



Know The New User Communities

IT-CDA project

Summary of the Results

IT-CDA White Area Meeting 27-May-2019

Project Status Report

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Background

Survey 2016-2017 - Know the User Communities

- Understand the user community
 - Evaluating user working habits and choices of hardware and software
 - Help IT-CDA to propose solutions for the future
- A Survey of 94 questions (Drupal site) asked:
 - Which devices people use and their working environments
 - Users' Communication, Collaboration and Conferencing preferences.
- 1200+ users participated - a 5 month snapshot of work practices and preferences
- Results in CDS and presented at the ITUM Meeting 29-May-2017

We saw a correlation with survey results and the age groups.

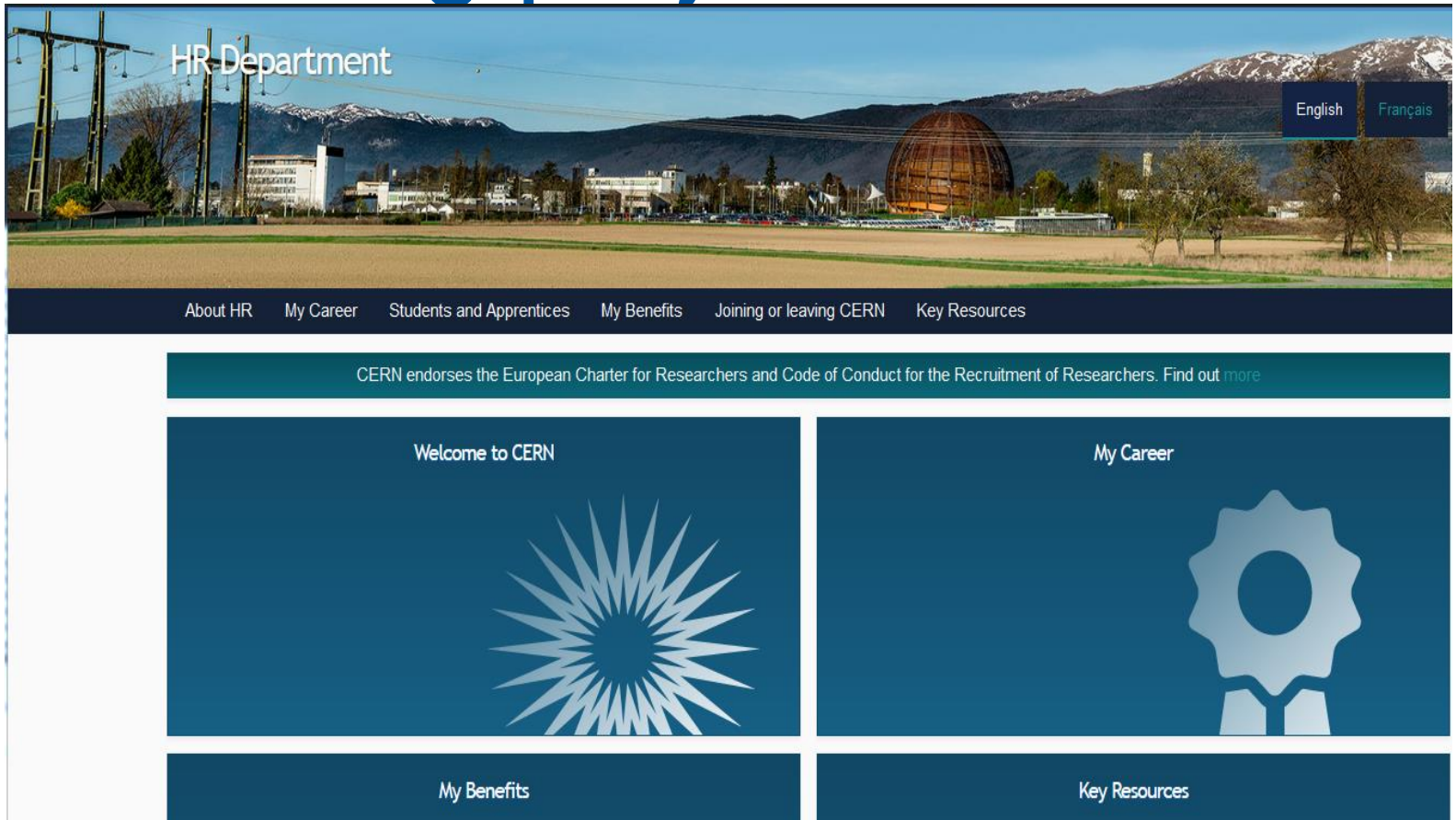
- What are the differences between of those arriving at CERN users and the established CERN user?
- Are there any new trends?

Survey for Newcomers

Survey 2018-2019

- Find out the choices and preferences of CERN's younger generation
 - For Malt – does everyone use OS solutions?
- A new shorter survey (Drupal site) targeting new users
 - Min 20 questions – Max 30
- Made available to new comers who follow the HR '**onboarding project**'
- Survey launched March 2018.
 - Not mandatory
 - Confidential
- Results of 1 year up to April 2019.

