Key notes

Windows 2000:

What's happening next?

Also in this Issue:

Mail Service Upgrade

Mailing Lists Service

New Study Centres

Autumn Courses

contents

Volume 27, Number 6

From the Editor

The Computing Service has had a working group preparing for the introduction of the Windows 2000 operating system for some time. As this project comes to fruition, we announce the planned rollout of the system on page 7.

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Many of you need to email large groups of people. In this issue we detail two ways to handle this. The facility available via the Student Enquiry Screen, explained by Jenny Jackson on page 2, is ideal for mailing groups of students. If your audience is less easily identifiable, or more restrictions are needed the Mailing List Service which Mike Brudenell introduces on pages 4-5 should meet your requirements.

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Joanne Casey

Contents

Keynotes on the web

Back copies of Keynotes can be found at:
www.york.ac.uk/services/cserv/offdocs/keynotes/

Keynotes

Briefly...

PC study centres
Brian Souter

We are currently working with the Projects Office in Estates to design a new PC Study Centre in Halifax Court. The St Lawrence Court Reading Room is to be converted, as part of the remodelling of the Halifax Court complex, to provide 31 PCs and a printer. The new facility will run Windows 2000 and will be available from Monday 8 October.

Another new PC Study Centre is to be provided as part of the new building for Alcuin College. Planning is in a very early stage, with the new facility not expected to be available until the start of the Spring Term. We still need to finalise the room layout with Estates but expect to offer about 20 PCs running Windows 2000. The old Windows 95 PCs in room A/D270 will continue to be available until at least the summer of 2002.

Which System? guide to administrative systems
Nicola Normandale

- Do you feel central systems have nothing to offer?
- If you want to look up student data, do you think you need to be able to use MAC?
- Do you think MAC is the only way to get at central information on finance and estates?
- Have you heard the words 'Data Warehouse', 'MAC' and 'Student Lists' bandied about, but don't really know what they mean, or when you might use them, or how to get access to them?
- Do you know what information you want, but don't know which system to use to get at it?

If any of the above apply to you, have a look at the new **Which System?** guide at:
http://www.york.ac.uk/services/cserv/admin.yrk/whichsys.htm.

This guides you through the available options depending on the information you are interested in. For each system mentioned, full details of how to gain access are provided in the text or via links. Available training is also covered.

Other pages you might find useful are **Advice for New Staff** at:
http://www.york.ac.uk/services/cserv/admin.yrk/newstaff.htm
and **Frequently Asked Questions** (FAQS) at:
http://www.york.ac.uk/services/cserv/admin.yrk/FAQ.htm.

Information Desk news
Brian Souter

Staffing levels

At the time of writing we continue to be two staff short on the Information Desk. Paul Conacher has been away ill since December and Nick Walker left at Easter. Paul is showing signs of recovery and we wish him all the best for a speedy return. Interviews for Nick's post were held at the end of May and it is likely we will have someone in post by mid-June.

The good news is that, as we enter our seasonally quiet period, we seem to have our staffing problems behind us. We should be back to full strength and have new staff up to speed in time for the next busy period at the start of the academic year.

We trust any measures we have had to take have not caused too much inconvenience, and we would like to thank you for your co-operation.

Telephone system

Further good news from the Information Desk is that we have very likely found a replacement for the call queueing system on extension 3838. Peter Jarvis in Telephony has recently purchased SpeakEasy NT ACD to provide basic ACD (Automatic Call Distribution) functionality on the University telephone system. We are working with Peter to configure the system to meet our requirements. Apart from the financial saving to the University, we are pleased to have the support of Telephony in providing a call queueing system.

A meeting will take place in July to discuss our specific requirements with the supplier of SpeakEasy, Voice Integrated Products Ltd. Our main aim is to continue providing a queuing system for up to six simultaneous calls, and to offer informative messages and music to callers on hold. We also want to offer the additional feature of breakout from the queue to allow callers to leave messages.

Installation of the new system is likely to take place in early August, meeting our aim of replacing the current telephone system by the start of the academic year.

