New Names, Faces & Services.

contents

News in Brief

News

From the Editor

Over the summer we will, as usual, be undertaking various upgrades and maintenance work. See page 4 for more information about classroom upgrades. In addition, we'll be implementing our new Service Desk (page 10), which we expect will improve the way that we manage user enquiries, and changing the name of the Information Desk to the IT Support Office (page 3).

Over recent months, we have put a number of new initiatives, services, and enhancements into place. On page 5, you'll find details of the enhanced University Directory, and the new File Recovery Service. On page 7, Geoff Houlton introduces the Online Store, while Kay Mills-Hicks outlines new initiatives in the information systems area on page 8.

We are also looking forward to other new developments, and as always we are interested in your views. Turn to page 4 for a summary of progress in the Information Needs of a World Class University consultation process, and to page 10 for details of the forthcoming evaluation of the Google and Microsoft offerings for Higher Education. **JOANNE CASEY**

Microsoft Software for Home Use

PETER HALLS

We are altering our procedures for the provision of copies of Microsoft software to staff for home use, to comply with the terms of the latest Microsoft Campus Agreement. Home use copies must now be purchased with individual Activation Codes: this means the CD only option for Educational Use that is available from the resellers. These copies will always be those of the current Microsoft release. We will obtain a small stock of Microsoft Office for immediate onwards sale at the supplied cost (£11.75 inc. VAT) but other products will have to be ordered on request. The arrangements for copies of Microsoft products for use on campus are unchanged.

Electrical Safety Testing, 12-13 July ROBERT DEMAINE

The final stage of a comprehensive programme of statutory electrical safety testing of our server rooms will be completed over the weekend of 12-13 July. Between 0930 and 2000 on Saturday 12 July the following services and facilities will be subject to periods of disruption of up to two hours:

. Email

. Printing

. Logons to classroom PCs and supported staff desktop PCs

. Password changes

. Access to teaching software

. Calendar

. VLE

. YorkWeb pages with dynamic content

. All YIMS systems with the exception of Kinetics, Planon and Kronos

It should be noted that network connectivity on campus and our external connection to the Internet will not be affected by this work.

03

Windows Shortcut Keys

SUSANNE HODGES

Shortcut keys increase efficiency. In addition, many RSI sufferers report that they experience less pain when using a keyboard than when using a mouse.

Listed below are some shortcut keys for use with Windows 2000 and Windows XP.

To display the Windows Start menu	Ctrl+Esc
To switch to the next programme	Alt+Tab
To switch to the previous programme	Alt+Shift+Tab
To display the Control menu	Alt+Spacebar
To close the selected programme window	Alt+F4
To close the active window	Ctrl+F4
To minimise a window in Excel or PowerPoint	Ctrl+F9
To maximise a window	Ctrl+F10
To copy a picture of the screen to the clipboard	Print Screen
To copy a picture of the active window to the clipboard	Alt+Print Screen

If your keyboard has a Windows key, use it with the following keys to:

Minimise all windows	+ M
Open Windows Explorer	+E
To display the desktop	+D
Open the Run dialogue	+R
Open the Search dialogue	+F
Search for Windows keyboard shortcuts overview	+F1

Introducing the IT Support Office

JOANNE CASEY

During the Summer we will change the name of the Information Desk to the IT Support Office. The timing of the change, which takes place on 23 July, has been selected to coincide with the move to our new service desk (see page 10). There will be a new email address - **itsupport@york.ac.uk**. The old email address will continue to work, redirecting messages to the new address.

This change is being made to more accurately reflect the services provided by our frontline staff, and to avoid confusion - external visitors to campus and to our website often assume that the Information Desk is the University's central point of contact. The name itself has been chosen to echo the naming conventions found in other support services in the University eg Student Support Office, Research Support Office.

At the same time, we will rebrand the Electronic Infodesk as My IT Account. It will continue to offer users the chance to manage various aspects of their Computing Service account.

Staff News MIKE JINKS

Several new members of staff have joined us in recent months filling a number of vacancies.

Sarah Kennedy has joined us as a Computing Assistant on the Information Desk. Sarah previously worked in a similar role for the York Hospitals NHS Foundation Trust so she brings a wealth of practical experience to her role here.

