# IT Space Policy and Usage

## Introduction

This document defines a policy for the allocation, and use, of office, lab, conference room, and storage space within the IT Department. It also defines the policy for all access-controlled zones. This policy is approved by the IT Department Head and used by the IT Space Manager for guidance when addressing space issues within the department.

Although the Space Manager is responsible for the application of the Space Policy, and for the day-to-day business of space management, the Department Head may, at his discretion, amend any decision made by the Space Manager.

The document also contains a complete listing of rooms under the responsibility of IT, as well as, an inventory of IT rooms, which have been allocated for the use of external companies with IT contracts.

## Scope

### Offices

The offices/rooms under the responsibility of IT are given in Appendix 1.

In addition, CS has equipment (star points, PABX, GSM and Tetra equipment) in many other locations but for these there is either only a rack or a cupboard in a room owned by another department.

The office space will be allocated to groups by the Departmental Space Officer based on the current needs, but remains under the control of the department, i.e. the office space does not ‘belong’ to a group. As such, offices may be shared between groups as, and when, needs demand.

The following offices have been assigned as shared ‘Burotel’ type spaces to accommodate short-term temporary staff when other office space is very limited, e.g. for summer students. These areas may also be used for providing office space for visitors and honorary members of staff who do not require permanent office space:

* 31/S-013
* 513/1-026

The following offices in IT buildings have been granted to contract staff working on IT contracts:

* 28/1-022 – (ESNet)
* 31/1-004 – IT/DSS (Tape Service – DCS)
* 513/S-002 – IT/DI (Desktop Support – SERCO)
* 513/S-003 – IT/DI (Desktop Support – SERCO)
* 513/S-004 – IT/OIS (Printer Support – CANON)
* 513/S-005 – IT/OIS (Printer Support – CANON)
* 513/S-014 – IT/CS (Network FSU – DCS)
* 513/S-015 – IT/CS (Network Firstline – EMTE)
* 513/S-016 – IT/CS (Network Firstline – EMTE)
* 513/S-018 – IT/CS (Network Firstline – EMTE)
* 513/S-215 – IT/CS (Network Firstline – EMTE)
* 513/S-024 – IT/CS (Network Firstline – EMTE)
* 513/S-026 – IT/CS (Network Firstline – EMTE)
* 513/S-028 – IT/CS (Network Firstline – EMTE)
* 513/R-030 – IT/CF (Operations Support – DCS)
* 600/R-008 – IT/OIS (Desktop Support Spare Parts Storage – SERCO)
* 600/R-009 – IT/DI (SERCO)
* 600/R-010 – IT/CS (USLHCNet)
* 600/R-012 – IT/CS (USLHCNet)
* 600/R-013 – IT/DI (SERCO)
* 600/R-014 – Ben Segal/Francois Grey
* 600/R-017 – IT/DI (IT First Line Support – SERCO)

The whole of building 597 has been allocated to UNOSAT under the conditions defined in a dedicated Collaboration Agreement between CERN and UNITAR.

### Conference/Meeting Rooms

The conference/meeting rooms under the responsibility of IT are:

* 513/R-055, R-068, R-070 (openlab space), 1-024 and 1-021 (Data Centre Visit Point).
* 31/S-010, S-023, S-027, S-028, 1-012, 2-029, 3-004 (IT Amphitheatre), 3-009 (IT Amphitheatre Coffee Area).
* 600/R-001 and R-002.
* 28/R-014, R-015, 1-025.

### Laboratories

The laboratories under the responsibility of IT, with their current allocations, are:

* 31/R-011 – IT/PES (Engineering Services Test Lab)
* 31/S-005 – IT/CS (Network Test Lab)
* 31/S-009 – IT/CS (Network Test Lab)
* 31/S-011 – IT/CS (Workshop)
* 513/R-003 – IT/CF (Procurement)
* 513/R-020 – IT/CF (Vendors – Multiple)
* 513/R-023 – IT/CF (Repair Service – DCS)
* 513/R-024 – IT/OIS (MAC Support)
* 513/R-027 – IT/CIS (Audio/Visual)
* 513/S-007 – IT/CF (Electrical Support - Actemium)

### Storage Rooms

The storage rooms under the responsibility of IT, with their current allocations, are:

