Minutes of the 66th meeting held on December 8th, 2004


Apologies: P. Eerola, R. Hayano, M. Merk, L. Serin

* part time

Agenda

1. Chairman's remarks
2. Adoption of the agenda
3. Minutes of the previous meeting
4. The effects of the reorganization of CERN's structure
5. Matters arising
6. News from the CERN Management
7. Computer Security
8. The new CERN Dosimeter
9. Reports from ACCU representatives on other committees
10. Users’ Office news
11. Any Other Business
12. Agenda for the next meeting
DRAFT Agenda for the meeting to be held on Wednesday, March 9th, 2005

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3. Minutes of the previous meeting
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6. Purchasing procedures
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1. **CHAIRMAN'S REMARKS**

   F. Navarria, Chairman, opened the meeting and thanked those delegates whose mandates end this year: we have been informed that H. Helstrup, G. Quast and P. Wells will be replaced and that I. Azhinenko, P. Bordalo, A. Di Ciaccio, Z. Hajduk and J. Wilson have been proposed for extension. Replies are awaited from other National Bodies concerning the remaining delegates. Appointment and prolongation letters will be prepared and sent by the Director-General in January.

   The Chairman reminded ACCU of the meeting dates for 2005: March 9th, June 8th, September 7th, and December 7th.

2. **ADOPTION OF THE AGENDA**

   The agenda was adopted as published.

3. **MINUTES OF THE PREVIOUS MEETING**

   The Minutes of the 65th meeting were adopted as a correct record.

4. **THE EFFECTS OF THE REORGANIZATION OF CERN'S STRUCTURE**

   The Director-General reviewed the structure which was put into place at the beginning of the year. He commented that others should judge the success of the reorganization. Changes made were mainly at the top level of the Organization with the suppression of sectors and the reduction of the Directorate to three people. He showed the organigram. LHC is the top priority and hence only small changes were made in the technical area: merging two divisions into one department. The number of divisions was diminished in order to keep competence together, with total staff numbers still decreasing. Seven departments hold their own budgets. The two LHC departments should eventually become one. All departments are on an equal level, and the head of each has two responsibilities: to run their own department efficiently; and to have a collective responsibility for running the full facility. The department heads and the directorate meet in the Executive Board. Another change made was on the running of projects (LHC experiments, CLIC, LCG, EGEE, CNGS). Heads of Projects define and follow the progress of the work packages, which provide a comprehensive coverage of their Project; they can report to the Directorate, but the budgets are handled by the departments. Setting of priorities and resolution of resource conflicts are handled at the upper level of the organisation. The Secretary General, who has no hierarchical responsibility, reports directly to the Director-General. He handles a variety of things
which are the direct responsibility of the Director-General (the Safety Commission, Host States relations, etc.), his task being to make things easier for him.

One main goal was to improve the work of the Council by minimising the repetition of reports at different committees (SPC, FC, and Committee of Council). Committee of Council no longer exists (since January 2004) and Council now has three types of meetings: closed, where decisions on individuals can be made; restricted, for which attendance is limited to delegates plus relevant experts, where there can be a frank and open discussion with no minutes taken for particularly sensitive items; and the open meeting with a different agenda to the restricted meeting, with the chairman informing the full attendance of Council (observers, public etc.) of decisions made in the restricted meeting. The Director-General made a plea to Council to concentrate more on strategy. It has an important role to play in the coordination of European particle physics, the largest change.

The most important change within CERN was to try to improve individual responsibility at all levels of the hierarchy. The second was to ensure an understanding of the scientific strategy in-house. LHC is the clear priority but CERN should look beyond and prepare for the next steps, despite the lack of funding. The third was to be able to measure and improve efficiency. The internal audit has, up to now, been in charge of looking at budget matters plus a variety of other things which should no longer be in their hands. They should now also look into how each department operates and evaluate global efficiency. Risk analysis is important. Safety matters are extremely important and should be the responsibility of everyone; however it will take time to improve the safety culture in the whole Organisation.

