



# Keynotes

# Microsoft Office 2007

- . Rollout Plans
- . New Features
- . Training & Support

Also in this issue:

—  
*digital recording  
of lectures*

—  
*learning spaces survey*

—  
*day in the life...*

—  
*new web browsers*

## From the Editor

Work is underway to ensure that the planned roll-out of Microsoft Office 2007 runs smoothly, with a phased migration for office PCs taking place between July and December. On page 10, Aimee Phillips and Amanda Bacon introduce some of the new features of Office 2007, and give more detail of the available training and support.

As we approach the summer vacation and the opportunity to carry out classroom maintenance and upgrades, we are continuing plans to provide a new style of study area in one of our existing PC rooms. With a view to this, we have consulted students on their needs - the results of this survey are summarised on page 9.

As at other universities, many academic staff at York are keen to explore the possibilities of digital recording of lectures. On page 4, Anthony Leonard gives more details of a University project which aims to explore this area.

JOANNE CASEY

## News in Brief

|  |   |
|--|---|
| . Staff News                           | 3 |
| . Computing Account Security Questions | 3 |
| . Increased Email Quotas               | 3 |
| . DIGIMAP Downloads                    | 3 |
| . PC Room Maintenance                  | 3 |
| . Soldiering On...                     | 6 |
| . NTP Server Changes                   | 7 |

## News

|  |    |
|--|----|
| . Digital Recording of Lectures  | 4  |
| . Alignment of University IT and Data Management Policies with ISO 27001 | 4  |
| . Day in the Life of a Computing Assistant                               | 5  |
| . Network Upgrade  | 5  |
| . New Rented Filestore Service   | 6  |
| . Acting Director's Report   | 6  |
| . Smokin' Tabs: New Web Browsers   | 7  |
| . Desktop Service Improvement Project                                    | 7  |
| . New-Look Web Pages   | 7  |
| . Online Store: Conference & Events Module                               | 7  |
| . Virus and Spam-Scanning of Email                                       | 8  |
| . Sun Calendar Service   | 8  |
| . DIGIMAP Changes  | 8  |
| . JISC-Ordnance Survey Agreement Renewal                                 | 8  |
| . IT Skills for Undergraduates   | 8  |
| . Learning Spaces Survey   | 9  |
| . Microsoft Office 2007  | 10 |

## Staff News LORRAINE MOOR

### Congratulations to...

Sarah Kennedy, who has recently been appointed to the post of IT Support Office Team Leader. Sarah joined us a year ago as a Computing Assistant, having previously worked for the York Hospitals Foundation Trust. Sarah has lots of ideas for how we can develop the IT Support Office services and we hope she enjoys her new role.

### Welcome to...

David Wells, who you may have seen if you've visited the IT Support Office lately. David has joined us from the Temp Pool for a few months to cover a period of short-staffing. We hope that he enjoys his time with us. It is certainly a big help for us to have him.

### Welcome back to...

Michelle McCarthy, who is returning to work after her maternity leave. It's nice to see her back and getting involved in business systems projects.

### Farewell to...

Mike Jinks, our director since 1986. We shall miss him very much but we wish him a long and happy retirement.

Sam Vines, who left in April after nine years in the department as a Microsoft Systems Administrator/Programmer. Sam contributed to many service development projects and recently chaired our Staff Forum.

Her new post is a career move and is based at the Institute of Psychiatry, King's College. Good luck to Sam in her new life in London.



DAVE WELLS

## Computing Account Security Questions

AIMEE PHILLIPS

The Computing Service provides a self-service password reset facility which enables you to reset your password if you forget it.

The facility allows you to set answers to a selection of security questions.

If you should forget your password, you can reset it by correctly answering the security questions. This is particularly useful for anyone who works off campus and is unable visit the IT Support Office with ID to have their password reset. The questions may also be used by the IT Support Office staff to verify your identity over the phone.

The answers you provide are kept confidential and will not be used for any other purpose. Set up your security questions by visiting **My IT Account** at [www.york.ac.uk/myitaccount](http://www.york.ac.uk/myitaccount) and selecting the **Password Management** link.

## Increased Email Quotas DARREN MILLER

In the summer of 2007 we introduced a new mail system (see Keynotes vol.34:1 for full details). All mail accounts created from summer 2007 and onwards are on the new mail system, with the old mail system continuing to function for existing accounts.

In November 2008 we started migrating mail accounts off the old mail system and onto the new one. This migration was a lengthy process, involving moving 10,000 accounts, but finished successfully in April 2009.

