

# MyCERN – Project

## Working Group to prepare the Conceptual Design

### *Kick-off meeting*

Welcome

Round table introduction of the participants

Introduction to the MyCERN project

Proposed Working Method

List of topics for the next meetings - all

Brainstorming on the topics raised



# History

## MyCERN project

In 2013 I had prepared a first concept, to be implemented by AIS, smaller in scope, postponed due to higher priority projects which were implemented since then

In early 2016 I discussed an evolved concept with the new EP Department Head

Manfred Krammer invited several Department Heads and I presented the project  
DHs supported the subject

23<sup>rd</sup> August presentation to the Extended Directorate  
30<sup>th</sup> August the Director General gave green light

Minutes of the ED meeting 20.9.2016:

*“Following the presentation by D. Chromek-Burckhart at the previous ED meeting, she had decided to give the green light to a conceptual design study of the MyCERN project, which would evaluate the project’s technical issues and resource requirements by the end of January 2017 with a view to an ED decision at that time.”* n.b.: “she” is Fabiola Gianotti

# Introduction of all working group participants



# MyCERN

*Coming to CERN, Working at CERN*

*A Welcome Center and  
Personal Assistant for handling Administrative and Practical Matters*

Introduction

Aims and Scope

Current Situation

Dynamic Web Based Center

Access Standardization to Data and Procedures

Propose Project Plan and Time Scale



# Introduction

**MyCERN** project proposes to

*create a personal space for people at CERN*

A global approach regarding administrative procedures and practical information

to welcome people coming to CERN

to accompany them while working at CERN and when leaving CERN

A web based personal assistant

build on an automated virtual framework and

backed up by structure with people to handle special cases and new situations



# Scope

CERN enjoys a large diversity of collaborators coming from **varied administrative cultures** in their countries and continents which is often different to ours

**17172 MP**

3209 MPE

13963 MPA

1156 paid MPA managed by HR

*including 251 summer students*

12807 USER, COAS, VISC

managed by the Users' Office in EP

*11840 USER, 392 COAS, 575 VISC*

*data valid on 22.8.2016*

from 74 countries  
with 112 nationalities

**2543 new contracts** since  
1.1.2016

*(90% MPAs)*

*data valid on 22.8.2016*

*The proposed target group for MyCERN includes all  
CERN Members of the Personnel (MP): MPE + MPA*

Contractors or registered external members (account holders) may be included later

General information would be open to the public

# Aims

## *Prepare the newcomer before coming to CERN through induction*

assist in their smooth integration to CERN and the local area regarding administrative and practical matters to enable them to take up their work quickly  
make them feel welcome, feel safe and being taken care of in the new environment

## *Accompany MPs throughout their stay at CERN and ultimately with their departure formalities and becoming a CERN alumni*

provide practical and administrative information targeted to their personal situation which is reliable and up to date through sustainable data retrieval methods

## *Raise awareness for Staff Rules and Regulations, Code of Conduct, Computing Rules, Safety policy*

## *Encourage MPs to fulfil their administrative obligations correctly* by supporting them in their administrative matters

*Save resources in administering MPs*  
*Contribute to enhancing the image of CERN*  
*Collect anonymous statistics*

while building upon the existing services, administrative tools and information providers



# Current CERN Web portal

*no information for newcomers on the web portal,  
no direct link to such information*

The screenshot shows the CERN website's 'About CERN' page. The browser address bar displays 'https://home.cern/about'. The page features a navigation menu with links for 'About CERN', 'Students & Educators', 'Scientists', and 'CERN people'. Below this, there are links for 'Accelerators', 'Experiments', 'Physics', 'Computing', 'Engineering', 'Updates', and 'Opinion'. The main heading is 'About CERN', followed by the text: 'What is the universe made of? How did it start? Physicists at CERN are seeking answers, using some of the world's most powerful particle accelerators'. A sidebar on the right lists 'ACCELERATORS' and 'EXPERIMENTS AND FACILITIES'. Annotations include a red circle around the 'Directory' link in the top right, a red oval around the navigation menu, and a red circle around the sidebar content.

CERN Accelerating science

Sign in Directory

English Français

About CERN Students & Educators Scientists CERN people

Accelerators Experiments Physics Computing Engineering Updates Opinion

## About CERN

What is the universe made of? How did it start? Physicists at CERN are seeking answers, using some of the world's most powerful particle accelerators

This content is archived on the [CERN Document Server](#)

At CERN, the European Organization for Nuclear Research, physicists and engineers are probing the fundamental structure of the universe. They use the world's largest and most complex scientific instruments to study the basic constituents of matter – the fundamental particles. The particles are made to collide together at close to the speed of light. The process gives the physicists clues about how the particles interact, and provides insights into the fundamental laws of nature.

The instruments used at CERN are purpose-built [particle accelerators](#) and [detectors](#). Accelerators boost beams of particles to high energies before the beams are made to collide with each other or with stationary targets. Detectors observe and record the results of these collisions.