There is a collective responsibility to help departments who get into trouble and the Directorate’s duty is to help in any way possible. They must have a true understanding of difficulties. It is their role to revise and follow the progress of the work packages and it is at that level that help can be given, as difficulties should be limited to individual packages. The LHC goal is to have collisions by summer 2007 and everything is driven by that. In summary, the Director-General said that the success of the changes is difficult to measure, but stated that he does not see the necessity to make any changes to the structure.

This year, the 50th anniversary, took a lot of time and effort, which was very worthwhile, giving CERN much more visibility, but this special year has taken its toll on the operation of CERN, with the Directorate having too many things to deal with.

The main goals of CERN are research, technology transfer, education and fostering good relations with participating countries. The number of staff is insufficient to fulfil the tasks and this will need to be revised. Numbers were decided with no real knowledge of the needs. The number of member countries and the number of users has increased substantially (from 2000 to 6400) since 1979 when there was ~ 3900 staff. Now there is about 2500 staff, still reducing, and the programme of work is much bigger. Users suffer from the lack of resources.

F. Navarria asked if there were any clear numbers on savings. The Director-General replied that it is not easy to estimate. The introduction of Local Staff has made some savings by increasing efficiency. There have been other savings by reducing the
duplication of effort on computing tools, although the number of people involved has not changed.

F. Navarria then asked what the role of the SPC was with respect to Council. The Director-General commented that the SPC has always discussed science that is focussed on CERN. The SPC is there to help Council. It is important that ECFA also reports to Council on the outcome of their meetings and visits. They will report at least once a year.

F. Navarria asked what the CERN position is on the linear collider. The Director-General replied that he represents CERN in ICFA, a body which has no power or budget but is a kind of club to look at the future and help the community to have clear guidelines. He stressed that for a 0.5-1 TeV linear collider a decision on technology had been taken to consolidate R&D efforts in one direction and hence save resources worldwide, but no decision to build. The creation of a European-wide steering group (ESGARD) for accelerator research was a good thing and the Director-General wants this group to report to Council too. This is how CERN participates, through the European projects, funded currently by increasing the budget deficit, the only way possible now. In March 2005, there will be meetings with Funding Agencies to discuss budgeting concerns. A Linear collider will cost more than the LHC. No irreversible decisions will be taken before 2010/2011.

G. Wilquet asked if there was an estimate of the number of staff needed at CERN. The Directorate is making steps to propose an HR policy and manpower plan to Council in 2006.

K. Freudenreich congratulated CERN on the Open day and asked if it could be repeated annually. The Director-General commented that there were 32,000 visitors this year, which is not easy to handle, and to do this annually is too large a burden. There will be a good opportunity just before LHC start-up, so they plan to have one in three years time.

K. Freudenreich also commented that particle physics has strong competition with bio-physics and there is a need for senior physicists (particularly Nobel Prize winners) to help in lobbying for funds. The Director-General said that as 2005 is the year of physics, this would be a good opportunity. The Globe of Science and Innovation should be used as a focal point, but there are not enough resources and sponsorship is needed. The Management would like to have something in place next year.

5. MATTERS ARISING FROM THE PREVIOUS MINUTES

a. ACTION ITEMS

CERN management

- Request for Ci permits for spouses of CERN Users (March 1999)
  - No news
- Investigate urgently the need for additional hostel capacity during LHC detector assembly and operation (June 2004)
  - See below
• A. Naudi to follow up the request to be able to book hostel rooms using EDH (September 2004)
  ○ This is not feasible as EDH is only a payment tool, not a booking tool.

