CERN OPENDAYS
Volunteers
Volontaires

Training for CC volunteers: Info Agents, Animators, Welcome Point

CERN Open Days 2013

24th September 2013

IT Volunteer Coordination:
Andreas Wagner, Pawel Grzywaczewski

CERN IT Department
CH-1211 Genève 23
Switzerland
www.cern.ch/it

- Outline
  - Introduction
  - Info Agents, Animators, Welcome Points
    - Info Agents – Tent Building 31
    - Info Agents – Tent Exit CC
    - Welcome Point & Animators – Main Tents
  - Practical information
  - Questions

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Introduction

- Info Agents, Animators, Welcome Points:
  - as of 23.09.2013: 44 CC volunteers total!

- Info Agents, Animators, Welcome Points - Training Itinerary:
  - Today's training session
    - Will be recorded and made available
  - Material:

https://information-technology.web.cern.ch/staff/openday-2013

Thank you for volunteering!

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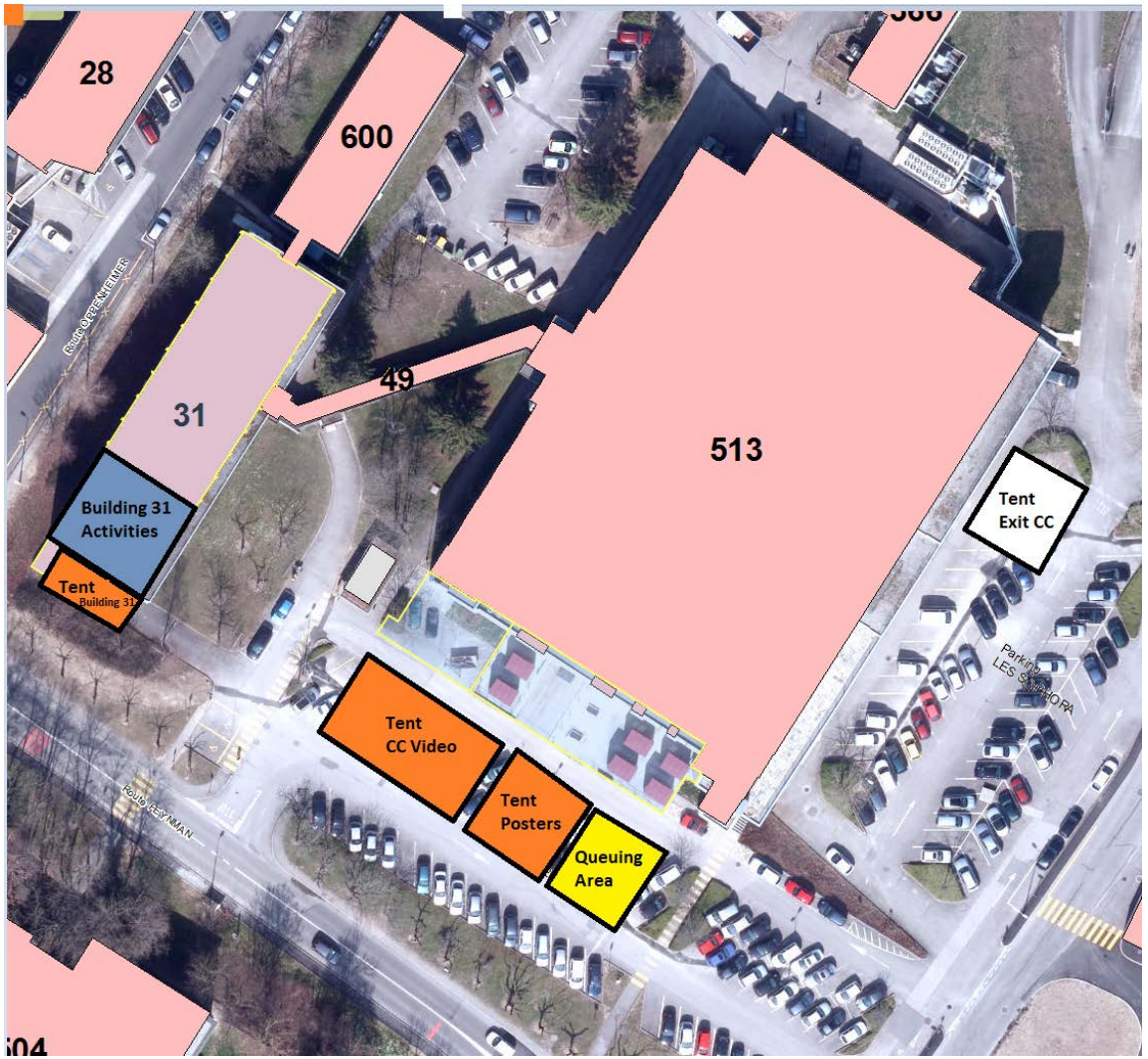
IT Visit Point and Activities