Keynotes

Backups: worthy but dull
Doug Moncur

Backups are an area that tend to be neglected until something goes horribly wrong and you need to retrieve a file, the contents of directory, or an entire file system on a server quickly after a disk failure. Basically, if you run a computing service of any description backups are absolutely crucial and something you neglect at your peril. They are also, it's fair to say, less than glamorous.

Glamorous or not, the Computing Service has always backed up all major services and user filestore on a nightly basis, using a variety of software, onto DLT tapes. We are now backing up almost half a terabyte of data each night (a terabyte is 1000 Gb – for comparison the hard disk on a pc is probably between 10 and 20 Gb and is often only 30% full – say 3 or 4 Gb of data in total). With Windows 2000 and YIMS coming on stream and bringing additional filestore requirements with them, it is fair to say that the solution currently in use is unlikely to have enough capacity to see us through 2001/2.
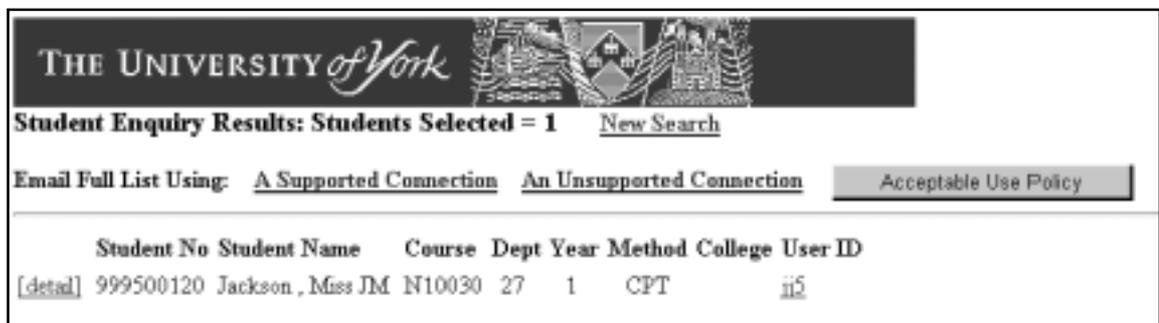
For this reason we have been working on selecting a newer more modern tape backup system, based on modern tape library technology. At the time of writing, details are not yet finalised but it's hoped that we will have a solution that will grow with the University and will provide us with a trouble free upgrade path. The replacement solution will be installed during August this year to minimise disruption. With luck you should never need to know that it's there or how it does what it does.

How to email lists of students
Jenny Jackson

The Student Enquiry Screen, SES, provides an easy to use facility that allows members of staff to query student records information using a web browser at.
http://www.york.ac.uk/univ/mis/cfm/stud.yku/stud_search.cfm

For example, using the SES it is possible to produce lists of:
• students studying a particular module
• students being supervised by a particular member of staff
• all first year students in a specific department

The SES provides both supported and unsupported connections with the ability to email the resulting lists of students. All emails are sent as Blind Carbon-Copies (bcc) thus ensuring that the recipients will not see the other email addresses to which the message is being sent.

Please ensure that when using the SES email facility you are complying with the terms stipulated in the Acceptable Use Policy, details of which are available at the web site.

Keynotes

Preparing for the mail service upgrade
Mike Brudenell

The University's central mail service is under increasing load as use of electronic mail rises. This Summer the Computing Service plans to upgrade the system which runs the mail service. Some of the changes may affect a small number of people using poorly configured mail reading software.

One package we are aware of which may have difficulties is a program called Mail Drop for the Apple Macintosh. If you use this or other unsupported mail software, please read this article to help you prepare for the changes.

Background

As you probably know the standard form of email addresses on the central mail server is:
- **username@york.ac.uk**

For various historical and technical reasons we currently accept and deliver mail sent to these three variations, now deprecated:
- **username@unix.york.ac.uk**
- **username@mailer.york.ac.uk**
- **username@imap.york.ac.uk**

This last has not been intentionally set up, but occurs because the mail sending (SMTP) and reading (IMAP) services happen to reside on the same physical computer.

(As an aside, the existence of these variations also explains why you may receive multiple copies of junk email - two or more variants of your address may be on the mailing list.)