Now that everyone is using the new mail system we are in a position to further increase mail quotas. All users now have a default quota of 500 Mb to store their email messages. Staff and Research Graduates who need more than 500 Mb may request additional space by contacting the IT Support Office. Mail quotas will continue to be monitored and reviewed regularly over the coming years.

If you wish to check what your current quota usage is, please visit the **My IT Account** web page ([www.york.ac.uk/myitaccount](http://www.york.ac.uk/myitaccount)).

## DIGIMAP downloads

PETER HALLS

According to Edina, the market value of OS mapping downloaded from DIGIMAP by University of York users in 2007-8 was up to £706,053.65.

## PC Room Maintenance

BRIAN SOUTER

As outlined in the previous edition of Keynotes, we will be carrying out our usual programme of works in the summer to maintain and improve the facilities in our PC rooms. A summary of the schedule showing room closures can be found at: [www.york.ac.uk/services/cserv/class/upgrades.html](http://www.york.ac.uk/services/cserv/class/upgrades.html).

In total, 142 PCs will be replaced in G/169, D/114, D/016 and L/050. The new PCs will have E8400 Intel Core Duo processors, 4GB memory, 160GB hard drives, 19" TFT screens, multi-format DVD Writer/CD-RW drives, 6-in-1 USB card readers, accessible USB and audio ports, and quiet keyboards.

## Digital Recording of Lectures: Catch-Up Service or “York’s Got Talent”?

ANTHONY LEONARD

With ever increasing usage of the Yorkshare VLE, students now enjoy increasing support for alternative learning styles such as self-paced learning, adaptive learning, discovery learning, self testing with feedback, collaborative learning, peer review, etc. Despite this, most courses continue to be built around the most traditional course delivery method of all: face-to-face lectures. Even gifted students can struggle to comprehend (or attend) lectures occasionally, and whilst handouts are often available, for many this is little substitute for hearing the voice of their educator and they long for a second bite at the cherry. To address this, many universities have begun recording lectures en masse and making them available to students for download, often publishing through iTunesU, an offshoot of Apple’s popular podcast directory specifically targeted at Higher Education use.

The Digital Recording of Lectures (DRoL) Working Group led by Brian Loader (Sociology) was established by the University’s Strategic Information Projects Implementation Group (SIPIG) to explore this and related use of digital media at York. After much ground work together with academics, Audio Visual services and the E-Learning Development team, this summer term sees the first classroom trials of a system - the Echo360 EchoSystem - enabling fully automated lecture capture and publishing through the YorkShare VLE. Over the next few weeks around 40 lectures over six courses in separate departments (Biology, Electronics, Philosophy, Psychology, Sociology, IT Academy) will be recorded, and the results will inform decisions over a possible wider rollout.

A key feature of the system is that the recording process is unobtrusive. Lecturers do not have to stand in a given spot, wear a microphone or switch on a recording device. Instead software installed on the lectern PC receives instructions from a central scheduling system to record during a pre-arranged period using a wall-mounted ambient microphone. Once complete the recording is automatically shipped to a server for processing and publishing. Only the lecturer’s voice is recorded - there is no talking “to camera” needed. Periodic screen shots of the lectern PC are also captured and can be included in the audio file in a standard audiobook format playable on iPods etc.

While these proof-of-concept trials are a vital first step it is clear that there are many issues to address before any wider rollout would be possible. The EchoSystem is expensive and value for money must be demonstrable. Better means of integration with timetabling systems and VLE access control is also required. The main issues to be evaluated however surround pedagogic value and prevailing attitudes amongst students and staff. Might lecture recordings eliminate the need for face-to-face lectures altogether? Some leap at the prospect of producing a stage performance to be aired to students (and others) year-on-year, others recoil. Some argue that this would allow more dedicated one-to-one time with students, and indeed research time, others fear it might cost them their job. Some students might love the iPod version, others might feel their education had become impersonal, even cheapened.

These and related issues are to be the subject of a one day in-house Symposium “The iUniversity? - Digital content production, capture and dissemination in HE” on Tuesday 7 July in Langwith College: (L/028) to which all staff are invited. For details and a full programme see: [www.york.ac.uk/depts/soci/research/iuniversity.htm](http://www.york.ac.uk/depts/soci/research/iuniversity.htm).

Clearly lecture recording is becoming more mainstream, and depending on the results of these trials the practice could see gradual and targeted adoption at York in the years to come.

## Alignment of University IT and Data Management Policies with ISO 27001

KAY MILLS-HICKS

Data security is a key area of reputational risk for the University and we have a responsibility under our data protection registration to ensure that we manage sensitive data securely. We hear about breaches of data confidentiality in the press on a regular basis. Examples include transfers of sensitive data via unencrypted formats in the post, theft of laptops, papers left on trains etc.