Site Manager:

Vincent Dore

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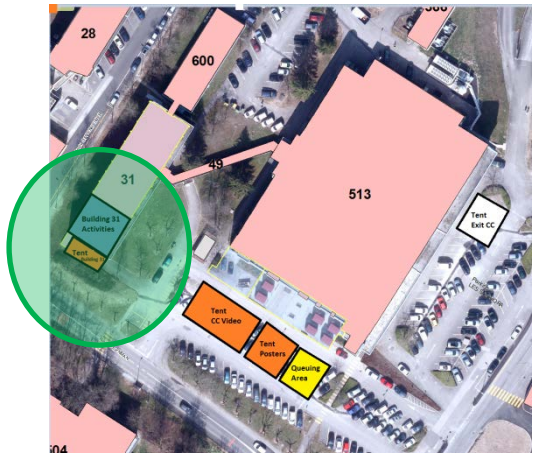
Info Agents - Tent Building 31:

- Tent Building 31:
  - 2 Info Agents:
  - Tasks:
    - Inform visitors what to they can see:
      - Grid Café,
      - Google Liquid Glalaxy
      - Wigner Room
    - Occupancy control:
      - Maximum number of visitors allowed: 40
      - If full, ask visitors to wait until places become available.



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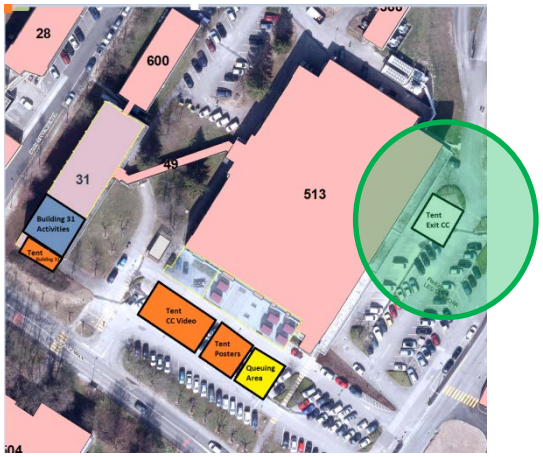
Info Agents - Tent Exit CC:

- Tent Exit CC:
  - 2 Info Agents:
  - Tasks:
    - Give CC Souvenir to visitors:
      - “Sticky Screen Wipe”
        mobile phone screen cleaner
    - Information to visitors:
      - What else to see at CC:
        Grid Café, Google Liquid Galaxy, Wigner Room
      - Give directions to R2, Bus stop, Info Point etc.
      - Check that Exit of CC is Exit only!



