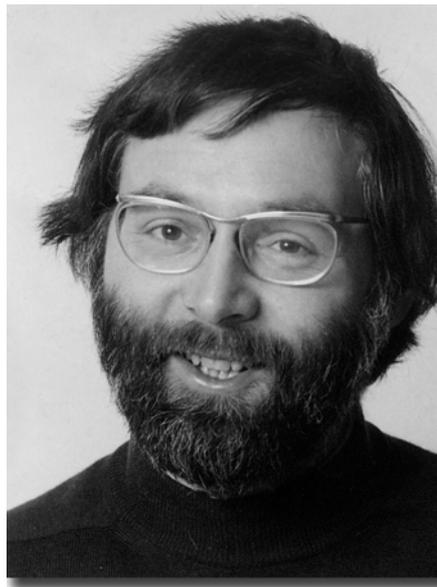


THE UNIVERSITY *of York*
Computing Service

Keynotes

Volume 29 Number 5 May 2003

Farewell to John Illingworth!



Also in this Issue:

Frequently asked questions

The Iliad Programme

Graphics news

Online news

YIMS

From the Editor

After 25 years, the Computing Service bids a fond farewell to John Illingworth. On pages 6 and 7 he writes about his time here. My favourite part is the description of Computing Service staff as 'expert and dedicated people'!



The Computing Service continues to work at providing the University with essential web utilities. On page 2, Fergus McGlynn gives an update on the Online Feedback System, now available to all departments, while on page 3 Paul Atherton introduces the online accommodation application system.



The Iliad Programme continues to be a popular and successful initiative, but as with all such programmes it needs to remain current. Susanne Hodges gives an update and outlines planned changes on page 4.

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/

Staff news

Mike Jinks

We welcome Jonathan Wheeler as our new Database Advisor. Jonathan is a York PPE graduate who then took an MSc in Computer Science.



Jonathan Wheeler

He has recently been working for a Telemarketing company in several technical roles on both operational and development activities, mostly involving databases. He thus brings a variety of expertise to his role, and we wish him well in his time with us.

Windows 2000 FTP facility

Simon Thompson

It's now possible to FTP to your Windows 2000 filestore from both on and off-campus.

To access your Windows 2000 filestore, you should ftp to:
ftp-w2k.york.ac.uk

Login using your Computing Service username (no need for the **@york.ac.uk** bit) and password. You'll automatically be placed in your home directory.

You can then use **get** and **put** to transfer files from and to your Windows 2000 filestore.

Please note that at present you can only upload and download files: you can't delete them.

Student leavers – account expiry and extensions

Brian Souter

If you are a student leaver at the end of the summer term this year, then your computer account will be set to expire on Saturday 12 July, the day after Degree Day. A countdown to this expiry date will be displayed when you login. If you have a requirement to use your account beyond this date, or you are returning in the Autumn, you can apply for an extension - details on how to apply will be emailed to student leavers in June.

If you are the owner of any other computer accounts then these will expire at the same time as your normal username. You should consider what to do with any society accounts BEFORE you leave as we may not be able to transfer ownership without your permission.

All expired accounts are removed from our registration database automatically after one month, and all files are saved for one year. There is nothing for you to do in this respect, although you may wish to make your own copies of any important files or delete any unwanted ones.

As with your other files, email folders will be saved for one year after expiry, but it would be useful if you tidied up your area and deleted any unwanted messages. At the very least, you should unsubscribe from any mailing lists. Once your computer account expires, all email will be rejected unless you have set up a forwarding address. Check out the Email Management section on our Electronic Infodesk: **www-db.york.ac.uk/cgi-bin-auth/edesk_email**.

You will also need to give some thought to closing your print charge account. If your account is in credit then we will be happy to make a refund, if it is in debit then you must pay the difference before leaving. Call in at our Information Desk once you are certain you will no longer need to do any printing.

May Bank Holidays

The Computing Service will be closed for the May Day Bank Holiday (5 May) and the Spring Bank Holiday (26 May). All systems will be left running as for a normal weekend with no staff on duty. Availability of Computing Service PCs and printers is subject to the opening hours of the colleges and the King's Manor over the holiday weekends.

