Keynotes

Let MindGenius organise your thoughts!
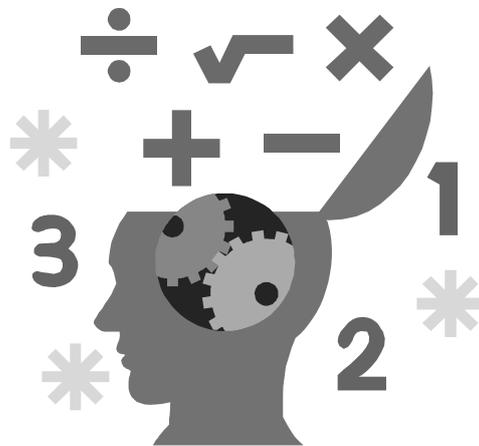
From the Editor

We are pleased to start the new calendar year by announcing a range of new services and facilities.

❖

Recent developments around campus include a new PC study room in Langwith College which contains a colour printer available to all users, and the installation of a convenient computer consumables vending machine in the J B Morrell Library.

❖

Connecting to the campus network, whether by wired or wireless methods, is becoming easier and simpler due to developments in the Network Access Service – see page 2 for further information.

❖

We'd like to draw your attention to the new site licence for the MindGenius 'mindmapping' tool which, it is claimed on the supplier's web site, can help you to get 20 hours' work done in 6!

❖

Finally, you'll no doubt be pleased to hear that email quotas for staff and research graduates have been increased (page 2). Some general advice on managing email in Outlook can be found on page 4.

Lorraine Moor
Acting Editor

Contents

Keynotes on the web

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

Keynotes

Staff news
Mike Jinks

Michelle Murphy joined us on 5 December as a Business Systems Developer. Michelle previously worked at the Royal Society of Chemistry and, more recently, at Joseph Priestley College Leeds, where she was the MIS Manager. She thus brings knowledge of business processes in education from a different perspective. We wish her well in her work with us.

Computer consumables vending machine
Aimee Philips

A computer consumables vending machine is now available on the ground floor of the Library. It provides fast and convenient access to around thirty of the most requested computer consumables, all at competitive prices. Products stocked include floppy disks, writable CDs and DVDs, USB cables, network cables, flash drives and optical mice.

Commercial Services are managing the contract with Discount Computer Supplies Ltd, who are a leading IT retailer with experience of vending IT products at other UK universities.

The Computing Service plans to withdraw its sales of consumables at the Information Desk over the coming weeks.

New colour printer available
Aimee Philips

A colour printing trial has been run by the Computing Service over the last few months. Its success has resulted in the decision to continue the service, and move the colour printer from the Computing Service building to the new computing facility in L/138 (see below).

The printer is a new HP Colour LaserJet 5500hdn, and produces high-quality output, at a cost to users of 30p per A4 sheet.

The service is available to all, but is primarily for use by students, who are less likely to have access to departmental colour printers.

Anyone wishing to use this printer should to send their work to the queue 'colps'.

New PC study room open in Langwith College
Aimee Philips

A new PC study area, L/138, opened in Langwith College on Monday 5 December, equipped with twenty-two Pentium 4 PCs with 3.0GHz processors, 512Mb memory, accessible USB ports, CD writers and 17" flat screens. The room contains a standard Computing Service black and white classroom printer, together with a new colour printer, two NAS ports and two scanners, and is situated on the first floor, above the existing study area L/050.

Any faults with these PCs should be reported to the Computing Service Information Desk on extension 3838, or by emailing infodesk@york.ac.uk.

Keynotes

1

Network Service developments

Ben Thompson

Wireless/Network Access Service

The Network Access Service (NAS) has undergone a few changes recently and there have been a couple of interesting developments.

Firstly, we have almost completed the integration of the service with the UKERNA Location Independent Networking (LIN) project. The LIN project links our Network Access Service to the wider Eduroam network – for details see **www.eduroam.org**. Members of the University of York may now use their Computing Service username and password to gain access to networks at other participating universities, and likewise visitors to our site may do the same and gain access to our wired or wireless services. Note: when logging on to the network either here or at another university we must always use our York email address

as the username together with our normal password. This is because the network authentication system needs to see the suffix ("@york.ac.uk") after the username to determine which is our home institution.