ACCU delegates

• To try to estimate the demand for hostel and apartment accommodation from 2007 on for physicists from their country (September 2004)
  ○ See below
• To give feedback on the proposal to block book rooms in the new hotel near Balexert from next summer (September 2004)
  ○ See below

Others

• C. Onions to circulate the updated instructions for people who are the victims of thefts to Team Leaders (September 2003)
  ○ The fire brigade has not yet updated the instructions, mainly due to their involvement in the 50th anniversary celebrations

J. Wilson presented the results of the questionnaire on user requirements for hostel accommodation and apartments when LHC starts up. Replies had been received from fourteen member states, including answers from 40% of Italian users:

(i) the statistics showed that 43% of requests to stay in the hostel were not fulfilled because the hostel was full. The construction of a third hostel with ~175 beds (a conservative number?) therefore appears to be fully justified. J. Wilson suggested that we should proceed without delay. A. Naudi reported a proposition from a firm wishing to build a hotel on the route de Mandement, very close to CERN, with of the order of 130 rooms. An on-site hostel with ~175 beds close to the other hostels would cost ~ 15 MCHf and would take 30 months to construct from the approval date. He commented that the present housing fund debt will be cleared early in 2005 but that CERN does not have the money to make another loan to the Housing Fund. A. Naudi would prefer the off-site option in order to minimise CERN commitments. Both options will be studied further and more details will be available for the March ACCU meeting.

(ii) There was strong (but not overwhelming) support to use the Etap hotel near Balexert. (In the questionnaire, room charges of 89 Chf per night were quoted. If, after negotiation, room rates were significantly less, the fraction of users in favour of this option might increase markedly). A. Naudi proposes to block hotel rooms (40-50) as a temporary solution for ~18 months with a view either to build an on-site hostel or to use a hotel built outside close to CERN.

(iii) On apartments, the statistics indicate that there will be more than three hundred people seeking long-term accommodation at LHC start-up, with no preference for France or Switzerland but little interest in the Haute-Savoie.
A. Naudi commented that it is impossible to find apartments in Switzerland. There are few available in the Pays de Gex and the only possibility is to look in the Haute Savoie (Annemasse). More precise information would be necessary on what types of flats are needed and for what periods. To influence future construction and to block apartments for CERN users, CERN would need to give promoters guarantees. The Director-General commented that this should be the responsibility of the different countries. A. Naudi stressed that CERN could take care of the paperwork but that Funding Agencies would have to take care of the funding. It was suggested that CERN should inform the Communauté de Communes so that they can plan ahead. A. Naudi replied that more detailed information would be necessary. In particular, he asked ACCU to inform him whom in the various countries he should contact regarding needs and guarantees for long-term accommodation.

In the discussion, it was suggested that a report should be drafted and countries who did not yet reply to the housing questionnaire should be asked to do so as soon as possible.

F. Navarria raised the question of a web-based booking system for hostel rooms. This was discussed in the Housing Fund Committee and it was agreed that until the hardware and software in the hostel reception has been replaced no further strain should be imposed on the existing outdated, increasingly unreliable equipment. Web-based booking is not necessarily the panacea that it would appear to be. Normally it requires payment in advance by credit card (many Users have shown reticence in divulging details of their credit cards to the hostel reception) and each modification incurs a charge. With the present average modification rate of reservations in the CERN hostels at 40%, room charges could easily end up much higher than the present going rates.

6. NEWS FROM THE CERN MANAGEMENT

The Director-General reported first on the LHC. The top priority is to keep to the schedule. The procurement of high technology components was initially expected to be problematic but it is in fact going very well and the Director-General foresees no problems. The second level of technology, for example the connection boxes, suffers from a lack of manpower, which led to delays in providing drawings. These are on the critical path but should be in time. The QRL is much more difficult. Following the manufacture of a good prototype, a turnkey contract was drawn up with a company. Installation in the tunnel was a failure and in June there were found to be problems with many parts. It was decided to revise CERN’s position and to no longer have a turnkey contract but to have much more CERN involvement. 18 months have to be recovered on the schedule. Repairs have to be done on one quarter of the length of the tunnel, and one eighth has to be removed. Installation work will have to be done in parallel and CERN will do all repairs on site so that the factories can continue with new production. It will not be impossible to recover the delay and the CERN management are working on that assessment. More will be known during the first six months of...
2005. The Management will do their utmost to keep to the schedule even if it costs reasonably more.

