

THE UNIVERSITY *of York*
Computing Service

Keynotes

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e:Vision

From the Editor

The photos on the cover show the newly refurbished study areas in Langwith College (L/050) and the Morrell Library (R/113). As announced in the last issue of Keynotes, the work took place over the Easter vacation, and both rooms now offer Pentium 4 PCs with 3Ghz CPU, 512Mb memory, LCD TFT screens, CD writers and accessible USB ports.



The YIMS programme continues to introduce new tools to the University. On page 2, Geoff Houlton introduces Kinetics, the new conference and hospitality management system, while on page 3 Jenny Smailes writes about the launch of e:Vision, which gives students access to their own student record.



Provision of networking facilities continues to expand, with the planned installation of SNS connections in Fairfax House, and the creation of wireless access points in a number of locations across campus. Turn to page 1 for more details.
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/

Expansion of SNS to Fairfax House

Robert Demaine

Information Committee has given its approval to proceed with the connection to the campus network of Fairfax House, the University residence located at 99 Heslington Road. Subject to the necessary permission being granted by the landlord a total of 92 bedrooms will be cabled, giving students resident in Fairfax House the opportunity to sign up to the Student Network Service (SNS) on the same basis as those living on campus.

New staff training courses

Susanne Hodges

Computing Service is piloting three short, themed, lunchtime training courses. The first of these, 'Migrating to Office XP' took place on Thursday, 21 April. 'Using Outlook Effectively' and 'Creating and Managing Adobe .pdf Files' will run on Monday 17 May and Friday 16 June respectively, from 12.30 - 1.15pm in Wentworth Staff Training Room, W/218.

The pilots will be monitored and evaluated and, if successful, will be integrated into our training schedule, which can be accessed from: www.york.ac.uk/services/cserv/training/course.htm.

Further lunchtime themes are being considered for development. Please remember to look at our web pages

Air conditioning

Brian Souter

Additional air conditioning equipment has been installed in the Computer Room over Easter. The new plant offers much needed redundancy working alongside the old air conditioning system that was installed in 1986; it also provides the opportunity to turn off the old system for longer periods of maintenance.

May bank holidays

The Computing Service building will be closed on both of the two May bank holidays: May Day (2 May) and the Spring Bank Holiday (30 May). All services will be available as usual outside normal hours, but access to the PC rooms will be subject to College opening hours. The Information Desk will be closed and no staff will be on duty to attend to faults.

Iliad for University

Susanne Hodges

A proposal that Iliad for University should be provided free of charge at the point of delivery was recently put before the University's Information Committee. The proposal was accepted and, from the start of the academic year 2005/06, all incoming students will be able to participate in the programme free of charge.

Wireless networking via the Network Access Service

Ben Thompson

Wireless networking on campus is now available in many areas as part of the redesigned Network Access Service (NAS). The NAS allows any member of the university to access selected network resources via a wireless or wired connection, as well as from off site. More information can be found on the NAS web pages at: www.nas.york.ac.uk.

We are continuing to steadily roll out wireless access points across campus, giving network coverage in many bars and open areas as well as in departments. Wireless NAS can now be used in the following open locations:

- The JBM Library (1st Floor)
- The Roger Kirk Centre
- Langwith Library
- Goodricke Dining Hall
- Goodricke Bar
- Physics Concourse
- Halifax Bar (JJ's)
- Alcuin Bar (B Henry's)
- Vanbrugh Bar
- Vanbrugh Dining Hall
- Wentworth Bar and Dining area

Wired connections are currently available at:

- The JBM Library (1st Floor)
- Wentworth (W/202)
- Derwent (D/016)

The NAS currently has 278 registered users.

All NAS service passwords are now synchronised with Computing Service user accounts. Any user wishing to update their Computing Service password will find that their NAS password is now changed automatically. The Computing Service password management page can be found on the Electronic InfoDesk at: www.york.ac.uk/services/cserv/edesk/.

Kinetics: new conference/hospitality system

Geoff Houlton

A new Conference Booking, or ‘‘Hospitality Management’’ system has recently been introduced. Called ‘‘Kinetics’’, this software package is firmly established in the H.E. sector, and is used to run the conference business at a number of other institutions e.g. University of Warwick and University of Kent. It replaces in-house software reliant on the Alpha servers and Cobol/Powerhouse technologies which are being decommissioned later this year.