Secondly, we have standardised on using the 802.1x protocol as the preferred method for connecting to both the wired or wireless NAS. This change allows us to provide a look and feel to the log-on process similar to that which will be provided at other institutions as the LIN project develops. With most modern operating systems the 802.1x set-up procedure is a once-only configuration, and when complete allows users to seamlessly log into the network without intervention simply by plugging in the cable or

coming into range of a wireless hot spot.

Wired NAS connection points are currently available in the following locations:

- Langwith L/050 – 4 ports
- Derwent D/016 – 6 ports
- Wentworth W/202 – 4 ports
- JB Morrell Library (first floor) – 4 ports

Student Network Service

The SNS currently has around 3150 subscribed users: that's a take up of 82%. Internet access is now available in Fairfax House and the new Alcuin blocks as part of the ongoing expansion.

IT Infrastructure Forum

Mike Jinks

As part of the recent changes in governance designed to take a more holistic view of IT-related activities in the University, an IT Infrastructure Forum has been set up. This comprises technical staff from the Computing Service and colleagues from those departments which provide a significant part of their local computing facilities. The aim is to share knowledge, experience and ideas in the areas of IT infrastructure and architecture, thus improving inter-working between systems and making best use of the available expertise throughout the University.

The group has decided to meet bimonthly throughout the year and is developing an action plan for specific areas to be addressed. A major area concerns risk management, including business continuity and departmental data management. Other areas include asset management, research facilities, the infrastructural issues of provision of services to 'visitors' to the University, and ensuring that people are kept informed.

A critical issue in the medium term is the provision of the 'standard desktop'. The present Windows 2000 service will be extended to Windows XP following Microsoft's delay in releasing their next-generation operating system – the Computing Service normally implements alternate releases of Microsoft's operating systems. Thereafter we will need to review how access to software and facilities is provided, given the increasing requirement for use of mobile and personal devices to access University systems and technological developments. The technical issues are

formidable, particularly with increasing regulation, but we need to develop sustainable approaches which, as far as is possible, will satisfy the needs of all constituencies in the University – many detailed meetings of working groups are likely to be necessary!

The Infrastructure Forum is an important part of developing IT facilities in the University. Its discussions have ranged from air-conditioning to chipsets to Voice over IP telephony, as well as looking forward to more strategic issues. Although its deliberations will be of most interest to technical staff, its minutes are generally available to York users at: **www.york.ac.uk/services/cserv/offdocs/infraforum/**.

Changes to email quotas

Mike Brudenell

In December the standard email storage quotas of personal usernames belonging to staff and research graduates were increased from 20 Mbytes to 50 Mbytes. The standard quota for other usernames – including those of undergraduates, taught graduates and others – remains at 20 Mbytes.

Looking to the longer term, the Computing Service will be conducting a review of the way in which email is stored with a view to providing larger quotas still next year.

MindGenius

Amanda Bacon

The Computing Service is pleased to announce the purchase of a site licence for MindGenius Education 2005.

This 'mindmapping' software should be useful to all staff and students in the planning and organisation of their work. Mindmapping tools are also regarded to be of particular benefit to people with Dyslexia and other learning difficulties.

With MindGenius information can be visually organised using a range of map layouts. Colour and images can be used to emphasise, group and differentiate elements of the map.

Links can be made to other maps, files or web pages. Properties can be assigned to branches of the map in the form of categories, resources or actions. Maps can be filtered and regrouped based on these properties and actions exported to Outlook.

The 'map explorer' provides a hierarchical text outline of the map which can be used to navigate and rearrange the content. A 'notes editor' enables additional, formatted information to be associated with the map. The import/export tools allow maps and notes to be easily exported into ready-formatted documents, for example PowerPoint presentations or Word documents.

MindGenius is supported by a range of in-built help and on-line instruction. For example, sample maps, short self-teach guides and more detailed 'whitepapers' provide guidance for a variety of tasks including brainstorming, note taking, revision, problem solving, illustrating concepts and outlining essays, projects and presentations.

MindGenius is being installed on supported PCs and is available through the Information Desk for unsupported PCs. Further information can be found at **www.mindgenius.com**.

