

THE UNIVERSITY *of York*  
Computing Service

# Keynotes

Volume 29 Number 2 December 2002



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**Outlook 2002 hit squads**

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**From the Editor**

We can't deny it's been a bit of a busy term here, perhaps most notably because of problems with the upgrade to Outlook 2002. On page 3, Doug Moncur explains how that problem has been tackled, while Mike Jinks, writing on page 2, looks at the broader issues behind the move from Windows 95 to Windows 2000. We've also been kept occupied by the high take-up of the Student Network Service trial, which Matt Holmes details on page 1.



As a contrast to the technical business, we've introduced a little human character into this issue of Keynotes. Doug has been given free rein to talk about his global experiences of communication infrastructures on page 7, while on page 8 we keep you up to date on the travels of our roaming Computing Assistant, Tamsyn Quormby.



Finally, we welcome more guest articles this month, as both Kriss Fearon (page 5) and Sue Cumberpatch (page 6) seem to be becoming regulars on these pages.

*Joanne Casey*

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**Keynotes on the web**

Back copies of Keynotes can be found at:  
[www.york.ac.uk/services/cserv/offdocs/keynotes/](http://www.york.ac.uk/services/cserv/offdocs/keynotes/)

## The SUS Service

*Andrew Smith*

This information is aimed at users of unsupported Windows 2000/XP PCs connected to the campus network.

As you may be aware, Microsoft periodically publishes a number of **HotFixes** that aim to correct known security issues with the Windows Operating System. Obtaining these fixes can be tedious and slow, requiring a real effort on the part of a user, and thus they are rarely installed by users. To combat some of these problems Microsoft have released SUS (Software Update Services: [www.microsoft.com/windows2000/windowsupdate/sus/default.asp](http://www.microsoft.com/windows2000/windowsupdate/sus/default.asp)). This provides a one-stop shop for all patches that are published for a particular operating system and that are applicable to your PC.

In order to provide faster access to the updates on the Microsoft site we have deployed an SUS server within the Computing Service. A user of an unsupported PC can install the client from:

`\\csrv.ad.york.ac.uk\YorkRoot\System\Hotfixes\WUAU22.msi`  
and configure the update service location to `w2kctrl.csrv.ad.york.ac.uk`.

Once installed the user will be prompted when new updates are available and be offered the opportunity to install at their convenience.

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## Take-up of Student Network Service

*Matt Holmes*

The Student Network Service (SNS) launched at the start of term and has seen an enthusiastic welcome from those people included this year. From the 600 connected bedrooms there has been a total take up rate of 38%. On a per-college basis, James leads with 49% and Halifax currently sits at 36% take up. We are still seeing a regular stream of new users and are well on our way to reaching our target of 50% take-up by the end of the academic year.

Next term we will be launching an advertising campaign to attract those people who received new computers for Christmas. We are offering a reduced rate of £40 for people registering at that time.

On an average day the SNS web cache passes 9Gb worth of traffic, with peak periods between 5pm - 3am.... that's a lot of 'research'!

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## Windows 2000 print server

*Sam Vines*

The Windows 2000 print server `csrvbkpr01` is due to be decommissioned on 17 December 2002. Anyone still using this server (these are primarily people who were involved in the initial roll out of the Windows 2000 service) will need to migrate their printers to use `w2kpr0` instead. To check whether this affects you, go to **Start | Settings | Printers**. Select **View** and then **Details**. Your printer name will appear followed by "on" and then the print server name. Any printers appearing on `csrvbkpr01` will need to be deleted and subsequently added from `w2kpr0`.

Details of how to add a printer can be found at:  
[www.york.ac.uk/services/csrv/help/win2000/printing.htm](http://www.york.ac.uk/services/csrv/help/win2000/printing.htm).

## Withdrawal of the dialup service

*Robert Demaine*

Back in 1995, a trial scheme was introduced to allow staff to access networked services at York via modem. Users found the dialup service useful for tasks such as checking their email while away from campus, and eventually the trial became a production service with a user base of nearly 500 during 1997-98.

Since then the world has changed: the emergence of the commercial ISP (Internet Service Provider) marketplace has given rise to a wide range of internet connectivity options for the mobile and home user, and as a consequence the number of staff using the York service has fallen by 80%. Moreover, the original hardware purchased in 1995 has now reached the end of its useful life and can in any case only support speeds up to 28.8Kbits/sec.