Changes due to the upgrade

Part of this Summer's upgrade will involve splitting the SMTP and IMAP services onto separate computer systems. As a result we will no longer accept and deliver messages sent to the "username@imap.york.ac.uk" form of email address. Unfortunately a small number of users, probably unknowingly, have been using this form of address when sending out email. As a result this incorrect form of their address has been added to mailing lists, other people's address books, etc.

- Users of supported mail readers (Netscape Messenger or PC-Pine on a Supported Connection PC, or Pine on a central UNIX system) are unlikely to be affected.

- Users of Unsupported Connection or non-standard software are probably not affected, but should check that their settings have the "username@york.ac.uk" form of e-mail address.

People we believe may be affected are using old versions of Mail Drop on Apple Macintosh computers. Version 1.2 and earlier of this software did not permit you to enter your email address, but instead (incorrectly) guessed it was formed by joining together the name of the computer running the IMAP service, "imap.york.ac.uk", and the username you login to the service with.

Such users should try the latest version of the software; it may now enable you to explicitly type your email address into its settings. If not, then consider switching to an alternative mail client such as Netscape Messenger or Microsoft Outlook Express.

We will be trying to identify and contact people who we detect as sending or receiving messages using the "username@imap.york.ac.uk" form of email address and alert them to the problem. Users of unsupported connections or software should check their software/settings and ensure they are using the "username@york.ac.uk" form of address. If you find you have an incorrect setting, contact people you correspond with to advise them of your correct address.

As the mail service upgrade proceeds the Computing Service will set up a response advising people sending messages to a legacy "username@imap.york.ac.uk" address of the change, and asking them to re-send their message to the correct address.

As plans for the upgrade are at a very early stage it is not yet possible to give dates when the changes will occur. Please watch out for announcements nearer the time through Message of the Day.

Anything else?

Whilst you are checking your mail reading software's preferences, you can aid a smooth transition to the upgraded mail service by ensuring that the following are correctly set:

- The outgoing mail (SMTP) server should be set to "smtp.york.ac.uk", and
- The incoming mail (IMAP) server should be set to "imap.york.ac.uk".

The mailing lists management service
Mike Brudenell

By the time you read this article the new Mailing Lists Management Service should be available. This is run using the Lyris ListManager software package, which enables the creation, maintenance and use of lists of email addresses. These can be used to distribute or exchange messages within each list's membership.

This article expands on the background information presented in the last edition of Keynotes (Volume 27 Number 5). You may like to read that article first if you missed it.

For brevity, here and elsewhere, we will often refer to the Mailing Lists Management Service simply as the "Lists Service".

We have named the computer running the Lists Service "lists.york.ac.uk". Thus a mailing list called "departmental-heads" would have the list address **departmental-heads@lists.york.ac.uk** and any message sent to this address would be redistributed to everyone who is a member of it.

A summary of its features

- Administrators act as contact points for their lists and can adjust settings affecting its membership and operation.

- Subscription security controls determine whether users can join a list and how they do so.

- Posting controls determine who may send messages out through the list.

- "As they're posted" or "daily digest" message delivery options available to list members.

- Web-based management pages for list administrators and members.

- Searchable archives of recent articles.

List administrators

Each mailing list has an administrator: someone to act as a contact point for the list, and also be responsible for its day-to-day maintenance. This person may be involved in adding new members to the list or removing old ones, vetting messages people send through the list, and offering help and guidance as to acceptable use of the list. Usually the person who requests the creation of a list will become its administrator. It is quite possible for a list to have several administrators who share the management responsibilities; this can be useful to provide cover during periods of absence because of vacations, etc.

Subscription security controls

Each mailing list can be set up with special access controls to determine who may join it. At one extreme is the open list which allows anyone to join at will, without the list administrator having to do anything special; at the other is the closed list which requires the administrator to manually add new members:

- The *open list* enables anyone to add themselves to the list's membership. This means the list's administrator does not have to administer subscriptions, but is unsuitable if restricted membership is required.

- The *private list* permits people wishing to join to send in a subscription request to the list's administrator. The administrator must then decide whether to allow the person to join and, if so, actually adds them. This is the most commonly used option.