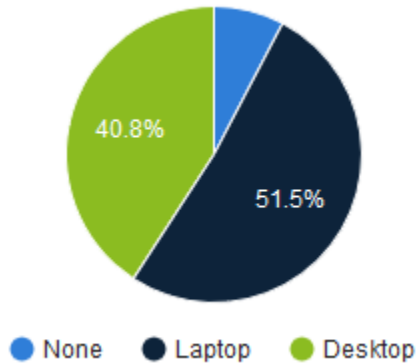
onboarding project



Setup by Anna Cook HR

Computer Hardware

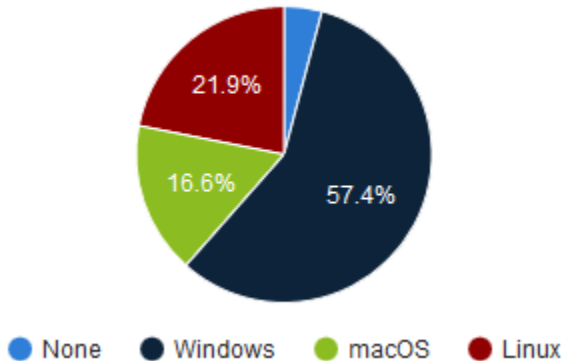
Do you prefer using a laptop or desktop?



Make of laptop



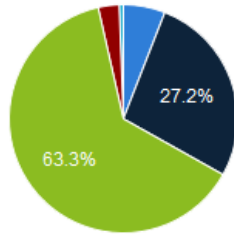
Which operating system do you prefer?



- Hardware preference is still for some sort of Laptop.
- Windows is the preferred OS of the new users

Computer Hardware

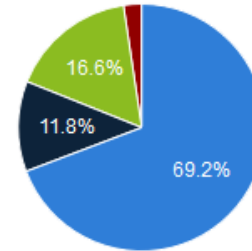
Do you use a Smartphone?



● No ● iOS (iPhone) ● Android ◀ 1/2 ▶

No	10
iOS (iPhone)	46
Android	107
Windows Phone	5
Other	1

Make of Do you use a Tablet?



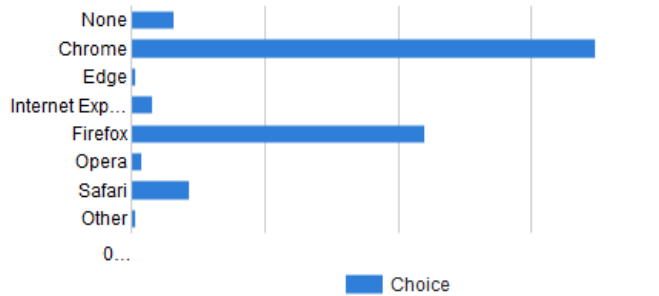
● No ● iOS ● Android ● Windows

No	117
iOS	20
Android	28
Windows	4

- In 2016-17, 23% of people said that they did not have a Smartphone.
- Here only 6% are without a smartphone and the preference is for Android
- The percentage of people using tablets (30%) and this is the same as in 2016.

Browsers

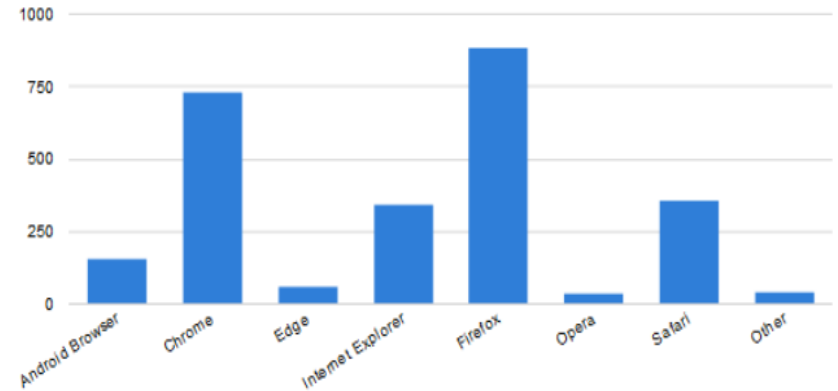
What is your preferred browser?



None	8
Chrome	87
Edge	1
Internet Explorer	4
Firefox	55
Opera	2
Safari	11
Other	1

2016-17

Compare with the same question



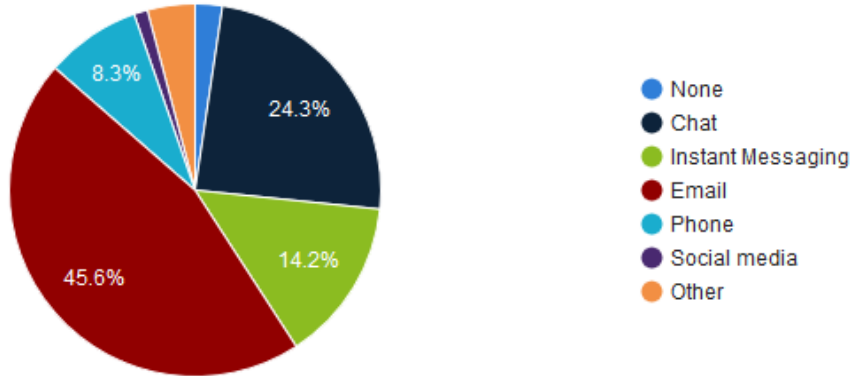
- OS browser preferred.
- Chrome has overtaken Firefox as the preferred web browser
 - From 2016: Firefox 41%, Chrome 33%, Safari 12%
- The Microsoft web browsers are not very popular with the new CERN users.