Given the abundance of commercial offerings, the replacement of our ageing dialup service has not been regarded as a funding priority. We shall therefore be discontinuing the service with effect from Thursday, 2 January 2003.

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## Christmas Holidays

*Brian Souter*

The Computing Service building will be closed over the Christmas holiday period from 12.30 pm on Tuesday 24 December until 9 am on Thursday 2 January. All services will be available as for a normal weekend but access to the PC rooms will be subject to college opening hours. The Information Desk will be closed throughout this period and no staff will be on duty to attend to any faults.

## Staff news

### Mike Jinks

Welcome to Paul Atherton who joins us as a temporary Analyst Programmer to work on the implementation of the YIMS systems. Paul is a recent Graduate in Information Systems and Management Studies from Leeds where he worked for the NHS Executive during his placement year, so he has practical experience of implementing large information systems. We hope that Paul will enjoy his time working with us.

Lisa Burkinshaw left us at the end of November to work for the NHS in Edinburgh. Although Lisa was formally the Database Advisor, she was involved in many of the Service's projects and activities and will be missed by colleagues within the Service and throughout the University. We wish her well in her new role.



Paul Atherton



Lisa Burkinshaw



Colin Rea



Ed Jones

Colin Rea retires from his post as a technician at the end of the year. Colin joined the Data Processing Office in a part-time capacity after taking early retirement from BT, and subsequently became part of the Technicians Group within the Service. Colin's vast experience of all kinds of customers from his BT days and his cheerful approach have been very valuable in his role here. We wish him a happy retirement.

Finally, our best wishes go to Ed Jones who has decided to resign after recent surgery. Although Ed had only been with us as a Computing Assistant for a short time, he was already a popular member of staff who will be missed.

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## Upgrading from Windows 95 to Windows 2000

### Mike Jinks

One of the inescapable facts about IT is that new products and updates to existing ones continue to appear. All suppliers have a policy of continual product development and all user organisations have to steer a path between taking the latest offering from all their suppliers and staying with the tried and tested systems. This is particularly difficult in a University environment with a very wide range of activities and associated software requirements, especially as the products from different suppliers have to interwork.

In practice we are selective about implementing new products eg we didn't implement Windows 98, but we need to implement major new systems to ensure that new products are able to operate in our environment. Windows 2000 is a particular case where there were major changes to the operating environment, particularly in respect of its technical management capabilities. Accordingly, Windows 2000 is the desktop system for the University where new developments are being implemented. In particular, the new systems being implemented under the YIMS project are being made available under Windows 2000; indeed Microsoft have now withdrawn support for Windows 95 and some new software products are unable to operate under Windows 95.

Departments are able to decide for themselves the points at which they wish to move to Windows 2000, with some moving *en bloc* whilst others have a more phased transition. No date has been fixed for the discontinuation of the 'frozen' Windows 95 service - the transition from Windows 3.1 to Windows 95 took place over 3 years and we've now had one year of Windows 2000 - but the software provided under Windows 95 will increasingly have difficulties in accessing files, eg email attachments, in formats produced by later versions of the software, so inter-working with colleagues in York and elsewhere will become progressively more difficult. Although the recent problems with the deployment of Outlook 2002 might be seen as a reason to stay with Windows 95, this can only be a very short term measure, and we encourage departments and individuals to continue to implement their plans to move to Windows 2000.

## Survey of PCs available to students

*John Illingworth*

In May this year, at the request of Computing Committee, we carried out a survey of PCs available to students (including research and taught course postgraduates). This was last done in February 2000 and provided valuable information, not available from any other source, about the dispersal of PC resources around the campus. The Computing Service knows what is attached to the network, but not what an individual item is used for, so a survey of departments is the only way to find out. The full results were presented to Computing Committee on 14 November, and are now available on the web ([www.york.ac.uk/services/cserv/offdocs/cc.yrk/](http://www.york.ac.uk/services/cserv/offdocs/cc.yrk/) - York users only). However, here are a few stats culled from the data.

