Inside this issue:

Page 1: Newsletter editorial – L. Jensen

Page 2: Kiosk for printing visitor badges - P. Martel, R. Nunes and T. Riesco (BE-ICS)

Page 3: Welcoming new arrivals in the Beams Department – J. Kotzian (BE-HDO)

Page 5: Planning Manager and Dashboard – T. Hesselberg and E. Matli (BE-OP)

Page 7: Reminder of deadlines

Page 8: BE news-letter contacts

Editorial:

Dear readers of the BE Newsletter.

This autumn edition covers how BE-ICS have solved a problem introduced by new badge rules for visitors to CERN. BE-HDO have put in place new initiatives for welcoming arrivals to the BE department and also wish to inform you of changes to procedures. BE-OP have renovated obsolete applications allowing to plan shift crews and inform of whom to contact for piquet and expert support.

I hope that you find the material interesting and it motivates you to contribute with an article in French or English. In order to do so please contact your respective group contacts.

L. Jensen, BE Newsletter editor-in-chief

Next issue

The next issue will be published in November 2018 and contributions for this should be received before the end of October 2018.

Suggestions for contributions are always most welcome: simply contact your Correspondent (see last page of this newsletter).
Kiosks for printing visitor badges

A CERN policy in place since May 2018 requires all persons on its premises to wear a visible identification badge. This represents a significant change of habits both for access cardholders and for visitors as many people have been accessing the CERN sites without any access card until now. Indeed, accompanying a person with a valid access card used to be enough to enter the fenced perimeter of the organization. For people who already had an access card with photograph (mainly CERN personnel and external contractors) the change was simply the obligation of wearing it in a visible way, while for persons visiting CERN the case was more complex.

There are more than 120'000 visitors per year at CERN of different types: professional visitors, private visitors, press office visitors, public outreach and conference participants; each of these categories have different motives for being at CERN, as well as different persons or services inviting them. This means that for each of these categories there is a different process and system involved. The challenge for the access control service was to make sure that any person entering the CERN perimeter is 1) known by the CERN access control system and 2) wearing a badge, regardless of the person or service inviting him/her. Another requirement was that the implementation had to comply with the General Data Privacy Regulation, which proved to be a delicate matter as a significant percentage of visitors are underage students on school trips for whom a parental/tutor authorization to collect and store data is required.

In order to limit the resources needed to manage all these new identification badges, we aimed to automate the process as much as possible and got inspiration from the way that airline companies have automated generation of boarding passes in recent years. Our idea was to provide a self-service kiosk to print visitor identification badges. Visitors arrive and start the process by inputting their visit code: the list of persons for that visit is displayed and a selection of which badges are to be printed can be done; once the selection is finished, the printing is done at the guard’s desk and the process ends. The solution adopted is an extension of ADaMS - CERN’s access management and distribution system and contains the central repository of data concerning people visiting CERN, holding access related data exclusively. This data is then used to print the visitor badges and at a later stage, to control access to CERN premises.

![Figure 1: Data flow of the badge printing system](image)

Our system consists of a repository, accessible by the different visit organisation systems (Public outreach, INDICO, Service Now) via REST web services for insertion, modification and deletion of data and a kiosk application able to validate a visitor’s credentials and print their badge. Once access control related data is in the repository, the access badges can be printed on a self-service basis at the kiosk available in buildings 33 and Entrance B.

This solution relies entirely on Oracle technologies existing at CERN: Oracle RDBMS for the repository, Oracle RESTful Data Service for the repository web service’s end points and Oracle APEX for the kiosk front-end application and badge printing. Using standard IT-DB services allows us to focus on the application instead of the technology stack. The solution is scalable as any bottleneck (Database performance, REST web services or the APEX application server) that could arise can be solved by IT-DB adding more resources to the concerned element.

A kiosk similar to those used at airports was chosen to deploy the application at building 33 (available during working hours) and a simpler version at Entrance B (24h/24h, 7d/7d). These kiosks are based on a Mini PC Intel NUC, running the CERN standard CentOS operating system, equipped with a standard monitor and a
keyboard. A software layer was added to prevent the launch of additional applications and dialog windows, manipulations of the web browser or system shortcuts with the keyboard by the end users. The kiosks (see figure 2) are configured to directly print the badges at pre-defined printers nearby.

Figure 2: Kiosk at building 33

The solution has been in use since early May and has an average of 15000 registered visitors per month, with more than 3500 badges effectively printed via these kiosks, the remainder being printed via the print shop. An example badge can be seen in figure 3.