The Director-General then commented on the status of the experiments. ATLAS has tested three coils; two are in the cavern and five others on the site. They are well on track to close the cavern in April 2007. CMS is not in such a good position due to problems with the crystals for the electromagnetic calorimeter. They are relying on two Russian and one Chinese firms but ministerial level intervention is needed to ensure that things run smoothly. They hope to have enough crystals for the barrel calorimeter but they will start without the end-cap (which will only be ready for 2008). A lack of manpower for cabling means that they will not be ready by April 2007. The Director-General commented that all the collaborators should provide effort to help them finish in due time. LHCb will be OK, for ALICE there is quite a delay and they will not be complete in April, but this is not a real problem. On computing for LHC, this has so far been done with voluntary contributions (30%) plus the CERN budget. For 2006-8 there is 16 MChf of manpower costs missing. The management will look for more contributions. The Grid and EGEE have been started properly. A decision on a single direction to follow should be taken in 2005. Currently the grid is not reliable but Management is convinced that it will be OK. The Director-General then mentioned the reorganisation of the detector support groups in PH Department. He also mentioned the proposal for CLIC support worldwide. Discussions have taken place with Asian countries looking for more involvement in CERN. China is very interested, and the Director-General had a one-hour meeting with the President.

In the discussion, when asked about the extra costs which might be incurred to solve the QRL problems, the Director-General said that these should not be high enough to pose serious problems. A. Naudi then commented briefly on the manpower planning exercise, which is very extensive and will take time to prepare. This will provide a manpower plan as part of a personnel policy for the period 2007-2017 and will allow CERN to tackle other programmes.

7. COMPUTER SECURITY

L. Cons reported on computer security at CERN on behalf of the security team. The number of incidents is increasing dramatically. This was illustrated by showing the plot of the number of incidents over time. The types of incidents include: compromised systems; compromised CERN accounts; serious viruses and worms; unauthorised use of file servers and P2P software; plus other miscellaneous security alerts. One reason for the increase is the easy availability of hacker tools on the network. Intruders are difficult to find and stop as they hide behind multiple hacked computers and international laws are lagging behind. The main reason for hacking is now financial gain - selling e-mail addresses, leasing compromised computer accounts to send spam and stealing credit card details is a lucrative business. The average time between the announcement of a software vulnerability and an attack exploiting it was reported some months ago as having shrunk from 99 days one year ago to 5.8 days. The average unpatched Windows PC lasts less than 20 minutes on the Internet before it is compromised. In June 2003, the "survival time" of an unpatched PC was approximately 40 minutes. As of today, the
average was less than half that: only 16 minutes. The many different ways in which an intruder can break in were described and then some advice was given on how to combat the threats. It is recommended to use managed systems, ensuring protection when away from “home”, e.g. Firewall protection, automated patch and anti-virus updates and to use secure working methods: use applications gateways (WebMail, WebDAV, Windows Terminal Services), SSH via LXPLUS and use good passwords, keeping them secret (see http://cern.ch/security/passwords for recommendations). Users should become Cyber wise: don’t read suspected SPAM or open unexpected attachments; don’t visit untrusted web sites (browsers regularly have holes); don’t copy files from untrusted sources; only install trusted applications with managed updates; and don’t get fooled by the tricks. Respect the rules and follow the security advice given at http://cern.ch/ComputingRules and http://cern.ch/security.

F. Navarria commented that it is a huge problem and asked if there was any progress on international law. L. Cons commented that there is no significant progress but that it works well in some cases. In reply to the comment that it would be safer to use LINUX mail servers rather than Windows servers, L. Cons replied that Windows has more products available for virus filtering and he is not aware of any incident caused by the mail servers linked to the operating system.