### ACCELERATORS

- The Antiproton Decelerator
- The Large Hadron Collider
- The Proton Synchrotron
- The Super Proton Synchrotron
- Linear accelerator 2

[more >](#)

### EXPERIMENTS AND FACILITIES

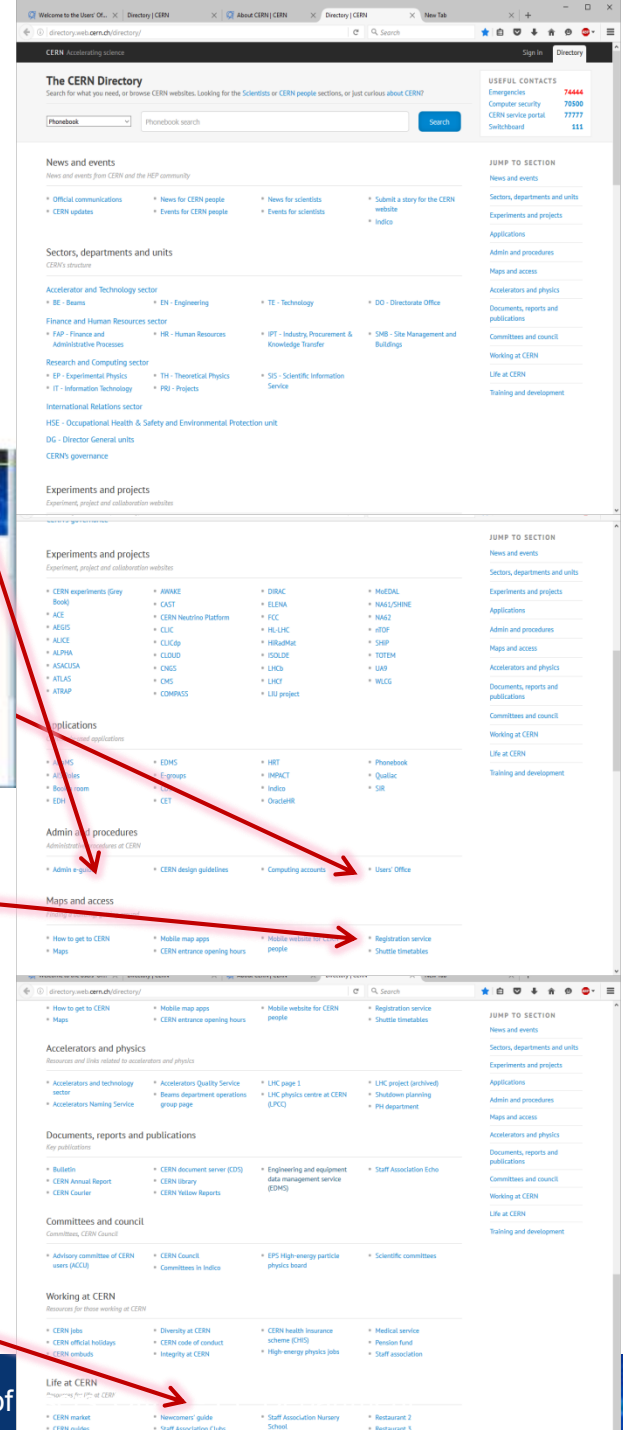
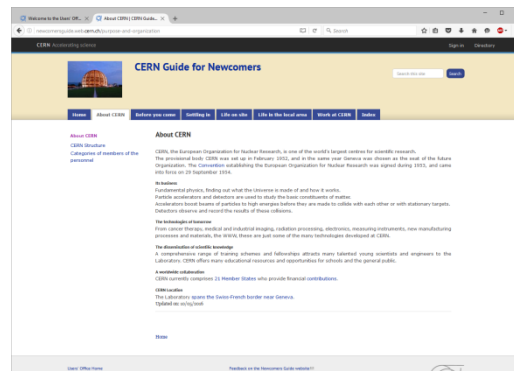
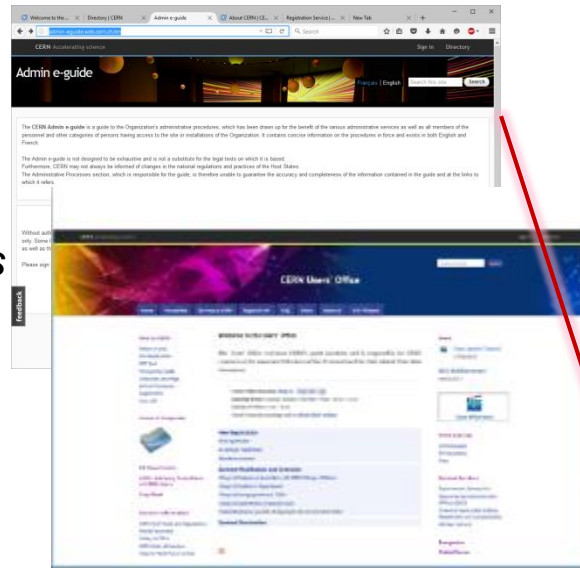
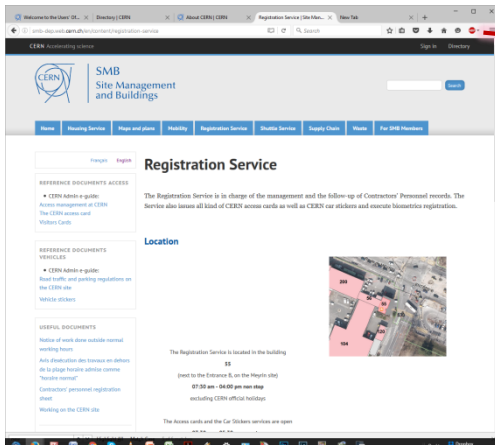
ACE	COMPASS
AEGIS	DIRAC
ALICE	ISOLDE
ALPHA	LHCb
AMS	LHCf
ASACUSA	MOEDAL

