

# ACCU Report

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**Partikeldagarna, Linköping**  
**2019-10-03**

# What is ACCU?

- ACCU = Advisory Committee of CERN Users
- 1-2 delegate(s) from each member state.
- 1 delegate from each associate member state.
- 4 delegates from non-member states.
- 2 delegates from CERN.
- Forum for discussion between CERN management and CERN users community e.g. on the working conditions and the arrangements for technical support to the CERN users.
- 4 meetings since last partikeldagarna. Slides and minutes available at <https://indico.cern.ch/category/1058/>.
- See <http://accu.web.cern.ch/> for more info.

# Who are the Users?

- 12,569 users in 2018 (compared to 10,885 in 2014).
  - 7,395 users from Member States, 418 from Associate Member States and 3,296 from Observer States.
  - 104 users from Sweden.

Nationality	ATLAS	CMS	ALICE	LHCb	SPS	PS	AD	ISOLDE	RE	NEUTRI NO	OTHER	Total
SE	41	5	10	2		1	1	17		1	8	86

# CERN Hostel

- The CERN Hostel occupancies in 2018 were similar to 2017. On the Meyrin site, occupancies were around 80%, the St. Genis Hostel had above 80% occupancy. Unexpected drop in occupancy in 2019.
- Statistics from September to November 2018 are as follows:
  - 75% individual reservations
  - 17% block bookings (with a high percentage of the reserved capacity not used, but released 30 days before foreseen arrival and hence, no charges)
  - 7% groups (workshops etc)
  - 1% visiting school groups
- As of January 2019, the reservation lead time was reduced from currently 12 months to 4 months.
- Manual waiting list seems to work well (77% got room).

# Bikes

- CERN bought 150 new bikes (now total 530 bikes).
- Long-term parking requested through ACCU. Still work in progress, but is part of the upcoming mobility plan.
- Nice new bike path to Preveessin ready.
- Still problematic and dangerous for bikes to cross Swiss/French border in Meyrin, discussions ongoing with customs.

# Electrical Vehicles

- On request of Swedish users, I raised question about possibility of charging electrical vehicles at CERN.
- Apparently complicated since CERN does not pay taxes on the electricity, so cannot be “given away” to users...
- Trying to establish charging stations outside premises (e.g. by the Globe) operated by external company. Staff association also pushing for this.

# Access Requests

- As a reminder, tickets through Service Now must be applied for several requests:
  - Long-term parking: to park a vehicle at CERN for more than 5 days (i.e. during holidays).
  - Taxi: to be picked-up inside CERN. Entering CERN with a taxi works without prior authorization by showing the access card to the security guard.
  - Trailer: to enter CERN with a trailer.
  - Tow truck: to bring a tow truck to CERN picking up a broken vehicle.

# CERN Mobility Center

- Possibility for both bike and car rental (CERN cars and external rental cars) as well as car sharing at CERN mobility center:

<https://smb-dep.web.cern.ch/en/mobility-information>  
[mobility.ch](https://smb-dep.web.cern.ch/en/mobility-information)

# CERN Mobility Working Group

- Conducted mobility survey in early 2018.
- 4,300 responses but only 37% users.
  - 70% of respondents live in France.
  - Private car (single driver) is used by 67% of people living in France, compared to 40% in Switzerland, whereas public transport is only used by 3% people living in France, compared to 26% in Switzerland.



# Restaurants

- New furniture and floors e.g. in R1. Bonus – more places.
- Tests with food trucks (one outside R1 and one ambulating) not so successful. Will not be continued.
- ACCU complained about the extensive use of plastic cups.
  - R1 bought higher capacity dishwashers and new glasses.
  - But new glasses disappear quickly (bought 250 on August 1<sup>st</sup>, 80 left in August 30<sup>th</sup>).
  - Don't remove glasses from R1! That's the reason why we are still stuck with plastic cups.

# Visit Service

- Question raised by Swedish user community if there can be improved visit service for users. E.g. list of visible places to visit with guides and help to plan visit.
- Answer:
  - We are in the process of providing a list of all visitable places with all practical details – will soon be linked from page share above – but have a sneak preview at:  
<http://visit.cern/visit-points>
  - The Private Visits page already provides a link to a tool to search a guides trained for a given visit point in a given language: <http://cern.ch/go/visitstools>

# Vidyo

- There were 11,350 active users in 2018, 27,000 public rooms (managed by Indico) and 23,000 scheduled rooms (created by users in VidyoConnect). Typically, there are 20,000 Vidyo conferences per month.
- The top number of 1,125 simultaneous users in the system was reached on 25 January 2018, and the top number simultaneous users in a single Vidyo conference in 2018 was 490 users.
- VidyoConnect available for Windows/Mac/Android but not supported for Linux since February 2019 (not clear why). Linux users advised to use WebRTC.
- Please create ServiceNow ticket if you have problems. Vidyo team cannot debug what they do not know!