In the light of these incidents, the government has begun tightening up on requirements for data management in research contracts and it has been necessary for the University to make a commitment to introduce policy and guidelines which align with the information security standard ISO 27001 by July 2010.

The first part of the process will involve drafting of high level policy. We will use a toolkit available to the HE sector from the Universities and Colleges Information Systems Association (UCISA) and draw on policy already in place in some of our academic departments. Then there is a second stage, which will involve drafting of detailed guidelines in a number of key areas such as password use, unattended computer equipment, reporting security incidents and many others. Finally, we will need to raise awareness and provide training to ensure that everyone is aware of the policy and guidelines and embeds the guidelines in to their day-to-day working practices.

This isn’t a small undertaking, but it is very important that we tackle it. The Computing Service is establishing a working group, with guidance from Information Strategy Group and the University’s Records Manager, to take forward the necessary activities.

Updates will be provided in Keynotes during the coming year.

## Day in the Life of a Computing Assistant

SARAH KENNEDY

The IT Support Office (ITSO) is the first point of contact for all staff and students with IT issues. The office is open Monday - Friday, 9 - 5pm and we work on a rota system, swapping between jobs on an hourly basis. This is a day in the life on my rota.....

8.50am: Arrive at Computing Service. I'm the first one in on a morning so I open up the office, switch all the machines on and check the voicemails and issues that have come into Footprints overnight.

9.00am: The phones switch on at 9am which tends to be the busiest time of day. For the first hour I'm on the front desk which involves dealing with visitors coming into the Computing Service building and sorting the post.

10.00am: I switch jobs and I'm onto the phones. The phones work in a "round robin" system so we take turns answering the phone calls. We deal with staff, students and visitors who all have differing levels of IT skills and knowledge, from the user who is scared to look at a machine to the students trying to set up their own network in their study bedrooms.

We can close a lot of issues with the aid of the SMS remote control facility where we can log onto your machine to see what's happening. I sometimes wonder how Help Desks worldwide managed to work without this function - thankfully this was before my time!

11.00am: Specialist task time. Each member of the team has their own specialist tasks. My tasks include looking after the Computing Service classrooms, so today I'm going round checking that the rooms are in order and collecting comments cards.

You can see the comments we've received at:

[www.york.ac.uk/services/cserv/feedback/](http://www.york.ac.uk/services/cserv/feedback/).

My personal favourite is "This room smells of chips" collected from G/169 (for the record, it does).

12.15pm: Lunch time. A welcome break, 45 minutes to have some peace and quiet and read the paper.

1.00pm: Back on the phones. As this is still over the lunch period, when we have fewer staff on rota, you can find yourself juggling between phones, emails, and the front desk and things can get a bit hectic sometimes! If the phones are busy over lunch time it's a good idea for users to search our Knowledge Base (<https://footprints.york.ac.uk/>) to see if the answer to their query can be found there rather than waiting in the queue.

3.00pm: Another stint on the front desk. Afternoons tend to be busier as students are out and about and come in to buy printing credit and software, and for general advice. The Service provides support for the Network Access Service (NAS) in study bedrooms, so we have a steady stream of support queries throughout the year.

4.00pm: Final hour on the phones. The last hour of the day is spent making sure all new issues have been responded to or passed to the relevant second line support team. There always seems to be a call at 4.59pm when I'm on the phones!

5.00pm: Home time. I get to leave at 5pm and my colleagues who arrive at 9am take turn in locking the building. I'm back to the same rota in the morning.

*Editor's note: our congratulations to Sarah who, since writing this article, has been appointed to the post of ITSO Team Leader (see Staff News, page 3).*

## Network Upgrade

PETE TURNBULL

Over the next few months, the Network Group will be upgrading the classroom network. Historically, this has always been one of the busiest parts of the campus network and amongst the first to enjoy technology upgrades. It has recently been enhanced by the addition of a 10 Gigabit link into a new router in Goodricke College, the first such link outside of the Computing Service core. A second such link is planned to connect to Alcuin during this term, followed later by one to Derwent. To complement the link upgrades, network switches and routers in several key locations will also be upgraded, including the classroom switches in Alcuin East Wing and some in Langwith.

The main campus network is also undergoing a continuing process of enhancement. Most users will have been unaware of this, for like telephony and the electricity supply, the infrastructure is "just there", exactly as it should be.