Mail server upgrade

Mike Brudenell

The recent mail server upgrade in effect 'split' the mail reading (IMAP) load over four new computers. To make this work we need to direct people to use 'their' mail server when they want to read their messages. We have done this by introducing personalised names for you to access 'your' mail server. The old single server imap.york.ac.uk has been withdrawn and instead there appears to be a 'personal' server for each person, with their username as part of the computer name. (In reality each of these computer names will point to one of the four new machines.) For example the name of the 'personal' mail server for username `ozw1` will be `ozw1.imap.york.ac.uk`.

We have already updated these settings in the mail reading software we provide centrally. However if you use non-standard mail reading software, or have a machine on an unsupported connection, you will need to make this change for yourself. The setting in most mail programs is called your 'IMAP Server', 'Incoming Mail Server' or something similar.

Online Feedback System now available

Fergus McGlynn

Over the last four months, the Online Feedback System has been fully tested and evaluated. At the end of the autumn term 2002, a full system trial was conducted by the departments of Biology, Maths and Politics. The main purpose of this trial was to ensure that the system complied with its specification, and in this it was successful. Users reported that the system was easy to use and that their department would save administration time through its use.

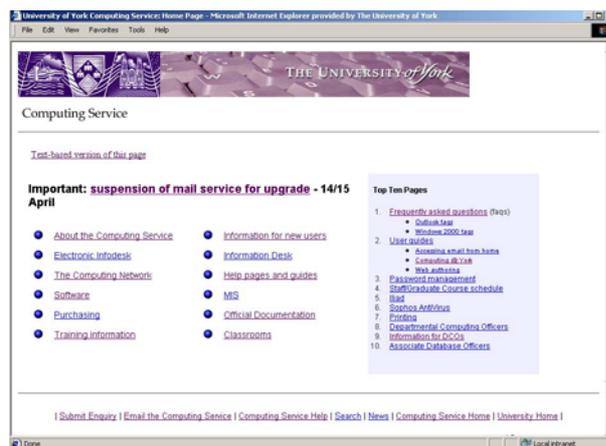
During the Spring term, more departments were trained to use the Online Feedback System (including Electronics, Computer Science, History of Art and Management Studies). A second system trial was conducted at the end of the term to further test acceptance and to also test the system's ability to cope with a much greater number of users. Again, the trial was successful. There are currently nine departments registered to use the feedback system, which has collected over 4000 feedback submissions from students over the past four months.

The Online Feedback System is now available for any department to use. For more information, please contact Fergus McGlynn (fam6@york.ac.uk, x3822) in the Computing Service.

Computing Service web pages

Joanne Casey

As you may have noticed, the Computing Service web pages have recently undergone a bit of an overhaul. Since the New Year, Dan Granville, Information Assistant, and I have been working on a new design for the pages. The final design uses the University's new visual identity, and has a clean, modern style which reflects the appearance of the main University pages.



The new style home page - www.york.ac.uk/services/cserv/

This has been tested for accessibility with Bobby to ensure that all pages meet the University requirement of AA standard - many pages now meet AAA standard. The pages have been tested for usability on the networked versions of Internet Explorer, Netscape Navigator and Lynx. We've also checked that the colours selected are suitable for users with colour impaired vision. Stylesheets are used to enable users with specific needs (ie for larger fonts, or higher contrasts) to apply their own preferences. Main pages include a link to a text version created with Betsie. See the FAQs on page 8 for more information on creating accessible web pages. Although there are around 9000 pages in the Computing Service area, we were able to automate many of the changes using Dreamweaver: for instance employing the Find and Replace facility to replace the old banner with the new one. See www.york.ac.uk/services/cserv/help/web/Images/ for details of how to do this using Dreamweaver, HTMLedPro or Netscape Composer.

The Hints and Tips section has been renamed Frequently Asked Questions - a more usual term for the information found therein. Over the coming weeks we'll be tidying and rationalising this area - in particular, we want to make it easier for people to find their way around the Windows 2000 information.

We're always interested to have your views on our web site - please email me (jmc8) if you have any comments.