Robert McCarthy has taken up the post of Business Systems Developer. Robert has worked for the Ministry of Defence and, more recently, at the Rural Payments Agency where he has been involved both with developing and supporting Oracle-based business systems.

Michael Walters has joined us, principally as cover for Michelle McCarthy who will be going on maternity leave in June. Michael has worked both as an Information Systems Developer and an Information Systems Analyst with North Yorkshire County Council, but, most recently, has run his own web design company. Michael will be working four days per week.

Mike Dunn has taken up the part-time post of IT Training Assistant. Mike is no stranger to the University having been a long-standing tutor on the ILIAD programme, following a career in both teaching and IT.

Aimee Phillips has moved from her role as a Computing Assistant within the Computing Service to become the Communications Assistant working with the Information Officer. The post will support the update and redesign of the Computing Service web presence as well as a range of administrative tasks previously undertaken by the Information Officer.

We welcome back Linda Bailey following her maternity leave.

We wish all our colleagues well in their new roles with us.

Finally, farewell to Dominique Papworth who is returning to work at Askham Bryan College. We thank her for all she's done for us during her time here and wish her every success in her new role.

SARAH KENNEDY

ROBERT MCCARTHY

MICHAEL WALTERS

MIKE DUNN

Information Needs of a World Class University
MIKE JINKS

During this year, Information Strategy Group has been exploring the likely information needs of a World Class University in the 5-10 year time frame to enable York to continue to prosper in the globalised Higher Education market with its changing economic, political, technological and social environment. A consultation document was published in the Spring Term and a range of comments and suggestions were received from individuals, groups and the formal committee structure. The results of the consultation are being analysed to inform the development of the overall strategy and thence the implementation programme.

The deliberations have identified some areas where investment is likely to have a rapid impact; there are others where a concept is important but further work is needed to define the requirements more closely. Three strategically important areas which need investigating are: a University-wide IT Infrastructure, the Online Students Support System, and the Virtual Research Environment. The intention is to set up scoping projects in each of these areas over the next year aiming to identify both the requirements and a way forward so that the implementation projects can be costed and prioritised. These projects will require quite a lot of detailed thought from interested parties, so there will be plenty of opportunity for further input to the discussions.

Classroom Upgrades
BRIAN SOUTER

As announced in the last issue of Keynotes, we will be replacing the PCs in G/022 and A/EW/004 over the summer vacation, and carrying out PC rebuilds and electrical safety checks in all other Computing Service classrooms and study areas. A full schedule of the work, and necessary room closures, can be found at: **www.york.ac.uk/services/cserv/class/upgrades.html**

HTML Email and Accessibility
COMMUNICATIONS OFFICE

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The University has created an HTML email template which will enable staff to send HTML emails incorporating the University branding.

HTML email is flexible, allowing you to specify the layout, font and colour of your text and to add images, while staying within the University's Visual Identity Guidance.

This will improve:

. **presentation: the option to produce eye-catching email marketing materials.**

. **accessibility: some readers, such as people with a visual impairment, benefit from having headings, bullet points and other content clearly marked as such, to help them navigate through the content.**

The template, and instructions for its use, can be found at: **www.york.ac.uk/weboffice/html_mail/**

You can use the University's HTML email template when sending email for promotional purposes, or when your recipients have an accessibility need for structured content. If you send HTML email, it is important that it is set up correctly; the University's HTML email templates meet this need, as they have been designed with accessibility in mind and tested with a range of mail readers.

You're advised to use plain text email for everyday correspondence, or when you don't know your audience's accessibility requirements. Plain text emails take up less space, so they are best for recipients who receive a lot of email.

If in doubt, use plain text, with no formatting, no colour and a simple font selection.

Further guidance on using email to best effect is provided by the Communciations Office at: **www.york.ac.uk/admin/presspr/ppr/mail-standards-guide.pdf**

Enhancements to the University Directory
MAX SPICER

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The online University Directory has been enhanced. A searchable classified section has been added which gives wider information about departments and other University units and locations.

The new classified section draws on information held by the University's central telephone system, giving access to contact information for general enquiries, heads of department, boards of studies etc. This new information can be accessed by anyone with a Computing Service account.

