Keynotes

All about mail

- ## The upgrade
- ## Webmail
- ## Pine and Mailer

Also in this Issue:

The year in Computing Service

SNS expansion plans

Classroom upgrades

Future of Interbase

From the Editor

April's upgrade of the mail service will still be fresh in many of your memories. The work undertaken was completed very successfully but, inevitably, the changes mean that there have been some alterations to the mail service. Mike Brudenell answers your questions on page 6.

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Continuing on the mail theme, on page 7 you can read about the planned introduction of a webmail service, a much requested facility, and about the necessary withdrawal of Pine and Mailer.

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Both the file server and the data backup service are to be upgraded. See pages 4 and 5 for details of the upgrades, and information about temporary disruption during implementation.

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As this is the last Keynotes of the term, it's a nice opportunity to provide a summary of what we've been up to in Computing Service this year. Turn to page 8 for a quick rundown of some of our activities.

Joanne Casey

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

Keynotes

Computing Service staff training courses
Susanne Hodges

As usual, Computing Service staff training courses have been well attended over the past academic year. Additionally, several initiatives arising from the recent Staff IT Training Needs Audit - such as providing more advanced courses and organising vacation courses – proved to be very popular. In 2003/4 we hope to organise more changes. Meanwhile the courses outlined below will run during the year.

Basic Skills	Computing at York File Management
Everyday Essentials	Word Further Word Excel Further Excel PowerPoint Access Drop in help sessions
Web Authoring	Introduction to Web Authoring using Dreamweaver Further Web Authoring using Dreamweaver Introduction to UltraDev
MIS	Introduction to MACPowerPlay
Specialist Courses	PCI: Introduction to Remote Sensing image processing using the PCI package Open GL Introduction to GIS

The Autumn Term course schedule will be published on the web (www.york.ac.uk/services/cserv/training/) towards the end of the summer vacation, and in the next edition of Keynotes.

Windows 2000 – Software Update Services
Andrew Smith

In order to deploy Microsoft security fixes (Hotfixes) on supported Windows 2000 PCs we have installed and configured Software Update Services (**www.microsoft.com/ windows2000/windowsupdate/sus**). This will ensure that all PCs will have the operating system and key Microsoft applications (such as Internet Explorer) patched, protecting the user and PC from potential breaches in security. The updates occur about twice a month.

The service has been configured to automatically update the users PC when a new security patch becomes available. The patches are quietly downloaded onto the users PC during the day and installed at 6am in the morning. Sometimes a reboot is required and the PC will automatically reboot if no one is logged in. If a user is logged-in, the user will be warned that a reboot is about to take place and they will be given the opportunity to save their work and logout. If the PC is switched off overnight, the update will take place the next time the PC is switched on. This can mean that the PC will ask to be rebooted just after the user first logs in on that day – this should be a very infrequent operation.

Windows Update Service will become effective on 1 July 2003.

The December 2002 issue of Keynotes described the operation of Software Update Service and its configuration for unsupported PCs.

No student technicians this summer
Doug Moncur

No, you haven't missed the ad ...

For the first time in many years, the Computing Service will not be employing any student technicians this summer. After several years where summer meant a series of labour intensive install projects, this summer promises to be a little less intense. Next year, however, may be different ...

PaintShop Pro upgrade
Rob Fletcher

JASC software have kindly agreed to upgrade our licences for PaintShop Pro V7.04 to version 8 which is a big improvement over version 7.

This version will be made available to all on the network during the summer software upgrade.

Closure of dialup service
Robert Demaine

The central dialup service, originally scheduled for closure at the end of 2002, has remained in operation for two further terms to allow remaining users more time to migrate to other service providers. The service will finally be closed to external access on Monday, 1st July.

Planned classroom upgrades Summer '03
Doug Moncur and Brian Souter

As in previous years the Computing Service plans to upgrade several classrooms this summer, ie Vanbrugh V/058, Wentworth W/202 and King's Manor K/120. The Unix workstation classroom in D/104 will not be upgraded this year, but the machines will probably be replaced in summer 2004.