# Current CERN directory

Administrative Procedures

Registration Service  
addresses contractors

CERN Newcomers Guide



# Information at CERN

## *CERNs web pages and brochures in the departments*

present a large amount of useful information available at CERN  
on public and on protected pages

## *However*

access is not provided in a standardized way across CERN  
procedures evolve and their description moves to other places  
web pages migrate without rerouting or notification of subscribers  
overload of generally valid information can make people abandon procedures  
a variety of tools take care of procedures

## *Services are aware of the situation and prepare individual helper guides*

yet information storage and access is not standardized  
relevant information and procedures are not always sufficiently linked  
procedural information is described in a service oriented way

*There is good collaboration between individual services which we can build on*

# The MyCERN personal assistant

- Personal and Confidential*** through CERN's identity management and access to
- personnel data in CERN's databases
  - Individual preference settings
  - history recording of performed actions

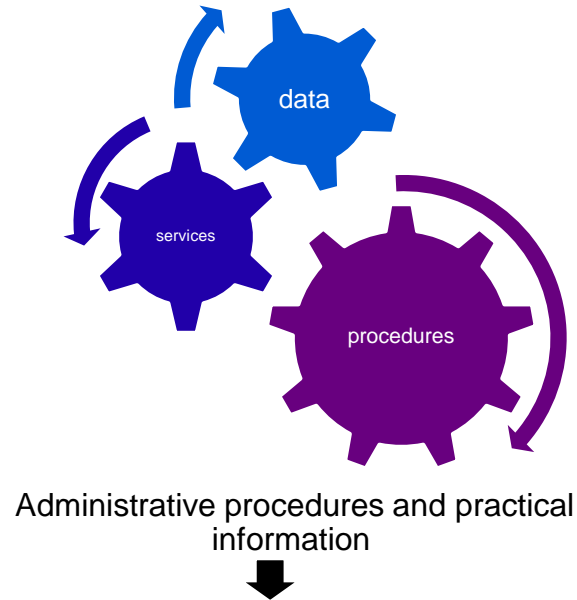
## ***Smart***

- dynamic views based on data, history and preferences including simulation of actions
- interconnection of data from different service providers at CERN
- alerts for the user to take necessary actions via a rule based system and based on combined data

## ***User friendly***

- links to CERN procedures and to practical information
- presents procedures and steps to do from the user point of view rather than from the service provider's view
- Masks off the presentation of unnecessary information