Communication

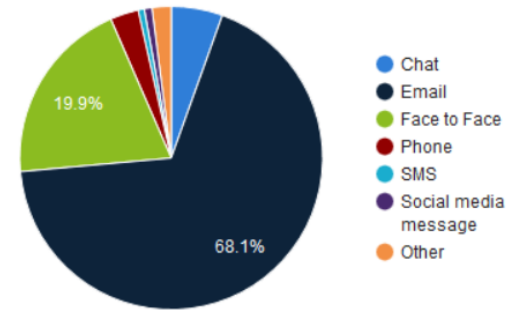
What is your preferred method of communicating with work colleagues?

2016-17

Compare with the same question



None	4
Chat	41
Instant Messaging	24
Email	77
Phone	14
Social media	2
Other	7

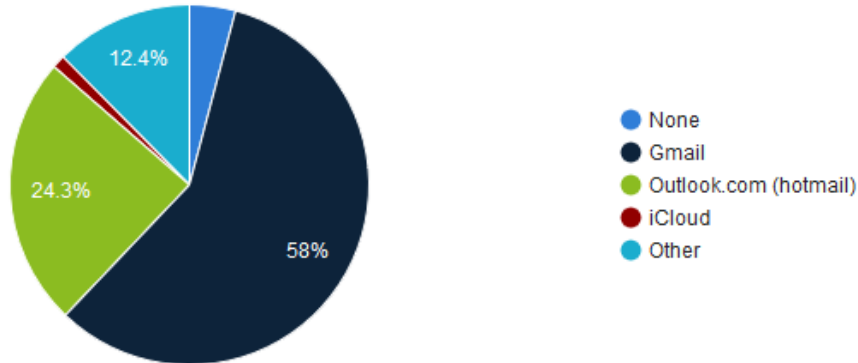


Chat	67
Email	832
Face to Face	243
Phone	37
SMS	8
Social media message	10
Other	25

- Email is the preferred method of communication, which was the case in 2016.
- Chat was favoured by 5% in 2016 - now 14%
- Social media not for work?

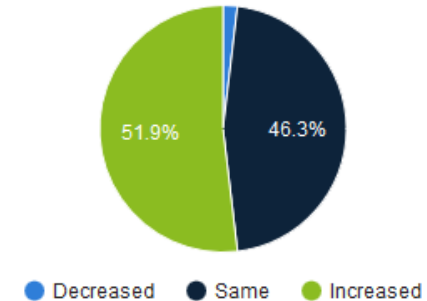
Email

What is your main email service?



None	7
Gmail	98
Outlook.com (hotmail)	41
iCloud	2
Other	21

Has your use of email increased over the last year?

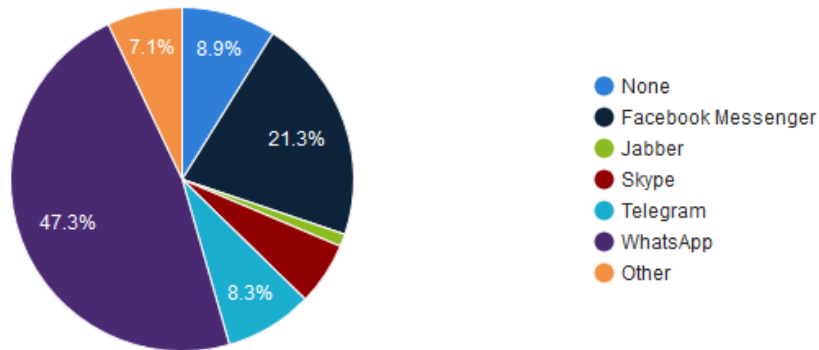


Decreased	3
Same	74
Increased	83

- In 2016 we asked if CERN users have another email service and of those users 70% used their home institute's email service and 25% used Gmail.
- For this survey, Gmail is preferred
- Outlook (Hotmail) is used by 25% of newcomers. In 2016 0.5% of participants said that they used Hotmail for work.*

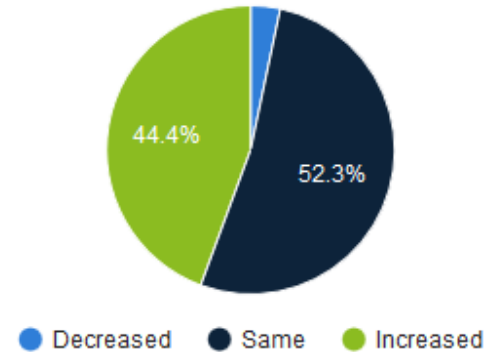
Instant Messaging

What is your preferred Instant Messaging service?