Our network is very advanced in being designed around a highly resilient "distributed routing" model and new routers have been deployed in Chemistry, Alcuin Teaching Block, and Computer Science this Spring. We have also upgraded the link between Heslington and King's Manor, giving a tenfold increase in speed, and provided a new wiring centre in 5 Main Street.

Router upgrades are in progress for Wentworth, Goodricke, and Halifax colleges, and connections in Physics will soon be migrated from one router to a newer one. The next stages are to connect the Berrick Saul building, to prepare upgrades for Derwent College and Psychology, and to add a few more routed links to the extensive mesh that has been built up between network wiring centres over the last few years. Meanwhile, we are making preparations for connections over new fibre optic cables to Heslington East.

## New Rented Filestore Service

DARREN MILLER

You may have heard of our current Rented Filestore (RF) Service, which provides shared disk space to groups of people for an annual cost of £40 per Gigabyte (Gb). This service is very popular, with almost 200 filestores in use. However we have recently been asked to provide an additional cheaper, and more flexible, service.

The existing service is relatively expensive as it provides a highly available and resilient file space running on appropriately managed high quality file servers, often described as the "Rolls Royce" of file servers. The service is fully managed by the Computing Service, so for example if you want to give additional people access to the filestore you ask us to do it for you. This fully managed service is great for people who don't want to worry about setting permissions themselves, but not very flexible for more advanced users.

Therefore, this summer we will be introducing a new rented filestore service running on much cheaper, but still good quality file servers. The final price is still to be agreed, but should be around one twentieth of the cost of the current RF Service. The new service will also allow users to manage access to their filestore themselves, controllable right down to individual files. There will be 28 days worth of 'online snapshots' for easy file recovery, and back-ups to tape every night in case of a major service outage.

We are currently piloting the service with a small number of users and hope to make it fully available soon.

## Acting Director's Report

KAY MILLS-HICKS

As many of you will know by now, the Spring Term of 2009 heralded a time of change for the Computing Service.

After announcing his retirement at the end of January, our Director Mike Jinks left the University in March. Mike led the department for 23 years through a period in which we embraced huge advances in technology alongside significant growth in the University. He had many friends in all departments at York and was widely respected in Higher Education through his participation in UCISA, Gartner and other networking groups for IT Directors. He cared deeply about the success of the University and in the past few years had been mapping out how the Computing Service should evolve to play a part in the future success of the University. Within the department he encouraged everyone to give of their best and was respected for his fairness and compassion. We all miss his enthusiastic and cheerful personality but we hope that he has a very happy retirement with his wife Joyce and his family.

Also towards the end of March, the finishing touches were made to the new University Information Strategy. The Strategy was created following the review of the Information Needs of a World Class University consultation conducted in 2008. It contains a proposed implementation plan which will provide a framework for developments in information and IT services from now until 2013. A copy of the document, and strategy implementation progress reports, is available on YorkWeb at: [www.york.ac.uk/informationstrategy/](http://www.york.ac.uk/informationstrategy/).

The Computing Service will play a key role in defining the details of the implementation and delivering the proposed services. There are many opportunities for innovation and the development of new services, particularly as the campus expands.

In the light of Mike's retirement and the publication of the new Information Strategy, the Deputy Vice Chancellor appointed Stephen Town to a new role of Director of Information to be in overall charge of both the Computing Service and the Library and Archives. Through Stephen's over-arching role, we can demonstrate that the strategic direction of both departments is co-ordinated in support of the Information Strategy and can maximise opportunities to develop new services together. Stephen is already participating in our departmental activities and we are looking forward to developing closer links with our colleagues in the Library and Archives.

The detail of the role of Director of Computing Service is, inevitably, being reviewed given the importance of the role and the context of the new management structure. It is intended that a decision will be made by the end of July. Meanwhile, I have agreed to "act up" for a period of six months, working alongside my colleagues on the Senior Management Team – Dave Surtees and John Grannan. Although the role is temporary, I don't see it as a holding operation. It is very important that we keep forward momentum in the department as there is a great deal to do.

## Soldiering On...

JOANNE CASEY

Recent work to repair the roof of the Computing Service building saw a variety of debris falling through the (closed) skylight into the IT Support Office below. With an average day seeing around 100 issues submitted to our Incident Management system, Footprints, plus 70 or more phone calls, and many visitors arriving in person with queries, it wasn't appropriate to close the IT Support Office, so Dave Wells found an innovative way to keep himself and his PC clean.



## Smokin' Tabs – New Web Browsers Available This Summer ADRIAN YOUNG

This summer will see an update to Internet Explorer to Version 8 and the introduction of Firefox.