8. THE NEW CERN DOSIMETER

T. Otto reported on the new CERN dosimeter. CERN’s Dosimetry Service is the last one in Switzerland to use dosimeter films, which have been around since the end of the 1960s and have not changed. The film dosimeter fails to fulfil the requirements of the Swiss dosimetry ordinance introduced in 1999. T. Otto described the characteristics of the dosimeter. The new dosimeter will only need to be changed once per year in the future, instead of every two months. The Dosimetry Service has to give dose records to the Swiss and French authorities each month, hence reading of the dosimeter at one of the many stations around the CERN site is mandatory once per month, preferably at the beginning of the month. What to do for a user not coming to CERN regularly is not yet solved – a possible solution is to leave it with the secretariat, as with the film badges, who can ensure it is read each month. Another solution for the infrequent visitor is to obtain a temporary dosimeter. Reminders will be sent by e-mail (several times if necessary) - as this is a phasing in period, they will see how effective these reminders are. As the dosimeters cost ~350 Chf, the service cannot afford to replace lost dosimeters - departments will be billed for those lost or damaged. J.-J. Blaising commented that this will be a particular problem for PH department and asked that, for Users, bills should be sent to the Team Account managers directly. Due to a lack of manpower, making available a FAQ list on the website and producing a user manual is behind schedule. As all contact with users will be by e-mail, it is important that e-mail addresses are up-to-date. This is in fact extremely important for other services at CERN too.

T. Otto then reminded ACCU of the need for medical fitness certificates in order to have a regular dosimeter. Users can get a short-term visitor’s dosimeter once a year for not longer than two months, but for second visit have to provide a medical certificate.
There was a lot of discussion on what damage should be charged to users – if the device is too fragile then damage might easily occur. As the first units are due for exchange in February, there will be some statistics available then as to their robustness. The units will be used in hard-hat areas for some time – will the units be too fragile for this environment? T. Otto commented that experience shows that in similar environments, such as nuclear power plants, breakages are not significant. PSI is the only other lab using these dosimeters and there are no statistics available on breakages (however, PSI never loses one). When asked why there is no slow neutron detection as in PSI, T. Otto commented that not all PSI detectors are equipped. The CERN dosimeters are not equipped as nobody at CERN is exposed to significant slow neutron dose. There was a request for the medical service to publish a reminder about medical certificates.

9. REPORTS FROM ACCU REPRESENTATIVES ON OTHER COMMITTEES

Housing Fund Committee (HFC): The main points from the December 7th meeting were discussed under “Matters Arising”. There wasn’t time to cover other points from the meeting, they are summarised in the transparencies available on the ACCU website.

Restaurant Committee: C. Martinez Rivero reported briefly on the meeting of December 7th. There was a discussion on smoking and a proposal to forbid it in the restaurants has been put forward to the Standing Concertation Committee. The monthly report from the dietician indicated that there are problems with insects and grease in restaurant number 3. The committee president will meet with the person responsible for the restaurant to discuss solutions to the problems. Many small problems are raised and there is a clear need for a contract manager to handle them. This is to be looked at. The Novae kiosk will close earlier, at 16:30.

10. USERS’ OFFICE NEWS

C. Onions reported on the refurbishment of the Users’ Office, the results of the questionnaire and the follow up. The Users’ Office refurbishment had at long last started after months of delay and the office is now temporarily housed in building 2 (2-R-030) until the end of February. C. Onions apologised to the Users for the inconvenience.