None	15
Facebook Messenger	36
Jabber	2
Skype	10
Telegram	14
WhatsApp	80
Other	12

Has your use of Instant Messaging software increased over the last year?

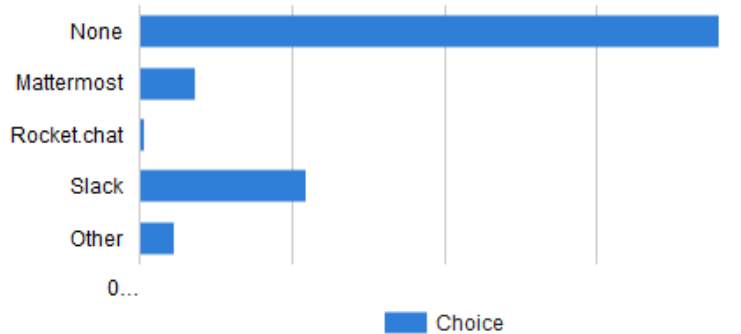


Decreased	5
Same	79
Increased	67

- Skype was by far the preferred tool for instant messaging in 2016, but today only 5% choose this.
- Only 3% of people used WhatsApp in 2016, which is now the preferred method.
- Overall, the use in instant messaging is on the rise.

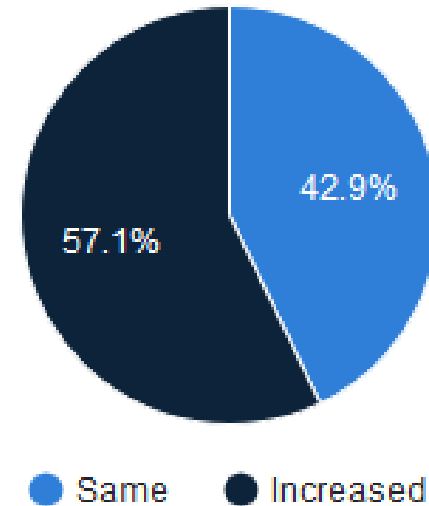
Work place chat

What is your preferred work place chat service?



None	114
Mattermost	11
Rocket.chat	1
Slack	33
Other	7

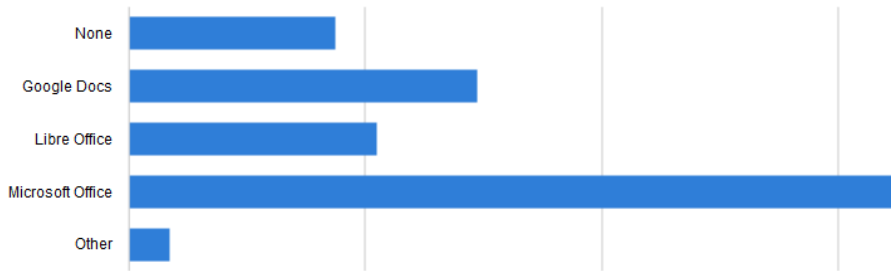
Has your use of work place chat software increased over the last year?



- Although on the increase not many of the new users are familiar with the chat services on option

Office Suites

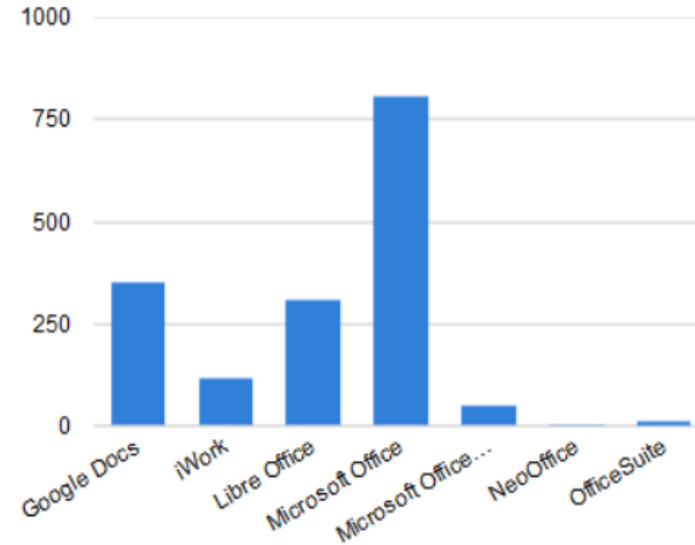
Which Office Suites do you use?



None	35
Google Docs	59
Libre Office	42
Microsoft Office	130
Other	7

2016-17

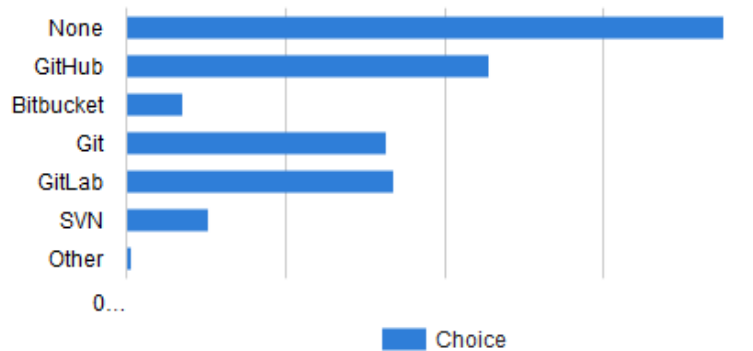
Compare with the same question



- Not much change. Microsoft Office is the most used.