Both browsers will offer tabbed browsing, a feature that has been requested by many people. Other features available will be the ability to customise Firefox with the many add-ons available. The Firefox add-ons will be stored on your H: drive so should be available on any PC where Firefox is available.

Both Internet Explorer 8 and Firefox will be deployed to Computing Service classroom PCs during the summer vacation with deployment to supported office PCs following soon afterwards.

General user guides for both browsers will be available on the Computing Service Knowledge Base. These will give an overview of the layout of the new browsers and the features available.

## Desktop Service Improvement Project ADRIAN YOUNG

Over the last six months we have been looking at ways of improving the supported desktop. The project has been considering how we could improve the performance and functionality of the desktop. Particular focus was around start-up times, as this has generated numerous comments from users concerned about the amount of time PCs took to start up.

Several fixes and tweaks have been implemented which offer noticeable improvements in start-up times. Other potential improvements have been identified and will be put in place very soon.

We will also be looking at power management to get a better balance of reducing energy consumption whilst still providing quick start-up times.

The scope of the project was to look at some "quick wins" in improving our desktop service but some longer term, more strategic, improvements were also identified. We plan to initiate a larger project later in the year to look at our whole desktop strategy that will include areas like virtual desktops and thin clients.

## New-Look Web Pages: Communications Office & The Library SARAH MITCHELL

The new-look Library and Communications web pages have gone live - the first sections of the University website to be created in the Web CMS. The Library site has a refreshed look, with a new home page and search box. The Communications web pages have undergone a complete restructuring and now provide a great marketing resource for staff throughout the University. Here you can find detailed guidance and tips on marketing strategy, websites, multimedia, events, publications, media relations, internal communications, public lectures and outreach.

The increased functionality that is possible with the Web CMS is demonstrated particularly well on a new website dedicated to news and events ([www.york.ac.uk/news-and-events/](http://www.york.ac.uk/news-and-events/)). The content is enhanced by the fresh design, and users can sign up to an RSS feed for press releases. It is also possible to quickly join a mailing list or provide feedback. From the web author's perspective, press releases, research features and events are easily updated using a template, and the Web CMS enables content to be released at a pre-set time. If you would like to find out more about the Web CMS, please contact [web-office@york.ac.uk](mailto:web-office@york.ac.uk).

## Online Store: Conference & Events Module

ROBERT MCCARTHY

The Conference and Events module of the Online Store recently went live, allowing York Conferences to publicise events, accept bookings and process payments online. The launch conference was the Department of Computer Science's ETAPS conference, quickly followed by the Association of University Security Officers; between them over 700 delegates from across Europe and Northern Europe registered and paid online. There are a further five events planned for this summer alone.

As part of the continuing development of the Online Store, this module enables York Conferences to offer an online booking service for departmental conferences or events. Current events can be seen under the **Conferences & Events** heading at: [store.york.ac.uk](http://store.york.ac.uk).

The module has been developed by WPM Education for the Higher and Further education sectors. It provides event overviews with location details, pictures and descriptions. The additional functionality over a product catalogue item include bookable or static programme itineraries, multiple attendee categories, single or group registration and customisable questionnaires. As part of the University's online payments strategy, payments made via this system are linked into the Agresso Finance system. For further details on this facility contact York Conferences ([conferences@york.ac.uk](mailto:conferences@york.ac.uk) or 8413).

## NTP Server Changes

GAVIN ATKINSON

The Computing Service runs NTP timeservers providing the current time to other servers across campus. These are migrating to new hardware - as a result their IP addresses will change. However, most NTP servers will not automatically pick up the new addresses: if you have servers that sync time from ours, restart the NTP service and they will start to use the new addresses. The old addresses will remain for some months to provide continuity.

## Virus and Spam-Scanning of Email MIKE BRUDENELL

Over the past five years the University has used the services of Messagelabs to scan incoming email for viruses and spam. Most people at the University will be familiar with, and have used, their Spam Manager quarantine area.

In recent months we have conducted a review of other companies providing such services, comparing them with those offered by Messagelabs, and also with the evolved expectations and needs of our user community.

As a result of this review we have identified an alternative company, Webroot, which offers similar service but with enhanced functionality and also offers better value for money. Consequently, in July this year we will be changing to use their services instead.

You will notice a number of changes - for example in the format of the daily summaries you receive and in the way you can review/release quarantined messages, when we change from Messagelabs' Spam Manager to Webroot's equivalent. We will make more detailed information available about the changes nearer the time on the Computing Service website, on YorkExtra, and via the Departmental Computing Officers mailing list.

