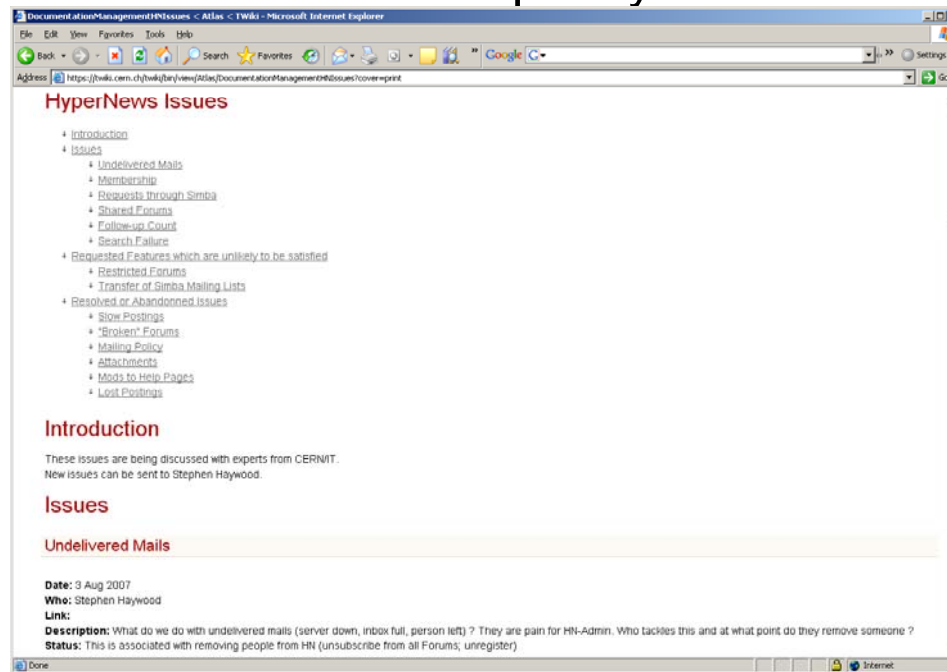
- CMS, **helps on ad hoc basis**, installs new HN versions



Problems

Not dealing so well with problems which fall between **Yves** (“front-line”) and **Andreas** (“back-room”).

Pete helps when he can – but has plenty to do.



ATLAS would welcome a CERN-wide “trouble-shooter”/developer.
ATLAS needs correspond to ~0.2 FTE.



Details

Issues

- Undelivered Mails
- Membership
- Requests through Simba
- Shared Forums
- Follow-up Count
- Search Failure

Requested Features which are unlikely to be satisfied

- Restricted Forums
- Transfer of Simba Mailing Lists

Resolved or Abandoned Issues

- Slow Postings
- "Broken" Forums
- Mailing Policy
- Attachments
- Mods to Help Pages
- Lost Postings