Version Control

Which version control system do you use?

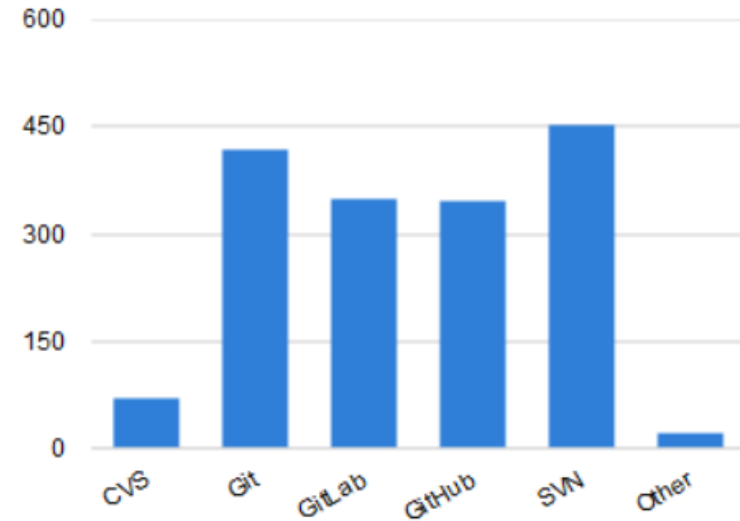


None	94
GitHub	57
Bitbucket	9
Git	41
GitLab	42
SVN	13
Other	1

- Few new-comers use SVN, which was a popular in the previous survey
- Most are familiar to a Git based option

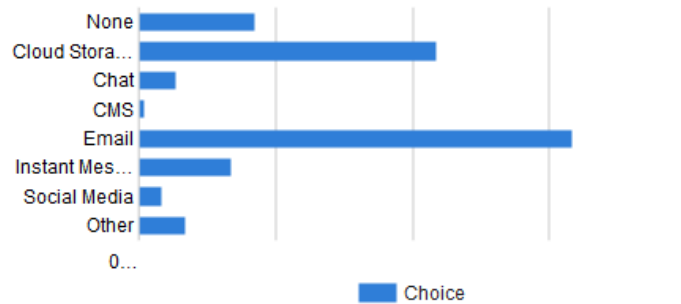
2016-17

Compare with the same question



Sharing Documents

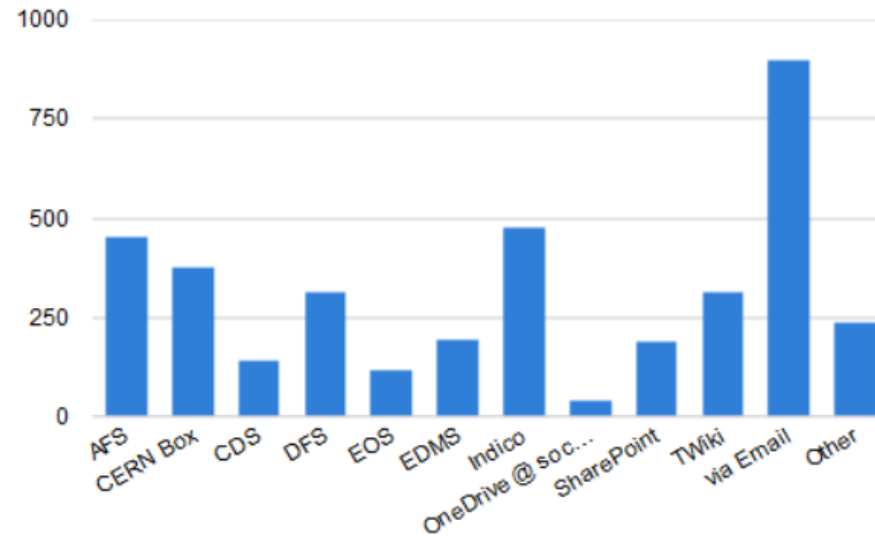
How do you share documents with colleagues?



None	34
Cloud Storage	87
Chat	11
CMS	2
Email	127
Instant Messaging	27
Social Media	7
Other	14

2016-17

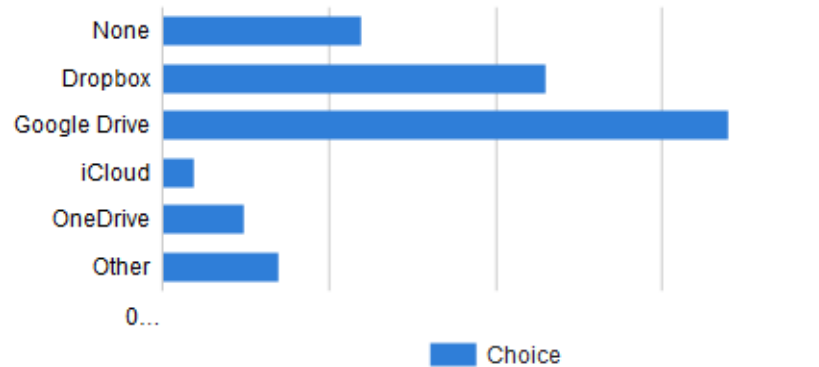
Compare with the same question



- As with the result of the same question in 2016, people still prefer to use email to share documents.