# CERN Service Portal

Secure | <https://cern.service-now.com/service-portal/>

Apps Gmail Yahoo! Mail Google Kale Google DN CERN ROOT InterGlott eelog Convo SEB ATLAS Pan Fysikum b-tagging Lumi SUSY SHIFT Other

CERN Accelerating science Sign in Directory

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## CERN Service Portal

easy access to services at CERN

[Home](#)
[News](#)
[Service Information](#)
[Navigate Catalogue](#)
[Contacts](#)
[About](#)

*Your one-stop access to CERN services*

**Search:**  
[Examples](#)

**Create a ticket:**  
[Submit a request](#) [Report an incident](#)

**My Incidents**

You are not logged in.

**My Requests**

You are not logged in.

**Key contacts**


**Service desk: 77777**  
 Email: [service-desk@cern.ch](mailto:service-desk@cern.ch)  
 Located in building 55.  
 Open 07:30 - 18:30 work days, Geneva time.

**Emergencies (24/7)**

- ◆ **Fire / Feu / Accident: 74444**  
 Located in building 65.  
 Fire, accidents, hazardous materials interventions...
- ◆ **Computer Security: 70500**  
 Computer security emergency contact: [Computer.Security@cern.ch](mailto:Computer.Security@cern.ch)

**Service Manager on Duty**  
 Not satisfied? You can contact the SMOd.

[Contact](#)
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[SMoD](#)
[Site Guide](#)

CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland
 

# Microsoft Licences

- Microsoft revoked CERN's academic/education status in 2017 as CERN doesn't fit in any of the special categories: government, education, health, non-profit (charities).
- As a consequence, a more than 10x increase in price.
- CERN's strategy is to reduce the number of "Microsoft users" by identifying (open source) replacement products and identifying the real needs for Microsoft tools.
- A pilot phase for a range of alternative solutions (WebRTC as alternative to Skype for Business, Kopano for email, LibreOffice and OnlyOffice to complement Office 365, Draw.IQ alternative to MS Visio, ...)
- More info and feedback opportunities at <http://cern.ch/malt> and <http://cern.ch/mattermost/it-dep/channels/malt>.

# Health Insurance

- The Allianz Health Insurance for Users (MPAs in general) is available since 1 April 2015.
- Conditions and benefits fulfill CERN's requirements for MPAs on health and accident insurance (including protection against occupational illnesses and occupational accidents) providing adequate cover in Switzerland and France and for any accompanying family members.

# Taxation Certificate

- All employed and associated Members of the Personnel receive an Internal Taxation Certificate at the beginning of each year, in total 20,388 certificates for 2017.
- More than half of them, 56% were issued to MPAs, who did not receive any subsistence by CERN.
- The high number raised questions by the tax authorities in the host states and triggered some review.
- As a result, as of 2020, no Internal Taxation Certificate will be automatically issued for MPAs. It will be replaced by a Certificate of Payment. MPAs, who received a subsistence by CERN, will receive this new certificate automatically. MPAs, who did not receive any subsistence by CERN, create this certificate online, if needed, as a proof that they did not receive any subsistence.