If you've been reading Keynotes for a few years you will be aware that all the information in articles about classroom upgrades is prefixed by the phrase 'subject to funding'. This year is no different. Until the Computing Service's budget is finalised in late May/ early June this year we can't actually guarantee that any or all of the planned upgrades will take place, or indeed when.

Once we know what is happening information will be publicised via message of the day and by notices in affected classrooms.

However, this is what we intend to do:

Vanbrugh V/058

- Remove the existing tables and replace them with new benches giving a more ergonomic layout
- Replace the current PCs with modern Windows 2000 PCs.

King's Manor K/120

As V/058.

As this classroom is heavily used by Master's students completing their dissertations it would be our intention to carry out the upgrade work in July if at all possible to minimise the impact on these students trying to complete against a deadline.

Wentworth W/202

- Replace the existing benches and PCs with new benches and 20 Windows 2000 PCs.
- In addition, we will provide 12 NAS sockets (see **www.nas.york.ac.uk**) to allow people to connect their own laptops to the campus network.

If all these upgrades go ahead this will mean the end of public Windows 95 access at York, with all PC classrooms based on Windows 2000 for the academic year 2003/4.

Student Network Service expansion plan
Robert Demaine and Matt Holmes

The Student Network Service is run by the Computing Service and provides students with high-speed access to a range of resources on the University campus network and the Internet. During the 2002-2003 academic year the Computing Service undertook a pilot project covering areas of James and Halifax colleges. The pilot project proved successful with more than 50 percent of students subscribing to the service.

The Student Network Service has now been given the green light to expand by a further 1822 study bedrooms, bringing the total number of connected rooms to almost 2500.

Subject to finalising technical details, the locations to be covered by the service will be:

- Alcuin College E, F, G, H, J
- Derwith (Langwith E, F - Derwent E, F)
- Halifax College (All)
- St Lawrence Court (All)
- James College (All)
- Wentworth College (All)

The service will be installed between now and the end of the summer vacation. It should be available for use by residents of these blocks at the start of the next academic year.

Eden's Court is included as part of the expansion programme. However due to technical constraints we may not be able to bring it online until Christmas 2003.

The cost of subscription will be £60 for the whole academic year*, with the option to pay a reduced rate if you sign up at Christmas or Easter (£40 at Christmas, £20 at Easter for the remaining time).

The residential areas not covered by this expansion (Vanbrugh, Goodricke, and parts of Derwent and Langwith) will be addressed as a separate project which, subject to funding, we hope to start in 12 months time. These areas currently have no suitable wiring infrastructure therefore it is likely that wireless networking technologies will be used to achieve study bedroom coverage.

* Note: The service is only supported during term time and is not guaranteed to be available during vacations, however we will not be 'switching off' the service for the vacation periods other than for essential work.

W32/Palyh-A Virus
Rob Fletcher

As soon as this virus appeared our scanning of the central filestore (unix and PC M: drives) has been detecting and removing a number of instances per night. The viruses are appearing on both student and staff filestore.

W32/Palyh-A searches for email addresses in numerous locations on your hard disk, Windows Address Book, DBX, HTM, HTML, EML and TXT files. The worm then sends itself to these addresses. You do not need to have Outlook or Outlook Express installed for W32/Palyh-A to work - it is programmed with its own mail-sending code.

The fact that we have detected these files on our overnight scanning suggests that some of these instances may have run and emailed itself to many others.

It appears with a subject line from the list:

- Your details
- Approved (Ref: 38446-263)
- Re: Approved (Ref: 3394-65467)
- Your password
- Screensaver
- Re: My details
- Cool screensaver
- Re: Movie
- Re: My application

and an attached file from the list:

- your_details.pif
- ref-394755.pif
- approved.pif
- password.pif
- doc_details.pif
- screen_temp.pif
- screen_doc.pif
- movie28.pif
- application.pif

The usual warning is repeated; if you are not expecting an attachment, do not open it. Make sure that people warn you before they send an attachment.

