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REGISTRATION MANAGEMENT SYSTEM (RMS)

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Abstract

The Registration Service at CERN is responsible for the registration of all the external staff working for CERN. There are many agreements with the host states, distinguishing the different work permits. Registration is carried out via the Human Resource (HR) database interface, based on Oracle Forms. This interface is very flexible but allows faulty or non-consistent database entries. Official documents are archived as paper copies. The RMS project was launched to define and develop the utilities for a new 'easy to use' user interface allowing the pre-registration of persons by their employers. Guided system and error detection procedures ensure consistent data. Powerful data retrieval systems simplify the search for persons and allow a large variety of listings. Official documents are also stored electronically and are accessible to authorized users.

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1 INTRODUCTION

In December 1998 more than 12300 persons were registered as working at CERN. These persons are divided into different categories, depending on their contracts. Registration is carried out by four different services.

In accordance with the agreements between CERN and the host states, different rules have to be followed for each case. All data are entered and maintained in one global database (Oracle HR) which is accessible to all services. Because of the variety of different rules, it is sometimes difficult to enter the data properly.

The analysis of the present situation and the existing problems in the registration service led to the 'Registration Management System' (RMS) project. It was launched in November 1998 and has been discussed with persons from AS/DI, AS/DB and ST/MC/AC. It will ensure fast and proper registration of external firm staff personnel at CERN.

Although this document only describes the situation for the registration service, the RMS project might also be useful for all the other categories of persons that have to be registered at CERN. Its aim is to achieve a registration system that covers all the requirements and avoids the present problems. The following text describes the main ideas.

2 GENERAL RULES OF REGISTRATION

There are four main categories of persons at CERN :

- Members of the Personnel
- Short-term visitors
- Users
- External firm staff and temporary workers.

The Personnel Division (PE) registers members of the personnel, such as staff members or technical students, who have a contract with CERN, before their arrival at CERN.

Short-term visitors, who are announced in advance, are also registered in advance by the appropriate divisional secretariat.

Users are registered, usually upon their arrival, in the User's Office (Division EP). The obligatory CERN CARD is issued immediately after registration at the same place.

External firm staff are usually registered, upon their arrival, in the Registration Service (Division ST), whereas PE Division registers temporary workers. The Registration Service also delivers CERN CARDS for persons other than Users.

CERN is situated directly on the border of France and Switzerland. The registration of external firm staff is carried out in accordance with a set of rules that have been agreed with the host states and the agreements of Schengen. These rules depend on

- The nationality of the person
- The nationality of the company
- The address of the person (France/Switzerland)
- The working place (CERN Meyrin/CERN Prévessin).

The necessary information is given first by the person's employer, who refers to an existing contract with CERN. Upon the person's arrival, any missing data are added, and the required documents are verified.

In all cases the person is finally registered in a global database (Oracle HR), which is accessible to all the services concerned.

3 REGISTRATION PROCEDURE

Present Situation

External staff are usually registered upon their arrival. This sometimes causes long queues, especially at the beginning of a month or a week and very often they do not bring along all the necessary documents because they have not been advised to do so. They have to go back a second time to regularize the situation. This results in a loss of working time and a considerable amount of frustration.

Several forms have to be completed for a proper registration. The information has to be provided either by the employer or the employee of the external firm or by the technical person responsible for the contract (i.e. supervisor). The documents often contain redundant data, such as name and first name. Very often the person does not know all the details that he has to fill in, such as the contract number or the required access authorizations.

No clear rules or duties are defined for the technical person responsible for a contract. This person is often not even known by the person to be registered, which makes it very difficult for the registration service to enter all the necessary information. In addition, each supervisor handles his cases in a different way.

Work permits are required by the Swiss or French authorities. This is done on paper-based forms and takes at least seven days. For this period a special document (provisory card) is produced which enables the person to pass the border for work-related reasons.

Photocopies of official documents, such as identity cards or driving licenses, are stored in the registration service. To verify or update a person's file, the documents have to be searched for manually.

At present, for the necessary access authorizations or for a film badge it is the person himself who makes the request and the supervisor has to sign it. Some of the documents need more than one signature and are sent via internal mail to the different persons. This is very time consuming and paper copies are filed in different places.

Future situation with RMS

Information about the registration rules for external firm staff at CERN should be published in an easily accessible place. This could be done on a web page and additionally as a printed document available at the registration service. This document should contain the basic rules with simple explanations.

Long queues upon arrival could be avoided if firms had the possibility of pre-registering their personnel. Therefore, a simple form should be developed that contains all the necessary fields to fill in and has a clear and understandable structure. This form should exist on paper and also as a web-based document.

At least one technical person or supervisor must be defined for each contract. This person should know about the working environment and will be the person responsible for questions about the work and access authorizations. The contract number should always be known when a person registers and thus the name of the supervisor could be attached automatically. The supervisor must be informed of every person registered. He may ask for all the necessary authorizations.

Official documents such as, driving licences, passports, etc. should be scanned and stored electronically to have them easily accessible.

4 SOFTWARE

Actual situation

The data are stored in an Oracle database (Oracle HR) which is accessible to all the services at CERN. The data are entered via a semi-graphic user interface based on Oracle Forms 3 which is not very user-friendly. The tool is very flexible but a lot of training is needed to enter the data correctly. No online rule checking or online help is available. Data retrieval or the possibility to produce listings is not very flexible.

Future situation with RMS

The new system should provide a user-friendly interface, preferably based on Internet services like the WWW. It should provide online help and guide the user through the registration procedure. A scanning device should be installed to enable the electronic storage of official documents. Data retrieval and data listings should be made easy to use via a web interface.

All these procedures must be password protected to avoid unauthorized access to personal data.

5 CONCLUSION

The RMS project will change the registration of external firm staff at CERN. It will lead to an up-to-date registration infrastructure at CERN and may also be used by other registration services such as the User's Office or the Personnel Division, if needed. Registration problems will be eliminated at the beginning, and time and money will be saved. After the acceptance of the project by all the participating divisions, planning will be established and the necessary resources will be defined.