Online accommodation applications

Paul Atherton

The Accommodation Office has recently started the process of allocating accommodation to students for the next academic year. This year, for the first time, new and existing in-house systems will operate in conjunction with a new system purchased by the University called PAMS (Property Accommodation Management System). The system was chosen after YIMS examined the process of accommodation allocation.

How do Students Make their Applications?

Returning Students

As was the case last year, undergraduate students have been able to apply for accommodation online. This has the advantage of making applications easier to manage so that, when used in conjunction with the new PAMS system, students are more likely to be allocated to the accommodation they would prefer. Success with the undergraduate applications last year has led to the adoption of the system for returning postgraduates this year.

Undergraduate and postgraduate offers are due to be sent out by email on 25 April. Students who are not initially offered accommodation will be added to a waiting list, in case other students choose not to accept their offers of accommodation.

The screenshot shows a web browser window displaying the 'University Residence Application - Detail - Accommodation Office only' for the academic year 2003/04. The form is titled '1. YOUR DETAILS' and includes a 'Help' link. The form fields are as follows:

| | | |
|---|-------------------------|----------------------------|
| 11111111 | Mr Key Notes | Keynotes College |
| Year 2 | FULL-TIME (CFD) HISTORY | |
| V100 | Length 3 | UNITED KINGDOM (NOT KNOWN) |
| Year of Entry 2001 Home | | |
| Current Address: 12 Keynotes Cottage, York, Y11 1YY | | |

Below the form, there are instructions: 'All DATES to be entered in the format DDMM/YYYY eg 12/02/2001'. There are two sets of radio buttons for 'Please tick: If entering final year' (Yes/No) and 'If you are going on a placement/exchange' (Yes/No). The second section is titled '2. PREVIOUS RESIDENCE' and includes a 'Help' link. It asks for details of all previous accommodation, including room number, type of room, and whether it was University residence or private sector. It also includes the same date format instruction. The form is partially filled out with '1st year residence'.

Example of a returning student's online accommodation application form

New Entrants

This year a new system is being pioneered for new undergraduate entrants. Based on an existing system used for new postgraduate entrants, the system will act as an online data collection point for accommodation applications. The data collected will then be fed into the PAMS system, which will be used to automatically allocate students to rooms based on their accommodation preferences. Any student with medical needs will have their applications dealt with manually. Students will be given the opportunity to join an online waiting list if they are not allocated accommodation in the first instance.

Web usage statistics back online

Joanne Casey

The usage statistics for University web sites are now back online at a new location - www.york.ac.uk/usagestats/ - and in a new format. The statistics are updated daily, and are backdated - at present, they date back to January 2000. There are daily, monthly, quarterly and annual reports available and, amongst other things, you can see which of your pages are most often requested, and where requests come from. Statistics are available for all the main official areas of YorkWeb (ie /admin, /depts, /services, /univ), but some smaller areas (ie /org, /res) have not yet been included. If your area is one of these, and you would like statistics for your site, please send the URL to the Information Desk (infodesk@york.ac.uk).

The Iliad Programme

Susanne Hodges

In the early 1990s, staff in the Computing Service and Library became aware of the need to equip students with a comprehensive range of information handling skills, including retrieving, processing and presenting information in its many forms. In 1994 an Information Literacy Course Designer was appointed, whose brief was to research, design and develop materials for such a programme. The project became known as Iliad (Information Literacy in All Departments) and was piloted in October 1995.

Since then the project has expanded into two strands. The initial programme has been renamed Iliad for University and is now large scale and University wide, each year raising incoming York students to a common standard of basic, transferable information handling skills to make them more effective in their studies. Although the programme is optional, most departments require the skills taught. Iliad for Work is a smaller programme consisting of four separate courses. It was piloted in 1998 and runs throughout the year, preparing students for the workplace.