Users still running Windows 95 should update their Sophos files on a regular basis (by downloading the latest virus identify files, IDE's).

For update details, visit: **www.york.ac.uk/services/ cserv/sw/sophos/sophos_update.htm**.

The future Of Interbase at York
Jonathan Wheeler

The Interbase database server has been at use at York since it was chosen for academic server provision in 1995. Its main advantages are that it is inexpensive to deploy and economical to maintain. It has a small footprint, which saves disk space for other applications and delivers good performance with lower hardware requirements than other leading database packages.

One area in which Interbase is particularly successful is its ability to recover after a database failure. It was for this reason that it was chosen for use within the US Army's M1 Abrams tank. When a shell is fired from the tank the resulting electromagnetic pulse causes the onboard computer to crash, but with an almost instantaneous recovery period, the tank's Interbase database is up and running as soon as the computer has rebooted. However its war record aside, there are a number of reasons why we are looking at changing the main academic server from Interbase to Oracle.

Interbase 6.0 was released as open source making the economics of running Interbase very favourable, but after releasing the code Borland changed its mind and decided they wanted to keep what was a very robust and powerful database. They closed the code and continued commercial development meaning later versions of Interbase with new features and bug fixes are available only as full commercial products.

Unfortunately for Borland, Interbase still has an extremely low market profile. The result has been applications that use database technology, but do not support Interbase. This is the case with SPSS on Unix, UNIRAS and the GIS packages ArcInfo, ArcView and Geomatica.

To support these applications and to take advantage of the site license and support agreements that the University already has, we plan to use Oracle as the main academic database server.

The Oracle9i Database is the most popular of all the major databases and although Microsoft SQL Server and IBM DB2 both have specific advantages, the competition between these companies ensures that in key features such as performance and scalability, availability, security and manageability Oracle continues to outperform its rivals.

We plan to implement Oracle in the autumn of 2003 and eventually migrate all the active Interbase databases on to it, including those that are linked to ColdFusion applications. Access to Interbase will continue for the next couple of years, until support is eventually phased out. Training in the use of Oracle, support and help with migration is expected to commence as soon as the server becomes live.

Please send any comments to **jdw5@york.ac.uk**.

updates

Keynotes

File server upgrade
Andrew Smith

The Computing Service has recently purchased a new Network Appliance Filer to replace the current three fileservers. This new fileserver will initially provide 2 Terabytes of storage and will allow us to substantially increase user quota on the UNIX, Windows desktops and YorkWeb services. The new fileserver offers increased performance and the ability to upgrade to 6 Terabytes of usable storage.

A new filestore structure is being implemented to improve efficiency and maintainability of user filestore. The Windows 95, Windows 2000 and UNIX user filestores are being merged to form a single unified filestore for each user. Windows 2000 and Windows 95 users will not be aware of the migration to the new filestore, both the "H" and "M" drives will be available as before. The "M" drive will not be removed from the Windows 2000 service as previously advertised.

The physical copying of the data to the new filestore is time consuming and is scheduled to take place over two weekends:

Sat 5 - Sun 6 July Mon 7 July (am)	Windows 2000 filestore Reserved overrun time
Fri 11 (from 17.30) - Sun 13 July Mon 14 July (am)	UNIX/Windows 95 filestore Reserved overrun time

Please note: User access to the filestore will be restricted during this time. **In some circumstances users may still be able to access their filestore – you should be aware that any data changed during this period may not get copied to the new fileserver and in some cases the data may become corrupt.**

For Windows 2000 users

The new filestore structure has been implemented by moving the "H" drive into a folder (called "w2k") of the "M" drive. This will mean that files within the users "H" drive will be identical to files within the "w2k" folder of the "M" drive. For example, the file paths "H:\afile.txt" and "M:\w2k\afile.txt" reference the same file.

For Windows 95 users

Users will now be able to access their Windows 2000 "H" drives files by simply entering the "M:\w2k" folder.