Cloud Storage

What is your preferred Cloud Storage and File-Sharing service?

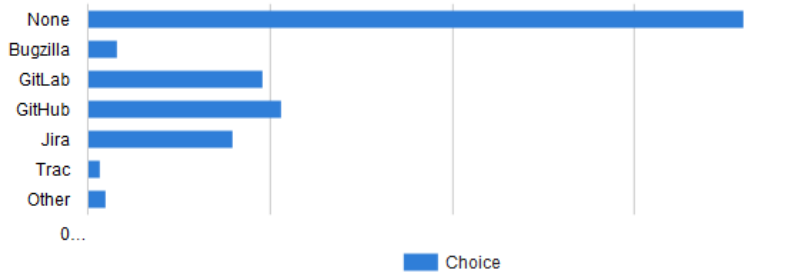


None	24
Dropbox	46
Google Drive	68
iCloud	4
OneDrive	10
Other	14

- Only 4 Mac users replying to this survey use iCloud.
- Google Drive is the most popular cloud storage.

Issue Tracking

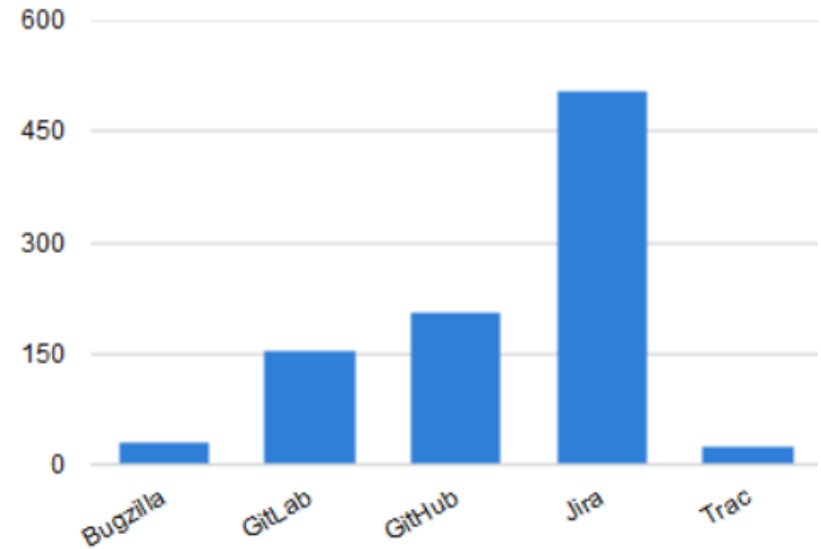
Which Bug and Issue Tracking Software do you use?



None	108
Bugzilla	5
GitLab	29
GitHub	32
Jira	24
Trac	2
Other	3

2016-17

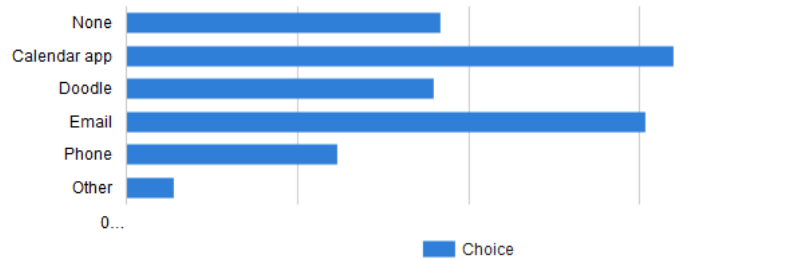
Compare with the same question



- Of those using Issue tracking many have experience with Gitlab and Jira - both supported in IT-CDA.

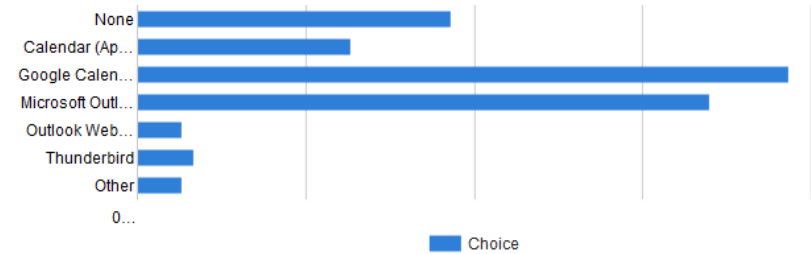
Scheduling

How do you schedule meetings?



None	46
Calendar app	80
Doodle	45
Email	76
Phone	31
Other	7

What is your preferred calendar ?