The number of PCs available at some time to students of all types is 1356. Of these 314 are provided centrally and 1042 by Departments. There were also some Unix workstations (29) and even a few terminals (14). Dividing the number of students by the number of keyboards of all kinds, gives an average of one computer for each 5.9 students. Of course not all machines are available all the time, so a better figure is probably the number of hours per term-time week per student. This comes out at 6½ hours per week for each student provided centrally, plus more hours provided by departments. The highest extra provision, reasonably enough, is for Computer Science students who effectively have a departmental PC each. At the other end of the scale, some departments rely solely on central provision, hoping perhaps that the Computer Science students are all up the hill, leaving the central provision for those less well-provided for. We have produced figures for a 24-hour day, which is a bit unfair to students, and a “social hours” set of figures, arbitrarily defined as the 15 hours 8am to 11pm. These are times between which it is not unreasonable to expect students to work. We may be way out on the 8am!

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## Draft Service Guide

*Joanne Casey*

The Computing Service Management Board has produced a draft version of a new service guide for the Computing Service. It can be found at: [www.york.ac.uk/services/cserv/offdocs/cc.yrk/service-guide-2002.pdf](http://www.york.ac.uk/services/cserv/offdocs/cc.yrk/service-guide-2002.pdf). The major change is that the notion of core and non-core services has been removed, to be replaced by a defined set of services, some chargeable, some not, which the Computing Service may undertake. It will not be possible to undertake services not listed, but the defined set will be reviewed periodically. Another welcome change is the removal of the charge for the software bundle. The Draft Service Guide has been put to various bodies for comment - if you wish to add your own thoughts, please channel these through your Departmental Computing Officer, rather than sending them directly to the Computing Service.

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## The Outlook Hit Squad

*Doug Moncur*

As you may have noticed, this summer’s upgrade didn’t go particularly smoothly. Without going into technicalities, we understand what went wrong and why – the only remaining problem was fixing it.

Classroom machines were easy – essentially once they were correctly rebuilt with Outlook 2002 they were fixed. Office machines are more of a problem – basically because they are in people’s offices and tend to have valuable information stored on them. This means we can’t wipe them and start again, as we did with classroom machines. Furthermore, we weren’t 100% sure which machines had upgraded correctly and which ones appeared to be working correctly, but had vestiges of the previous version of Outlook. We did know which machines had never been upgraded, and which machines had broken installs. By implication the rest were in the ‘might be ok but ...’ category.

If we were talking about only a few machines it would be quite straightforward to fix the problems: however, we have over 1000 Windows 2000 machines on campus

and the logistics of applying individual fixes are enormous.

This term we’ve been working on the problems that stopped people working, reducing it to a hard core of problems. In parallel with this we’ve been organising ‘hit squad’ visits: a team of technicians descend on a department and work through the machines to ensure that they are in a known and usable state. With these two approaches we should soon have resolved the knock-on problems from the Outlook debacle. We have learned some important lessons on software deployment and problem management.

Outlook does remain a key component in our strategy of providing, where possible, an industry standard suite of products on the desktop, both to familiarise students with these products and to allow staff to more easily exchange information and ideas with colleagues at other institutions.

Keynotes

## Classroom upgrades and additions

*Doug Moncur*

### Additions

We have recently opened an additional study area in Wentworth W/202, for use by graduates: members of Wentworth College will be able to use their key card to get in, other users should contact Wentworth Porters to gain access.

This room has been equipped with 20 surplus PCs from this summer's upgrade cycle as an interim measure. To keep costs down we have also re-used old furniture in preference to our new standard bench design.

As an experiment we have also provided two access points to allow people to connect their own laptops to the network – this service is similar to, but separate from, SNS, the Student Network Service. We would hope to extend this service to the library in due course.

### Upgrades

In the previous issue of Keynotes I said that we were planning to upgrade V/058 and K/120 at either Christmas 2002 or Easter 2003. We have now decided to carry out these upgrades in summer 2003 as part of the upgrade schedule for next year.

We currently plan to upgrade V/058 and K/120 in July 2003. At the same time, we plan to fully equip W/202 with new machines and data access points, and to replace the SGI O<sup>2</sup>s in D/104.

At the same time the scanners currently in D/104 will be replaced and also move to a new location. We are in the early stages of planning the D/104 upgrade and further information will be announced in the new year.

## Frequently asked questions: using PC classrooms

*John Illingworth*

### Why don't members of a particular college get precedence in their PC classroom?

Because it isn't their classroom, it is provided for the use of all students and staff by the Computing Service; it just happens to be in 'their' college.