# Information Filter and Information Access



Personal data in CERN's databases

Preference management

Rule based engine

Smart history management

# Information holders

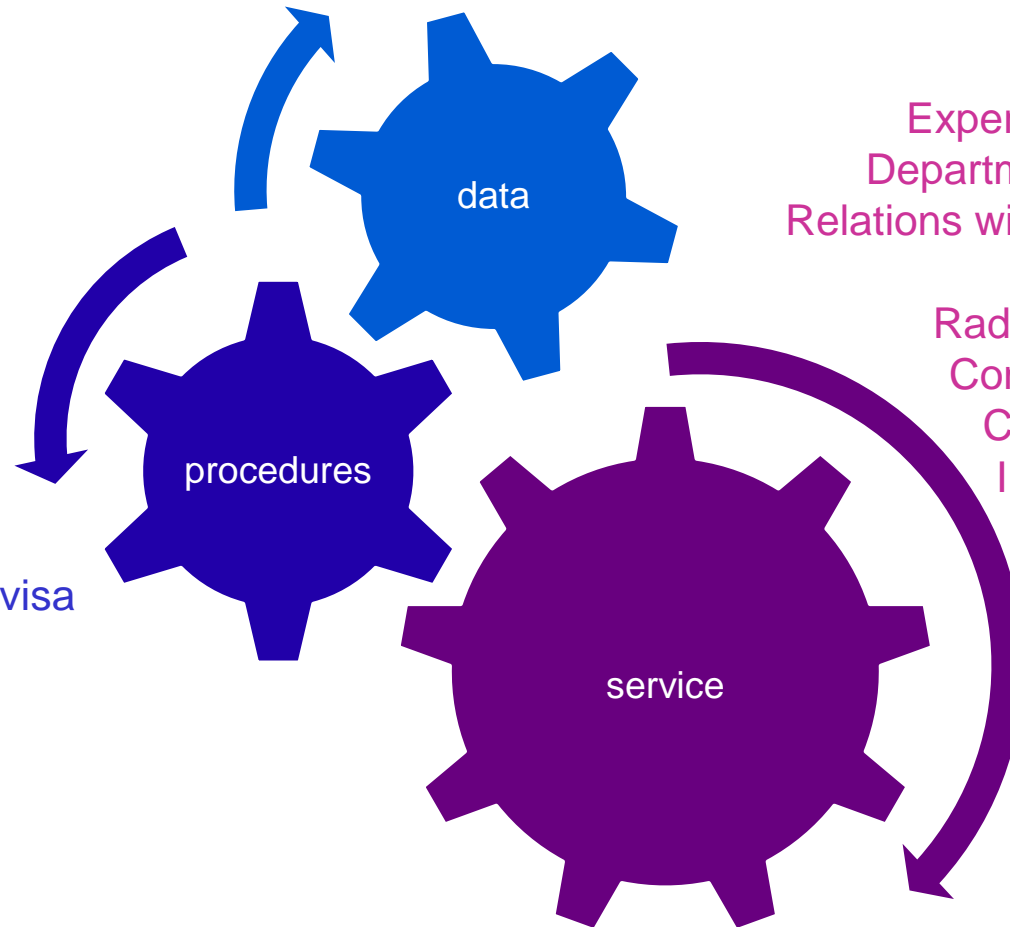
*non-exhaustive list*

## Data in CERN databases:

personal data  
access  
safety  
computing resources  
mobility  
Loans  
etc.

## Procedures for

Recruitment  
Contract handling  
Host state documents, visa  
Site access  
IT resources  
Purchasing  
Renting/loan  
Removal  
Green number plates  
etc.



## Services:

Recruitment  
Records Office  
Card Service  
Users' Office  
Experiment secretariats  
Departmental secretariats  
Relations with the Host States  
Safety  
Radioactive protection  
Computing resources  
Computing Security  
Installation Service  
Service Now  
Mobility  
Purchasing  
Access Service  
Electronic pool  
Library  
Keys  
etc.

# For achieving a sustainable product

## The project requires:

**Standardized access** to data and procedures  
via Software interfaces,  
user friendly GUI (read & write)  
No duplication of data (*single source of truth*)

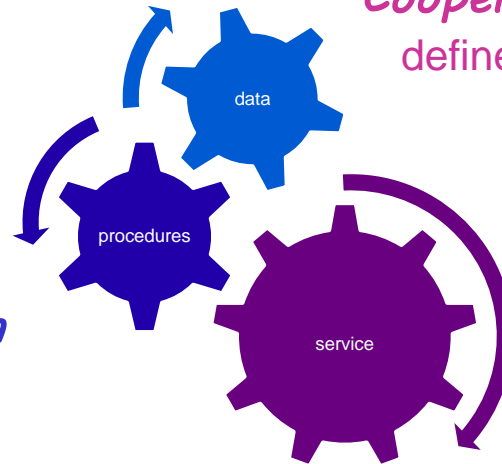
**Clear ownership attribution** and  
update responsibility for  
data and procedures

**Flexibility to guarantee long term  
usability**

Facilitate the automation of linked  
procedural steps  
Further the interconnectivity of  
administrative procedures in electronic tools

**Network of all concerned services  
with increased Synergy**

**Cooperation** between IT experts to  
define CERN standards for access  
to processes and data  
*Note: here only read access  
is required*



# Proposed Plan and Time Scale

- 1. Request the mandate for the Creation of a working group to develop a Conceptual Design by January 2017*  
*(In time to be included in the AIS work plan for 2017)*  
prepare the Conceptual Design Proposal  
perform case studies and a content survey  
pre-design software evaluations for  
    the rules engine and  
    for the data structures holding procedures and data with their interfaces
- 2. Detailed design and implementation:  
Release of 1<sup>st</sup> Version in December 2017*
- 3. Refinements: Release of 2nd Version in spring 2018*



# Working group

to prepare the conceptual design of MyCERN

# Proposed working methods

To be discussed and refined by the WG members

## *Flexible framework*

- *structured, targeted, flexible to allow change where it helps us to do a better job*

## *Meetings*

- Weekly meetings 1 ½ hours – time and day in the week to be agreed
- Side tracks: meeting with specialists and services who are not represented in the working group or to refine some topics

## *Administration*

- Project working web page: <https://mycern-project.web.cern.ch/>
- egroups:
- **MyCERN-Project-WorkingGroupMembers**  
alias MyCERN-Project-WG
- **MyCERN-Project-Info**
- Chat and social networks? Thomas proposes 'Mattermost' and CERN notification brokers and digital identity management
- administrative help – Marion Renard, Petra Pamblanco EP

# MyCERN Project Team

*The working group will prepare the Conceptual Design Proposal of the MyCERN project*

- perform case studies and a content survey of existing procedures and data
- identify, propose and compare software solutions for
  - the intelligence of MyCERN,
  - the User Interfaces (web pages, APP),
  - the software interfaces between the various data repositories or knowledge base and MyCERN;
- evaluate the necessary resources
- propose a high level implementation plan