- A *password list* is password protected: users can add themselves to the list automatically by supplying the password with their subscription request. This might be useful when a list is to be made available to a class of students. The list administrator should change the password from time to time and check the membership periodically to make sure no outsiders have learned the password and joined the list.

- The membership of a *closed list* is maintained solely by the list administrator. People cannot send in a request to join. This might be useful for a department's secretary maintaining a mailing list of their staff.

Posting controls

Each mailing list can be set up to allow messages to be posted to the list's membership by certain categories of people:

- A list using *administrator posting* will only accept and distribute messages originating from one of

its administrators. This is useful for one-way "announcement only" lists.

- Using *administrator moderation* allows others to send messages to the list, but before each is released and distributed an administrator must approve it. This can be used for a more open "announcement only" list to which anyone can submit an article for approval/distribution.

- Lists with *members only* posting permit anyone who has joined the list's membership to send messages. This is useful for lists in which discussion can take place: people can reply to earlier messages, with their responses being copied to the entire list's membership.

It is also possible to allow people who aren't members to post messages to the list. This isn't usually advisable (spammers love such lists!) but can be of use in specialised situations: for example a list whose membership is a working party willing to receive comments and suggestions from others.

Delivery options

The list administrator can choose whether, by default, members receive each message immediately it is ready to distribute, or whether messages should be "batched up" and sent out as a once a day digest. The former is useful to make information available immediately, but risks swamping members' mailboxes if the list is busy.

This option is just a default, however, and each member of the list can subsequently alter their personal setting if they so wish.

Other delivery options enable list administrators to control what action is taken when mail can't be delivered to a member, perhaps because their mailbox is full. Lyris ListManager can handle such situations automatically by suspending the problem member from the list whilst trying to issue warnings to them. If the problem is subsequently resolved then the member can be reinstated, otherwise they are eventually removed from the list... all without the need for special intervention by the administrator.

Web-based management

List administrators can manage their list's configuration by emailing messages containing commands to a special address, and members of lists can control their personal settings using emailed commands. However this email based control system is rather cumbersome to use.

Fortunately Lyris ListManager provides a comprehensive web-based management system, enabling list administrators to look after the management of their list's configuration, membership, approving postings, etc using convenient web forms. Likewise members of lists can review and alter their personal settings too.

Searchable archives

Mailing lists can optionally keep copies of recent messages for later retrieval. This enables newcomers to the list, or people who have deleted an earlier message, to search for and view past articles. Again, this is achieved using a convenient web-based form.

"I want to know more!"

Visit the List Service's web server at: **http://lists.york.ac.uk/** to:

- Review the publicly visible lists that are available

- Join, or submit a request to join, relevant lists

- Find instructions on how to request the creation of a new list

Please remember that the primary focus of this service is to support the University's internal activities. We recognise that some collaborative ventures may require the inclusion of non-University of York people within York lists. While this is perfectly permissible we would suggest that anyone requiring a list with a wide membership across UK academia should continue to use the excellent national JISCmail Service, details of which may be found at: **http://www.jiscmail.ac.uk/**

A few groups already have mailing lists with "@york.ac.uk" addresses and whose membership is currently maintained by the Computing Service. We will be contacting you in due course to arrange migrating these to the Lists Service and delegating their administrative control to you.

Keynotes

Computing Service staff and graduate training courses 2001/02

John Illingworth

The Computing Service provides an annual programme of courses for Staff and Graduates. Staff in this context means **all** University staff regardless of academic or administrative department and Graduate means **all** graduate students whether taught-course or research.

The Autumn course schedule is usually published in August, and copies go to all departments and training officers as well as appearing on YorkWeb. Courses are normally held on weekday afternoons, but can be changed to other times in or out of term time, if demand warrants it.

The courses vary in length from one session upward, and the subjects will be largely chosen from the list below. The commonest teaching method is tutor-led, self-paced workbooks. It is the aim of the Computing Service to have workbooks for most courses available on YorkWeb.

Special courses for particular groups can often be arranged for a fee if other commitments allow and the expertise is available.

Course bookings are handled by the Computing Service Information desk, email **infodesk@york.ac.uk**, phone 3838.