## Sun Calendar Service

JOHN GRANNAN

If you're a Calendar Service user you will, unfortunately, have noticed that after over eight months of stable trouble-free service, there have been several major disruptions in May and June. Clearly this was unacceptable for a cross-University service and we established a Major Incident team to address this. The team have worked to identify causes of failure, have put the service on better equipment, and restricted access to either on-site or via the VPN only. This has improved matters, but concerns remain about the Calendar's reliability.

For both appropriate and expedient reasons we are operating an older version of the Sun Calendar software. However, this does have some known underlying issues and we are working to upgrade the service to the latest version. This should initially establish better security and reliability, key aspects of the service. In addition, we are testing a newer web interface which should give both better usability and improved functionality - for example, better support for mobile Calendar devices.

We'll let the Departmental Computing Officers know when we are bringing these improvements into service.

## DIGIMAP Changes PETER HALLS

In accordance with the JISC-Ordnance Survey Agreement, the older LandLine digital map product will not be available from DIGIMAP from August: the replacement MasterMap product must be used instead. LandLine data have not been updated for several years and, unlike MasterMap, were not designed for use with GIS and similar packages.

The University is currently paying a 'Continuation License' fee, to permit the ongoing use of LandLine data, but this will not be available, in perpetuity. Users of LandLine data - including all who obtained data from DIGIMAP prior to 2008 - need to plan their transition to MasterMap data now. Advice regarding this transition, together with advice concerning the OS MasterMap product, is available from the GIS Advisor, who can be contacted via the IT Support Office.

## IT Skills for Undergraduates SUSANNE HODGES

Over the past few months, the Learning Enhancement Project Officers have conducted a survey of departments and support services to find out which online resources might be useful in further developing undergraduate academic skills. The survey results have been used to generate a number of initiatives, one of which is a collaborative project to produce a suite of online tutorials, accessible either from a tab in the VLE or on dedicated web pages.

The IT Training Office has been working with this project to develop online tutorials, aimed at new undergraduates, to replace the IT for Higher Study programme (formerly known as Iliad). Numbers have been declining on this programme and it is felt that a new approach is needed. The tutorials will consist of eight topics, including:

- Text processing in an academic environment
- Working on drafts, reviewing and refining
- Presenting information with PowerPoint
- Manipulating data with spreadsheets
- Inserting and manipulating images, charts and tables

A paper-based skills test will be available to identify those who do not feel comfortable with computers. If required, York students who have advanced skills will provide one to one mentoring. It is hoped that the tutorials will be reviewed in August and piloted in September.

## JISC-Ordnance Survey Agreement Renewal

PETER HALLS

The sharp eyed amongst you may have noticed that the Agreement for access to OS data through DIGIMAP is due to expire at the end of July. Negotiations concerning the nature of the renewal agreement are protracted and incomplete: OS have extended the existing agreement for a further year, until the end of July 2010, so that they can consolidate their position in order to reach an agreement acceptable to them and the academic community. It is currently expected that details of the new agreement, and the products covered, will be available towards the end of the year - possibly in December.

As detailed in the March issue of Keynotes, we are looking at the possibility of providing a new style of PC study area in either Derwent 016 or Langwith 138 when these rooms are refurbished during the summer vacation.

To help us gain a clearer idea of students' expectations of the learning spaces we provide, we carried out a short survey in March 2009. A sample of 1000 undergraduates and taught postgraduates were invited to take part, and 152 responses were received.

The survey asked students whether they preferred the traditional learning spaces currently provided by the Computing Service, or flexible learning spaces which could offer, for example, with space for group work, informal seating etc. 80 people (approximately 53% of respondents) expressed a preference for flexible learning spaces, while 39 (25%) expressed a preference for traditional learning spaces. The remaining 32 (21%) had no preference.

Students were asked to pick from a list of facilities all those which they would like to see in a Computing Service study area, a question which elicited this top ten list:

1. Power sockets for laptops etc (127)
2. Wireless networking (122)
3. Black & white printers (121)
4. Colour printers (115)
5. A4 scanners (94)
6. Food & drink permitted (88)
7. Space for group work (87)
8. Wired network access points (66)
9. Furniture that can be easily reconfigured (60)
10. Soundproof booths or screens (54)

People completing the survey also had the opportunity to select 'Other' and detail other facilities they would like to see. A few respondents did take this opportunity, but, perhaps unsurprisingly, there was no particular theme to their responses.