Figure 3: A visitor’s badge example

Future developments include the possibility of using the QR code printed on the badge for effective access control (as soon as the access points concerned are equipped with new badge readers) and the possibility of some classes of visitors printing the badge at home, and use it with one of the lanyards provided on building 33 and Entrance B. Another future possibility is to have an application running on the guards’ mobile phones/pads that is able to check the authenticity of a badge, via the checksum field in the QR code.

P. Martel, R. Nunes and T. Riesco BE-ICS

Welcoming new arrivals in the Beams Department

Linked to the new HR on-boarding programme that was put in place in April this year, we in the Beams Department wanted to streamline our welcome procedure. Therefore, it was time for us to think about what new arrivals really need during their first days/weeks at CERN. A pilot project started in September 2018 where new arrivals were asked to join a welcome presentation by the BE Central Secretariat on the first working day of the month in the main 774 Auditorium.

In our presentation, we provide a short introduction to the Beams Department hierarchy, explain leave and financial entitlements, changes in family situations, how to apply for Swiss and French cards, important services on site, particularities per status (ex. Home Leave, paid leave for university visits for students). Furthermore, we inform our audience about the arrival travel reimbursement and their entitlements to take French courses and further training. Last but not least, our new members are informed about the upcoming BE Welcome Event – a full day event which is an opportunity to participate in lectures, visit sites of BE Installations (SM18 and Linac2/LEIR) and end the day with a welcome cocktail to meet the Beams Department Management. At the end of the presentation, the welcome folder (incl. their office key) is distributed and we organise a coffee meet & greet and allow them to ask in a more informal frame their questions. Overall, the arrivals are free then at around 3 pm on their first day at CERN to go and see their supervisors/group secretaries. During their arrival week, the BE Central Secretariat sends out an email with a summary of the presentation.

A question frequently asked by supervisors: Am I allowed to pick up my new arrival after the welcome session in the morning? - Indeed, you can go to the Globe to pick up your new arrival after the presentation by HR. Generally, the HR Induction Session finishes between 10.30 and 10.45 am.
**Smart-recruiters and the Associates & Fellows Committee (AFC)/Students Committee (TSC)**

As already mentioned in one of the previous articles (June edition), HR implemented a new recruitment tool so-called “Smart-recruiters”. The application of this tool was extended for the recruitment of most statuses. This year, in autumn and winter, it will be used for the first time for Fellows, Associates and Students selection committees replacing eRT and FAST. The BE central secretariat will continue to send out a general email to inform group leaders, section leaders, group secretariats and our departmental representative about deadlines and the information required to enter your Fellow/Student request. Access to the tool “Smart-recruiter” is granted upon request to BE.Central.Secretariat@cern.ch and you will then receive the notification of being an “interviewer” in Smart-recruiters allowed to browse through applications.

In the search field, a list is no longer provided with the field of work experience. It is up to you to enter the search criteria you are looking for like Computing Engineer, Radio Frequency etc. Please note that a full list of all candidates cannot be provided anymore. Once you have found your favourite and reserve candidates, please fill in the template, which was sent with the information email. Your Group Leader will forward all gathered requests to Isabelle Laugier, our departmental representative for selection committees. Before entering the requests in Smart-recruiters, a check will be made to avoid internal conflicts. At the committee, all requests are presented, cross-departmental conflicts are resolved and if all is fine, requests will be approved. When you are informed about the outcome of the committee and HR asks you to get in contact with your future fellow or student to determine the start date, please inform us (Isabelle Laugier and BE central secretariat) about the outcome which allows us to anticipate the budget follow-up and planning for new arrivals.

**Latest news from the GTPA (Groupe de Travail sur les Procedures administratives)**

Every ~3 months, the GTPA meets to discuss the implementation of new procedures, etc. So, here for your information a short summary:

- As from 1st February 2019, the private call-option on CERN GSM’s will be suppressed and only professional calls are feasible by default. If you wish to make a private call, please use the number 79999 from a CERN fixed phone. More details can be found here: https://home.cern/cern-people/announcements/2018/10/mobile-private-subscription-changes

- If a member of personnel is leaving CERN and possesses a IOS or ANDROID mobile phone paid by CERN, please reset the device before you hand it over to your supervisor/group secretary. In most cases, people forget this, forcing us to destruct the blocked device. A “How-to-do” manual can be found here: http://information-technology.web.cern.ch/book/mobile-operating-instructions/phone-factory-reset. Your group secretary is aware of this approach and will be glad to help.

- As from 01st October 2018, the application “K contracts Registration tool” is online and allows requesting a K-number without contacting anymore the Procurement Service via email in advance. This tool will not replace the Departmental request, necessary if a financial commitment is involved.