* 513/R-053 – IT/CF (Main Reception/Storage Area)
* 513/S-402 – IT/DI (Archive)
* 513/S-403 – IT/OIS (PC/Windows Support)
* 513/S-405 – IT/CF (Operations)
* 513/S-406 – IT/CS (Network Firstline – EMTE))
* 513/S-407 – IT/CS (Network Equipment)
* 513/S-408 – IT/CS (Network Equipment)
* 513/S-409 – IT (Flammable Packaging Materials)
* 513/S-420 – IT/CS (Network Equipment)
* 513/S-421 – IT/OIS (Printer Support – CANON)
* 513/S-423 – IT (Shared space, Tape Storage and Engineering Tools)
* 513/S-425 – IT/CF (Repair Service – DCS)
* 513/S-427 – IT/CS (Network Equipment)
* 513/S-432 – IT/CF (Operations)

### Computer Rooms

The computer rooms under the responsibility of IT are:

* 272/R-002 – IT/CS (Future 2nd Network Hub)
* 513/R-006 – IT/CS (Future extension of Telecoms Room)
* 513/R-012 – IT/CS (Telecoms Room)
* 513/R-014 – IT/CS (Fibre Room)
* 513/R-015 – IT/CS (GEANT PoP)
* 513/R-018 – IT/CS (Telecoms Room bis)
* 513/R-050 – IT/CF (Main Computer Room)
* 513/R-060 – IT/CF (Critical Room)
* 513/S-010 – IT/CS (Fibre room)
* 513/S-034 – IT/CF (Vault)
* 613/R-001 – IT/CF (Tape Backup)

## Policies

### Offices

#### Basic Principles

Space is allocated to individuals and not to groups and hence office space may be shared between groups. When someone leaves the slot does not automatically stay with the group of the person leaving.

CERN staff should not share offices with contract staff.

Offices should not be used in part, or fully, as laboratories/workshops.

Dedicated office spaces should be allocated to staff who spend the majority of their time in the office, i.e. visitors and Honorary members of staff should use shared space (Burotel type space).

Even use of all office space should be a goal, i.e. there should not be floors/buildings where the occupancy is significantly higher or lower than the average for the department.

The following defines the standard occupancy rules based on surface area:

* < 12m2 – single occupancy
* > 12m2 but < 17m2 – two persons
* > 17m2 – three persons plus an additional person for every additional 6m2

#### Exceptions

For some offices reduced occupancy can be envisaged for the following reasons to be discussed and agreed with the Departmental Space Officer and/or Department Head:

* Where the shape does not allow for, the standard occupancy
* Functions requiring strict confidentiality
* Hierarchical management position from Group Leader upwards
* People with disabilities

### Conference Rooms

The following IT rooms can only be booked by IT personnel for recurring meetings or for meetings booked more than 3 weeks in advance, and the booking has to be confirmed by the IT Secretariat:

* 31/S-023
* 31/S-027
* 31/S-028
* 31/3-004 (IT Amphitheatre)
* 31/3-009 (IT Amphitheatre Coffee Area)
* 513/1-024
* 600/R-001
* 600/R-002

Special booking rules exists for the following rooms and all bookings must be confirmed:

* 513/R-055
* 513/R-068 (WLCG Room)
* 513/R-070 (openlab space)
* 513/1-021 (CERN Data Centre Visit Point)

Currently special booking rules exists for the following rooms:

* 28/R-014 (only bookable by occupants of B28)
* 28/R-015 (only bookable by members of the IT Department)
* 28/1-025 (only bookable by occupants of B28)
* 31/S-010 (only bookable by members of the CS Group)

In general all IT conference rooms should have the same booking rules and should be open to anyone from IT. However, 31/S-010 will remain a special case as its access is only though an office and hence access is not always guaranteed. Similar, as 28/R-014 is a very small meeting room and used by DHO members for confidential discussions which cannot be held in their own office, this will also remain a special case for the moment.

### Laboratories

Allocated by the IT Space Manager based on the case presented by the group/team needing it. However, as space for laboratories is very limited, the Departmental Space Manager will perform a regular check on the use of laboratory space and discuss the continuing need for it with the group concerned.

### Storage Rooms

Allocated by the Departmental Space Manager based on the case presented by the group/team needing it. However, as space for storage is very limited, the Departmental Space Manager will perform a regular check on the use of storage space and discuss the continuing need for it with the group concerned.

### Computer Rooms

The general policy is to limit the access to the various computer rooms to an absolute minimum, and to only those who have a valid need to enter the rooms. Since the IT Strategy is to adopt a layered approach to providing its services, access to the servers, and hence the room, should largely only be required by members of CF and CS responsible for the provisioning and installation of the hardware in the computer rooms as well as any subsequent repairs, as well as DSS for the tape infrastructure. Nonetheless, other people in the department with a valid reason for needing to enter the computer rooms can apply for the temporary access option through EDH. In this case, when they need to enter one of the rooms they just need to request the Operator to grant them access for the day and give him the reason for accessing the room.