Respondents were then asked to pick their single most important facility; the top five were:

1. Black & white printer (59)
2. Wireless networking (18)
3. Space for group work (16)
4. Power sockets for laptops etc (14)
5. Colour printer (12)

Finally, respondents were given the chance to add any other comments about the facilities in Computing Service classrooms and study areas; these are just a selection:

"I have often been in desperate need of a computer but they've all been full so if we were able to reserve a time slot for a computer this would be brilliant!"

"Any group working area would seriously have to be separated by walls or something because the noise would quickly drive anyone trying to do an essay completely insane."

"Some of the computer rooms should permit no noise or chat - sometimes when I'm trying to get an essay done all I can hear is people laughing loudly or on their phones."

"Web accessible reservable facilities would be nice - especially for group work."

"The worst thing about most computer rooms is not the furniture, but the stuffy atmosphere created by the large number of PCs and lack of windows, eg the library computer room. The computers within the main library are far more pleasant to work at."

"It would be really nice if the computer rooms had a friendlier less sterile environment."

"Current facilities are good and adequate but I believe that with the changes mentioned above they could be excellent and very user friendly."

"Some computers rooms could be tidied up a bit, for example just a new coat of paint, which would make them more friendly and a more comfortable place to work."

"Separate sections for class work and for general use, as when you are being taught it's frustrating when people are there who are not part of the class."

A number of students also agreed that they would be willing to take part in any future focus groups and user consultation that may be needed as we continue to consider the options for refurbishment.

We are grateful to all respondents, as this survey has garnered a range of very useful feedback. As ever, we'd remind all our users that their comments on any of the services we provide are welcome at any time, either via the Comments Cards available in Computing Service classrooms and study areas and at the IT Support Office, or by email to [itsupport@york.ac.uk](mailto:itsupport@york.ac.uk).

## Microsoft Office 2007 AMANDA BACON AND AIMEE PHILLIPS

As announced in the last issue of Keynotes, the Computing Service plans to roll out Microsoft Office 2007 to all supported PCs over the coming months. Office 2007 will be installed on classroom machines over the summer vacation as part of the annual upgrade programme. Migration for staff will be on a phased basis by department, and you will be informed of the upgrade schedule by your Departmental Computing Officer. A pilot stage began in early June, and assuming no major issues arise we will roll out Office 2007 between July and December.

Installing Office 2007 on your University PC will give you access to:

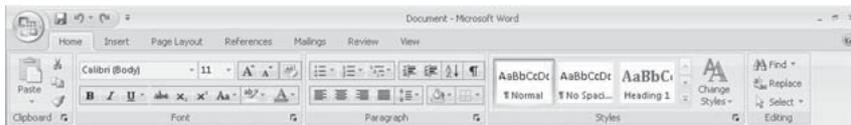
- . Access 2007
- . Excel 2007
- . OneNote 2007
- . Outlook 2007
- . PowerPoint 2007
- . Publisher 2007
- . Word 2007

### New features

Office 2007 comes with a number of new features, and looks quite different to previous versions of Office. The new user interface has been designed to make it easier to find commonly used commands.

#### The Ribbon

The familiar menu and toolbars have been replaced by the Ribbon, in which task related commands are grouped together on tabs. Further contextual tabs appear as tasks are carried out.



#### The Office Button

The Office Button contains commands traditionally found in the File menu used to open, create, share, print, publish or close a document. It also includes the options for setting program preferences.



#### New file formats

Office 2007 introduces new file formats providing a smaller file size and greater protection against corruption. There is an extended range of file extensions, such as .docx (Word 2007 document) and .xlsm (macro-enabled Excel 2007 workbook).

The Office 2007 Compatibility Pack on supported PCs running Office 2003 enables files in the Office 2007 format to be opened. Other users can download the Compatibility Pack from the Microsoft web site.

#### Highlights

**Live Preview** - view result of formatting choices before accepting.

**Key Tips** - easier keyboard alternative for accessing commands.

**Page Layout View** - now in Excel.

**Document Inspector** - remove any personal/hidden information before sharing a document.

**Save as PDF** - inbuilt conversion to PDF.

**RSS feeds** - subscribe to RSS feeds using the RSS reader in Outlook.

**SmartArt** - easily editable and formatted diagrams.

**Style Sets** - easier management and application of styles in Word to ensure consistent formatting across documents.

### Before you upgrade

It is important that you read the information at [www.york.ac.uk/services/cserv/sw/office2007/](http://www.york.ac.uk/services/cserv/sw/office2007/) before you install Office 2007.

If you have any business critical processes or files, or use any specialist software that integrates with Microsoft Office, you may want to consider testing these prior to migration. Please discuss this with your Departmental Computing Officer/departmental representative, who will be able to make arrangements with the Computing Service if required.