### What is the Computing Service going to do about rowdiness in PC classrooms?

This isn't a computing problem, it's a behaviour problem and should be reported in the same way as bad behaviour in a bar or other facility, namely to the Porters, to the Provost, or to the University authorities.

### Do students have the right to take unfilled places in PC classrooms when teaching is in progress?

No, it is entirely up to the lecturer. The University Information Committee, which is responsible for policy at this level, at its meeting of 16th July 1999, minute 99/64, confirmed an earlier decision that "staff should be encouraged, but not required, to make free machines available to casual users provided they did not cause a distraction." and wrote to Boards of Studies reminding them of this.

If you need a PC and see spare ones through the door it can be frustrating, but a recent survey of course participants revealed that one thing they think really detracts from the learning process is to have non-participants in the room, especially entering and leaving.

### How do I reserve a PC while I go off for a meal/shower/holiday in Greece?

You can't. The Computing Service advice on finding an unattended logged-in PC in a busy PC room is to log it out carefully and log in yourself. While a few minutes for a coffee or a trip to the loo can hardly be complained about, longer absences are anti-social and poor use of a scarce resource.

### I have to queue for a PC at peak times. Why aren't there more?

The Computing Service has an on going programme of expansion and upgrading of PC classrooms and study areas, but it is unlikely that we can ever cater for peak demand.

There are two useful options. Firstly on each Computing Service PC classroom/ study area is a sheet detailing the bookings in all other bookable PC classrooms so you can see which ones to avoid. Secondly, many departments provide PCs especially for their own students and graduates. In fact there are over 1000 PCs provided by departments for their own students; that's three times as many as the Computing Service supply. However they may not all be available 24/7.

## Reworked visual identity for the web

*Kriss Fearon*

The web visual identity, which was originally launched in 1996, has been given an update. The work was undertaken by the Web Office with technical input from Rob Fletcher of the Computing Service.

Changes in web technology over the last six years have enabled us to be more flexible in the type and size of images available. The banners were revised - they now contain images of campus and the 'University of York' logotype: alternative versions also include a woodcut. A limited range of general images is available; the Web Office is happy to make up banners for departments who wish to provide their own image.



The main change in the banners is that the departmental name is no longer integrated with the main section of the banner. In order to provide high-quality images, we use jpeg format for the main banner, while the departmental graphical headers are transparent gifs.

The elements of the visual identity have also been reworked following a decision to standardise on web-safe versions of the University's corporate colours, rather than retain web versions of the pantone colours. The woodcut and logotype are available in a range of sizes, while the logotype is now available in white which can be reversed-out against a dark background.

It is hoped that providing a wider range of images will make it easier for departments to incorporate the visual identity into their page designs. If the current range does not meet your needs or you have a specific requirement, please feel free to contact the Web Office to discuss this further.

For details on how to use the **Find and Replace** facility in Dreamweaver or the **Multi-File Search and Replace** facility in HTMLedPro to help you make the change across your website, visit: [www.york.ac.uk/services/cserv/help/web/Images/](http://www.york.ac.uk/services/cserv/help/web/Images/).

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## Staff Training and Development Group IT training needs survey

*John Illingworth*

Earlier this year the Staff Training and Development Group (STDG), which belongs to Staff Committee, commissioned a researcher to investigate the IT training needs of University staff of all kinds. The report was put before the STDG on 26 November, and will no doubt be published in due course. However, it might be interesting in the meantime to note how the survey was carried out, while leaving any acceptance or otherwise of its recommendation to the relevant committees.

It was decided that it was important to get the views of those who specify training for their staff, and those of the staff who were receiving (or not!) the training, so a wide cross-section of more senior staff were subject to structured interviews lasting half an hour or so, while a larger number of staff of all levels were recruited into focus groups to discuss their perceived training needs.

The researcher sorted transcripts of these sessions and produced a number of themes, some commonly found across departments and others common to all levels in particular departments. These themes were distilled into recommendations, and it is these recommendations that the STDG will be considering. The fascinating thing about the recommendations is that they are not in any way the opinions of the researcher, but reflect the actual words of those who provided the raw data. It's an interesting report, and I hope you will soon be able to read it, and the response of the STDG.

## Hints and tips on using the Library Catalogue

### *Sue Cumberpatch*

#### Blank screens on Library catalogue PCs

On the special catalogue PCs in the Library, some users have been puzzled by sometimes seeing a “blank” screen instead of the catalogue screen.