In order to integrate the Windows 95 service and the fileserver we have had to change the login domain that users authenticate with. This will be done automatically the first time the user logs in after the filestore has been moved. The user will notice that the domain entry in the login box will change from "YKW95" to "CSRVADYORK". This should not be altered.

For UNIX users

There will be a number of changes for UNIX users:

A new directory (called "w2k") will be created within the users home directory - this is the content of the users Windows 2000 "H" drive.

The location of the users filestore will change – this will have implications for users who mount UNIX file systems. User directories will no longer be in **/usr/fsa** or **/usr/fsb** but instead will be split as follows:

- Staff: **/usr/UserFS/StaffFS**
- Students: **/usr/UserFS/StudentFS**
- Misc users: **/usr/UserFS/MiscFS**

The commands chmod and chown will no longer work on the user filestore, this is because the new file server is based on Windows 2000 permissions and there is no method of mapping UNIX to Windows permissions. When doing an 'ls -l' on files, it will appear that all files are world write-able - this is not necessarily the case but is the way in which the NTFS file permissions are represented to UNIX.

All users

Both your top level directory (folder) and the Windows 2000 'subtree' (the "w2k" directory) will be owned by the administrator account (as is currently the case with Windows 2000 filestore). Permissions are set on these directories such that only you may view and access your files. Please note that some additional permissions are already set on your files, these are to enable the Computing Service to support users and to allow backups of data to be performed.

Windows share names

In order to make the system more flexible and to allow for transparent changes to be made in the future, the following names should be used to map drives:

- Rented filestore server: **\\rentedfs**
- User filestore server: **\\userfs**
- Profile server: **\\profilefs**

For example if your username is **ozw1**, to map your M drive from an unsupported workstation, you should use: **\\userfs\ozw1** and to map your H drive, you should use: **\\userfs\ozw1\w2k**. Users using rented filestore from either Windows 95 or Windows 2000 will have to remap the appropriate drive – the rented filestore **\\ntcr1\XYZresearch** becomes **\\rentedfs\XYZresearch**.

User web space

Because the filestore will be based on NTFS permissions, a special registration process is now required for personal web space. This procedure creates the web directory if it does not already exist and sets appropriate permissions on both the top level of your filestore and the web directory in order that the web server can access it. If you already have personal web space setup, this registration will be performed automatically as part of the migration. Users wishing to register new personal web space should visit the Electronic Infodesk at **www.york.ac.uk/go/infodesk**.

Data backup upgrade
Doug Moncur

The Computing Service will be upgrading and expanding the University's central data backup facility during the week commencing 23 June 2003. This is to allow the Computing Service to continue to successfully backup data held on central file servers and to cope with the significant growth in the amount of data held by the University. The upgrade involves the relocation of our Scalar 1000 tape library system and the installation of an expansion unit approximately the size of two telephone boxes. Not only will there be disruption to backups but also to central colour, postscript and label printing as a consequence of the engineering work taking place in the machine room.

Users should be aware of the following:

- There will be no backups on 24, 25 or 26 June, ie any files created or changed on these dates will not be backed up.
- No files can be restored on 24, 25 or 26 June, ie it will not be possible to recover any deleted or corrupt files.
- There will be no central colour (queue colps), postscript (queue ps) or label (queue labels) printing on 24 June

The backup service is planned to be fully back in service by 08.00 on 27 June, with a full set of backups being taken over the following weekend. Data backed up previous to 24 June will be available for restoration if required.

What this means

If you are a normal user of Computing Service facilities be especially careful when deleting or editing files and remember there will be no copies of any files created between 08.00 on 24 June and 08.00 on 27 June.

If you are responsible for the management of a system that is backed up via the central backup service avoid making any major changes during that week.

If you require central colour, postscript or label printing during the week commencing 23 June consider if you can schedule your work for 25 June or later.

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The upgraded mail service
Mike Brudenell

As many of you will recall, 14 and 15 April saw us upgrading the University's central mail service. I would like to thank you all for bearing with us during that time and waiting patiently for its return to operation on the 16. Thank you especially for taking note of the various announcements we had made prior to the event: the Information Desk staff received very few calls from perplexed people wondering why mail wasn't working.