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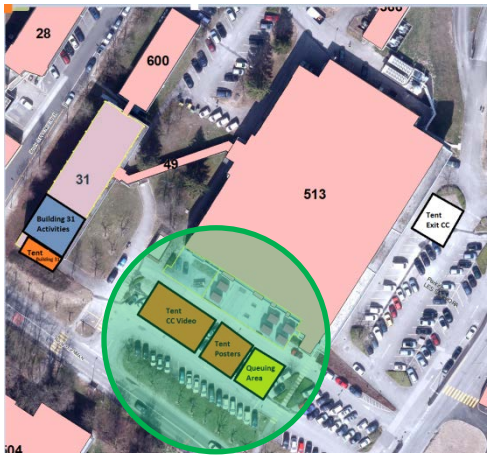
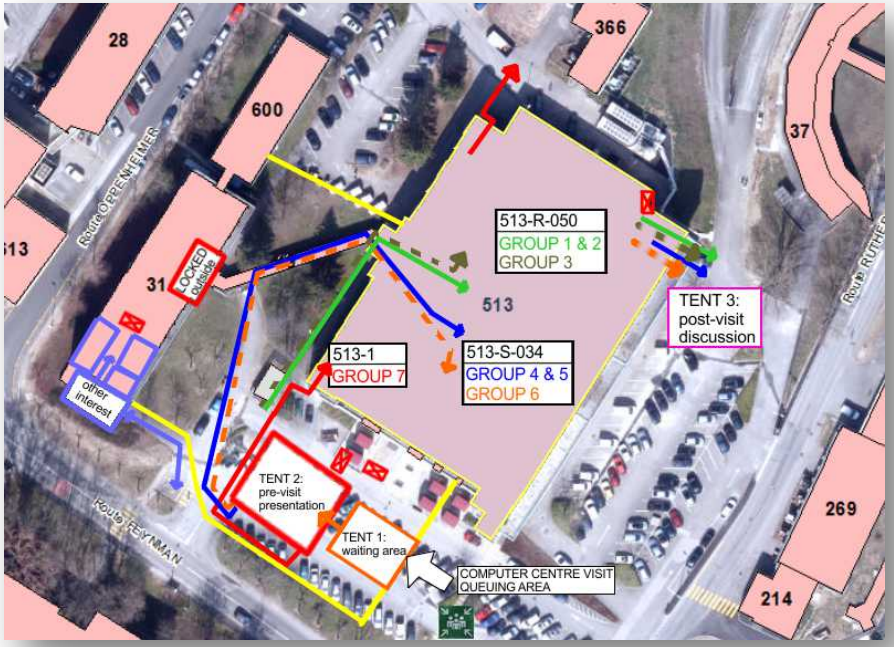
Welcome & Video Tent:

- Welcome & Video Tent::
  - Visitors Flow - overview:
    - 150 visitors / 15 minutes
    - divided into 7 groups, organised by language:
      - Group 1,2,3: CC tour R-050 (20 per group)
      - Group 4,5,6: CC tour S-034 (20 per group)
      - Group 7 (no en/fr): 513 1st floor (30 visitors)





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Main Tents

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Open Days CC Video

- Video for the Open Days about IT
  - 7 minutes' video, 3 parts:
    - How computing evolved at CERN (from 1954 till now)
    - The role of the IT department
    - The data centre