- If the screen is totally blank black/grey, this means the energy saver has dimmed the image. Just move the mouse and wait for about ten seconds. The catalogue screen will gradually reappear.
- If the blue Windows 2000 desktop is visible, but not the catalogue, then click once with the mouse on the Internet Explorer icon on the taskbar at the bottom of the screen, and the catalogue will appear.

#### Library number and password

Since the last issue of Keynotes, we have modified some of the password settings to make them easier and clearer for students.

**Students** may now use the six digit Library number on their University Card (next to the word *Library*), omitting any leading zeroes. Use this for both the Library number and the initial password.

**Staff and researchers** still have to use the 14 digit barcode on the University card for both Library number and initial password.

#### Changing your password

For students, there has been some confusion about the difference between their campus network login (also used for email) and their Library number and password. In both cases, the six digit Library number (as described above) is used as the initial password.

- **When personalising the campus network password**, you should go to the Computing Service Electronic Infodesk and follow the instructions. The new password should be *between 6 and 8 characters long and should contain letters and numbers*.
- **When personalising the Library Catalogue password**, you should do this when logged in to the Catalogue as part of My Library Record. *The new password should contain numbers only* so that it can be used on the Library’s new self-issue machines. A four-figure number will be sufficient (many users make it the same as another PIN code they use frequently). It is essential that you change this password to use our new self-issue machine in the Library.

#### Searching by author and title

If you have a reading list with details of authors and titles of books, there are several ways in which you can search for them. Here is one quick and easy way:

- Make sure you are in the full Catalogue, by clicking on the Full Catalogue link on the main menu at the top of the screen.
- Type into the search box - under *Quick Search: keyword search for words or phrase* - the author’s surname (last name) and any word from the title, for example: **tolstoy war**. This would find Tolstoy’s War and Peace.
- Click on *All Items* to display information about the shelf location, etc.

If you have any queries or problems related to the Library Catalogue, you can ask any member of Library staff for help, or email [lib-enquiry@york.ac.uk](mailto:lib-enquiry@york.ac.uk)

There will be further Hints and Tips on using the catalogue in the next issue of Keynotes.

## Computing elsewhere...

### *Doug Moncur gives his personal observations on communication infrastructures overseas*

They say travel broadens the mind. I don't think whoever said it was thinking about network architectures at the time but they might as well have been.

In the last few years I've travelled to quite a few countries, mostly for pleasure, sometimes not. Most of my travel has been to less developed countries or, more accurately, countries with a less developed infrastructure than ours. This has had me thinking increasingly about the future of communications.

In Morocco, quite often the nearest anyone gets to a fixed line phone is to go to a corner shop that has half a dozen for people to use, along with fax machines etc – a telephone cafe as opposed to an internet cafe. But mobiles work more or less everywhere, and mobile infrastructure is cheaper to install than to continue wiring the country.

You see the same phenomenon in Greece and Turkey – the mobile infrastructure is more pervasive than the fixed line infrastructure. So you get villages where there's only one payphone, but everyone has a mobile, meaning that everyone can get hold of everyone else all the time.

And it changes something – people expect you to have a mobile. Got a problem with a flight? The travel agent will hand you a mobile or, as I've had on one case, lend you their SIM card for a couple of hours to make some calls.

Now this is very interesting, but it doesn't have a lot to do with computing. Well actually, it does. The press has been full of articles on wireless computing or WiFi, the problems associated with it etc, etc. Unlike cell phones, wireless connections are not available everywhere, and are limited to particular locations – Hot Spots. Companies such as Starbucks have taken to providing access for a fee from some of their shops, and there are a number of other projects to provide fee paying public access. However access is not well distributed, and it is true to say that up to now it's been an exotic technology. But what happens if it becomes a pervasive technology?

Well we don't know, but we can guess. A recent issue of Wired ([www.wired.com](http://www.wired.com)) has an article on what happened when Dartmouth invested in a pervasive wireless network. You can read the article at [www.wired.com/wired/archive/10.10/dartmouth\\_pr.html](http://www.wired.com/wired/archive/10.10/dartmouth_pr.html) – it's not necessarily how the future will be but it's one possible version. The two most interesting things about the article is how easily people got used to pervasive computing and how it started to be used in new ways to teach.