The Iliad programme has run successfully for the past seven years. However, after a recent review it is now felt that some modifications need to be made to Iliad for University. The following recommendations will be put into practice in the coming academic year:

- As well as the umbrella Iliad for University course, each session of the programme will be offered individually, so that students have the choice of attending those sessions where they are weakest or least confident. This will make the programme more flexible, enabling it to provide both for relative beginners and for more confident users with information skills gaps.
- A pilot spreadsheet course will be offered, as there is an information need in this area. This and the Word and PowerPoint sessions will contain an assessment, successful completion of which will lead to a certificate.
- Researching and Evaluating Information Sources, Word, Excel and PowerPoint will be offered as two hour sessions in the Spring and Summer Terms.
- Pilot Further Word and Further Excel courses will be offered, introducing more advanced features of these applications.
- Workbooks will contain two sections, a beginner's section and a more advanced section. This will ensure that the programme fulfils its original remit of raising the proficiency of incoming students to a common standard of basic, transferable information handling skills, whilst catering for a broader range of skills.
- For departmental skills modules, departments will be offered the basic programme plus additional materials, tailored to departmental needs.
- The content of the programme will be monitored to ensure that it covers the syllabus of sections of the European Computing Driving Licence qualification.

The skills that Iliad teaches have become an important element of the learning support component of subject reviews and have contributed significantly to recent successes at York. It is hoped that the changes outlined above will keep the programme in the vanguard of national University information literacy training.

Off-campus access to web cache

Joanne Casey

The web cache facility on the University of York network gives improved efficiency and faster access to internet users. Until now, it has not been available off-site, and this has caused problems for remote users who wish to access online resources.

As you may be aware, the University subscribes, through the Library, to a number of online services including databases and journals. Rather than requiring users to password authenticate to use these facilities, they are set up to enable access to all users who request them from the University of York network. This is fine if you're on campus, but in the past it didn't work for off-campus users - their requests came from the network of their Internet Service Provider, so didn't authenticate correctly.

To overcome this, the web cache has now been made available to off-campus users. You will be able to configure your web browser at home to use the web cache - once this is done, any requests you make to access the subscribed services will, in effect, come from the University of York network so will be automatically authenticated. Setting this up is very straightforward. For full details, see the Library's guide at: www.york.ac.uk/services/library/info.yrk/proxy.htm.

YIMS snippets

Kay Mills-Hicks

Student Records (SITS)

Implementation work is continuing at a hectic pace. MIS is working on data migration programs and interfacing of the SITS product to other University systems such as the Library system. A full range of training courses is now available and booking is possible via the YIMS web site.

We are planning to make the new SITS data warehouse available from August 2003. It will operate in much the same way as the current student data warehouse but there will be some new table and field names reflecting the SITS naming conventions rather than MAC. Training and documentation will be available to assist departments with the changeover from the old to the new database.

Finance (Agresso)

As you may already know, the go-live date for Agresso has been rescheduled to January 2004 to allow more time for detailed testing of the system. Training courses will now run from November 2003.

The new system will be populated with over 2,000,000 transactions transferred from the MAC system. The conversion of the existing 75,000 MAC cost centre/detail code/analysis combinations to the new Agresso cost code structure is a major task – we will know the conversion is right when the data held on the new system all adds up to nothing!

Technical

Test versions of SITS and Agresso will be accessible from the Computing Service Windows 2000 service to assist users with training and familiarisation with the new systems. This is a good reason to upgrade to Windows 2000 sooner rather than later!

Graphics news

Rob Fletcher

New Software

We have recently bought a licence for PaintShop Pro version 7.04 to allow up to 40 concurrent users. This software will be deployed to the Windows 2000 network during the software upgrades this summer vacation.

Whilst not having all the features of the latest version of Adobe Photoshop it should provide all the features the majority of users need for their graphics work.

It combines many of the features of CorelDraw and CorelPhotopaint into a single easy to use program. The program also provides a filter to read many CorelDraw files.

Renewal of the Uniras licence

We have renewed our licence for the Uniras product suite, Unigraph, Unimap, Uniedit, Picture Manager, Gsharp, GsharpWebEdition, and the associated programming libraries. At present our licence covers the SGI, Solaris and PC platforms, and runs until 31 March 2008.

The PC version of Gsharp will be updated during the summer vacation upgrade of the Windows 2000 software.

Unix users will see the new version of Gsharp (3.3) by the time this article is published!