# MyCERN Project Team Members

*Working group members contribute with their*

- expertise in software design and development
- insiders expert knowledge on existing data and procedures
- expertise in data structures, information repository and knowledge base systems
- creativity for providing a state of the art product which serves a large diversity of users (clients)
- communication with other experts and services in their department
- by ensure complete cover
- view as a user (client) of MyCERN for parts which are outside their expert domain

# 1<sup>st</sup> Topic: Scope (other topics will follow)

- Scope
  - Target community: MPs
    - Possibly other account holders
    - Diversity in CERN MP category, contract, cultural background, age, gender, residence country, interest, etc.
  - Covered subjects
    - Mandatory procedures
    - Practical help
    - Information range
    - 'nice to have' features (wishlist)

# Actions: initial list *actions are interdependent*

- Procedures content survey and case studies done per department by the representative (and other people from the department assisting them)
  - Content survey
    - Initial document available on the project web site
  - Procedure case studies
    - Identify complexity of procedures and access to data
    - Examples available on the project web site
- Identify desired modularity (architecture) of MyCERN
- Identify candidate technologies for
  - the intelligence of MyCERN,
  - the User Interfaces (web pages, APP),
  - the software interfaces between the various data repositories or knowledge base and MyCERN;
- Prepare a requirements document (functionalities)

Thank You !

Comments, questions

Brainstorming on topics

# Example

*This is currently in operation*

## *of automatically retrieved personalized information provided to the User: end of contract email*

Dear Peter Luckycoas,

Your CERN contract as COAS will expire at midnight on 01-AUG-2016. This email is sent to you to inform you about the steps you have to do.

If you wish to continue working at CERN as COAS then you need to [extend your contract](#) which you can do online via [EDH](#).

According to our records, the person signing for your contract is Frederic HEMMER.

If you will continue working at CERN under a different type of contract than COAS then a new registration is necessary. Refer to the Users' Office for contracts concerning Users, Cooperation Associates or Visiting Scientists and to the Human Resource Department for all other type of contracts.

If you will leave CERN definitely, you are requested to follow the [termination procedure](#). You are obliged to return to us the 5 following host state documents:

- Swiss Card P 60x06xx held by Mr. Peter Luckycoas expiring on 01-AUG-2016
- French Card FI M-7xxx1 held by Mr. Luckycoas Peter expiring on 09-AUG-2018
- French Card FI M-7xxx1/1 held by Ms. Luckycoas Jenny expiring on 09-AUG-2018
- French Card FI M-7xxx1/2 held by Mr. Luckycoas Warne expiring on 09-AUG-2018
- French Card FI M-7xxx1/3 held by Mr. Luckycoas Oliver expiring on 09-AUG-2018

Host state documents will not be valid after the end of your contract date even if they display a later end date.

You will not be allowed to drive with your car under green number plates. You have to contact the [service installation](#) and the [service des douanes à Ferney-Voltaire](#) to pay eventual tax for your car:

- 431 K 11yyy (OPEL ASTRA) délivrée le 23-JUL-2015

You are obliged to contact the Radioactive Source Service (73171) about the radioactive source under your responsibility.

You are obliged to return the following item to [Registration Service in Bldg. 55-1-004](#):

- CERN Access Card C-198573-1 issued on 14-JUN-2011
- Vehicle Sticker for MINI OPEL Astra with registration plate - 431 K 11yyy
- Vehicle Sticker for Vehicle Sticker for MINI COOPER with registration plate abcdefxx

You are obliged to return the following CERN key to [Key Service in Bldg. 570-R-005](#):

- RZ1052 / 11040CSA / 004 issued on 21-OCT-2014

Please note that your access to CERN and to controlled areas will automatically be blocked at midnight of your contract end date if you do not extend your COAS contract in time or continue your affiliation to CERN under a different contract.

Thank you for your cooperation,

*The CERN Users' Office*

Consult the [Users' Office Web site](#) for further information and the opening hours of the Users' Office.

Like our reminder



# Example(p1): Removal from Switzerland to France

Removal : Switzerland to France

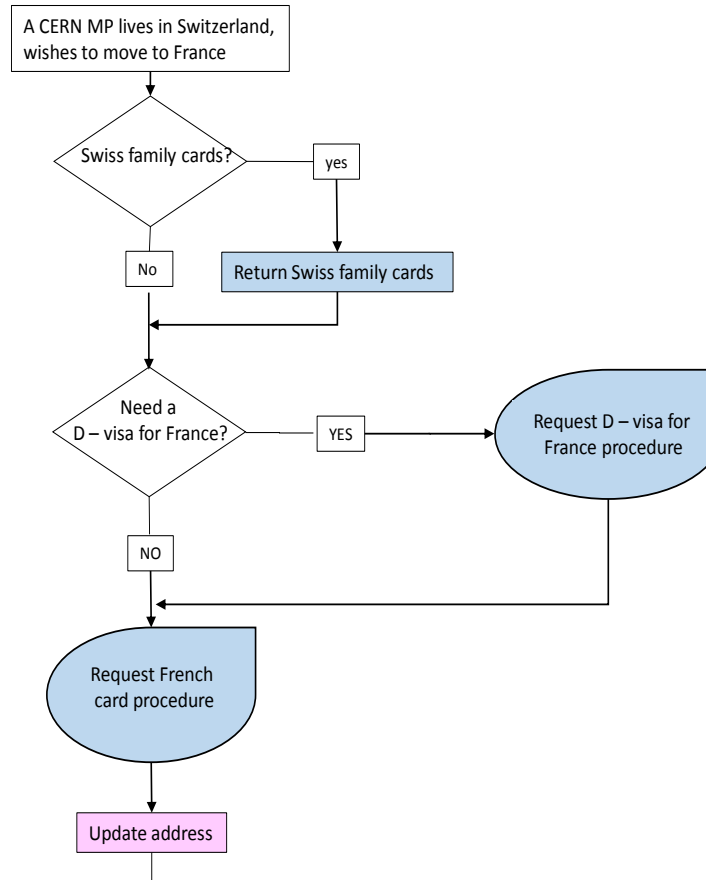
Legend (colour):

