

The Account Management service

Information for Supervisors, Team Leaders and Group Administrators

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Objective

The goals of the Account Management service are:

- Simplify and standardize account management at CERN.
- Better differentiate Identity, Authentication and Authorization.
- Provide a lifecycle for identities, accounts and associated computing resources throughout the user's activity at CERN.

Policies and features

End-users manage themselves their accounts and resources through the Web Portal. Any action not available in the Web portal can be completed by contacting the Service Desk (phone 77777 or mail service-desk@cern.ch).

Accounts for newcomers

When a newcomer arrives at CERN, an account, called the Primary Account, has already been created for him or her. Users shall only obtain their login and initial password, either by contacting the ServiceDesk by phone or by using the self-service account activation station in Building 55.

Note, however, that to access some specific resources such as AFS, the newcomer's account must be added to a specific Computing E-Group (see Computing Group Administration below).

Security Quiz and Computing Rules

The user must follow the Security Quiz and sign the acceptance of computing rules document on the SIR portal (Safety Information Registration <http://sir.cern.ch>) within 5 days from the Primary account enabling (start of the contract). The account will be blocked if this is not completed within the time limit.

Self-service creation of new accounts

Users can create new accounts by themselves. New accounts can be defined as Secondary (e.g. test or administrative account: no mailbox, not transferrable) or Service (e.g. a login for a software or a service, with a mailbox of its own, can be assigned to another person).

User Departure

Two months before a user's contract with CERN terminates, the user and his supervisor will receive a mail notification, to remind them that the user can reassign his own Service accounts to the most appropriate person.

On the contract end date, Service accounts still belonging to the user will be transferred to the user's supervisor.

60 days after the contract end date, the user's Primary and Secondary accounts will be blocked, and all his static E-Groups memberships will be deleted.

180 days after the contract end date, Primary and Secondary accounts will be deleted. This grace period allows recovery if the user gets a new contract (e.g. affiliation renewal).

Supervisors and Team Leaders specific tasks

Service Account reassignment

Before user's departure, users are notified that they should reassign their Service Accounts to the appropriate colleagues to ensure service continuity. If not done, they are automatically reassigned to the Supervisor or Team Leader, for further reassignment, through the Account Management interface on the Web Portal.

Account properties

Service Account: Lhc Operations (lhops)

Login: lhops
Mail: lhcopers@cern.ch

Account Tasks

[Change account owner.](#)
Re-assign your service account to a new owner.

Computing Group Administration

Computing Groups are defined in the E-Groups application, and can be managed by Group Administrators using the E-Groups interface. For example, the computing group ZP is the E-Group 'ZP' and the associated Group Administrators are member of the E-Group 'ZP-Admins'.

E-Group membership can be optimized and automated using the dynamic membership features of the E-Groups system:

- Add to the proper Computing E-Group, e.g. ZP, a specific dynamic E-Group (new or existing), e.g. 'Zp-dynamic'.
- The dynamic E-Group can be populated based on a criteria such as 'Experiment = ALICE'.
- The Computing E-Group will be automatically populated with all persons matching the dynamic criteria, including newcomers who will have their account and Computing E-Group ready upon arrival.

New criterion

Field: Experiment (eg. ATLAS)

Operator: Equals

Value 1: ALICE

Value 2:

Add

Please note that **new accounts are not added by default to any computing group**. Moreover, if a user creates a new Secondary or Service account, **the new account will not belong to any computing group by default**.

Help and Documentation

Extended Help, Documentation and the latest version of this document can be found on the Account Management Web Portal: <http://www.cern.ch/account>.

Further assistance is available via the Service Desk (phone 77777 or mail service-desk@cern.ch) if required.