Autumn 2000

The courses will be chosen from the following:

- **Computing at York**

Half-hour demonstrations will be held in week 1 probably in PX/001, aimed at newcomers to York who are experienced computer users, but need to find their way around the University's system. No booking is required, just turn up. Details will be in the full course schedule.

- **Introduction to Windows 95 for Beginners (1 session)**

- **Introduction to Windows 2000 for Windows 95 users**

- **Introduction to Microsoft Office Professional**

- **Introduction to Corel Office**

With the introduction of Microsoft Office into PC classrooms and the phased introduction of Windows 2000, it is not clear if we will need Corel Office training any more (WordPerfect, Quattro Pro, Paradox). However we will try and find out before the final publication of the Course Schedule.

- **Information from the Internet**

- **Reference Manager**

- **The Web Strand**

Stretching from early in the Autumn term to the end of the Spring term, with possible repeats of any oversubscribed parts in the Summer term, this series of linked courses takes the would-be Web Author from the very simplest of static web page design, with no use of html or other mark-up languages, right through to interactive use of databases with the Cold Fusion language and SQL.

In the Autumn term we lay the groundwork, leaving the Spring term for the more technical parts of the course. All sections may be taken separately so long as strict note is taken of the prerequisites for each one.

- **SPSS for Beginners**

- **C++ Builder**

We regret that because of the loss of specialist staff we will be unable to offer the C++ Builder Application development course this year.

- **Administrative Applications**

Small-group courses for administrators can be scheduled as required. The following are available:

- **Introduction to the MAC system**

- **Access to the Data Warehouse**

- **Powerplay**

- **Introduction to Impromptu**

- **Intermediate Impromptu**

The Spring and Summer Terms

Details will be announced halfway through the previous term. We will offer the basic office software courses each term, together with the remainder of the Web courses. There will be a crucial course on Thesis writing, a considerable time-saver for postgrads, and some courses aimed at research staff on more specialist software, such as that concerned with Geographic Information Systems and Graphics User Interface construction. For those involved in teaching we may offer our course on Teaching with the Internet.

New Windows 2000 service
Joanne Casey

Classroom PCs

After consultation a staged implementation of the new Windows 2000 Service in classrooms and study areas will take place during the coming year.

A trial Windows 2000 classroom has been established in Psychology to test the environment and identify any application teething problems. Software available on these PCs will include Microsoft Office Pro 2000 (Word, Excel, Powerpoint, Access) and Corel WordPerfect Office 2000 (WordPerfect, Quattro Pro, Presentations, Paradox). MS Internet Explorer will be the supported web browser and MS Outlook the mail client.

Two new Windows 2000 study areas, non-bookable with 24 hour access, are to be provided in Alcuin and Halifax Court during the coming year. The software available will be as above.

Teaching software requested by departments will be made available on the Windows 2000 system in stages - we cannot guarantee that it will all be available from the implementation date of the basic system.

All current Computing Service Windows 95 classrooms and study areas will keep the current configuration ensuring that no seats are lost.

All Computing Service Windows 95 classrooms and study areas will have Microsoft Office Pro 2000 available by the start of the Autumn term 2001. Internet Explorer and Outlook will not be available on Windows 95 PCs for technical reasons.

Corel WordPerfect Office 2000 will be available on Windows 95 and Windows 2000 PCs for a minimum of two years from Summer 2001.

In the summer vacation of 2002 all Computing Service classrooms and study areas will be upgraded to Windows 2000.

Office PCs - Windows 2000

Staff are advised to have Windows 2000 installed on newly purchased PCs, due to hardware support issues with Windows 95 and the likelihood of software upgrades ceasing to be available for Windows 95. This will be the default for supported Office PCs from the start of the Autumn term.

Microsoft Office Professional will be installed as standard on supported Windows 2000 connections.

Corel WordPerfect Office 2000 will also be available for a minimum of two years from Summer 2001.

Staff may have their current PC upgraded to Windows 2000 if the hardware configuration supports it. This will involve re-formatting the hard disk, losing locally installed applications and files saved on the C: drive. This is a chargeable service.