It can be searched using simple words and phrases or can be browsed via an alphabetical list of department and unit names, giving access to pages listing all available numbers within that section.

The address of the University Directory is still **www.york.ac.uk/directory**. The front page now leads to both the traditional people directory section (aka the white pages) and the new classified directory section.

The information in the new classified section is entirely maintained by Telephony, and is limited to the extent to which staff there can maintain it. Requests for changes to this information should be emailed to them at **classified-dir@york.ac.uk**.

These enhancements are an interim step giving access to sections of information which used to be contained in the printed directory: a more comprehensive solution is planned for development later in 2008. User requirements will be sought as part of the implementation project.

A reminder: people listed in the people directory section are encouraged to configure their own entry, eg by choosing how their name should be displayed and whether to show their job title.

File Recovery Service
DARREN MILLER

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. **Have you ever deleted a folder by mistake?**

. **Ever modified a document and then wanted to get the old version back?**

. **Ever had an application crash and corrupt a file?**

If you answered yes to any of those questions then help is at hand. Hopefully you already know about snapshots - online backups of your User Filestore (your M: and H: drives), Rented Filestores and Yorkweb, which allow you to recover copies of files and folders from up to one week ago.

What if the file you want to recover is over one week old? Until recently the only way you could get it back was to contact the Computing Service and ask them to try and recover it from tape, which is a chargeable service and can take a long time.

Well, that is no longer the case - we are pleased to announce our new File Recovery Service which allows you to recover your own files and folders from your User Filestore, Rented Filestore and Yorkweb. The File Recovery Service allows you to recover files and folders from up to 90 days ago.

Full details on how to use both of these services are available at:
http://www.york.ac.uk/services/cserv/help/compyrk/snapshot.htm

## Changes to Digimap and Ordnance Survey Data

PETER HALLS

Hitherto, the popular large scale digital map product from Ordnance Survey has been **LandLine**, which delivered the map content of 1:2500, 1:5000 and 1:10000 map tiles in a digital format. This product has been replaced by **OS Mastermap**. LandLine data is no longer supplied by Ordnance Survey and will not be supplied by Digimap from the end of this summer (2008). This article introduces OS Mastermap and the processes adopted at York for its use.

The OS Mastermap product is radically different to any product previously supplied by Ordnance Survey, in that this is not map data but data from which a map could be produced. Mastermap comprises a database of spatial records, each with a unique identifier (TOID) by which other data can refer to the OS object independently of the spatial definition, provided in the Mastermap data. Mastermap records are point, polyline or polygon spatial objects, as appropriate for providing the spatial definition of the feature recorded. So, for example, buildings are recorded as polygon objects, defining the ground outline; footpaths are defined as polyline objects and telegraph poles by a point object. This is in contrast to LandLine, where only points and polylines were used and it was difficult to create a closed polygon from the lines defining the outline of, for example, a building in order to draw it in solid colour. The object descriptions include the Ordnance Survey feature code, which can be used to control how the object is drawn, where a map is required, but there is now a large amount of other information concerning the object, including dates of recording and amendment.

Whilst LandLine comprised a set of map tiles including everything that would be printed on a map of the area, Mastermap comprises themes of related objects. For example, administrative boundaries are now separate from water, buildings and roads. Related themes are collected into layers: the academic community

currently has access to the Topography and the Integrated Transport Network (ITN) layers; Ordnance Survey also offer an Address layer and an Imagery layer, but we cannot access these through Digimap. This new structure actually makes Mastermap easier to use, as lines in LandLine could serve multiple purposes, yet each could only have a single feature code, making it difficult to find exactly the features required.

The illustrations below show data for the same geographical area extracted from a traditional LandLine tile and from Mastermap data. In both cases the features selected to be drawn are building outline, road, path and water outlines; those marked in Mastermap as being polygon features are shaded.
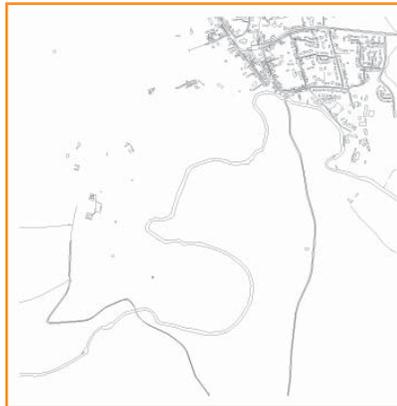
SAMPLE LANDLINE OUTPUT

SAMPLE MASTERMAP OUTPUT

Both these illustrations are based on Ordnance Survey digital map data supplied by Edina © Crown Copyright Reserved 2008, License number 100018355.