  - Text in English and French

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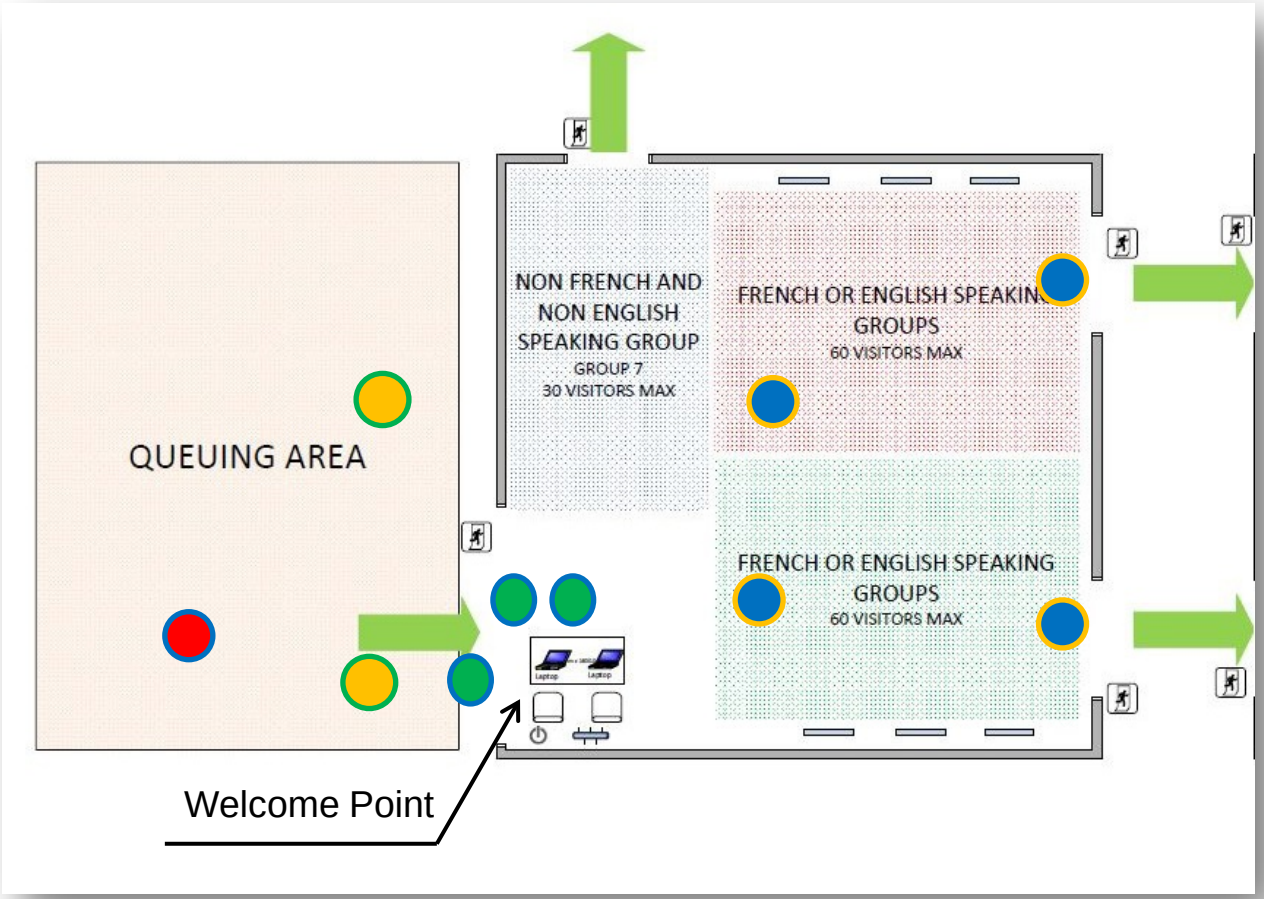
Welcome Tent & Queuing Area



Note: Journalists have priority on other visitors to visit the sites provided that they have registered and can show their journalist green card. If no journalist card they have to register close to the main entrance and come back.