Of course Dartmouth is a rich university in the States, where most of the students can afford their own computers. At York we're a long way from requiring students to have their own computers, yet we can see from the take up of SNS, the student network service, that quite a few of them do. Hopefully the provision of access points in W/202 and the library will let students who live off campus or in areas without SNS access connect. Or indeed without wireless – pervasiveness implies the widespread availability of connectivity, not a particular connection technology.

And it's true that it is becoming easier for students to gain access to PCs – the student run Computer Recycling Project ([www-users.york.ac.uk/~elec37](http://www-users.york.ac.uk/~elec37)) can supply low cost PCs which can run Abiword, an MS Word compatible word processing package, and which could, when fitted with an ethernet card, connect to SNS. Meanwhile some manufacturers, notably Apple ([www.apple.com/uk/istudent](http://www.apple.com/uk/istudent)), are launching schemes by which students can lease laptops at a comparatively low cost.

And then things will start to change – perhaps. And not quite in the ways one expects. If students start to use their own machines as an alternative or an addition to University provided machines, there has to be a common standard for documentation provided to students. Since everyone who is connected has a web browser, html would seem a good mechanism. This huge mass of html needs to be organised and structured

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to help students find their way around it. VLEs, virtual learning environments such as Bodington ([www.bodington.org.uk](http://www.bodington.org.uk)) can offer a way of structuring material and let students submit work and communicate more easily with their tutors.

It also means that students could communicate and follow course material when they are away from York, as long as they had internet access. The virtualisation of the University in effect. And this of course has implications for the e-University and WUN. You can see this already beginning to happen at some overseas universities; for example the University of Southern Queensland, which has a major investment in online learning, is deploying a pervasive wireless network to allow students to access material while on campus.

And this really is the thing about pervasiveness. It's not just the physical thing of being able to access information from wherever you are, it's the way that it starts to pervade the culture and become part of people's expectations.

The future's bright, the future's pervasive.

## Tamsyn's travels

*Joanne Casey*

As you may remember from earlier issues of Keynotes, Tamsyn Quormby, one of our Computing Assistants, has taken a year off to travel the world with boyfriend, Jason. Amazingly, she hasn't just forgotten about us all, but is keeping us informed of her progress by postcard and by email.

The trip started with six weeks in Tonga, travelling around the islands. A highlight was the opportunity to swim with whales; Tonga is one of only two places where this is possible. Tamsyn described the experience as 'amazing, but a bit scary'. They were especially lucky as a mother and calf happily spent the whole time around the boat: 'When it was my turn to go in I had the mother whale directly below me and the calf just ahead popping its white head above the water and then below, as if it was enjoying showing its lovely markings off to a captivated audience.'

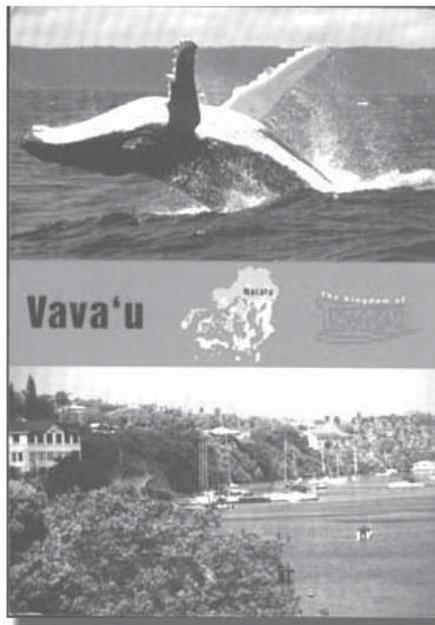
As if that wasn't enough to make us all jealous, she goes on to tell us all about the different islands they visited, with words like 'paradise', 'absolute heaven' and 'Bounty advert' featuring heavily. 'We visited Uoleve, one of Ha'apai's islands that many

other travellers had highly recommended. It was the best advice we have taken so far. We stayed at one of the two basic 'resorts' on this practically deserted island set in a coconut plantation in our own beach fale. We could almost roll straight onto the beach when we woke in the morning. We had four fabulous days relaxing even more on the white beach and spent the evenings round the campfire.'