A new charging structure will be established for Windows 2000 supported PCs, taking advantage of new facilities within Windows 2000. The aim is to provide more flexible and equitable charges for software, making the new supported service a more attractive option for most users.

Office PCs - Windows 95

MS Office 2000 will not be automatically installed on supported Windows 95 office PCs, due to the risk of damaging unknown and varied configurations. Office PC users will still be able to install MS Office 2000 locally on their machines.

Corel WordPerfect Office 2000 will remain available for a minimum of two years from Summer 2001.

The Windows 2000 filestore will be offered only to users of the Windows 2000 service. It will be available to supported Windows 95 users on a "read-only" basis in order to aid migration of user data.

The level of software support for Windows 95 will gradually diminish as upgrades cease to be available.

Training and support

Tutor-led training for Windows 2000 applications will be available from the Autumn term 2001. Online guides from Software Made Simple for MS Office applications are already available at:
www.york.ac.uk/services/cserv/docs/sms.yku/

Windows 2000 user support documentation will be available at:
http://www.york.ac.uk/services/cserv/docs/guides.yrk/win2k/

Windows 95 user support activity, in particular support for Corel Office, will naturally decline as more effort is concentrated into Windows 2000.

Keynotes

Urban myths and virus hoaxes: spotting the scams
Joanne Casey

Forwarded emails warning of viruses, of various threats to personal safety or the integrity of data or asking you to participate in a petition of some sort continue to proliferate. These are rarely genuine, but it's useful to have a few indicators to spotting the scams.

• Spurious reference to authority ie 'this was announced by AOL/ Microsoft today' when no date or name of spokesperson is given.

• Spelling errors and multiple use of exclamation marks - a genuine press office release would have a professional look.

• Requests to forward are the biggest giveaway and common to all scams.

• An email petition may highlight genuine causes, but if it is not clear where it is going or where it originates the petition itself may not be legitimate.

• A claim that income will be generated for charity purely by the mass forwarding of the mail.

• A claim that you will have the chance to win a prize if you forward the email to a number of friends.

• Genuine alerts will be concise and refer you to a relevant web page for more details.

Check on the web:

• **www.Vmyths.com**

• **www.urbanlegends.com**

Finally, it's worth remembering that nearly everyone gets caught out by these spam mails at least once, so don't be too harsh on the person who sends it to you.

Web accounts and disk quotas
Mike Brudenell

Web Accounts are special usernames set up for people providing official information on the main YorkWeb (www.york.ac.uk) service. (They are *not* the "ordinary" usernames with which one can set up a personal area on the User Web Area server -- www-users.york.ac.uk)

To date Web Accounts have not been subject to disk quotas, permitting each one to store as much information as is wanted: even to the extent of totally filling up YorkWeb's disk! Unfortunately we have had several incidents in which people have done just this: using huge amounts of space to store files unrelated to their web area.

When the disk is full problems ensue for other Web Account holders: if they alter any files there may not be sufficient space to save the changes. This can result in web pages, images etc, being truncated, corrupted or even totally lost.

To help guard against this problem recurring, disk quotas are being introduced for new Web accounts when they are registered. The standard disk quota for such accounts will, for the time being, be 100Mb.

Existing Web Accounts will also have disk quotas introduced. Again the standard figure will be 100Mb, which is comfortably larger than the current usage in nearly every case. A very few Web Accounts are currently using more than 100Mb - sometimes significantly more and we will be contacting their owners to discuss reducing their space requirements where possible and negotiating a mutually agreeable quota.

Over the Summer we plan to migrate the YorkWeb service onto replacement computers with dedicated disk store. This will enable us to review the disk quotas allocated when necessary.

YorkWeb server improvements

Over the Summer we will be moving the YorkWeb service off the single machine currently running it and onto a "farm" of servers. This should ensure that if a fault develops on one machine, or if a software upgrade is needed, the remaining machines in the farm will continue to run, keeping YorkWeb available.

The server farm will also share disk space dedicated solely to housing YorkWeb information. This will give us leeway in reviewing Web Accounts' disk quotas as and when necessary.