The way Ordnance Survey data is delivered has changed too.

Previously, the LandLine tiles were supplied using the British Standard National Transfer Format (NTF) or one of a variety of GIS and CAD interchange formats. Mastermap is delivered using the Open Geospatial Consortium GML (Geography Markup Language, an extension of XML), which is close to being an international standard. Instead of selecting one or more specific map tiles, or map sheets, Mastermap data are selected by layer, TOID, or geographic extent – unlimited by the constraints of printed map sheet boundaries.

Unfortunately, few GIS can import GML directly, so some sort of filter is required. There are two filters currently available to us, one specific to ArcGIS and the other much more general purpose. The ArcGIS Productivity Suite provides a GML filter, to enable the upload of OS GML into an ArcGIS geodatabase: this will be installed, along with service packs, during the Summer vacation. The Open Source tool, ogr2ogr, part of the GDAL suite, can also read OS GML but, in addition to creating ArcGIS formats, ogr2ogr can load directly into Oracle and has support for a very wide range of alternative GIS and CAD formats. We have already provided ogr2ogr on the central Unix service and we hope to find a solution to problems we have experienced in building a key component for Windows.

There are benefits for the University in coordinating downloads of OS Mastermap material so that it need not be downloaded multiple times. This is permissible under the OS license, provided that everyone who uses the stored data are themselves registered to use the Digimap service. A central repository will be created in the Oracle database service, which is in turn accessible from ArcGIS, Geomatica, AutoCAD, etc. and access restricted to those who are Digimap users.

If you have any questions regarding the use of Ordnance Survey material at York, or about any other aspect of this article, please contact Peter Halls (**pjh1**).

Agresso Server Platform Upgrade

KEVIN GARDNER

As part of the Computing Service departmental project to improve resilience and rationalise the systems infrastructure, Agresso (the finance system) has moved to a new platform.

This article outlines the background to this project and benefits.

Background

The recent upgrade to Agresso in March this year has seen improvements for users to both functionality and usability of the system.

What users will not have been aware of is that, in addition to the software upgrade, the Computing Service took the opportunity to move the underlying architecture from individual stand-alone servers to a clustered platform based on NetApp filer and Sun Blade technology.

Benefits

Resilience and recoverability

At the database level, the Agresso Oracle instances are now running on Sun/AMD Blades with data held on one of the central NetApp filestores. Should the need arise an instance can be quickly moved between Blades, thereby eliminating the previous weak link of having a single dedicated database server for Agresso. In addition the back-up and recovery procedure has improved greatly and we now have the possibility of Point-in-Time recovery.

At the Web and Business application level, the Agresso system now runs on a series of virtual servers. There are two load balanced Web servers and the Business logic work load is spread between two servers.

Although these measures don't eliminate the possibility of hardware failure, they do allow us to minimise the risk of downtime and to recover from failures much more quickly.

Improved access

Additionally there is a new method of application deployment. The Agresso system is now available via Sun Secure Global Desktop, which is a Web based method of accessing the full Agresso client. Rather than having the Agresso client on your desktop, you connect via a web browser to an instance of the client which is running on a central server. This allows users who do not have a Computing Service supported connection and users with under-specified PCs to access the full application in a secure and maintenance-free environment.

Online Store

GEOFF HOULTON

The second phase of the University Online Payments system, an Online Store, went live recently. This system is hosted externally, by supplier WPM Education who provides similar systems to over 50 universities across the UK. Integration software has been developed jointly by the supplier and the Computing Service to link the hosted system with the Agresso finance system.

As the name suggests, the Online Store is a shopping site for the University. Departmental administrators are able to configure the Store to display the items they wish to sell. A secure server handles the payments by either debit or credit card (eg Visa, Maestro, Solo, Mastercard) and the income is automatically recorded under the appropriate department's financial codes in the Agresso system.