We are investigating the possible use of Gsharp Web Edition as a means to provide “on-demand” high quality graphs on the web. Essentially this “edition” of the software accepts GSL scripts (created by Gsharp using the “Generate GSL” command or edited by the user) in conjunction with some CGI scripts and FORMS. It can return web pages with the resulting graphs embedded within. Additionally, Java Applets can be created to use this engine for dynamic graphs on web pages.

25 years before the mast: John Illingworth's valediction

Retirement from University Computing Services is so far a relatively rare phenomenon. That's probably because most were created around the late sixties, well within the 40 year 25 to 65 academic pension period, so it's only those who joined later in life or decided that life was too short to stick it out until 65 who have retired. During my 25 years in this Computing Service many have left, but there have been only two other retirements, both in the last three years.

I have in front of me a copy of *York Printout* (the predecessor to *Keynotes*) volume 4 no. 1, October 1977. On the front page, under "Staff", it welcomes "John Illingworth, an additional applications programmer in the user services group..." I had arrived after working for 7 years in the Computer Centre at University College London, which included a 15 month stint at Flinders University in Adelaide. Apart from a couple of months at the University of Nairobi in 1987, I've been here ever since.

To get things into perspective, that issue of *Printout* includes pictures of the recent arrival of the DEC system 10 Computer, has an emphasis on the use of magnetic tape and lists twenty-nine items of applications software, only two of which are still in use. The DEC-10 supported character terminals, so

10 and its successor Vax VMS machines was rather good. As a result the mass provision of PCs was delayed. Those institutions that never had strong central computing evolved their PC provision from networked classroom to networked campus and were significantly more advanced.

However, after a brief excursion into BBC Micro land, we installed the first PC classroom in L/117 in September 1991, and were soon installing new PC rooms as fast as the University could afford them.

In the '70s and '80s, the User Service side of the Computing Service worked in a markedly different way from today. There was a manageably small number of academic and research users, and their requirements were connected with their research and teaching interests, not word processing and web browsing. The other difference was that each applications software package was different; each item had its own distinctive user interface, and required its own training intervention (what used to be called "courses"!). The idea was to have a team of software specialists who not only knew the idiosyncrasies of the software, but also had considerable generic knowledge about what it did. There was a deliberate policy of recruiting applications support staff who had

"we installed the first PC classroom in L/117 in September 1991, and were soon installing new PC rooms as fast as the University could afford them"

there was a screen and a keyboard just like today, but no mouse and no pictures. Interestingly there was no interminable start-up process either, you just switched it on and it worked. There was even a bookable classroom with sixteen terminals. The big difference was that in 1977, only a small proportion of staff and students used the computing facilities, and one of the problems facing all Computing Services until recently is that both the numbers of staff and students and the proportion of them using computers were increasing simultaneously. Now that proportion is as near 100% as makes no difference, there is only the increase in staff and student numbers and the inexorable march of technological progress to worry about!

You might think that after the Dec-10, the next big step would be the introduction of PCs in the mid 1980s. Not so, and for a number of reasons. Firstly there was no PC networking to speak of, just file transfer if you were lucky. Secondly there was no central filestore, so you either had to have a PC of your own or keep your files on floppy disks. Thirdly they were rather expensive to provide in bulk, and fourthly, the interactive online service provided by the central Dec-

qualifications in a non-computing subject. So if a researcher needed advice on how to use cluster analysis on their data, then not only would the Computing Service provide a suitable item of software and train the user, it would also provide detailed statistical advice, such as what kind of cluster analysis was appropriate ("the kind that gives you the answer you want") and how to interpret the results.

The strange thing is that as the user interface to applications software has become standardised, so that no-one with any Windows experience needs to be shown how to use it, in many areas the demand for advice on what the software does has also decreased. It must be a dozen years since anyone wanted to know what kind of cluster analysis to use. Does that mean that all researchers who need cluster analysis now know all about it? Or maybe no-one clusters any more. Or perhaps the sophistication of the software has made up for any cognitive gaps in its users. Or maybe it's for the same, understandable, reason that kids don't get taught to use log tables any more.