The response to the questionnaire had been good, with 1586 replies. Various graphs showing the results were shown. 80% of the users are either satisfied or very satisfied, with 20% only just or not really satisfied (although there is more dissatisfaction on the question of opening hours). For the 80%, it is important to keep doing what we do well, for the 20% we need to see what to change. Using the results of the questionnaire as input, a Users’ Office Team Building exercise was held on October 20/21st. A number of things were identified to follow up, and a subsequent ½ day meeting on November 9th looked at one of the topics. This has already led to an improvement in the reception of Users. After various comments on the layout of the office, when the office extension is complete, extra partitions will give a little more privacy to users and reduce the noise level within the office. A clearer system of queuing will be introduced, with indications
of who is available. The possibility of opening at lunch times will be looked into – staggered lunch breaks may be one solution but, with part-time staff, holidays and illnesses, there can be no guarantee to be open. The level of bureaucracy was criticised but this is not easy to change as CERN has obligations to both Host States to fulfil. Ways to minimise the amount of bureaucracy are being looked into - Host States services are discussing with the Swiss authorities the possibility of issuing a *Carte de Légitimation* instead of an *Attestation de Fonctions* in the future. Also, when a User has not extended his contract within the renewal period of two months, we are obliged to terminate the User registration (the Host States had requested that this be done within one week!). This renewal period could be longer for Users not holding Host States documents. It will be difficult to reduce waiting times in the office - some reduction was achieved when the CERN attestations were abolished earlier in the year, but as from January 2005 the Users’ Office will handle all Unpaid Associates for the whole of CERN (apart from a handful of special programmes). This will increase the work load by at least 10% and no extra help is forthcoming. Requests from users to be able to pre-register and to renew contracts electronically are unfortunately low on the list of priorities for IT/AIS, so we are unlikely to have this for some time. Improvements to PIE are under way and we will hopefully have a faster version early in 2005. The management of the institute database should also improve; work having started on a single more manageable tool.

In summary, there was a good response to the survey and we are doing our best to react to the main points raised. Some things have already been done; other things will be done when we are re-installed in building 61. Other things rely on other services at CERN, for whom the Users’ Office does not have a high priority.

Other news mentioned was the modification to the various Users’ Office forms for use by both Users and Unpaid Associates.

New guidelines for registration have been given – users can be registered for an experiment up to ten years after the completion date.

**11. ANY OTHER BUSINESS**

Finance Department will no longer attach vouchers to the monthly invoices for Team accounts. This has already been the case for many Team accounts since 2002. Supporting information, if needed, can always be obtained from E. van Hove, leader of the Teams and Collaboration Accounts section in Finance Department.

The Belgian delegate raised a question about CERN invoices which make no reference for goods purchased by the team via CERN to the original invoice of the company that delivered the goods. He will discuss this directly with Finance.

The Austrian delegate commented on cases where the time between the entry of a request in EDH and the placement of the order with the external firm took several weeks. He has in the meantime discussed this with the Purchasing service.

He also commented on the state of pedestrian walkways on the site. In many places they are not in a very good shape (narrow, distorted by roots and flooded in case of rain) or not practical (e.g. between buildings 38 and 39, where for some reason pedestrians are supposed to pass via the parking of building 39). This will be brought to the attention of the service concerned.
J.-L. Denblyden made a plea for ACCU help to get support for CERN clubs, which are used by the User community. Currently the PH/SMI group tries to help but has no money and no mandate. He will present this to ACCU in the March meeting.

12. AGENDA FOR THE NEXT MEETING (March 9th, 2005)

The agenda for the next meeting should include reports on the Purchasing procedures, CERN clubs plus reports from ACCU representatives on other committees.

a. ACTION ITEMS

CERN management

- Request for Ci permits for spouses of CERN Users (March 1999)
- Investigate urgently the need for additional hostel capacity during LHC detector assembly and operation (June 2004)
- A. Naudi to look into the feasibility of making a web booking system for hostel rooms available (December 2004)

ACCU delegates

- Delegates who have not given estimates of the demand for hostel and apartment accommodation from 2007, or feedback on the proposal to block book rooms in the new hotel near Balexert from next summer, to do so as soon as possible (December 2004)
- ACCU delegates to inform A. Naudi who in the various countries he should contact regarding needs and guarantees for long-term accommodation (December 2004)

Others

- C. Onions to circulate the updated instructions for people who are the victims of thefts to Team Leaders (September 2003)

Chris Onions
December 8th, 2004

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Presentations from the meeting can be found with the minutes on the ACCU web site at http://cern.ch/ph-dep/ACCU/Minutes/