Introduced as part of the YIMS Programme, the system enables the wide range of DoFM staff involved in running conferences to access a comprehensive central database. These staff include; conference office, porters, catering, environmental services, audio-visual etc and a key strength of the new system is its logical and straight-forward graphical user interface.

For the technically minded, Kinetics is based on a Sql Server database, with a Delphi client and BDE/ODBC connectivity. Registered users are able to install the client over the Windows 2000 network and a checksum algorithm ensures that only up-to-date client versions can access the central database.

In addition to running the conference business through the Easter and Summer conference seasons, the system will also support guest room bookings, bed & breakfast bookings, summer holiday lets, student summer lets and the internal catering operation known as ‘Cucina’.

Although the system is initially running ‘stand-alone’, over the coming months a range of interfaces will be developed with the Agresso finance system and new Facilities Management system ‘Planon’ (due to go live in the summer). One benefit of this integration will be the ability for staff involved in conference booking, room booking, timetabling and student accommodation booking to view a single database of all usage of University space – thereby ensuring the optimum use of facilities.

Kx Events - For support call 08712 88 10 55 (calls charged at national rate)

New Enquiry Find Booking Events Running Actions Plans Admin Reports Options

Events Running

Year: 2005 Business Type: Standard Event Type: All
 All Events: Site: Heslington Event Mgr: All Status: All Effecting Capacity

Event ID	Status	Event Title	Company	Arrival Date	Start Date	End Date	Event Mgr.	Day	Night
23	Issued	Scottish Society for Northern Studies	The University of Ed	Mar 28th 15:00	Mar 29th 16:00	2nd 09:30	Helen Rothwell	34	34
304	Issued	Environment Agency Booking	The Environment Ag	Mar 31st 07:00	Mar 31st 07:13	13th 19:00	Frances Thomps	6	0
5	Issued	National Association of Cytologists	National Association	Mar 31st 19:00	1st 09:00	4th 17:00	Frances Thomps	300	300
26	Issued	OSI / FCO CHEVENING STUDENTS' MID-YEAR CONFERENCE	Open Society Institu	Mar 30th 12:00	1st 09:00	4th 10:00	Jan Feasby	135	135
39	Issued	IPPM	IPPM Education Ltd	Mar 31st 18:00	1st 09:00	2nd 17:00	Helen Rothwell	189	189
30	Issued	National Youth Brass Band of Great Britain	National Youth Brass	1st 12:00	1st 14:00	1st 22:30	Frances Thomps	300	1
150	Confirmed	Norwegian Studies Centre	University of York	3rd 09:00	3rd 09:00	Oct 8th 17:00	Rachel Harwood	70	70
62	Issued	British Society of Animal Science, Annual Meeting (BSAS)	BSAS (British Society	2nd 12:00	3rd 12:00	7th 16:00	Jan Feasby	350	350
101	Confirmed	Timetabled Health Sciences Teaching	University of York	4th 09:00	4th 09:00	19th 17:00	Rachel Harwood	100	0
168	Issued	MA PSM	University of York	3rd 17:00	4th 09:00	5th 20:00	Helen Rothwell	25	23
11	Issued	Housing Studies Association Spring Conference	University of York	5th 09:00	5th 09:00	8th 17:00	Frances Thomps	80	80
25	Confirmed	Airway Diseases Conference April 2005	Technostics Confere	5th 12:00	5th 12:00	10th 09:00	Helen Rothwell	150	150
350	Confirmed	Advanced Modelling College (Centre for Health UofY)	University of York	6th 09:00	6th 09:00	7th 17:00	Tim Rye	42	0
58	Issued	The College of Estate Management - Diploma in Surveying & BSc Courses	The College of Estab	6th 12:00	6th 12:00	8th 17:00	Jan Feasby	100	0
40	Issued	The Chartered Institute of Taxation - Spring Training Conference	The Chartered Instit	7th 09:00	7th 09:00	10th 17:00	Jan Feasby	160	160
6	Issued	Royal Society for the Protection of Birds Members' Weekend (RSPB)	Royal Society for the	6th 16:00	8th 09:00	11th 09:30	Frances Thomps	600	600
367	Confirmed	Health Care Associated Infection Focus Workshop	NHS York	8th 10:00	8th 10:00	8th 14:00		50	0
407	Issued	Quakers pre August 05 Meeting	Quakers	8th 18:00	8th 18:00	10th 14:00	Helen Rothwell	67	0
206	Provisional	Sci - Fi & Fantasy Society (TIMETABLING)	University of York	9th 12:00	9th 12:00	9th 23:59	Tim Rye	20	0
36	Issued	The British Prostate Group Conference	The British Prostate	10th 09:00	10th 09:00	12th 17:00	Helen Rothwell	0	0
27	Issued	SIMSUG	University of York	9th 14:00	10th 14:00	14th 09:30	Frances Thomps	80	80
142	Issued	UK Radiation Oncology Conference 2005 (UKRO)	IPEM	10th 15:30	10th 15:30	14th 15:00	Jan Feasby	400	200

