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MARIA DIMOU

Area of interest

Work related to patterns' analysis, project management and patrimony data preservation, involving physics users, students and general public. In particular, analysis and study of established procedures in view of change evaluation.

Skills

Experienced in most IT service domains through technical roles of responsibility in a range of disciplines during her CERN career since 1988. Accurately documents progress in a project, respects deadlines and is able to obtain community consensus thanks to good communication skills, fluency in 6 languages and genuine interest in achieving win-win situations.

Experience

Period 2010 - today, IT ES Group:

- Secretary of the European Grid Infrastructure User Support Advisory Group (EGI USAG), selects effective ways to focus on short-term achievable goals for the group and the project via her experience as the chairperson in the predecessor project (EGEE USAG).

- Drives a weekly technical meeting with the Global Grid User Support (GGUS) developers (3 people) evaluating, planning, documenting and implementing requirements of the Grid user community in general and WLCG in particular.

- Coordinates the LHC VO User Support, including the technical interface between the GGUS and CERN Service NOW (SNOW) ticketing systems. Responsible for tools' development in response to the evolving needs, via requirements' analysis and design of new interfaces, statistics' reports and workflows.

- Responsible for management, communication, language, safety and technical training of all CERN IT members (310 people) as the Departmental Training Officer (DTO), evaluates training needs for the department, organises new courses, when needed, follows the relevant budget and represents IT to the Training Executive Committee (TEC).

- Represents IT in the Academic Training Committee (ATC), suggests lecture abstracts, invites lecturers, follows-up until the delivery of the talks.

- Gives lectures about CERN history, research and computing as an official CERN Guide.

- Acts as the Registration Agent (RA) for the WLCG "catch-all" DOEgrids Certification Authority.

Period 2003 - 2009, IT GD (Grid Deployment) Group:

- Chaired an international (CERN, CNAF, FNAL; Sofia University) technical working group, responsible for the evolution of the Grid Authentication and Authorisation packages, namely the middleware packages VOMS and VOMRS. This activity resulted into a CHEP09 paper.

- Assisted Grid Virtual Organisations (VOs) and Sites to formally register and operate according to the EGEE project procedures and the relevant security policies. This activity resulted into EDMS documents still being used by the Grid community world-wide.

- Led a, mostly telephone, weekly development meeting (GGUS Shopping List (SL)) and a monthly coordination meeting (EGEE USAG) to define and drive the evolution of User Support in the Grid community.

- Organised all demos for the 2008/09/10 LHC GridFest. This involved coordination with all VOs (LCG, OSG and EGEE), demo content, equipment transport and installation.

Period 1999 - 2003, IT Manager on Duty in the User Services group:

- Provided 2nd level User support of IT services (Linux, web, email), acted as a divisional representative to the CERN user community and played a role in the configuration of the, then, CERN ticketing system Remedy PRMS.

- Acted as the CERN representative in HEPiX (Linux harmonisation across High Energy Physics laboratories) till January 2003.

- Was a Section leader of 2nd level analysts (supporters) till May 2002.

- Evaluated technical solutions, documented and introduced in operation the 'zephyr project', i.e. the CERN-wide broadcast of IT service status for widely used services.

- Special additional task in 2001: President of the Appeals' Committee "Commission paritaire consultative de recours".

Period 1997 - 1999, Deputy Group Leader of the CERN Web Office:

- Provided web support to users and deployed a central service via the migration from CERN httpd to Apache for all CERN web sites, evaluation and purchase of an Intranet Search engine, related software products' evaluation (e.g. technical options for a calendar service), installation, configuration, contract management (where applicable), platform and performance optimisation, hardware purchase and installation, outsourcing contract negotiation for system support.

Period 1994 - 1997, Network analyst in the IT Physics Data Processing (PDP) group.

- Recorded in a special purpose repository, developed in perl, all the nodes in the CERN Computer Centre (CC) used by the first distributed computing project for physics users (Shift).

- Harmonised naming and addressing issues of all components involved (routers, switches, hubs), reviewed the topology using multiple, redundant network media (HiPPI, FDDI, Ethernet) for alternative routing in the CC and from the CERN North Area (NA).