Instead of everything running on a single computer the new mail service now runs on four machines, which we refer to as User Message Stores (UMS). A fifth machine acts as a Gateway, receiving incoming mail and directing it to the appropriate UMS to store for each recipient. In time we plan to add another computer to scan mail for viruses and tag suspect messages as possibly being spam.

The great change to the topology of the computers that run the mail service means some things have altered. The following questions and answers attempt to address some of these…

Why can't I connect to the IMAP server to read my mail?

You mail client software probably needs its "IMAP Server" setting altering. For the old mail service you used to set this to "imap.york.ac.uk"; for the new service it must be "*yourusername*.imap.york.ac.uk"

Why are some/all of my mail folders are missing?

All your mail folders should have been stored in a directory called "Mail" in your UNIX home directory/"M:" drive; all of these were transferred over to the new service. However any mail folders you had stored outside of this area were not transferred. Please contact the Information Desk and the staff there will take details of the missing folders and arrange to have them copied across to the new service for you.

How much disk quota do I have for e-mail now?

On the old mail service you had 4Mb for your INBOX, plus whatever you chose to use out of your regular disk quota (usually 20Mb) for non-INBOX folders.

On the new service the standard quota is now 20Mb, which applies to **all** your mail folders: both INBOX and non-INBOX. However if your folders were already using more than this amount you have been given a larger quota to accommodate them.

Having a new single quota is more flexible: you can now receive a message up to the limit of your available (larger) quota, rather than having the old 4Mb limit imposed on your INBOX.

Why am I not receiving any new mail, or only receiving small messages?

You are probably running out of disk space on the mail server, and don't have sufficient left for new messages to be delivered into your INBOX. You should review the messages saved in all of your mail folders and delete any you no longer need. Pay particular attention to any folders that automatically store copies of every message you send; these often have a name such as "sent-mail", "Sent Items" or "Sent".

On the old mail server we ran a program each night to send warnings to people nearing their disk quota limit. Unfortunately this has not yet been rewritten to work on the new mail service, but will be in due course. In the meantime we recommend you check your disk quota usage every day or two.

How do I check my disk quota on the mail server?

The best way is to use the "Disk quota" option at the Electronic InfoDesk:
www.york.ac.uk/go/infodesk

People using our UNIX systems - Tower or Ebor - can also give the "checkquota" command. Note that the "Check filestore quota" utility program on our Windows 95 PCs does not report the correct figure for your mail disk quota; it is unlikely this problem will be rectified given the declining use of Windows 95 in favour of Windows 2000.

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What happens to messages arriving when I don't have enough disk quota left for them to be delivered?

On the old mail server they would have been immediately refused and a failure notification returned to the sender. This could be inconvenient if you ran out of disk quota for a day or two: perhaps over a weekend.

The greater disk capacity of the new mail server is enabling us to try a "queue and re-try" policy. A message that is too large to fit into your INBOX is held in a queue and delivery re-attempted periodically. A warning message is returned to the sender after there has been a delay of a few hours, and attempts continue for up to 5 days. If you released sufficient disk space within that time the message will be delivered; if not then a failure notice will be returned to the sender. (Note that unfortunately it is not possible for us to warn you that such messages are awaiting delivery.) People appear to be welcoming this new policy, so it will likely continue to operate subject to any unforeseen technical issues arising.

I used the Electronic InfoDesk to set up a mail diversion/auto-reply, but it doesn't seem to be working. Why?

The Gateway computer that routes incoming messages to the appropriate storage machines has to be set up very specially. Unfortunately this means it can no longer use the old ".forward" files the Electronic InfoDesk currently sets up.

As a temporary measure we instead run a program every few hours to convert these into an alternative form that can be used. This means that any change you make to your diversion or automatic replies - setting up a new one, altering or cancelling an existing one - won't take effect until this conversion program next runs. This currently happens at 12:00am, 6:00am, 12:00pm and 6:00pm. We will be looking into possible ways of reducing this delay.