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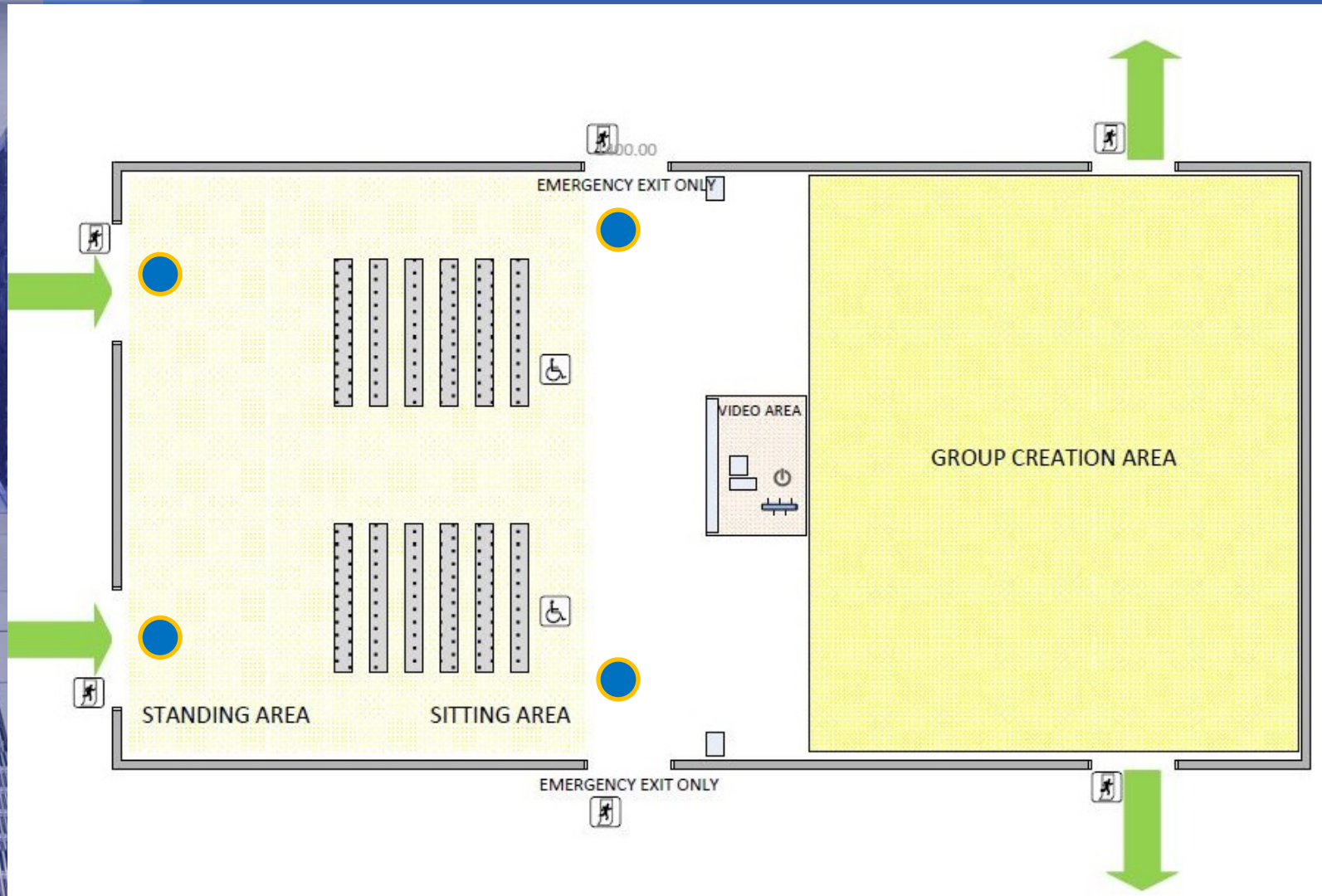
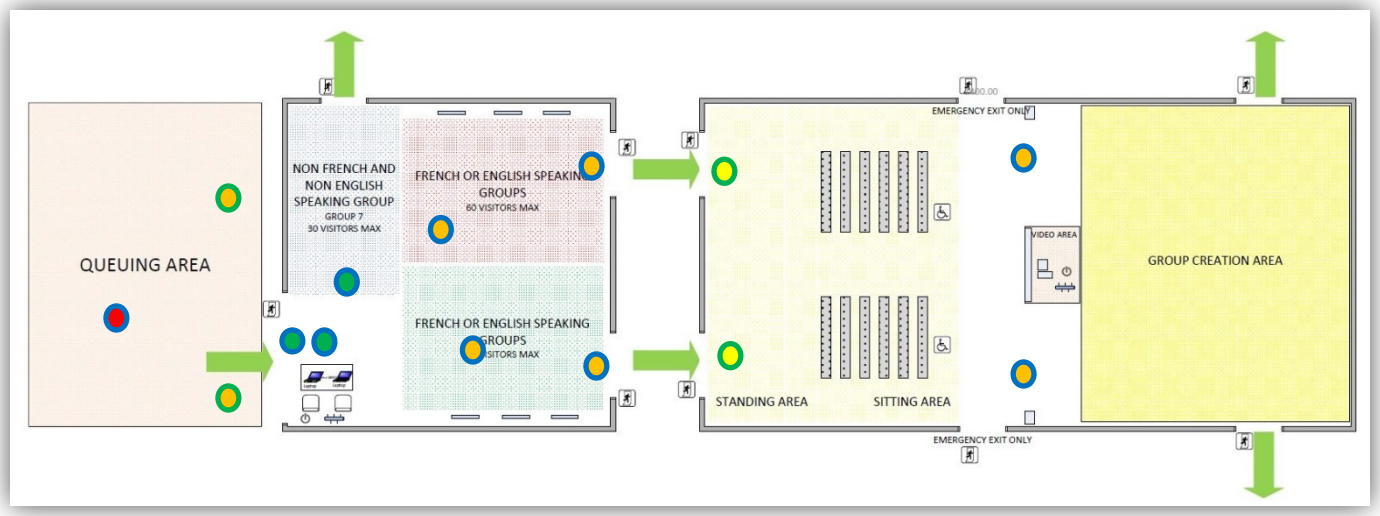
Video Tent