Keynotes

Computing at York: Part III
Peter Roberts concludes his account of computing at the University

Computing at York was very stable for the first half of the 1980s with facilities being provided by the DEC System 10. This was augmented in early 1982 by the addition of a KS10 system roughly one fifth of the power of the existing KL10. During that period the University did not expand, remaining at 2800 undergraduates, 600 post graduates and 500 academic/ administrative staff. The KL10 system, which could run 55 simultaneous jobs, met the needs of the user community, with those requiring considerable computer power being given access to powerful systems at London and Manchester Universities, as well as the SERC Rutherford Laboratories.

> *"DEC anticipated such hostility to this announcement that the vice-president was protected by armed guards"*

Planning for the future of computing for the University in the early 1980s was based on the eventual replacement of the KL10 system by a much more powerful system being developed by DEC, codenamed "Jupiter". However in the Spring of 1983 at a DECUS conference in the United States, DEC announced the abandonment of the super-computer Jupiter project and declared that the future lay with the VAX series of mid-range systems. DEC anticipated such hostility to this announcement that the DEC vice-president who made it was protected by armed guards at the meeting.

As a result of the cancellation of the Jupiter project, it was realised that there was no future in continuing with the DEC System 10. So in July 1985 the University issued an operational requirement for a replacement system to be installed in the Summer of 1986. The requirement called for a system capable of supporting 120 simultaneous users, which it was suggested required a processor with a power of 4 million Whetstone instructions a second (MWips) together with 8 Mb of main memory and 5 Gb of backing store. The system would also be required to support both the X.25 communications protocol as well as 10 Mb/sec Ethernet. It was also required to support the Fortran-77, Pascal, Basic and Cobol-74 programming languages.

In August 1985 replies to the University's operational requirement were received. Two of these were of particular interest: one from Prime Computers and the other from DEC. After considerable investigation and debate it was decided to proceed with the DEC offer of a VAX 8600, together with a smaller VAX system. The new systems were installed in the Summer of 1986 and at the start of the new academic year were subjected to a load test, with large numbers of users being asked to simultaneously input test scripts. The systems were unable to support the workload of 120 simultaneous users, so eventually DEC replaced the small VAX system with a VAX 8550. This configuration worked well and continued to provide the backbone of the University's computing facilities until the

early 1990s. This was provided via a network of VDU terminals across the campus, including an ever growing number of student classrooms.

In the early 1990s the PC began to figure largely in the University's provision of computing power. Though a classroom of Silicon Graphics Indigo workstations running UNIX was installed in 1990, it was the PC using Intel or compatible processors together with successive versions of the Microsoft Windows operating system, that proved most popular with users whether staff or student.

This style of computing continues in the new millennium: with over 3000 PCs available on the campus, the only users of larger computing systems are the administration, and some research workers with large computational or process control problems.

> *"Today a supermarket can sell a computing system vastly more powerful than anyone could have imagined in 1967"*

Increasingly the role of the Computing Service is to provide a local network with national and international connections, together with support and advice. Today your supermarket can sell a computing system vastly more powerful and effective than anyone could have imagined when the original Elliot 4100 was installed at the University in November 1967 at a cost of £50,000.

The software wishlist
John Illingworth

The Software Wishlist (**http://www.york.ac.uk/services/cserv/sw/wishlist.yrk/wishlist.htm**) was created at the suggestion of Computing Committee. It allows you to see what others have requested, to give your support and to add your own requests. Further information may be accessed by clicking on the relevant links. Please note that only software that will be used in a number of different departments will be considered for central funding. We have here extracted from the current Wishlist those items suggested by 3 or more departments; these are the most likely to attract central support.

When considering if an item might be provided centrally it is necessary to look at the University as a whole. For instance, the new Reference Manager site licence costs £11750 per annum and single licences bought in bulk cost about £250, making the break-even point about 50 new licences every year.