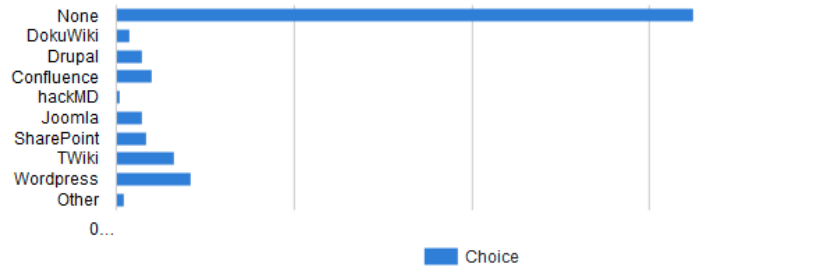


None	28
Calendar (Apple)	19
Google Calendar	58
Microsoft Outlook	51
Outlook Web Access	4
Thunderbird	5
Other	4

- Email again is used as a scheduler for meetings.
- As in 2016 the Google calendar and Doodle are popular online scheduling tools.

CMS

Do you use any Content Management Systems - CMS?

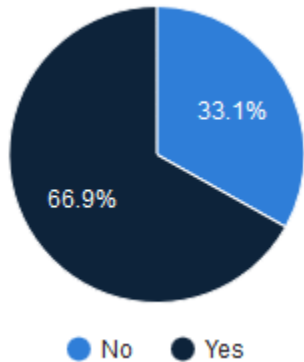


None	130
DokuWiki	3
Drupal	6
Confluence	8
hackMD	1
Joomla	6
SharePoint	7
TWiki	13
Wordpress	17
Other	2

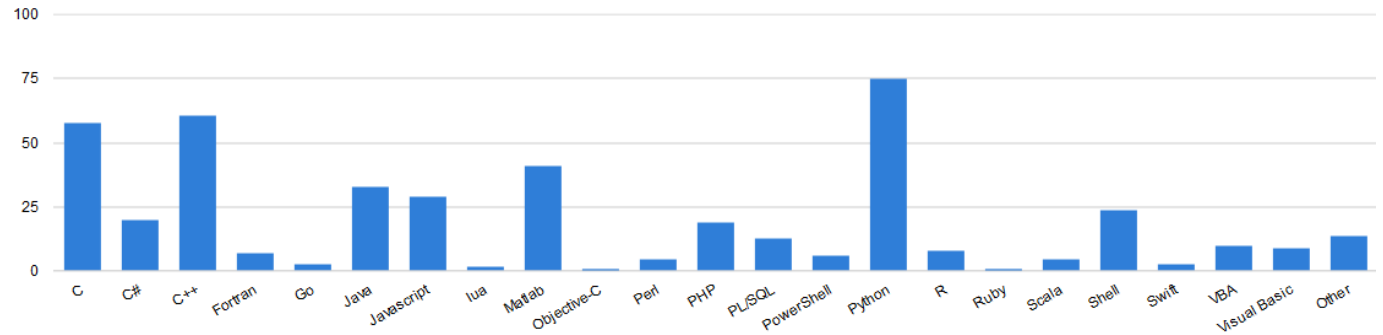
- Most new users do not have experience with a CMS.
- Some have used an IT-CDA supported CMS.
- Wordpress is the most popular CMS

Computer Programming

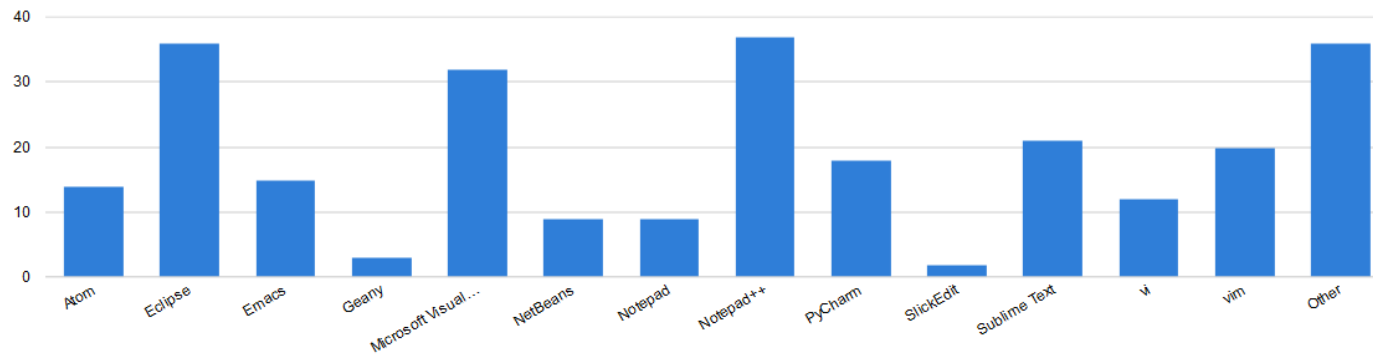
Do you do any computer programming?



Which computer languages do you use?