- Resignation of project associates: As from now, in case of a resignation, a formal letter must be addressed to the DG via our Department Head.

J. Kotzian BE-HDO
Planning Manager and Dashboard

Running CERN’s complex of accelerators and infrastructure requires the seamless collaboration of many people, such as operators, experts and people-on-call to name only a few. Distributed in teams from different groups, it is important to centralise schedule planning and operational information and make this information readily available. In BE/OP these tasks are handled by two applications to manage shift work as well as piquet and expert services. At the beginning of this year, a project was started to replace the ageing “web piquet” application. We realised a more flexible application was needed to suit a broader set of customers, and to offer a more generic, people-oriented tool.

The new planning tool consists of two separate applications:

The “Planning Manager”, which is used to organise work schedules of a team’s members, and to keep each group’s planning up-to-date, coherently, and visible to all involved.

The administrative interface is organised at top level into Systems, which reflect the organisation’s structure of departments, groups and sections.

Each System has its own administrators and can contain other sub-systems and ‘Groups’. Groups are logical units that organise people and their roles. Figure 1 contains an example.

![Figure 1: Example of a system containing several groups](image)

Each group contains a list of roles, and each person in the group can be assigned one of these roles. If planning is necessary (e.g. for shift workers, or piquet services) it can be edited via the calendar interface, or imported from a csv file.

A pre-defined set of role types is available with pre-sets for default work duration, overtime etc. Some roles are linked to the person’s EDH account, to pre-fill the overtime document from their declared work.

When no particular planning is required (e.g. for ‘Best Effort’ services), the list of people can be organised by priority, or set to order randomly (to prevent the same people always being called first).

Each system has a calendar where the admin can add events relevant to the group’s activities. Calendar events from several systems can be imported into a single group calendar: An example calendar can be seen in figure 2.

![Figure 2: Group planning page](image)

For privacy, by default only members of a group have access to the detailed planning, but in some cases external people can access it. Administrators and moderators can expose the planning to non-members in two ways:

1) Generate a link to a calendar that can be imported into Outlook, iCalendar etc

2) Add visitors to a group, allowing them access to the planning as normal.
Programmatic access to the application data is available via a REST API, allowing for easy integration and data sharing with other applications.

**The “Planning Dashboard”**, which allows any user to create a customised view of the available services they use. Lists are maintained by persons responsible for each system, so all personnel can quickly know at any time who is on duty or who is currently responsible for a specific service.

As the services that each user or team uses differ greatly, we made it possible for everyone to create a personalised dashboard with the information they most need.

Each dashboard is composed of boxes that can contain text, links to other boards and (most importantly) roles that will be updated with information from the planning tool.

For roles that are scheduled, the person on duty will appear on the list. For other roles, the list of experts will be displayed instead.

Examples of operational dash-boards can be found here: [https://op-webtools.web.cern.ch/planning-dashboard/#/](https://op-webtools.web.cern.ch/planning-dashboard/#/)

**User preferences**

One more interface was developed during the process of replacing the web piquet and shift planning: after the recent introduction of the European General Data Protection Regulation, public access to a user’s personal data (such as holidays or access card pictures) is no longer allowed unless the user gives explicit consent.

The preferences page (accessible by clicking on the user-name on the top right corner of each op-webtools page) allows each user the possibility to choose which personal information they would like to share, or to provide additional personal information such as a private phone number.

T. Hesselberg and E. Matli BE-OP
## Reminder of deadlines

### Dates of forthcoming Selection Committees in 2018/2019

<table>
<thead>
<tr>
<th>Committee</th>
<th>Application Deadline</th>
<th>Selection Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>TECHNICAL STUDENTS COMMITTEE (TSC)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4th December 2018</td>
<td>Deadline for application</td>
<td>15th October 2018</td>
</tr>
<tr>
<td>TECHNICIAN TRAINING EXPERIENCE (TTE)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15th September 2018</td>
<td>Deadline for application</td>
<td>31st August 2018</td>
</tr>
<tr>
<td>15th November 2018</td>
<td>Deadline for application</td>
<td>31st October 2018</td>
</tr>
</tbody>
</table>

Please note **deadlines in bold** and **Selection dates underlined.**
**BE Newsletter Contacts**

ABP Correspondent  
Nicolo Biancacci

ASR Correspondent  
Marc Tavlet

BI Correspondent  
James Storey

CO Correspondent  
Eve Fortescue-Beck

ICS Correspondent  
Timo Hakulinen

OP Correspondent  
Sandy Easton

RF Correspondent  
Wolfgang Höfle

HDO Correspondent  
Jeanette Kotzian

Editor-In-Chief  
Lars Jensen