Double-click where you see this symbol, to access attached information. (Requires Adobe® Acrobat®).
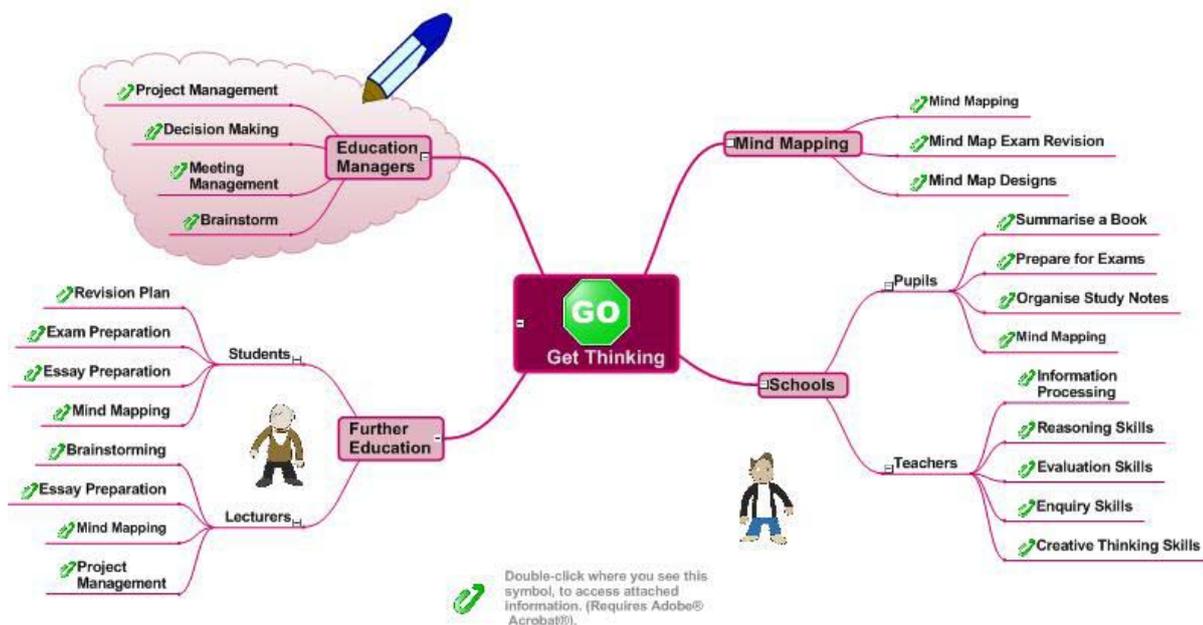
Iliad for University update

Susanne Hodges

This year the central *Iliad for University* programme was delivered free of charge for the first time. It was uncertain how this would affect the number of participants – we were preparing ourselves for a significant rise in numbers and, indeed, take-up did increase for the first time since the programme was launched – by 9% on last year.

We have recently piloted a training unit for the VLE, which will eventually become part of *Iliad for University*. In January we are delivering this course to 260 Politics students and, with the VLE rollout, expect to be training significant numbers in its use.

Managing email in Outlook

Susanne Hodges

Email has become an integral part of everyone's work and, should it fail to be used correctly, can cause significant problems. It is important that messages are handled properly, so that you can work more efficiently. Basic information about using Outlook can be found in the *Computing @ York* guide on the Computing Service web pages at: **www.york.ac.uk/services/cserv/docs/guides.yrk/computingatyork.pdf**

York IMAP Server inbox

One common problem is a full Inbox. Get into the habit of filing and sorting your messages regularly. Messages filed in folders under the York IMAP Server also take up mail quota. Although this has recently been increased, you still need to make sure that you regularly delete AND expunge your messages by choosing **Edit | Purge Deleted Messages**. It's a good idea to add the **Expunge Deleted Messages** button onto your Outlook toolbar:

1. In your **IMAP Inbox**, click on **Tools | Customize...** and select the **Commands** tab.

2. From the **Categories** box, choose **Edit** and in the **Commands** box, scroll down to **Purge Deleted Messages**. Click on this and, holding your mouse button down, drag and drop the command onto your toolbar.

Managing attachments will also help. If you receive an email with a large attachment:

1. Save the attached file in your **My Documents** folder or on your networked drive.

2. Either delete the message from your Inbox or, should you wish to keep it, open your message, right click on the attached file and choose **Remove**.

In fact, if you regularly send out large attachments, you should consider alternative methods of distribution. For example, you could place the document on your departmental web pages or on a networked drive, should you have access to one. This avoids creating multiple copies if you are sending the file to more than one recipient.