EP Users' Office / HR card service

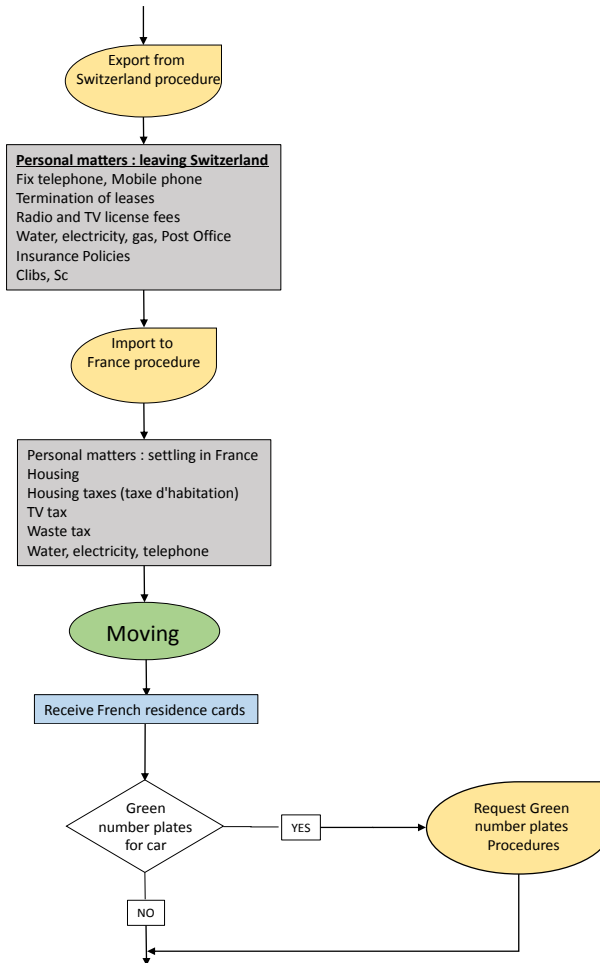
Electronic tool

SMB service

External service



# Example (p2): Removal from Switzerland to France



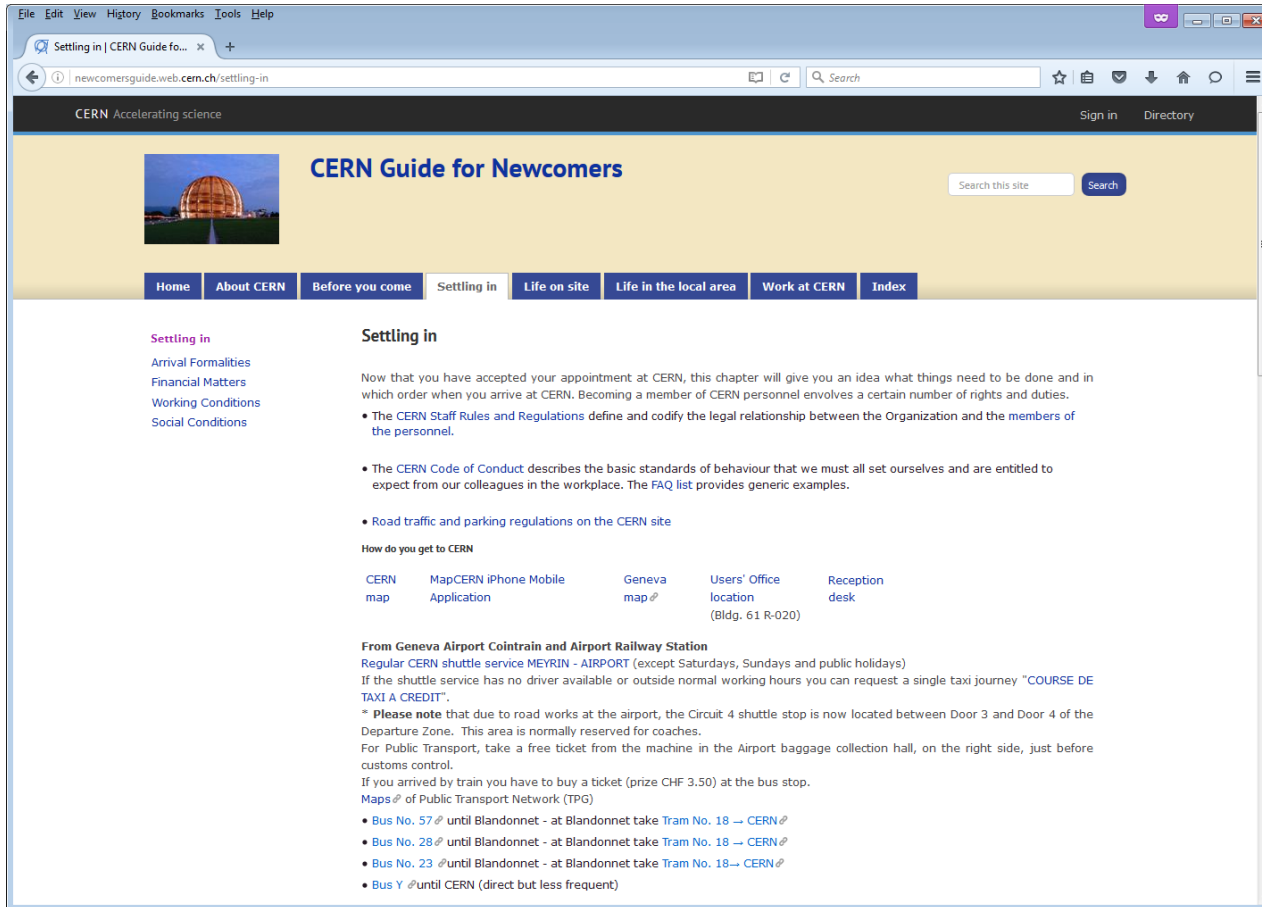
# Example arrival of a USER

Non-EU citizen subject to VISA restrictions > 3 months at CERN and to become resident in the area	
with family, spouse US citizen (non EU)	
	Service
<u>Prior to departure:</u>	
The responsible has to initiate the invitation of the person; letter provided by CERN for the person and his family; +note verbale' for France if applicable	Experiment Secretariat
Get a D visa for Switzerland or France	Consulate or Embassy in home Country
Get a filled and signed HID	Home institute
Have a Pre-registration filled and signed	Users' Office Pre-registration – Team leader
Book a hotel for the first few days	CERN hostel, SMB
Find an insurance adequate for Switzerland and France	Home country, UNIQA(HR) , AWC, private insurances
<u>On arrival:</u>	
Find CERN from airport (shuttle CERN , find timetable)	Information at the airport, SMB website, users'office
Get a pass to get into CERN, find the Users' Office	Main entrance – Bldg 55
Finalize registration for MPA and for the family	Users' Office bldg 61
If residence for France: Request French residency cards FI *	Users' Office bldg 61
Request Swiss car P (residency) for family)	Users' Office bldg 61
e-course introduction to CERN	on-line and in Building 55
Get access card, sticker for the car and computer account and email address	Bldg 55
Safety course radioprotection	Online; registration necessary for some courses
Dosimeter if needed	Bldg 55
Follow site specific security courses	online (SIR courses)
Request green plates (optional) if reside in France	Installation service
Register with secretariat of experiment	Experiment's secretariat
Get key	SMB - Bldg 56
* If the spouse wants to work:	
in France : French card FI allows this	