Perversely it seems from my perspective that as computers get more powerful and flexible, the tasks they are used for get more trivial. Apart from a very recent hopeful increase, which may or may not be a

blip, there has been a gradual decline in programming and the use of sophisticated computing techniques. I worry that anything that can't be done by software purchased over the counter isn't being done.

The other change is the emergence of form over content. In the early days of word processing and desk top publishing, there were font wars, and the appearance of the printed page began to assume nearly as much significance as the contents. With the development of the World Wide Web this process has gone much further, and you can probably make a lot more money designing web pages than providing the information to go in them! However there have been some excellent advances; my favourite is email, the perfect compromise between the spoken and written words. How long since you last saw a yellow University of York memo? I tried to find one recently and discovered that the department no longer possesses such things.

Given the all-pervasive nature of email and its impact on human communications in recent years, you might be forgiven for thinking this is a relatively new development. This is because the universal access to

own students. If most of the remaining departmental PC provision was centrally managed, the access, in terms of hours per week would be vastly increased, because Computing Service equipment is available to all students and for 24 hours a day.

The reader might have noticed that in this random walk through the last 25 years, there is little or no criticism of the Computing Service itself, which I consider to be staffed by expert and dedicated people who generally believe that what they are doing is worthwhile, and who, with the right funding could do so much more. I say "right" funding advisedly. It doesn't just mean an increase in funding, but a more logical approach.

By the way, did you realise that despite having similar levels of qualification and experience, Computing Service Academic Related staff are significantly downgraded compared with academic departments? For instance, if the Computing Service were an Academic department it could reasonably expect to have around 10 Grade 6 (Professor equivalent) and 8 Grade 5 staff, rather than 1 and 4 respectively. Are you out there, equal opportunities people? The figures are in the Planning Office web pages.

"I consider the Computing Service to be staffed by expert and dedicated people who generally believe that what they are doing is worthwhile"

the means of using it has blossomed; in fact internal email was common in the 1970s, and in the 1980s here in York we were emailing colleagues in, for instance, Cambridge, London, Oslo, Kiel and, for some obscure reason, Queensland.

The good news and bad news about working in IT is that it's always changing. Good because the stimulation of learning new processes, concepts and techniques means it stays fresh and exciting, but bad, from the point of view of one about to retire, in that the accumulated knowledge of all those years is largely useless. The amount of good one can do to society or oneself with a knowledge of how to write assembler code for a Z80 microprocessor (a what?) or Job Control Language for an early '70s IBM 360 mainframe, is fairly limited. Even relatively recent accomplishments, like being able to hand-code HTML, are on the point of becoming obsolete as the visual development environments do more and more of the work.

Another area where there has been a distinct change of emphasis is in the provision of PCs for students. After initially being a preserve of the centre, the current situation is that the majority of PCs for undergraduates are provided by departments rather than by the Computing Service. The excellent ratio of students to PCs is largely due to the laudable example of Computer Science, who have more PCs than students and allow 24 hour access, but naturally reserve their PCs for their

I firmly believe that an excellent University needs excellence in its support services. Recruitment and retention of top-class academic staff is influenced by the infrastructure of the University, and the learning support requirements of the new "light touch" QAA audits are not so very different from previous ones – to ensure continuing high grades, both staff and students must have a high opinion of their local services, and pass this on to the auditors.

On the whole I have not regretted my 33 years in University computing, although I would have liked to travel abroad on business rather more than four times! The best bit has been the people, particularly the ones in the Computing Service, but also all those staff I collaborated with in the earlier part of my time here when, as long-time colleagues put it, 'the Computing Service used to help people'. Although we are currently in a period when the demands of the software and the fact that everyone is now a computer user has reduced the amount of personal contact, I hope that future developments will help to redress the balance somewhat.

Thanks for all the fish.

Frequently asked questions - web accessibility

Joanne Casey and Aimee Phillips

Do I need to maintain a parallel text version of my main pages?

No, you can use a tool called Betsie to do this for you. This was developed by the BBC - a local version is available for York users:

- Create a link near the top of your page - normally a piece of text saying 'Text-only version of this page' or similar. The url to which you should link is <http://www.york.ac.uk/cgi-bin/betsie> ie: `Text-only version of this page`. Betsie will know where the user has been linked from, and so will know which page to render in text.