EMERGENCY EXIT ONLY
VIDEO AREA
GROUP CREATION AREA
STANDING AREA
SITTING AREA
EMERGENCY EXIT ONLY

Welcome & Video Tent

- Welcome & Video Tent - Volunteers
  - Welcome Point (3 persons):
    - Every 15 min fill tent with 150 visitors
    - Direct them depending on language preference (en, fr, non en/fr)
      Target: 6 x 20 visitors + 30 visitors (incl. non en/fr).
  - Animators Main Tents (6 persons + animators + …):
  - Main Tent: Group people (in 20 per language)
  - Video Tent: Group people (in 20 per language)
    - Entrance, start video, form groups of 20 and hand them to CC guides



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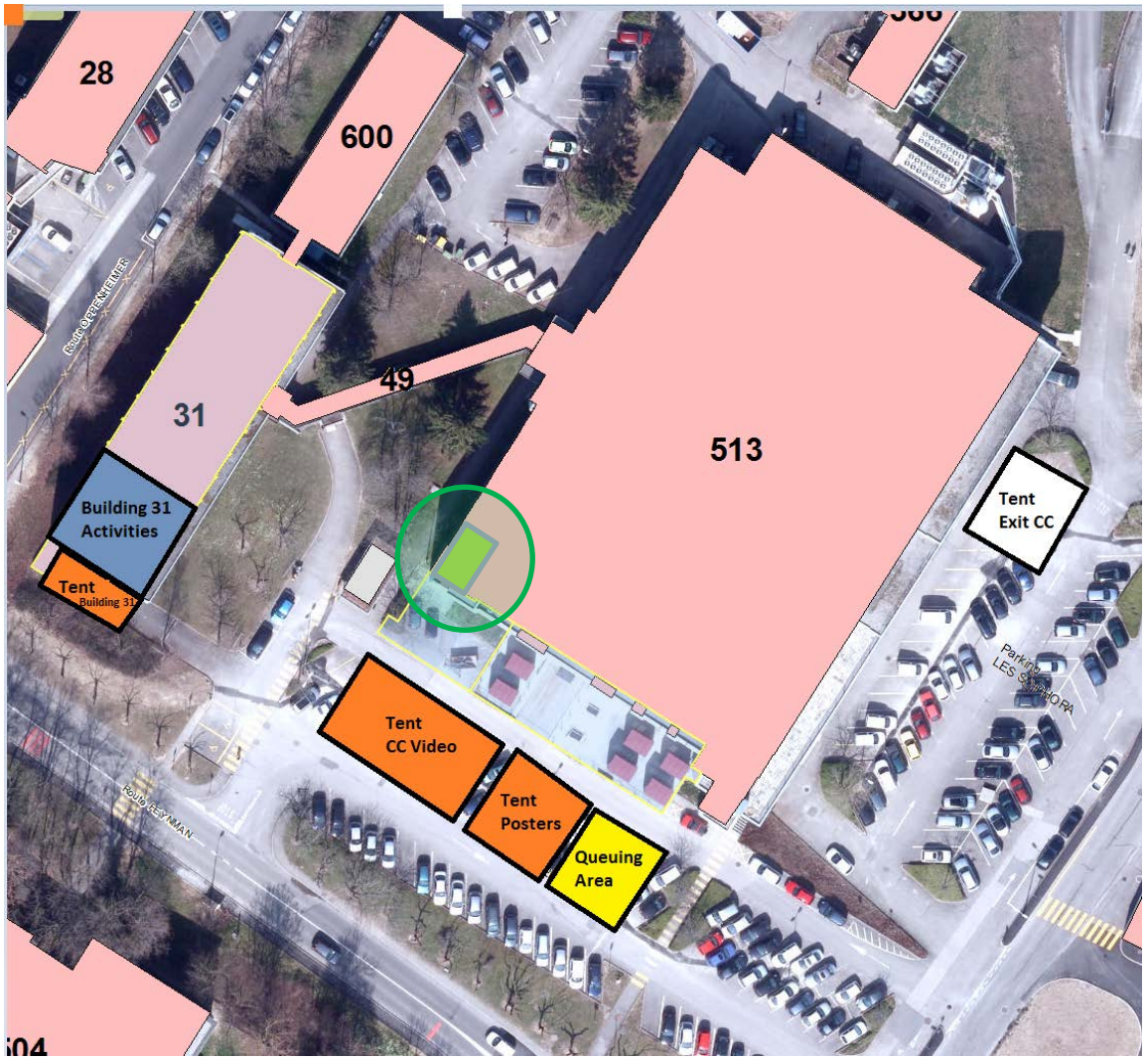
CC Visit Point – Operations Office