in Switzerland for extra European married to a European citizen (a part French citizen) : spouse is obliged to return French card FI, request a certain categories of residency card to the Préfecture (with no guarantees) then ask for a G permit to the Swiss authorities (with no guarantees)	

# Example: After arrival

<u>After arrival:</u>									
Rent a bike/car								SMB Mobility centre : Globe parking	
Find a house/Apartment								Estate agencies (French speaking), certain collaboration	
Find a car								Car sellers (French speaking) Cern Market, advertisement in the main building	
Request green plates (optional)*								Installation service, SMB; Bldg 73	
Taxes								Bellegarde	
Install Internet								Internet provider	
Mobile phone								Mobile phone provider	
Find a school/creche for children								Mairie, CERN kindergarden	

# Newcomers Guide for MPEs and MPAs – access is public (managed by the Users' Office in EP)



The screenshot shows a web browser window displaying the 'CERN Guide for Newcomers' website. The page title is 'Settling in | CERN Guide for Newcomers'. The URL is 'newcomersguide.web.cern.ch/settling-in'. The page features a navigation menu with links: Home, About CERN, Before you come, Settling in (active), Life on site, Life in the local area, Work at CERN, and Index. The main content area is titled 'Settling in' and includes a sidebar with links: Arrival Formalities, Financial Matters, Working Conditions, and Social Conditions. The main text explains that this chapter provides information on what to do upon arrival at CERN. It lists several key documents: the CERN Staff Rules and Regulations, the CERN Code of Conduct, and road traffic and parking regulations. Below this, there is a section titled 'How do you get to CERN' with links for CERN map, MapCERN iPhone Mobile Application, Geneva map, Users' Office location (Bldg. 61 R-020), and Reception desk. The section 'From Geneva Airport Cointrain and Airport Railway Station' provides details on the regular CERN shuttle service MEVRIN, including a note about road works at the airport and instructions for public transport and train travel.