### Office Environment

For the comfort and effectiveness of people with offices close to building entrances or on the ground floor close to pathways, people are encouraged not to smoke or hold loud conversations close to these entrances or ground floor offices.

## Special Booking Procedures and Rules of Use

### Data Centre Visit Point

For the Data Centre Visit Point its use is coordinated via the eGroup ‘DataCentre-VisitPoint' i.e. only approved visits are allowed. Anyone wishing to take a group into the Data Centre Visit Point will need to follow the procedure below:

* Apply for the following access: 0513-1-21T: IT Data Centre Visit Point – TEMPORARY via the normal procedure in EDH.
* Once this is approved, request a slot for use of the Data Centre Visit Point via the eGroup ‘DataCentre-VisitPoint' giving the reason for the visit.
* If the visit is approved, this will be entered into the appropriate calendar.
* On the morning of the visit the CC Operator will grant access for the guides of all scheduled visits for the day.
* The limit is set at 25 persons for the Visit Point.

If help is required on the use of the Data Centre Visit Point infrastructure then please contact the IT Space Officer.

### IT Amphitheatre

The following details a set of instructions for use of the IT Amphitheatre. It should be stressed that the person organising the meeting is responsible for ensuring that these guidelines are respected.

* No food and drink may be taken into the Amphitheatre.
* When in the Amphitheatre please make sure that both doors remain closed as the heating/cooling system will not work properly if the doors are left open.
* The projector, screen, lights and blinds are automatically set when the "Presentation mode" is selected from the touch screen at the front of the Amphitheatre.
* Please make sure that the system is shut down correctly before leaving using the appropriate button on the same touch screen. If you need help to do this please call 77777 for guidance.
* Please make sure the mobile and roaming microphones are put back on charge before leaving.
* Please use the bins provided to ensure there is no rubbish left in the amphitheatre when you leave.
* Please switch off the lights and lock all doors before leaving.
* If people wish to make telephone calls during the meeting they should do so in the closed corridor next to the coffee area.
* At the end of the meeting please ask the participants to avoid talking loudly when descending the stairs.
* Please use the small red button to deactivate the magnets to release the doors of the coffee area.
* Please share any feedback about the room when you hand back the keys, and if necessary report any problems.

For all rooms it should be ensured that projectors are properly switched off at the end of all meetings and that the doors are locked.

### Computer Rooms

Visits within the Computer Rooms are only allowed after prior approval by the IT Department Head. In principle, such visits are only authorised for groups containing VIPs, although the Department Head may authorise other groups. A calendar is maintained by the DHs Office for such visits and a request should be sent to Computer.Visit@cern.ch to request such access at least 2 days in advance, with the following information concerning your request:

* CERN contact name *(organiser)*
* CERN guide (if you have one or if you wish use to find one for you)
* Date of visit
* Time of visit
* Duration
* Number of visitors
* Visitor details (company, uni, etc)
* Reason for visit

If approved, on the morning of the visit the CC Operator will grant access for the guides of all scheduled visits for the day.

The following safety rules apply for visits of the Data Centre:

* Maximum number of visitors at any one time on each level of the Data Centre is 19, including 1 or 2 guides per group.
* Visitors must stay together with the guide at all times – no wandering permitted.
* Access to the CC is only possible with guides (staff) who have followed the correct training and have sufficient access rights on their CERN access cards.

APPENDIX A

The offices/rooms under the responsibility of IT are the following:

* Ground and 1st floors of B28
* Building 31 (IT responsible for providing the TSO)
* Building 49 (IT responsible for providing the TSO)
* Building 513 (IT responsible for providing the TSO)
* Building 597 – allocated to UNOSAT staff, who are responsible for providing the TSO.
* Building 600 (IT responsible for providing the TSO)
* Building 613 (IT responsible for providing the TSO)
* 2/1-036 – IT/CS (Telephone Switchboard – ISS)
* 2/1-046 – IT/CS (Telephone Switchboard – ISS)
* 33/R-018 – IT/DI (Desktop Support - SERCO)
* 40/S-0425 – IT/CS (PABX and Star Point)
* 55/2-001 – IT/DI (Service Desk – SERCO)
* 58/S – IT/CS (PABX, GSM, TETRA and Star Point)
* 62/S-001 – IT/CIS (AV Support – SERCO)
* 112/S-404 – IT/CS (PABX)
* 500/1-005 – IT/CIS (Translation cabin)
* 500/1-006 – IT/CIS (Translation cabin)
* 510/R-007 – IT/OIS (Print Shop – SERCO)
* 510/R-008 – IT/OIS (Print Shop Storage – SERCO)
* 593/R-008 – IT/DI (Desktop Support – SERCO)
* 866/R-C27– IT/CS (PABX and GSM)
* 892/S-A24 – IT/CS (PABX)
* 6369/R-002 – IT/OIS (Multifunction Copier Support Storage – CANON)
* 1/1-401 – IT/CS (Star Point)