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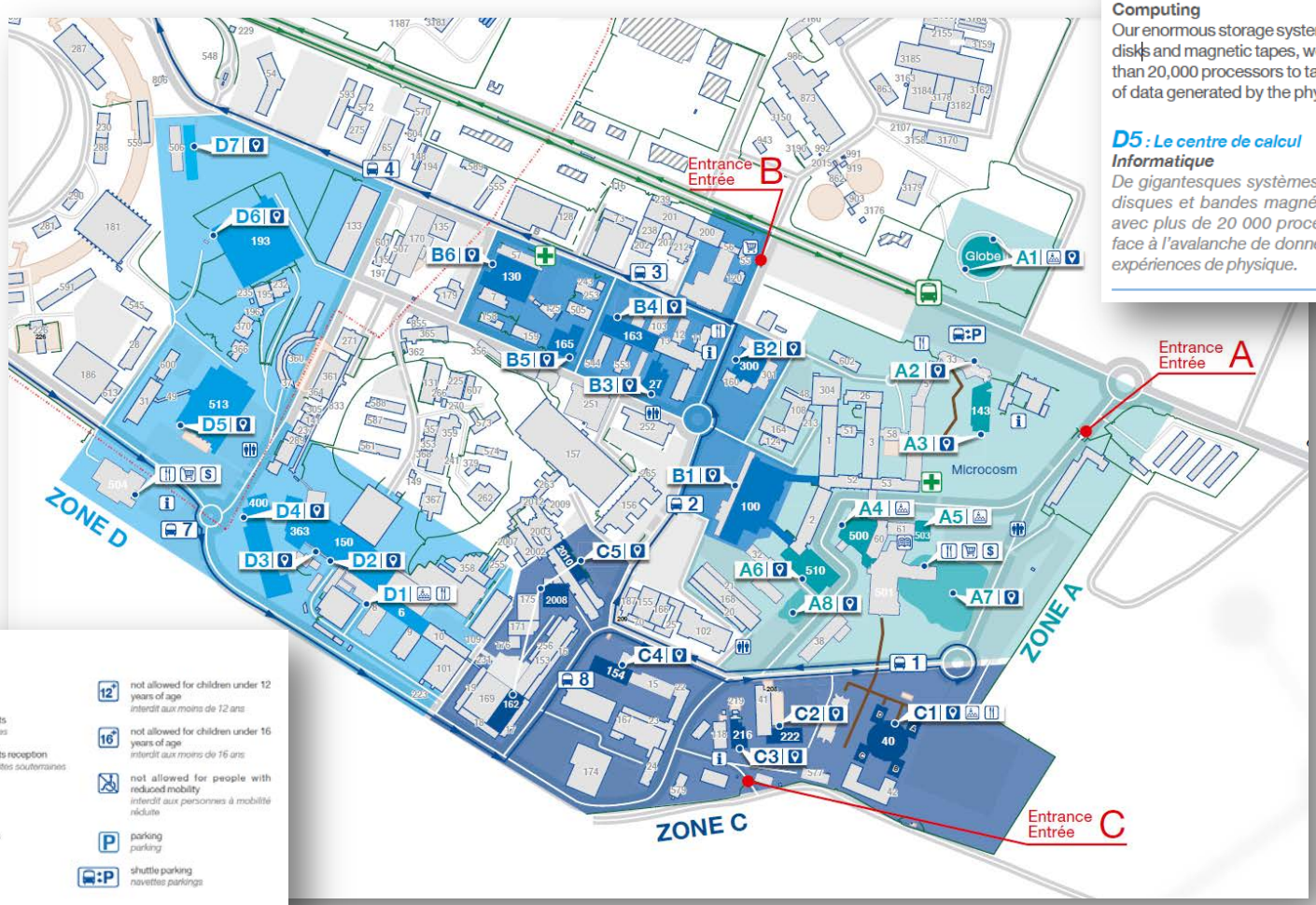
Practical information