Welcome brochure by HR for MPEs only – access is protected

# Mock-up

The screenshot shows a web browser window displaying the MyCERN website. The browser's address bar shows the URL `newcomersguide.web.cern.ch/settling-in`. The website header includes the CERN logo and navigation links for 'Sign in' and 'Directory'. The main navigation bar features links for 'Home', 'About CERN', 'Before you come', 'Settling in', 'Life on site', 'Life in the local area', 'Work at CERN', and 'Index'. Two prominent yellow buttons labeled 'MyData' and 'MyPrefs' are positioned on the right side of the navigation bar. The 'Settling in' page content includes a sidebar with links for 'Arrival Formalities', 'Financial Matters', 'Working Conditions', and 'Social Conditions'. The main content area is titled 'Settling in' and contains an introductory paragraph followed by a bulleted list of key documents and regulations. Below this list is a section titled 'How do you get to CERN' with links to 'CERN map', 'MapCERN iPhone Mobile Application', 'Geneva map', 'Users' Office location (Bldg. 61 R-020)', and 'Reception desk'. The page also provides information about the 'Regular CERN shuttle service MEYRIN - AIRPORT' and includes a 'Please note' section regarding road works at the airport. At the bottom, there are links to 'Maps of Public Transport Network (TPG)' and a list of bus and tram routes.

File Edit View History Bookmarks Tools Help

Settling in | CERN Guide fo... x +

newcomersguide.web.cern.ch/settling-in

CERN Accelerating science Sign in Directory

MyCERN

Home About CERN Before you come Settling in Life on site Life in the local area Work at CERN Index MyData MyPrefs

**Settling in**

Arrival Formalities  
Financial Matters  
Working Conditions  
Social Conditions

### Settling in

Now that you have accepted your appointment at CERN, this chapter will give you an idea what things need to be done and in which order when you arrive at CERN. Becoming a member of CERN personnel involves a certain number of rights and duties.

- The [CERN Staff Rules and Regulations](#) define and codify the legal relationship between the Organization and the members of the personnel.
- The [CERN Code of Conduct](#) describes the basic standards of behaviour that we must all set ourselves and are entitled to expect from our colleagues in the workplace. The [FAQ list](#) provides generic examples.
- [Road traffic and parking regulations on the CERN site](#)

**How do you get to CERN**

<a href="#">CERN map</a>	<a href="#">MapCERN iPhone Mobile Application</a>	<a href="#">Geneva map</a>	<a href="#">Users' Office location (Bldg. 61 R-020)</a>	<a href="#">Reception desk</a>
--------------------------	---------------------------------------------------	----------------------------	---------------------------------------------------------	--------------------------------

**From Geneva Airport Cointrain and Airport Railway Station**

Regular CERN shuttle service MEYRIN - AIRPORT (except Saturdays, Sundays and public holidays)

If the shuttle service has no driver available or outside normal working hours you can request a single taxi journey "COURSE DE TAXI A CREDIT".

\* **Please note** that due to road works at the airport, the Circuit 4 shuttle stop is now located between Door 3 and Door 4 of the Departure Zone. This area is normally reserved for coaches.

For Public Transport, take a free ticket from the machine in the Airport baggage collection hall, on the right side, just before customs control.

If you arrived by train you have to buy a ticket (prize CHF 3.50) at the bus stop.

[Maps](#) of Public Transport Network (TPG)

- [Bus No. 57](#) until Blandonnet - at Blandonnet take [Tram No. 18](#) → CERN
- [Bus No. 28](#) until Blandonnet - at Blandonnet take [Tram No. 18](#) → CERN
- [Bus No. 23](#) until Blandonnet - at Blandonnet take [Tram No. 18](#) → CERN
- [Bus Y](#) until CERN (direct but less frequent)

# MyCERN project Concept Preparation

*The working group will prepare:*

*Conceptual Design Report*

*High level requirements document*

*To be defined:*

*by:*

Concept, scope, global features

Functionality (technical)

technical features for  
User interface  
intelligence software  
access to procedures and data

Content

types of procedures  
types of information (data)

Personalization

personal data  
personal preferences

Rules

CERN procedure rules  
MyCERN presentation rules

Concept Preparation:

**Project Working group including a  
Group of experts with diverse background**

Software Design:

**software architects** to identify, propose and compare software solutions for the intelligence of MyCERN and the User Interfaces (web pages, APP); prepare the SW Design Proposal

Data and Procedures:

**Collaboration with the Department  
and the services** under their responsibility to select the data and procedures

Software interfaces to data and procedures:

**Procedures experts, services, software developers** to provide software access to these data

# Resources (slide presented at the ED)

## *Conceptual Design Preparation*

Project management (50% FTE)

Project team composed of experts in the services

High Level Software design by AIS

## *Implementation*

- One FTE over 1 1/2 years for the development of the MyCERN dynamic center
- One or more FTEs for the standardization of data and procedure storage and its access depending on the desired functionality
- Project management 50% FTE for 2 years (EP)
- Users' Office expertise 25% FTE for 2 years
- Project team continued with collaboration of services