

Summary of the MyCERN Kick-Off meeting held on 11.10.2016

Present: Doris Chromek-Burckhart, Anna Cook, Thomas Baron, Gabriele Thiede, Kate Kahle, Sotirios Boutas, Olaf Van Der Vossen, Christoph Balle, Pedro Martel, Marion Aurelie Renard, Gaelle Duperrier

Excused: Petra Pamblanco, Didier Constant

Minutes : Marion Renard, Petra Pamblanco, Gaelle Duperrier, Doris Chromek-Burckhart

Indico reference: <https://indico.cern.ch/event/576531/>

Action List

- **Participants to prepare the list of services and procedures which will be included from their department.**
- **Thomas will create a MyCERN team in mattermost (done already)**
- **Prepare for the discussion topic of the next meeting: Scope of MyCERN. Ideas and questions could be exposed and discussed on mattermost beforehand.**

Agenda

Introduction to this kick-off meeting – Doris
Introduction of each participant
MyCERN project presentation – Doris
Goals, Scope
Proposed working methods
Round table discussion

1. Introduction – Doris

Doris welcomed the participants to this working group. She explained the aim of the kick-off meeting is to make sure everyone has the same information so that subsequent discussions can be smooth and efficient. Working group members come together from eight different departments and with their varied expert knowledge, experience and different views. We have the great chance to work together on a common goal: the definition of the scope and functionality of the MyCERN project and the study of and suggestions for its technical feasibility.

2. Participants presentation

Doris Chromek-Burckhart: Head of Users' Office, EP, MyCERN project manager
Gaelle Duperrier: Supervisor of the Users' Office, EP
Kate Kahle: Editorial Content Development Section Leader, CERN Education, Communications and Outreach Group, IR sector
Sotirios Boutas: Co-website author, guidelines, IR sector
Thomas Baron: Section Leader for collaborative tools in the CDA group, IT department

Christoph Balle: Head of Safety Training, HSE group.

Olaf Van Der Vossen: Group Leader service Management and Support, Head of Service Desk, SMB department

Pedro Martel: Responsible of Access Control, BE department

Gabriele Thiede: Section Leader of Administrative Processes- FAP, Responsible of the admin e-guide, represents also the FAP-AIS group

Anna Cook: Deputy Group Leader of Talent Acquisition.

Marion Renard: Users' Office, MyCERN project administrator.

Petra Pamblanco (in absence presented): Users' Office EP, responsible for the CERN Newcomers Guide, MyCERN project administrator, Webmaster of the Users' Office websites.

3. Project presentation (slides)

Doris went through the slides that she had presented to the Extended Directorate on 23rd of August.

4. Working methods (slides) by Doris

Doris proposed a flexible framework which is targeted to the goals and allows change where it helps the working group to work better and more efficient. Meetings will be held weekly and last 1 ½ hours. Side tracks will be held. These are meeting with specialists and services who are not represented in the working group or meetings to discuss in depth technical topics.

A working page has been set up to hold the working documents. The page is public but access to the documents is restricted to the working group (sign in).

Project working web page: <https://mycern-project.web.cern.ch/>

Two egroups were set up:

MyCERN-Project-WorkingGroupMembers

alias MyCERN-Project-WG

MyCERN-Project-Info

The Web page provides the possibility for Forum discussions. Another option was proposed by Thomas: Mattermost

Administrative help will be provided by Marion Renard and Petra Pamblanco.

Gabi pointed out the importance of using the correct terms during the preparation of the conceptual design (for example distinct procedures from processes). It is important to use the accurate terminology to ensure that all participants are on the same phase when discussing a subject. Gabi also requested to set priorities and noticed that content is one of the highest priority for the start-up of this project.

Thomas proposed a chatting tool for the group --> Mattermost instead of the Drupal Forum. Sotirios said that the Drupal forum includes an update delay of up to ½ hour.

Therefore the participants agreed to try out Mattermost and explore its suitability for the working group. Thomas agreed to set up a MyCERN team in Mattermost.

On the content, Thomas suggested that web pages should allow for performing actions directly from the page. Example: A user could validate their account directly via an integrated interface. He said that the tool should also include smart ways of presenting or for navigating through information. Thomas mentioned [on-site and in-building navigation](#) which would be a GPS-like navigation system on the CERN geographical sites and inside the buildings that would be useful not only for MPs and newcomers, but also for visitors.

Olaf insisted on the importance of a single source of truth: to ensure that information is stored only at one place across CERN.

5. Round table

Pedro pointed out that the nationality should be included when speaking about the diversity of the MyCERN clients.

He said no information should be provided if CERN is not sure or not the owner of the information. A link should be provided to the original information page in the case where CERN does not own the information.

Related to the previous point Kate asked about the information range which should be included. The Communications team is developing a tool to target the information to the interest of the client. It would require the management of information: to whom goes which info? The question is whether this project would be included to the MyCERN project.

Doris said she would welcome that this was part of MyCERN. The more complete the provided information is, the more the tool is likely to be used and the information distributed to a larger amount of people. This would serve all parties.

Thomas added that there is a project for developing a new notification system (pop-up).

Doris proposed that each participant should present on-going projects and planned developments in the respective departments which are relevant for MyCERN in one of the future meetings.

Sotirios added that there is an on-going project to have a tailored and more user friendly CERN Directory.

Doris presented the MyCERN project website and suggested the participants check the current structure of the page "Internal documents" and send their comments to the webmasters.

She also presented the [information holders document](#) prepared by Petra. This document was prepared with the information published in the Users' Office Newcomers guide as

well as the departments/groups/services' websites. The participants are asked to verify and complete the information provided therein, or use it as a basis for their own list of procedures.

Finally, Doris presented the example flowcharts which describe procedures. She pointed out that it would be useful to have a list of procedures from each service for the next meeting. Later we will need examples of the complex procedures. These will allow the working group team to understand the complexity of the future system when it comes to defining the functional requirements for the software.

Each participant was asked to prepare a list of procedures for their own department for the next meeting.

It was agreed that the topic of the next meeting will be the brainstorming and initial setting of the scope of MyCERN.