In its initial stages, the Online Store is selling items from the Catering, Retail Merchandise and Graduation Offices. For example, students graduating this summer are now able to make online bookings for their graduation ceremony, and purchase other items associated with this special occasion, such as a buffet lunch, a DVD of the ceremony or University merchandise such as glassware, watches, clocks etc.

Following a 'bedding-in' period, other interested departments will be invited to adopt the Store. Some departments have already expressed interest in taking payments for short courses and departmental conferences, for example.

Many other types of payments will be moving online over the coming year including; Student fees, Alumni donations, Invoice payments etc.

Details on this will appear in future Keynotes publications and YorkExtra, as well as on a new Payments web-site: **www.york.ac.uk/payments/**.
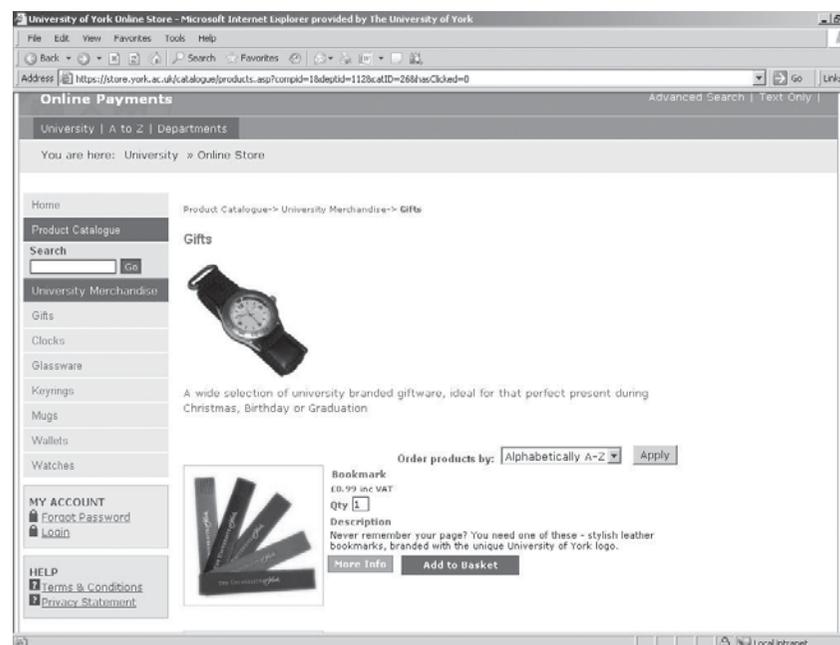
New Initiatives - Information Systems
KAY MILLS-HICKS

Research Information System

Following the completion of RAE 2008, and following feedback from departments, the University has decided to continue to maintain a dataset similar to that compiled for the RAE - it is to be called the "Research Information System". Pro-Vice Chancellor for Research, Alastair Fitter, has established a working group to develop a requirements specification and to co-ordinate its development. It is likely that the Information Systems Group will be closely involved in the development of the system which will combine research data from various sources including the University student record and finance systems. Web interfaces for members of the public as well as for internal use are planned.

Customer Relationship Management

A number of departments have recently expressed interest in exploring how Customer Relationship Management (CRM) solutions might be implemented in the University to support those who are engaged in activities with commercial organisations or individuals eg Employer Engagement, Careers, Student Placements, Student Recruitment, CPD, Research and Consultancy. The aim would be to provide a consolidated view of who has links with whom, to inform strategic developments and to ensure a coherent approach across the University. Discussions are at a very early stage and further analysis is needed. Meanwhile, a proposal has been submitted to JISC for funding to support a pilot project to examine the processes and systems required to support CPD service delivery.

Campus Access and Identity

Computing Service is working with various departments to identify and implement systems that are required to provide physical access control (eg door locks) and personal identity (eg Library card). Students have been issued with a University card for a number of years but a staff card has never been introduced. The group is looking at the requirements of the new facilities on Heslington East as well as those on Heslington West. RFID (Radio-frequency identification) may well be considered once we get in to the detail of specific technologies.