If you have any queries about using Betsie, contact the Web Office (web-coordinator@york.ac.uk) for advice.

Where can I find the local version of Bobby, and how do I use it?

Go to bobby.york.ac.uk. In the URL box, type the address of the page you want to check and click on the Submit button.

Bobby will return its report, headed by a screen-shot of your web page with problems on the page indicated by the trademark Bobby helmet (definite errors) or by question marks (possible problems, referred to as user checks).

Below this you will find the detailed report, split into three main sections - the first looks at the criteria required to meet A standard, the second, AA standard, and the third, AAA standard. Within each section, there are two or three sub-sections. The first deals with definite errors, which require correction - line numbers will be given, so you can see where the errors are. The second sub-section highlights 'user checks', possible problems which cannot be checked by an automated process - for instance, the use of colour - and require you to check that they are acceptable. There may also be a section of general points, not triggered by any particular item on your page, but which you should still consider.

I find the Bobby reports confusing. Is there any help available?

Yes - any errors or user checks will appear as a link - click on this to see more information about the potential problem, and suggested solutions. If you still have problems, contact the Web Office, as above.

I want to add the Bobby icons to my site, so that people know that it has reached accessibility standards. How do I do this?

You can find the icons, and full guidelines for their use at: bobby.watchfire.com/bobby/html/en/icon.jsp

It's important that you comply with the stated guidelines in your use of the icons. You may only use the unqualified 'Bobby Approved' icons if your site meets AAA standard - otherwise you should use the specific icons for A or AA compliance. You may use the icons if only some of your pages meet the standards - but you must qualify it as specified on the Bobby pages, for instance by stating 'This page is Bobby approved'.

You will need to store the images locally - there are two ways to do this:

- Right-click on your chosen image and select **Save picture as**.
- Click on the link given to download a zip file of all images. Use a program such as Power Archiver (on Windows 2000) to unzip the files.

Use an `` tag to locate the icon on your page ie:

```

```

Is there other help available?

The Web Office and the Computing Service have co-ordinated training which will take place towards the end of the summer term. Details will be announced to relevant mailing lists and posted on the Computing Service training pages (www.york.ac.uk/services/cserv/training/). The Web Office maintains details of University standards, and information about accessibility issues at: www.york.ac.uk/coord/accessibility/.

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/

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 | <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>jjj1</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> |

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|----------------|------|--------------|-------------------|------|--------------|
| Paul Atherton | 3229 | <i>paa4</i> | John Hutchinson | 3898 | <i>jh57</i> |
| Gavin Atkinson | 3738 | <i>ga9</i> | Jenny Jackson | 4455 | <i>jj5</i> |
| Linda Bailey | 3800 | <i>lcb6</i> | Chris Kilgour | 4454 | <i>crhk1</i> |
| Sue Bolton | 2102 | <i>sjb28</i> | Fergus McGlynn | 3822 | <i>fam6</i> |
| Mike Brudenell | 3811 | <i>pmb1</i> | John Marsden | 3832 | <i>jpm1</i> |
| John Byrne | 3812 | <i>jcb1</i> | Darren Munday | 3821 | <i>dam6</i> |
| David Chambers | 3742 | <i>dac6</i> | Colin Noble | 1747 | <i>cdn1</i> |
| Michael Clark | 3745 | <i>mpc3</i> | Nicola Normandale | 4695 | <i>ncn1</i> |
| Arthur Clune | 3129 | <i>ajc22</i> | Phil O'Connell | 3825 | <i>paoc1</i> |
| Steve Downes | 3741 | <i>sd21</i> | Suran Perera | 4689 | <i>sjp25</i> |
| Ken Finch | 4452 | <i>kf1</i> | Aimee Phillips | 3897 | <i>amp11</i> |
| Rob Fletcher | 3816 | <i>rpf1</i> | Chris Reece | 3807 | <i>car7</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> | Jonathan Wheeler | 3818 | <i>jdw5</i> |
| Geoff Houlton | 2100 | <i>gph2</i> | Timothy Willson | 2123 | <i>ftmw1</i> |