The following were proposed as AOBs for the March ACCU meeting. We will try to resolve them before the next meeting; some comments/replies have been appended to most of them:

1. Will IP telephony become available at CERN?
   IT is preparing the ground for internal IP telephony. Needs to be addressed in two separate steps:
   1) The existence of an infrastructure allowing IP telephony to be made. This project is currently being handled within the CS group and requires changes and investments in the telephone exchange area.
   2) Once the infrastructure is in place, the deployment and support of software to allow end-users to place and receive phone calls from their desktops, wi-fi phones, palm, pocket-PCs etc. This area is currently being investigated inside the IS group.
   Step 2 is in a simple evaluation phase as the activity is not yet funded.

2. A physicist tried three times to attend the obligatory safety course and each time the course was cancelled. He requests that these cancellations are published somewhere, on the Users’ Office or safety internet pages.
   A DVD based course will be made available within a couple of months in Bldg 55, so it will be possible to follow the course the same day as registering.

3. there are too few IP addresses in building 867 (lab II)
   advised to contact IT network people

4. Insufficient stock-keeping: a user had to wait 9 months for one item; one had to wait 4 weeks for a printer cartridge.
   It is a policy decision to maintain a minimum stock: however with certain guarantees for delivery from outside.

5. very slow dispatching/shipment of a particular order
   contacted the service – delays were mainly due to a non-declared safety hazard
   *There will be a report on “Logistics” in the June ACCU when points 4, and 5, can be raised*

6. Heating problems in many buildings, it took one week to go from 13 degrees to 19-20 degrees
   Presume this was beginning January – not much can be done

7. Hostel
   - Why have the opening times changed and why is there now a longer wait at the entrance to get the key after a certain time?
   Opening hours were extended in January; there was not time to report this in the December HFC report. Hours are now 07:30 – 19:30 weekdays, 09:00 – 13:00 weekends. Since the transfer of the CSA (‘Centrale de Surveillance des Accès’) from building 120 by Gate B to the entrance to the Prévessin site, building 120 is no longer manned permanently, so delays can occur. Special arrangements have however been foreseen with particular regard to hostel keys. The wait should not exceed ten minutes. The contractor has now been reminded of this.
• Suggestion to increase the wireless signal in the building 38
  Wireless connections were requested via HFC – building 39 is now operational, an estimate for building 38 is being requested.
• Put more garbage receptacles in the kitchens to separate the wastes for recycling purposes.
  Suggestion has been forwarded to HFC representative

8. A new user was registered in the Users’ Office. When he went to ATLAS to claim allowances, he was asked to provide a certificate signed by his Team Leader to say that he is insured, information already provided when registering in the UO. All experiment secretariats have been asked to demand proof of insurance whenever a User has to receive a payment, irrespective of when the User registered with the Users’ Office

9. Difficulties providing new users with a CERN driving license
  The procedure has been streamlined in recent months and users should be able to obtain a license quickly

10. Problems with the introduction of the new LINUX
  This is a subject for the Desktop Forum.

11. CERN home page. It is harder to find the relevant links than it was before, there are also dead links here and there.
  Who is now responsible for the home page?
  It was suggested to ask for a presentation in the September ACCU (the June agenda already being full)

12. A User spending a few months per year at CERN should not have to open a bank account to receive payments
  It is possible to be paid via “bon de caisse”. With this, the User goes to the bank and draws out cash. This gives extra work to Finance and should therefore be minimised.