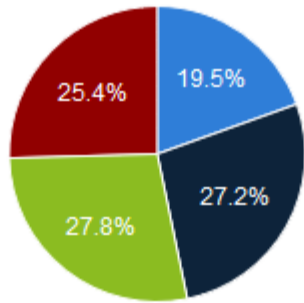
What programming editors or IDEs do you use?



- As in 2016 C++ and Python are the most popular programming languages
- 25% of people use Matlab compared to only 6% in 2016.
- More users for MS Visual and Notepad++ . Not many newcomers use emacs.

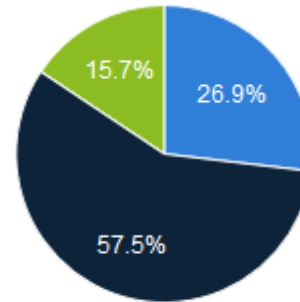
Social Media

Do you use social media?



● Never ● Rarely ● Sometimes ● Often

Has your use of social media increased over the last year?



● Decreased ● Same ● Increased

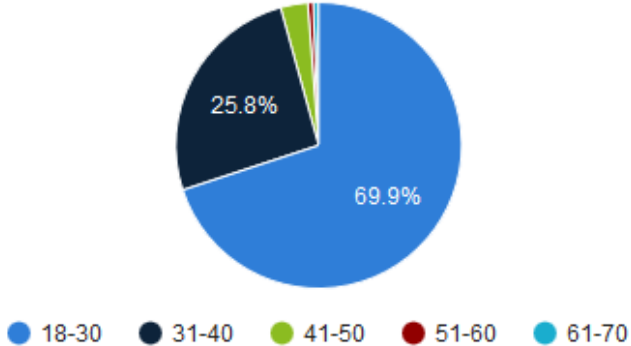
Which social media services do you use?



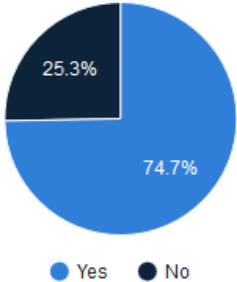
- 80% said that they use Social Media
- There is a rise in Social Media use as compared with the 2016 results
- Facebook remains the most used Social Media

User Profiles

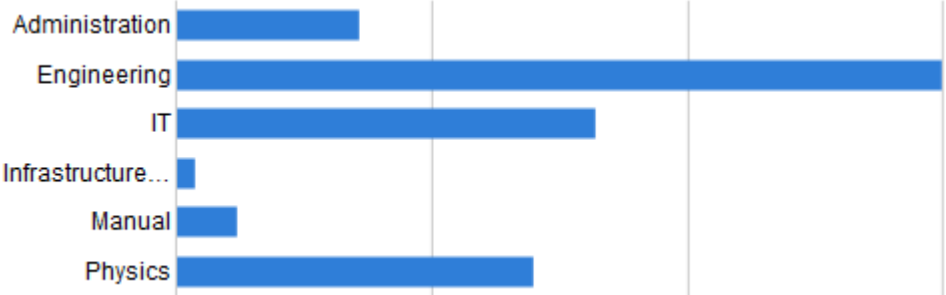
What is your age range?



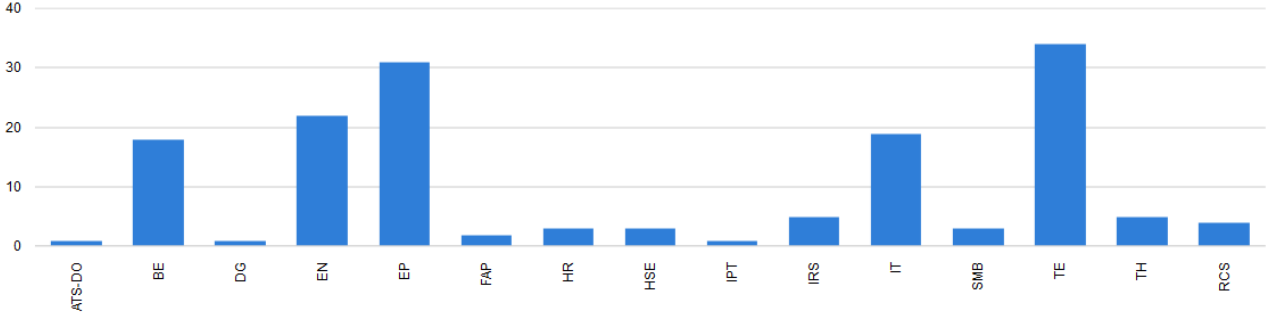
Is this your 1st experience working at CERN?



Nature of work at CERN



CERN Department



Conclusion

- The Survey gives an idea of the work practices and preferences of the new-comers to CERN over the last 12 months
- Survey sample size:
 - 170 participants / 800 = 95% confidence level and 7% margin of error
- The survey shows some diverse results
 - Newcomers use Windows, Mac and Linux
- Most popular options
 - Microsoft Windows operating system
 - Microsoft Office Suite
 - Email used heavily for communicating and sharing documents
 - Google for email, scheduling, cloud storage and browser
 - Facebook and WhatsApp for messaging, chat and social media
- For continuous improvement
 - We should decide on the future of the current survey