Software Type or Name	Environment	Type of Use	Computing Service Comments
Acrobat 4 (reader and writer)	Windows 95/ NT, Unix	Reader for all systems, writer for research	Reader is available on supported PCs
ATLAS.ti Qualitative Analysis	Windows 95/ NT	Teaching/ research	£1058 for a 5-pack
Endnote	-	Research staff, teaching and research in all departments	Part of the new Reference Manager site licence. Cost about £11500 per annum.
Macromedia Dreamweaver	Windows 95	Staff use	We hope to provide a web authoring package, and Dreamweaver is on the short list.
Mathematica	Windows 95/ NT	Teaching/ research	Need to be sure that Maple won't meet the same needs.
Microsoft Office 2000 (Word, Excel, Powerpoint, Internet Explorer, Front Page)	Windows 2000	All	Will be available on Classroom PCs by August. See Windows 2000 announcement on page 7.
S-plus	Windows, Unix	Student use, research, teaching	For exploratory data analysis and statistical data mining.
SigmaPlot	Windows	Teaching/ research	
Visio Pro	Windows 95/ NT	Administrative	In Microsoft Select deal so no site licence.
Winzip	Windows 95/ NT	All Windows NT machines	A zip/ unzip program will be in the Windows 2000 system.

Iliad for Work
Susanne Hodges

The Summer Term has seen our biggest ever take up for courses. Design of Web Pages proved to be the most popular and unfortunately many students had to be turned away, as both of the designated classes became full. Due to popular demand, we are going to run this course again on Monday, Tuesday and Wednesday of week 10. The Office Skills courses also filled up very quickly and a further sixteen students chose to take the self-study route.

It is clear that many students are finding Iliad for Work certificates useful in procuring both temporary and permanent jobs.

Keynotes

Contacting the Computing Service

Computing Service	Telephone: (01904) 433800
University of York	Direct dial: (01904) 43 followed by ext no.
Heslington	Fax: (01904) 433740
YORK YO10 5DD	Email: *username*@york.ac.uk

www.york.ac.uk/services/cserv/

Information Desk

The Information Desk is your first point of contact with the Computing Service

Telephone: ext 3838
Email: *infodesk*

Open from 9am to 5.15pm Monday to Thursday, and 9am to 4.15pm Friday (*may be closed for training Wednesdays 2pm-3pm*), for problem solving, advice and information, fault reporting, network connections, file restoration, sales, course bookings and user registration. Printed output can be collected from the lobby entrance which is open from 8am to midnight.

Computing Service Staff

Director:	Mike Jinks	3801	*kmj1*
Departmental Secretary:	Lorraine Moor	3801	*lsm1*
Head of Infrastructure:	Robert Demaine	3808	*rld1*
Head of User Services:	John Illingworth	3803	*jji1*
Head of MIS:	Kay Mills-Hicks	2101	*kmh8*
Head of Technical Services:	Doug Moncur	3815	*dgm1*
Head of Systems:	Andrew Smith	3809	*abs4*
Operations Manager:	Brian Souter	3814	*bs1*
Head of Networking:	John Mason	3813	*jrm13*
Information Officer:	Joanne Casey	3805	*jmc8*

Sue Bolton	2102	*sjb28*		Sue Hodges	3839	*sh32*
Mike Brudenell	3811	*pmb1*		Paul Hodgson	4347	*ph25*
Lisa Burkinshaw	3818	*ljb4*		Geoff Houlton	2100	*gph2*
John Byrne	3812	*jcb1*		Jenny Jackson	4455	*jj5*
David Chambers	3742	*dac6*		Chris Kilgour	4454	*crhk1*
Michael Clark	3745	*mpc3*		John Marsden	3832	*jpm1*
Arthur Clune	3129	*ajc22*		Darren Munday	3821	*dam6*
Paul Conacher	4346	*pac1*		Nicola Normandale	4695	*ncn1*
Steve Downes	3741	*sd21*		Colin Rea	3817	*cr9*
Ken Finch	4452	*kf1*		Chris Reece	3807	*car7*
Rob Fletcher	3816	*rpf1*		Sam Scott	3817	*svs2*
Kevin Gardner	3739	*pkg4*		Daniel Shelton	4349	*ds23*
Chris Gowland	3823	*cg1*		Pete Turnbull	3804	*pnt1*
Sarah Hall	3827	*seh11*		Sam Vines	3749	*sccv1*
Peter Halls	3806	*pjh1*		Timothy Willson	2123	*ftmw1*
Linda Hearn	3800	*lch8*				

Keynotes