Show in order of: Start Date Refresh Select Print Close

Events - v2.23 GERM Geoff Houlton York University

Windows taskbar: Start, Internet Explorer, Outlook, Word, PowerPoint, Access, Excel, Wordpad, G:\..., Inb..., Su..., Bu..., Ad..., csr..., Jas..., Kx..., 12:52

e:Vision goes live

Jenny Smailes

On 17 March e:Vision was made available to all registered students.

What is e:Vision?

The e:Vision system provides limited access to the SITS student record system. SITS holds details of the University's current and former students and of applications for study. e:Vision is intended to broaden access to the information in the student record system in an easy-to-use manner, initially for current students. e:Vision allows the user to interact directly with the database, so changes made there will be recorded in the main student records system. The system is available to all registered students at the University, for whom the following functions are available:

- view e:Vision messages
- view own basic details held on the student record
- view own module choices for the current academic year (taught course students only)
- view thesis details (research students only)
- change own address records

During the course of 2005, further functions will become available. It is intended that returning students registering in April, July and October 2005 will be able to do this via e:Vision. Access to student information for academic staff, on-line application for study and other developments will follow afterwards.

Initial usage has been encouraging with over 3,300 hits in the first week, over 25% of all undergraduates logging on. The ability to amend address details is proving popular. Student feedback has been positive: "this is a great idea and I'm pleased someone's finally given us access to our personal information" and "I think the fact that you have introduced internet-based access to student information is an excellent idea! Great work on the e-Vision initiative so far!!"

Connection to UKLight approved

Rob Fletcher

An application to JISC for a connection to the next generation of networking (UKLight) has been approved. Applications were sought which would make novel use of and stress the network facilities. In part this is to enable the network designers and engineers to provide such facilities when this new network infrastructure becomes SuperJANET-5.

The proposal was to connect systems in the Music Department with peer group researchers similarly linked on a point-to-point basis, in order to facilitate collaborate composition, near real-time data processing and transfer of multiple media. The initial connections would be at 1Gb/s.

The initial connections are proposed to be between researchers in York, Birmingham University (BEAST) and NorthWestern (Chicago).

UKLight is connected to the other "light" networks, e.g. STARLight in the USA, NetherLight in Europe and so on. See www.uklight.ac.uk/ for more details and www.startup.net/starlight/NETWORKS/ for the connection possibilities.

Now we have approval to use this network, other departments will be allowed to connect (subject to project approval from the UKLight TAG).

We are now seeking the funds to bring two 1Gb/s UKLight channels to York. (Approximately 15k for equipment on YHMAN, 2k in the Computing Service and around 2k per user department which requires connectivity).

Review of the University web site

Alison Smyth

What do you think of the University's web site? This is your chance to tell us! A review of the structure and content of the University's web site will be carried out in May and June 2005. Periodic reviews help us to ensure that web site visitors are able to find the information they need and help to identify any gaps or other problems. The review will help us to develop a new structure and templates for the site.

There will be a number of ways to participate in the review. Links to online questionnaires will be posted on key pages on the University's web site – for example the home, prospectus and job vacancy pages. A random sample of students and staff will receive paper questionnaires. All respondents who complete our questionnaires will be entered into a prize draw. Students and staff will also be invited to participate in one hour focus groups and all participants will receive £10 gift tokens.

Further details about the review will be available in due course from the Web Office web site: www.york.ac.uk/weboffice/. For further information, please contact Alison Smyth, Web Projects Assistant (email: ajs19@york.ac.uk).

Classroom availability

Joanne Casey

We have recently introduced a new web page, developed by Darren Miller, which enables users to see which Computing Service classrooms are currently booked, and which classrooms or study areas have free PCs available. We expect the page to be particularly useful to students who are working on their own machines via SNS, but wish to relocate to a classroom/study area to use printing facilities, and to users who have to leave a classroom which is booked for teaching and need to find a machine elsewhere. In time, we hope that resources will permit us to display this information on screens outside Computing Service rooms.