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| * 2/R-401 – IT/CS (Star Point)
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| * 2/S-030 – IT/CS (Star Point)
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* 3/R-103 – IT/CS (Star Point)
* 4/S-031 – IT/CS (Star Point)
* 5/3-002 – IT/CS (Star Point)
* 8/R-001 – IT/CS (Star Point)
* 13/2-030 – IT/CS (Star Point)
* 14/2-016 – IT/CS (Star Point)
* 15/S-035 – IT/CS (Star Point)
* 16/R-087 – IT/CS (Star Point)
* 20/1-042 – IT/CS (Star Point)
* 23/R-017 – IT/CS (Star Point)
* 26/S-007 – IT/CS (Star Point)
* 27/2-401 – IT/CS (Star Point)
* 28/S-025 – IT/CS (Star Point)
* 29/R-403 – IT/CS (Star Point)
* 30/3-020 – IT/CS (Star Point)
* 32/3B-008 – IT/CS (Star Point)
* 32/SB-006 – IT/CS (Star Point)
* 33/S-030 – IT/CS (Star Point)
* 35/2-405 – IT/CS (Star Point)
* 36/S-001 – IT/CS (Star Point)
* 39/S-404 – IT/CS (Star Point)
* 40/2-B05 – IT/CS (Star Point)
* 40/2-D05 – IT/CS (Star Point)
* 40/4-B05 – IT/CS (Star Point)
* 40/4-D05 – IT/CS (Star Point)
* 40/R-B05 – IT/CS (Star Point)
* 40/R-D05 – IT/CS (Star Point)
* 53/1-008 – IT/CS (Star Point)
* 54/1-031 – IT/CS (Star Point)
* 57/1-401 – IT/CS (Star Point)
* 60/4-401 – IT/CS (Star Point)
* 65/R-014 – IT/CS (Star Point)
* 73/2-401 – IT/CS (Star Point)
* 104/RA-020 – IT/CS (Star Point)
* 112/1-017 – IT/CS (Star Point)
* 112/4-C37 – IT/CS (Star Point)
* 124/R-010 – IT/CS (Star Point)
* 180/R-N01 – IT/CS (Star Point)
* 182/R-405 – IT/CS (Star Point)
* 183/R-012 – IT/CS (??)
* 184/S-402 – IT/CS (Star Point)
* 186/R-401 – IT/CS (Star Point)
* 188/3-413 – IT/CS (Star Point)
* 192/S-004 – IT/CS (Star Point)
* 301/R-025 – IT/CS (Star Point)
* 359/R-003 – IT/CS (Star Point)
* 376/R-016 – IT/CS (Star Point)
* 500/R-401 – IT/CS (Star Point)
* 505/R-402 – IT/CS (Star Point)
* 512/R-402 – IT/CS (Star Point)
* 530/R-015 – IT/CS (Star Point)
* 561/R-021 – IT/CS (Star Point)
* 572/R-002 – IT/CS (Star Point)
* 582/R-403 – IT/CS (Star Point)
* 597/R-401 – IT/CS (Star Point)
* 598/R-420 – IT/CS (Star Point)
* 602/S-202 – IT/CS (Star Point)
* 865/1-404 – IT/CS (Star Point)
* 866/R-C23 – IT/CS (??)
* 866/1-407 – IT/CS (Star Point)
* 870/R-002 – IT/CS (Star Point)
* 870/R-015 – IT/CS (Star Point)
* 874/R-020 – IT/CS (Star Point)
* 892/S-412 – IT/CS (Star Point)
* 895/R-012 – IT/CS (Star Point)
* 904/1-001 – IT/CS (Star Point)
* 926/R-401 – IT/CS (Star Point)
* 935/R-008 – IT/CS (Star Point)
* 2285/R-203 – IT/CS (Star Point)
* 2485/R-002 (??)
* 6587/R-001 (??)