Outlook Today – Personal folders

Outlook Today folders are saved in the **Outlook.pst** file in your **My Documents** area. When you send mail from your York IMAP Inbox, a copy is automatically saved in the **Sent Items** folder under Outlook Today. It is important to remember to regularly delete mail from this folder too.

Deleting messages from **Sent Items** is a two stage process:

1. Delete unwanted messages in the **Sent Items** folder in the normal manner.

2. Right click on **Deleted Items** under Outlook Today, then choose **Empty "Deleted Items" Folder**.

For general information about using Outlook, visit our web pages at:

www.york.ac.uk/services/cserv/help/mail/access/ outlook/

Check your mail quota at:

www-db.york.ac.uk/cgi-bin-auth/edesk_quota

Planned upgrade to the Mailing Lists Service

Mike Brudenell

The University's Lists Service – lists.york.ac.uk – hosts many and varied email lists used by departments and other groups for communicating between their constituent members.

The service currently operates using a software package called Lyris ListManager. The particular version we are using is now rather old and needs to be replaced. However newer versions of Lyris ListManager are not suitable for our needs: features we make use of have been removed from the application, and changes to its licensing terms means it is no longer a cost-effective solution.

Instead the replacement Lists Service will be based on the open source GNU Mailman software. This is a long-established and well-respected package, used by many sites around the world. It has matured to include an excellent web-based interface to allow owners to administer their mailing lists, and good facilities for members to join lists, manage their preference settings and search list archives for past messages.

We will be endeavouring to make the switchover as painless as possible, migrating existing mailing lists across to the new software. Day-to-day use of the lists to distribute emailed messages will operate pretty much as at present. However it must be noted that, being an entirely different software package, the web interface of GNU Mailman is substantially different in both appearance and use from that of our current Lyris ListManager.

We do not yet have a date for switching over to the new Lists Service so please watch for further announcements.

Contacting the Computing Service

Computing Service
University of York
Heslington
YORK YO10 5DD

Telephone: (01904) 433800
Direct dial: (01904) 43 followed by ext no.
Fax: (01904) 433740
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.

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 Support Services:	David Surtees	3803	*dps4*
Operations Manager:	Brian Souter	3814	*bs1*
Information Officer:	Joanne Casey	3805	*jmc8*

Kashif Amin	3817	*ka14*		Anthony Leonard	4350	*apbl500*
Gavin Atkinson	3738	*ga9*		Fergus McGlynn	3822	*fam6*
Amanda Bacon	3802	*agb12*		John Marsden	3832	*jpm1*
Linda Bailey	3800	*lcb6*		John Mason	3813	*jrm13*
Sue Bolton	2102	*sjb28*		Darren Miller	3815	*dm26*
David Broom	3229	*dlb10*		Eleanor Morrison	3742	*emm502*
Mike Brudenell	3811	*pmb1*		Darren Munday	3821	*dam6*
John Byrne	3812	*jcb1*		Michelle Murphy	2627	*mm533*
Michael Clark	3745	*mpc3*		Colin Noble	1747	*cdn1*
Arthur Clune	3129	*ajc22*		Nicola Normandale	4695	*ncn1*
Steve Downes	3741	*sd21*		Heather Payne	3743	*hp501*
Ken Finch	4452	*kf1*		Aimee Phillips	3897	*amp11*
Rob Fletcher	3816	*rpf1*		Tamsyn Quormby	4346	*tq1*
Iain Ford	3894	*igf500*		Chris Reece	3807	*car7*
Kevin Gardner	3739	*pkg4*		Sam Scott	3744	*svs2*
Chris Gowland	3823	*cg1*		Daniel Shelton	4349	*ds23*
Dan Granville	3819	*dsg2*		Jenny Smailes	4455	*jj5*
Sarah Hall	3827	*seh11*		Philip Smailes	3833	*pjrs1*
Peter Halls	3806	*pjh1*		Andrew Smith	3809	*abs4*
John Hawes	4347	*jeh11*		Richard Stoddart	3825	*rjs502*
Susanne Hodges	3839	*sh32*		Ben Thompson	3230	*bt4*
Geoff Houlton	2100	*gph2*		Pete Turnbull	3804	*pnt1*
John Hutchinson	3898	*jh57*		Sam Vines	3749	*sccv1*
John Isles	4454	*jdi500*		Jonathan Wheeler	3818	*jdw5*
Gavin Jones	3597	*gtj500*				

Keynotes

Keynotes