Introduction of a webmail service
Mike Brudenell

People have been asking us for a way to check their University e-mail when away from site: perhaps whilst at home or away at a conference. This is already possible by using and configuring an IMAP-aware mail client such as Outlook Express - a Computing Service guide is available on YorkWeb describing how to do this - however this may not always be easy or convenient to do.

The Computing Service is therefore planning to introduce a webmail service. This will give you easy access to your mail using only an ordinary web browser. Indeed many people are already familiar with such systems, commonly used by external service providers such as Hotmail or Yahoo Mail. We envisage the new service will be available by the end of the Summer Vacation. It is primarily being provided for use whilst working away from the University: when on-campus you should continue to use your regular e-mail client - Outlook, Netscape Messenger, etc.

Direct access to the existing IMAP service will, of course, continue to be available for those people preferring to use it. Indeed this may be the better option for people connecting from home: most IMAP mail client programs can download copies of your mailboxes so you can work with them offline, thereby saving phone call costs.

Withdrawal of Pine and MAILER

It is with some sadness we announce our intention to withdraw the Pine mail client from service. This text-based mail client has served us well since the earliest days of our central UNIX systems. The passing years has seen a big change in the means people use to do their work. Originally dumb terminals were very widely used, and for these Pine was ideal. With the increasing use of PCs and Windows, more user-friendly mail clients such as Netscape Messenger and Outlook have become available. Most people are now much more familiar with the graphical interfaces used by such programs than with Pine's arcane command keystrokes. Another advantage of Messenger and Outlook is that they both handle attachments to messages much more easily and intuitively.

With the introduction of the new webmail service we feel this is the appropriate time to retire Pine, along with our dedicated mail-reading service running on MAILER.

If you are still using Pine you should switch to using a replacement mail client. For most people using PCs managed by the Computing Service this will be either Outlook (for Windows 2000) or Netscape Messenger (Windows 95).
Remember to look through your Pine Address Book for the contact details of your correspondents and migrate these into the address book of your replacement mail client.

Staff news
Joanne Casey

We are pleased to welcome back Tamsyn Quormby who is to return to her position as Computing Assistant at the beginning of July. At the same time, we bid farewell to Deb Taylor who has been working as a temporary Computing Assistant in Tamsyn's absence. We've enjoyed working with Deb, and wish her well for the future. You can expect to continue seeing her around campus, as she is working part-time with the Disability Advisor.

Following the retirement of John Illingworth, we have implemented some restructuring of the Computing Service. Full details were published in the recent Keynotes Extra, distributed to all Departments, and available online from: **www.york.ac.uk/services/cserv/offdocs/keynotes/**.

The year in Computing Service
Joanne Casey

This academic year has been busy for Computing Service, so a round-up of some of our activities seemed appropriate.

Major Projects

Firewall upgrade: our 'old, overloaded and creaking firewall' (the Sun Ultra 5) was replaced with a big, new shiny firewall that is providing much better performance and some nice new features.

YorkExtra: the Computing Service worked with the Communications Office to create the YorkExtra announcements system, now available throughout the University.

Online Feedback: Fergus McGlynn has created a feedback system which is now in widespread use. Features include the ability to create and store your own feedback forms, reminders sent to members of the feedback group who have not replied, results provided in csv and html formats. For more details, see **www.york.ac.uk/systems/feedback/info.cfm**.

SNS: the pilot of the Student Network Service has been a huge success; see page 2 for details of its expansion.

Mail Server Upgrade/ Webmail: The mail server upgrade in April was a huge task, requiring careful planning to ensure its successful completion, and the consequent improvement to the mail service. See page 5 for information about plans to introduce a webmail service.

YIMS: developments to the York Information Systems have continued apace, with Students Records (SITS) nearing its August implementation, and training on Finance (Agresso) to begin in the Autumn.

Beyond Computing Service

Confounding the general belief that working with computers makes you reclusive, several members of staff undertake work outside the Department - elsewhere in the University and in the wider academic community. A few examples over the past year...