D5 : Computer Centre
Computing
Our enormous storage systems, which use both disks and magnetic tapes, work alongside more than 20,000 processors to tackle the avalanche of data generated by the physics experiments.

D5 : Le centre de calcul
Informatique
De gigantesques systèmes de stockage, sur disques et bandes magnétiques, travaillent avec plus de 20 000 processeurs pour faire face à l'avalanche de données provenant des expériences de physique.

Legend - *Légende*

- points of interest — *points de visite*
- public lectures — *conférences*
- bookshop — *librairie*
- shop — *boutique*
- cash machine — *distributeur de billets*
- not allowed for pregnant women — *interdit aux femmes enceintes*
- food & drink — *restauration*
- toilets — *toilettes*
- underground visits — *visites souterraines*
- underground visits reception — *réception des visites souterraines*
- LHC dipole — *dipôle LHC*
- first aid — *poste de secours*
- info — *info*
- shuttles — *navettes*
- not allowed for children under 12 years of age — *interdit aux moins de 12 ans*
- not allowed for children under 16 years of age — *interdit aux moins de 16 ans*
- not allowed for people with reduced mobility — *interdit aux personnes à mobilité réduite*
- parking — *parking*
- shuttle parking — *navettes parkings*

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Practical information

- and …
  - If there is any issue, inform the site manager and/or the CC operations centre.
  - If you do have a CERN GSM, please bring it along!
    - We will give you all relevant numbers of IT organisers

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Time Slots - Reminder

- CERN Open Days IT Volunteers:
  - Open Days for public: Saturday & Sunday 9:00 – 20:00
  - For IT volunteers:

Saturday

Morning: 8:00 - 15:00
Afternoon 14:00 - 21:00

Sunday

Morning: 8:00 - 15:00
Afternoon 14:00 - 21:00

Handover of activities: ~14:30

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And …

- This presentation and further relevant information will be made available on the IT Open Days Volunteer pages:

  https://information-technology.web.cern.ch/staff/openday-2013

- Please do follow the SIR “Open Days” module: http://sir.cern.ch

- Open Days app (Android, iOS): http://opendays2013.web.cern.ch/app

Thank you for volunteering to make the Open Days 2013 a great event for IT and for CERN!

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Questions

Questions ?

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