Hewlett-Packard Printer Maintenance
KEN FINCH

You may be aware that the Computing Service can arrange maintenance contracts for various pieces of hardware on behalf of departments.

We have recently negotiated with our supplier Desk Top Publishing to cover those of our Departmental printers that have an HP Carepack. This is initially a trial to discover if we get a better service than the current arrangements - one potential advantage is that we would report printer faults via a UK call centre. If this trial is successful, we intend to offer this service to other University departments. If your department would be interested in joining the new arrangement, please contact Ken Finch (**kf1**).

For more general information about maintenance contracts, please visit **www.york.ac.uk/services/cserv/purchase/purchase.yrk/maintenance/** or contact your Departmental Computing Officer to find out what arrangements your department currently has in place.

Office 2007
SUSANNE HODGES

The Computing Service is planning to evaluate Microsoft Office 2007 later this year, with a view to rolling it out from Autumn 2009.

This new software includes many different design features. The most noticeable change is the introduction of the Ribbon, which replaces the toolbar in Word, Excel, Powerpoint, Access and Outlook. With the Ribbon, related actions are collected together into groups and then presented under a series of tabs, some of which are context sensitive, appearing only when needed. Microsoft claims that this new feature makes it easier to find and use the features available.

Another new feature across all Office applications is the Office Button, which replaces the File menu and provides access to common functions, including opening, saving, and printing a file.

Office 2007 uses some new file formats based on XML. These files, used in Word, Excel and PowerPoint, have file extensions such as .docx instead of the traditional .doc extension. If you are on a supported PC running Office 2003, the Office 2007 Compatibility Pack has been included in the install, allowing you to open any such files. Other users can download it from the Microsoft web site at: **www.microsoft.com/downloads/**.

Making the Most of Social Networking
KRISS FEARON

Facebook, Friends Reunited and LinkedIn are all examples of 'social networking' sites. They're a great way to chat with friends, family and colleagues or meet people with similar interests.

The down side is that your personal details could be seen by anyone including your students or prospective employers.

To find out how to protect your details visit: **www.york.ac.uk/weboffice/policies/social-networking.htm**.

Virtual Desktop Infrastructure: A New Way of Thinking

ADRIAN YOUNG

Overview

For many years our IT infrastructure and use of PCs has been an important tool and asset that we all use in our daily working lives. For many academic institutions the constant demand of business, teaching and research affect our ability to stay competitive and agile, meaning that we have to find new ways of managing and developing and enhancing our IT strategies.

Simply providing PCs on desks, managing them, and replacing them regularly, is a significant ongoing task, and a major expense for many departments. Factors such as security of data, home working, remote access to corporate services and environmental issues may all affect the way we work in the future. A number of possible solutions exist - one of these is Virtual Desktop Infrastructure (VDI).

VDI is the concept of providing Virtual Machines - feature-rich, fully-specced desktops, which are provisioned and delivered to Users remotely.
The user can access the desktop, which is managed centrally, from any client device - for example, a standard PC (even an ageing one!), a laptop, or a thin client.

It's possible to provide a virtual machine with any appropriate operating system - for example, Windows XP, Windows Vista, Windows 7, and Linux.
Providing a centrally managed VM desktop is more efficient, costs are reduced, and users are offered a flexible and dynamic desktop service.
VDI can also address some of the major issues affecting our use of IT - for example, security issues and environmental concerns.

For more information, visit **www.vmware.com/products/vdi/** and watch the Flash demo.

At present we are using this technology to allow interested users to test newly deployed software (see below). Other potential applications are deploying specific software for conference visitors, testing research facilities, and providing classroom software. These, and other, uses may be considered in the future.

Using a virtual desktop via Provision Networks Web-IT

Introduction

We are trialling VDI technology to enable people to remotely connect to our test machines to enable them to try out, and familiarise themselves with, the new and upgraded software applications we plan to deploy during the summer.

Provision Web-IT uses Java client software so that it can be run in an internet browser. It has been tested to run on most platforms; Windows, Mac, Linux, Solaris and on most browsers; IE, Safari, Firefox.

You will need to make sure you have at least version 1.5_15 of the Java client installed on your machine. This should already be installed on supported PCs.