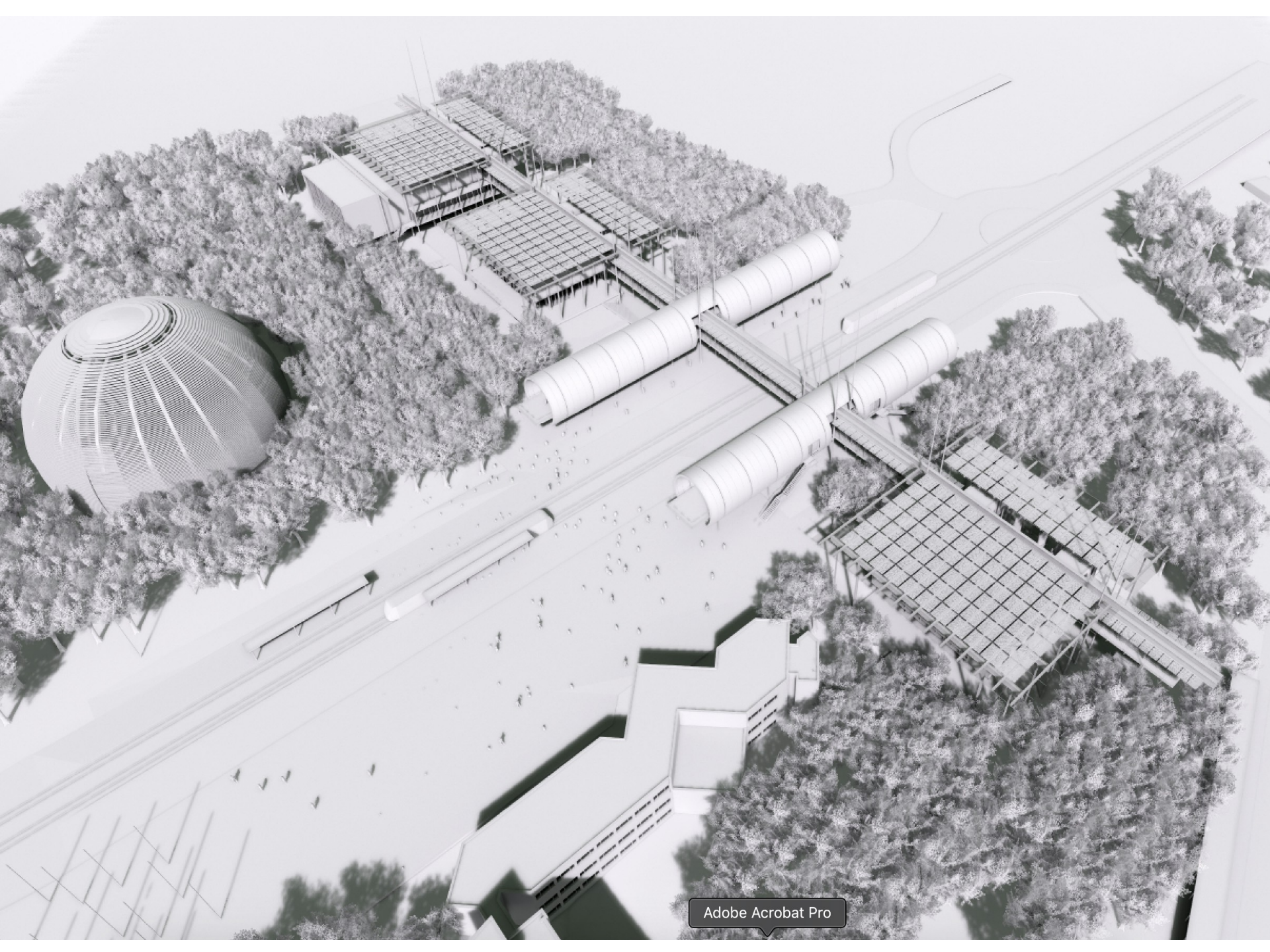
# The A1 Certificate

- German delegates have started experiencing problems with the authorities asking for the A1 certificate from the EU.
- Necessary if sent abroad (within EU) for work. If you don't have it when asked you can get a personal fine.
- Document showing that you pay taxes in another EU country that the one where you are presently working. Also for things like pensions, so not the same as the European Health Insurance Card.
- CERN legal service states that all users need it when traveling to CERN. But many members states only seem to issue this when based at CERN for longer periods.
- Investigations ongoing – stay tuned!



# Science Gateway

- New scientific education centre for the general public. Important as more and more visitors come to CERN (waiting lists of many months for school classes and large groups).
- Building will extend on both sides of the Route de Meyrin, with the two sides connected by a bridge. One wing will be constructed on the present Globe parking area. CERN daycare also needs to be moved (to between building 5 and Gate B) by Aug. 2020.
- House permanent and temporary exhibitions, laboratories for school students as from age 5. A large, multifunctional 800-1000 seats auditorium (can be split into smaller units).
- Costs are 65 MCHF (building) + 14 MCHF (content). Funded with external donations (59.5 MCHF already secured).





Architect: Renzo Piano (Centre Pompidou, New York Times, California academy of Sciences, Nemo (National Center for science and technology (NL), The Shard, Fondation Beyeler, Osaka airport...)



# CERN and the Environment

- CERN has begun its own transformation and is trying to meet its challenges to reduce its impact on the environment by consuming less and differently.
- On request from ACCU, will get a report on CERN's CO<sub>2</sub> footprint at next ACCU meeting.

*"Dear Anna, Sara, Ghislain and Michael,*

*As a follow up of the 223rd Meeting of the Enlarged Directorate held on Tuesday 21st of May, regarding the issues of defining environmental protection objectives and drafting a CERN external environmental report, you have been identified as a key person in the Organization for discussing and determining CERN environmental strategy as well as the creation of a vision for the future."*

- Please let me know if you have any input to this process.

# Call for new ACCU Representative

- I have been the Swedish representative on ACCU since 2016.
- Time for someone else to take over (preferrably by the beginning of 2020).
- The board will make a call soon – stay tuned!

# Backup

# CERN Computing Blog

- The “CERN Computer Newsletter” (CNL) publication from 1966 to 2010 was quite popular during its time. Archives can be found under: <http://cnl.web.cern.ch/cnl/>
- In early 2019, IT has decided to bring back the CNL in a new format, the “CERN Computing Blog”:  
<http://www.cern.ch/computing-blog>

# Analog Phones Phased Out

- The migration of old analogue telephony to a modern digital IP based telephony continues.
- A cleanup process is being made by end of June by removing lines without identified users.
- At offices this is done together with persons in the departments responsible for phones, which is quite challenging for EP given the large number of Users.