The utility which generates this page also allows staff within the Computing Service to identify machines which are down, which can then be targeted for further investigation. As staff commitments mean that it is not possible to carry out full daily classroom checks, this will be a key tool in spotting and rectifying problems.

The classroom PC availability page can be found at: www.york.ac.uk/services/cserv/class/classroom_use.html

Sophos Anti-Virus updates

John Hutchinson

Implementation has commenced of the infrastructure and testing arrangements for the “next generation” 4.5 and 5.0 Versions of Sophos for Windows and Mac OS X 10.2+. These platforms' 3.9x versions will not be maintained and supported by Sophos after 28 February 2006.

The new versions can only be updated from a Central Installation Directory (CID) updated by Sophos's Enterprise Manager. This will replace local administrators' monthly downloads of the files containing the new program versions, and local scripts to add the individual virus identities, released daily to detect newly discovered viruses, to CIDs.

Other features of the new versions include:-

- **Genotype virus detection technology** protecting against “unidentified fast-moving viruses”
- **End-user quarantine management** to ease virus disinfection
- **Decision Caching technology** to optimise virus scanning performance and for the administrator via the new Enterprise Console
- Application of virus policies to groups of PCs and management by exception of, for example, unprotected PCs

Full implementation locally should allow remote and home users to update easily from a new separate CID with a local web address or possibly from Sophos directly.

Users of other platform versions (UNIX, Netware and Mac OS 8 and 9) are not directly affected, but administrators may choose to take advantage of the new arrangements to update systems from a new CID for their platform version which is updated by Enterprise Manager.

More details will be given as soon as further practical implications of arrangements are worked out and full testing has been completed.

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.

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 Information Systems:	Kay Mills-Hicks	2101	<i>knh8</i>
Head of Support Services:	David Surtees	3803	<i>dps4</i>
Operations Manager:	Brian Souter	3814	<i>bs1</i>
Information Officer:	Joanne Casey	3805	<i>jmc8</i>

Kashif Amin	3817	<i>ka14</i>	Chris Kilgour	4454	<i>crhk1</i>
Gavin Atkinson	3738	<i>ga9</i>	Fergus McGlynn	3822	<i>fam6</i>
Amanda Bacon	3802	<i>agb12</i>	John Marsden	3832	<i>jpm1</i>
Sue Bolton	2102	<i>sjb28</i>	John Mason	3813	<i>jrm13</i>
David Broom	3229	<i>dlb10</i>	Darren Miller	3815	<i>dm26</i>
Mike Brudenell	3811	<i>pmb1</i>	Eleanor Morrison	3742	<i>emm502</i>
John Byrne	3812	<i>jcb1</i>	Darren Munday	3821	<i>dam6</i>
Michael Clark	3745	<i>mpe3</i>	Colin Noble	1747	<i>cdn1</i>
Arthur Clune	3129	<i>ajc22</i>	Nicola Normandale	4695	<i>ncn1</i>
Steve Downes	3741	<i>sd21</i>	Phil O'Connell	3825	<i>paoc1</i>
Ken Finch	4452	<i>kfl</i>	Heather Payne	3800	<i>hp501</i>
Rob Fletcher	3816	<i>rpf1</i>	Aimee Phillips	3897	<i>amp11</i>
Iain Ford	3894	<i>igf500</i>	Tamsyn Quormby	4346	<i>tq1</i>
Kevin Gardner	3739	<i>pkg4</i>	Chris Reece	3807	<i>car7</i>
Chris Gowland	3823	<i>cg1</i>	Sam Scott	3817	<i>svs2</i>
Dan Granville	3819	<i>dsg2</i>	Daniel Shelton	4349	<i>ds23</i>
Sarah Hall	3827	<i>seh11</i>	Jenny Smailes	4455	<i>jj5</i>
Peter Halls	3806	<i>pjh1</i>	Philip Smailes	3833	<i>pjr1</i>
John Hawes	4347	<i>jeh11</i>	Andrew Smith	3809	<i>abs4</i>
Susanne Hodges	3839	<i>sh32</i>	Ben Thompson	3230	<i>bt4</i>
Matt Holmes	3820	<i>mjh25</i>	Pete Turnbull	3804	<i>pt1</i>
Geoff Houlton	2100	<i>gph2</i>	Sam Vines	3749	<i>sccv1</i>
John Hutchinson	3898	<i>jh57</i>	Jonathan Wheeler	3818	<i>jdw5</i>
Gavin Jones	3597	<i>gtj500</i>			