Currently we have only made three desktops available, all running Windows XP, (Windows 2000 isn't supported). There are two classroom build PCs and one office build PC. We can quickly create and make available other desktops if there is sufficient demand. Please contact Adrian Young **(ary500)** to arrange access to the desktops.

This is a very new technology, and our implementation of it is still under development, so we would be interested to hear any comments you may have.

How to connect to a Virtual Desktop

Once access has been arranged for you, connect to the desktops by visiting: **http://csrvpn1.csrv.ad.york.ac.uk/Provision/Web-IT/**. You should see the screen shown below.

From the **Choose Farm** menu select **Provision Farm**. Select **Next**.

The Username and password will be your normal University username and password. Check that the Domain is **CSRVADYORK**, change the Client Type to **Java Client** and select **Enter**.

Choose either **classroom** or **office**. You either won't see, or won't have access to, any other groups of virtual PCs.

Please don't change any settings as these are optimised for the current server configuration.

The desktop should load up and log you in with the username you used to log into the Provisions farm. You can then use the desktop and access the applications in the normal way.

If you receive a message that there are no desktops available this means that they are already being used, and you should try later. If you repeatedly get this message then please contact Adrian. When you have finished please log off, but don't select the **Disconnect** button as this will disconnect your session to the virtual desktop but leave you logged on. You can then logout of the Provisions Web-IT site, and close down your browser if you wish.

Service Desk Implementation
JOANNE CASEY

We are nearing completion of the Service Desk Implementation Project, and expect to go live with the Footprints system replacing ETS on 23 July. The implementation process has involved consultation with DCOs and user testing to ensure that the system is working correctly, and we're very grateful to everyone who has provided such input.

The most obvious changes for our users will be a new URL if you wish to submit enquiries, or view existing issues, via the customer portal, and a new email address (**itsupport@york.ac.uk**) if you want to submit enquiries via email.

There are also a couple of new features for users, both accessible from the Customer Portal:

. **A Knowledgebase which users can browse via broad themes, or search using keywords. Much of the content will come from the FAQs currently on the Computing Service web pages; much work has been done to ensure that these are accurate and up-to-date.**

. **Global issues - these are issues which are currently affecting the services we provide. Users can view these, and optionally subscribe to receive updates as work on the issue progresses.**

Another feature in use is 'escalation' - this won't be visible to the user, but will be used within the Computing Service to alert us if an open issue goes unedited for a period of time, helping to ensure that we keep users informed of progress and deal with issues promptly.

Within the Computing Service we will also use Footprints for Problem Management, a process to handle incidents which have been resolved but require further investigation to prevent future recurrence.

After the initial implementation, other departments who currently use ETS to manage their enquiries will move to using Footprints over the course of the Summer and early Autumn.

Google Apps and Microsoft Live@edu MIKE JINKS

Google and Microsoft each provides a package of applications focused on the Higher Education community. These applications include email and calendaring as well as a range of other services; details are available at: **www.google.com/a/help/intl/en/edu/index.html** and **get.liveatedu.com/Education/**. The products are based on offerings for the consumer marketplace and are web-based, enabling them to be used from anywhere with web connectivity. In principle they provide an attractive option for the University, and Google and Microsoft were each asked to give a presentation on their offering: Google Apps and Microsoft Live@edu respectively, to members of the Information Strategy Group, University Computing Committee and the IT Infrastructure Forum. These presentations generated a lot of interest and it has been decided to move to a more extensive evaluation phase.

The evaluation will be a major activity for the Computing Service in the coming months and we will wish to obtain views from a wide spectrum of people in the University, as well as undertaking technical evaluations of the functionality, ease of management, and integration potential of the applications. We will publish details via the email distribution lists of the above groups and committees, and also via YorkExtra, of the evaluation approach and the issues on which views and comments would be appreciated. The intention is to complete the evaluation during next term to enable a decision to be taken on whether to proceed to implementation.

As this evaluation will be time-consuming, several developments originally planned for the summer will no longer be possible. In particular, the project on 'real email names', eg J.Smith@york.ac.uk, discussed at the University Computing Committee will be suspended and the facility will not be available for the start of term as originally planned. It is still our intention to provide a choice of real email names, but until our future email system is decided, it is not sensible to proceed with the project as the offerings from Google and Microsoft handle email names in different ways.