- Registered all hosts and network devices in Spectrum, a SNMP-based graphical network monitoring system.

Period 1988 - 1994, Responsible for the CERN email service in CN CS Group.

- Configured and ran the CERN electronic email gateway, a multi-protocol converter (X.400, BITnet, DECnet, SMTP).

- Defended the SMTP protocol adoption and the evolution of the central gateway structure.

- Supervised a summer student project that led to the first entry in operation of the firstname.surname@cern.ch address convention, then called 'the autorouter' (1993).

- Wrote papers and participated in an IEEE conference and EU-funded working groups on email and Directory Services (EUREKA COSINE project).

- Chaired the HEPNET Technical Committee Mail group.

Period 1986-1988, Réseaux Associés pour la Recherche Européenne.
- As a Technical Development Officer of the organization called TERENA today, then hosted at the Nationaal Instituut voor Kernfysica en Hoge-EnergieFysica (NIKHEF-H) Amsterdam, The Netherlands, prepared the specification phase of the EUREKA/COSINE project. Tasks included coordination of working groups' activities and participation in meetings and workshops with other networking organizations such as SURFNet and DFN- Berlin.

Period 1982-1986, IBM WTC, Athens, Greece.

- Working in an international project with IBM Multi-Country Operations (MCO), based in Vienna, Austria as a Senior Business Information Administrator for the migration of IBM internal data from MVS to IBM VM.

- Duties included project management, users' training and database administration.

Education

1. University
1.a. Université Libre de Bruxelles , Belgium
    Period of studies   : Dec. 1986 to Dec. 1987
    Faculty   : Sciences
    Position   : HELIOS research project team member
    Domain   : computer networks
    Host laboratory   : Inter-university Institute of High Energies ULB-VUB
    Courses (1986-87) : computer networks, algorithms, operating systems, analog &
digital signals' transmission.

1.b. National University of Athens , Greece
    Period of studies : 1977 - 1982
    Faculty   : Sciences
    Section   : Physics
    Graduation   : March 1982 with Masters' Degree.

2. Languages
   greek, english, french, italian, russian : very good
   spanish : good

3. Additional Training

- IBM La Hulpe, Belgium: Courses on data retrieval systems, project management and quality control.

- CERN Technical Training courses on: Goal Directed Project Management, ITIL Foundation v.3 (certified), Agile development with Scrum.

- CERN Communications and Management Training courses on: Chairing meetings, Making presentations, Negotiating, Dealing with conflict, Leadership.

Computing packages/tools/languages

- Good expertise with package configuration, e.g. yaim and VOMS/VOMRS for Grid service deployment, sendmail, and Apache.

- Comfortable editing with wiki, twiki and native HTML.

- User experience from Linux and, in the past, most flavours of Unix (SunOS, Solaris, SGI IRIX, AIX, HP-UX, Digital Unix). Some system expertise on Solaris and Linux.

- Programming languages taught/used in the past: FORTRAN IV, APL, COBOL, Assembler 68000, C, BSD Unix shell, Perl.

Publications

- CHEP09 paper on VOMS/VOMRS Utilisation patterns and convergence plans (with A. Ceccanti, V. Ciaschini, T.Levshina, S.Traylen, V.Venturi) http://iopscience.iop.org/1742-6596/219/6/062006/pdf/1742-6596_219_6_062006.pdf

- Others registered in the CERN Document Server http://cdsweb.cern.ch/search?p=dimou

- Paper presented at the Rand University, Johannesburg, South Africa, Annual Web conference on 1999/09/09 http://cern.ch/dimou/SApaper.html

- IT CN official paper for a IEEE conference in 1991 with title "The Email gateway manager reminiscent of Sissyphus".

- An (incomplete) list of inks to other documents by M. Dimou http://cern.ch/dimou/papers.shtml

Hobbies

Classical, contemporary and flamenco dance.

References

- Guenter Grein, guenter.grein@kit.edu
- Tanya Levshina, tlevshin@fnal.gov
- Robert Cailliau, robert.cailliau@free.fr
- Les Robertson, les@robertson.net
- Ben Segal, ben.segal@cern.chi

- Peter Villemoes, peter@villemoes.dk

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