Arthur Clune has provided detailed advice to several departments on security including Physics, Biology and Management

Kay Mills-Hicks was a guest speaker for Computer Science in February on "Experience with Data Warehousing at the University of York". Within the University, she's a member of the ALCOR panel, Information Committee, Web Committee, YIMS Steering Group. As a member of the Higher York Systems Development Group, she's involved in identifying opportunities for collaboration in information systems development across the Higher York partners. Finally, Kay is also on the national UCISA-MISG (Management Information Systems Group) Committee, acting as mailing list administrator and helping in the organisation of conferences and events.

As a member of the UCISA-SG (Software Group) Committee, Doug Moncur helped to organise their Open Source event in Birmingham in October, will be working on July's XP Deployment event in Edinburgh, and was Technical Assessor on the MUPC/NEUPG PC supply contract project team (a joint PC procurement on behalf of all the MUPC and NEUPG universities). He's investigated computer recycling on behalf of the University, and is a member of the UK Mirror Service Steering group. On top of all this, he's become a MACS (Member of the Australian Computing Society) - he's already a MBCS (Member of the British Computing Society).

Joanne Casey is on the UCISA-TLIG (Teaching, Learning and Information Group) Committee, responsible for the TLIG website and Chair of the organising committee for the 2004 User Services Conference.

Timothy Willson is an elected representative of Non-Academic Staff to University Council (08/2001 – 07/2003), and a member of the Committee to nominate a new Chancellor in succession to Dame Janet Baker.

Other news

Over the year we've said goodbye to Lisa Burkinshaw, Ed Jones, Colin Rea, Peter Roberts and John Illingworth, said hello to John Hawes, John Hutchinson, Jonathan Wheeler, Suran Perera, Matt Holmes, Paul Atherton and Colin Noble, and celebrated three weddings - Doug Moncur married Judi in July, Ken Finch married Elaine in January, and Chris Reece married Lucie in May.

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 during opening hours.

Computing Service Staff

Director:	Mike Jinks	3801	*kmj1*
Departmental Secretary:	Lorraine Moor	3801	*lsm1*
Head of Infrastructure:	Robert Demaine	3808	*rld1*
Head of Information Systems:	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*

Paul Atherton	3229	*paa4*		John Hutchinson	3898	*jh57*
Gavin Atkinson	3738	*ga9*		Jenny Jackson	4455	*jj5*
Linda Bailey	3800	*lcb6*		Chris Kilgour	4454	*crhk1*
Sue Bolton	2102	*sjb28*		Fergus McGlynn	3822	*fam6*
Mike Brudenell	3811	*pmb1*		John Marsden	3832	*jpm1*
John Byrne	3812	*jcb1*		Darren Munday	3821	*dam6*
David Chambers	3742	*dac6*		Colin Noble	1747	*cdn1*
Michael Clark	3745	*mpc3*		Nicola Normandale	4695	*ncn1*
Arthur Clune	3129	*ajc22*		Phil O'Connell	3825	*paoc1*
Steve Downes	3741	*sd21*		Suran Perera	4689	*sjp25*
Ken Finch	4452	*kf1*		Aimee Phillips	3897	*amp11*
Rob Fletcher	3816	*rpf1*		Chris Reece	3807	*car7*
Kevin Gardner	3739	*pkg4*		Sam Scott	3817	*svs2*
Chris Gowland	3823	*cg1*		Daniel Shelton	4349	*ds23*
Dan Granville	3839	*dsg2*		Philip Smailes	3833	*pjrs1*
Sarah Hall	3827	*seh11*		Deb Taylor	4346	*dt8*
Peter Halls	3806	*pjh1*		Simon Thompson	3894	*sjt8*
John Hawes	4347	*jeh11*		Pete Turnbull	3804	*pnt1*
Sue Hodges	3839	*sh32*		Sam Vines	3749	*sccv1*
Matt Holmes	3820	*mjh25*		Jonathan Wheeler	3818	*jdw5*
Geoff Houlton	2100	*gph2*		Timothy Willson	2123	*ftmw1*

Keynotes