User Satisfaction Survey AIMEE PHILLIPS

Earlier this year, we undertook our regular User Satisfaction Survey, inviting 3998 undergraduates/taught graduates and 1999 staff/research graduates to participate. We asked a range of questions, focussing on their usage of our services, what aspects pleased them most (and least), and what other services they'd like to see. A detailed analysis is being carried out; the results will be used to inform our future work plans, and a full report will be published. In the meantime, here are some of the key points.

Many staff use Supported Office PCs on a daily basis, with an almost even split between Windows 2000 (30%) and XP (28%). 34% of staff respondents use their own machine for University work. 81% of students use their own computer, with 43% connecting to the Student Network Service and 15% using the wireless network on a daily basis. SNS use has seen a big increase since our 2004 survey, thanks to the increased coverage and decision to include the cost in the study bedroom rent. Computing Service classrooms and study areas remain popular, with 59% of students using them at least once a week.

Staff and research graduates are particularly happy with the Service's staff and the email service. Students are happy with PC classrooms, printing, Webmail and SNS.

Suggestions from staff and research graduates included improvements to the Calendar service, more wireless access points, increased mail and filestore quotas, collaborative tools, and a wider range of training. Students focused on the need for more wireless points, more computers, scanners and printers (including more colour printers), and cheaper printing. Several people mentioned that more PCs in the Library would be useful, and indeed plans for this are already in the pipeline.

Computing Service Staff

Director.	**Mike Jinks**	3801	kmj1
Departmental Administrator.	**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
Information Officer.	**Joanne Casey**	3805	jmc8

Kashif Amin	3817	ka14	**John Isles**	4454	jdi500
Gavin Atkinson	3738	ga9	**Sarah Kennedy**	3825	srk500
Amanda Bacon	3802	agb12	**Anthony Leonard**	4350	apbl500
Linda Bailey	3800	lcb6	**Robert McCarthy**	3594	rm575
Sue Bolton	2102	sjb28	**Fergus McGlynn**	3822	fam6
David Broom	3229	dlb10	**John Marsden**	3832	jpm1
Mike Brudenell	3811	pmb1	**John Mason**	3813	jrm13
John Byrne	3812	jcb1	**Darren Miller**	3815	dm26
Arthur Clune	3129	ajc22	**Darren Munday**	8469	dam6
John Cooper	3595	jmc508	**Nicola Normandale**	4695	ncn1
Eleanor Coultish	8467	emm502	**Aimee Phillips**	3897	amp11
Stevie de Saille	3818	smds500	**Tamsyn Quormby**	4346	tq1
Steve Downes	3741	sd21	**Pritpal Rehal**	3597	psr500
Mike Dunn	3819	md24	**Sam Scott**	3817	svs2
Paul Elliott	3807	pre500	**Jenny Smailes**	4455	jj5
Ken Finch	4452	kf1	**Philip Smailes**	3833	pjrs1
Rob Fletcher	3816	rpf1	**Andrew Smith**	3809	abs4
Iain Ford	3894	igf500	**Brian Souter**	3814	bs1
Kevin Gardner	3739	pkg4	**Max Spicer**	3745	mjs510
Chris Gowland	3823	cg1	**Richard Stoddart**	3825	rjs502
Kelvin Hai	4689	kh525	**Carl Stovell**	4699	cjs505
Sarah Hall	3827	seh11	**Ben Thompson**	8401	bt4
Peter Halls	3806	pjh1	**Pete Turnbull**	3804	pnt1
John Hawes	4347	jeh11	**Sam Vines**	3749	sccv1
Susanne Hodges	3839	sh32	**Heather Walker**	3743	hp501
Geoff Houlton	2100	gph2	**Michael Walters**	2627	mjw513
John Hutchinson	3898	jh57	**Adrian Young**	3820	ary500

Information Desk

The Information Desk is your first point of contact with the Computing Service

t.   01904 43 3838
e.   infodesk@york.ac.uk

Open from 09.00 to 17.00 Monday to Friday for problem solving, advice and information, fault reporting, network connections, file restoration, course bookings and user registration.

Contacting the Computing Service

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keynotes

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