In Tongatapu, they visited the blow holes: 'gigantic waves batter the cliffs and shoot up in the air where the constant crashing has created crevasses. You could sit there all day, enraptured by the noise and sights of the foamy spray.'

Tamsyn has now moved on to New Zealand. She was last heard of in Wellington (a party capital, where the pubs stay open till 5am), and had just bought a camper van. Once this is kitted out for travelling,

they'll spend the next eight months visiting both islands, taking in sun and snow. This part of the trip will be followed by visits to Australia and South Africa, spending a month in each, before Tamsyn returns to us in September 2003. We'll keep you up to date on her adventures until then.



## 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:       | <i>username@york.ac.uk</i>     |

[www.york.ac.uk/services/cserv/](http://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 | <i>knj1</i>  |
| Departmental Secretary:     | Lorraine Moor    | 3801 | <i>lsm1</i>  |
| Head of Infrastructure:     | Robert Demaine   | 3808 | <i>rld1</i>  |
| Head of User Services:      | John Illingworth | 3803 | <i>jjl1</i>  |
| Head of MIS:                | Kay Mills-Hicks  | 2101 | <i>kmh8</i>  |
| Head of Technical Services: | Doug Moncur      | 3815 | <i>dgm1</i>  |
| Head of Systems:            | Andrew Smith     | 3809 | <i>abs4</i>  |
| Operations Manager:         | Brian Souter     | 3814 | <i>bs1</i>   |
| Head of Networking:         | John Mason       | 3813 | <i>jrm13</i> |
| Information Officer:        | Joanne Casey     | 3805 | <i>jmc8</i>  |

|                |      |              |                   |      |              |
|----------------|------|--------------|-------------------|------|--------------|
| Paul Atherton  | 3229 | <i>paa4</i>  | Jenny Jackson     | 4455 | <i>jj5</i>   |
| Gavin Atkinson | 3738 | <i>ga9</i>   | Chris Kilgour     | 4454 | <i>crhk1</i> |
| Linda Bailey   | 3800 | <i>lcb6</i>  | Fergus McGlynn    | 3822 | <i>fam6</i>  |
| Sue Bolton     | 2102 | <i>sjb28</i> | John Marsden      | 3832 | <i>jpm1</i>  |
| Mike Brudenell | 3811 | <i>pmb1</i>  | Darren Munday     | 3821 | <i>dam6</i>  |
| John Byrne     | 3812 | <i>jcb1</i>  | Nicola Normandale | 4695 | <i>ncn1</i>  |
| David Chambers | 3742 | <i>dac6</i>  | Phil O'Connell    | 3825 | <i>paoc1</i> |
| Michael Clark  | 3745 | <i>mpc3</i>  | Suran Perera      | 4689 | <i>sjp25</i> |
| Arthur Clune   | 3129 | <i>ajc22</i> | Aimee Phillips    | 3897 | <i>amp11</i> |
| Steve Downes   | 3741 | <i>sd21</i>  | Colin Rea         | 3817 | <i>cr9</i>   |
| Ken Finch      | 4452 | <i>kf1</i>   | Chris Reece       | 3807 | <i>car7</i>  |
| Rob Fletcher   | 3816 | <i>rpf1</i>  | Peter Roberts     | 3802 | <i>pdr1</i>  |
| Kevin Gardner  | 3739 | <i>pkg4</i>  | Sam Scott         | 3817 | <i>svs2</i>  |
| Chris Gowland  | 3823 | <i>cg1</i>   | Daniel Shelton    | 4349 | <i>ds23</i>  |
| Dan Granville  | 3839 | <i>dsg2</i>  | Philip Smailes    | 3833 | <i>pjrs1</i> |
| Sarah Hall     | 3827 | <i>seh11</i> | Deb Taylor        | 4346 | <i>dt8</i>   |
| Peter Halls    | 3806 | <i>pjh1</i>  | Simon Thompson    | 3894 | <i>sjt8</i>  |
| John Hawes     | 4347 | <i>jeh11</i> | Pete Turnbull     | 3804 | <i>pnt1</i>  |
| Sue Hodges     | 3839 | <i>sh32</i>  | Sam Vines         | 3749 | <i>sccv1</i> |
| Matt Holmes    | 3820 | <i>mjh25</i> | Timothy Willson   | 2123 | <i>ftmw1</i> |
| Geoff Houlton  | 2100 | <i>gph2</i>  |                   |      |              |