### Training & support

#### Information Briefings

As part of the rollout, staff will be given the opportunity to attend information briefings, which will introduce users to the new interface and features of the Office 2007 suite. The dates of the briefings will be announced in due course; it is highly recommended that staff attend a session as near to the date of their upgrade as possible.

#### Office 2007 training and support

From October 2009, all Computing Service Office suite training offered to staff and students will be in Office 2007.

Training and support documentation is also available at [www.york.ac.uk/services/cserv/sw/office2007/](http://www.york.ac.uk/services/cserv/sw/office2007/).

#### Office XP and 2003

From January 2010, the Computing Service will no longer provide any support for Office XP/2002, and only basic maintenance and support for Office 2003.

Although taught courses in Office 2003 will be discontinued from October, training materials will remain available online at [www.york.ac.uk/services/cserv/advice/guides.htm](http://www.york.ac.uk/services/cserv/advice/guides.htm).

## Computing Service Staff

|                                      |                        |      |        |
|--------------------------------------|------------------------|------|--------|
| <b>Acting Director.</b>              | <b>Kay Mills-Hicks</b> | 3801 | kmh8   |
| <b>Departmental Administrator.</b>   | <b>Lorraine Moor</b>   | 3801 | lsm1   |
| <b>Head of Infrastructure.</b>       | <b>John Grannan</b>    | 3798 | jkg503 |
| <b>Head of Information Systems.</b>  | <b>Kay Mills-Hicks</b> | 3801 | kmh8   |
| <b>Head of Support Services.</b>     | <b>David Surtees</b>   | 3803 | dps4   |
| <b>IT Infrastructure Consultant.</b> | <b>Robert Demaine</b>  | 3808 | rld1   |
| <b>Information Officer.</b>          | <b>Joanne Casey</b>    | 3805 | jmc8   |

## IT Support Office

The IT Support Office is your first point of contact with the Computing Service

t. 01904 43 3838  
e. [itsupport@york.ac.uk](mailto:itsupport@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

Computing Service  
University of York, Heslington  
York. YO10 5DD

t. 01904 43 3800  
dd. 01904 43 followed by ext nos beginning 2, 3 or 4.  
01904 32 followed by ext nos beginning 8.  
f. 01904 43 3740  
e. [username@york.ac.uk](mailto:username@york.ac.uk)  
w. [www.york.ac.uk/services/cserv/](http://www.york.ac.uk/services/cserv/)

|                         |      |        |                          |      |         |
|-------------------------|------|--------|--------------------------|------|---------|
| <b>Kashif Amin</b>      | 3817 | ka14   | <b>John Hutchinson</b>   | 3898 | jh57    |
| <b>Gavin Atkinson</b>   | 3738 | ga9    | <b>John Isles</b>        | 4454 | jdi500  |
| <b>Amanda Bacon</b>     | 3802 | agb12  | <b>Sarah Kennedy</b>     | 3825 | srk500  |
| <b>Linda Bailey</b>     | 3800 | lcb6   | <b>Anthony Leonard</b>   | 4350 | apb1500 |
| <b>Sue Bolton</b>       | 2102 | sjb28  | <b>Michelle McCarthy</b> | 2627 | mm533   |
| <b>Tom Borgia</b>       | 4348 | tb549  | <b>Robert McCarthy</b>   | 3594 | rm575   |
| <b>David Broom</b>      | 3229 | dlb10  | <b>Fergus McGlynn</b>    | 3822 | fam6    |
| <b>Mike Brudenell</b>   | 3811 | pmb1   | <b>Tricia McNamara</b>   | 3743 | pm535   |
| <b>John Byrne</b>       | 3812 | jcb1   | <b>John Marsden</b>      | 3832 | jpm1    |
| <b>John Campbell</b>    | 4347 | jac523 | <b>John Mason</b>        | 3813 | jrm13   |
| <b>Arthur Clune</b>     | 3129 | ajc22  | <b>Darren Miller</b>     | 3815 | dm26    |
| <b>John Cooper</b>      | 3595 | jmc508 | <b>Darren Munday</b>     | 8469 | dam6    |
| <b>Eleanor Coulfish</b> | 8467 | emm502 | <b>Nicola Normandale</b> | 4695 | ncn1    |
| <b>Steve Downes</b>     | 3741 | sd21   | <b>Aimee Phillips</b>    | 3897 | amp11   |
| <b>Mike Dunn</b>        | 3819 | md24   | <b>Pritpal Rehal</b>     | 3597 | psr500  |
| <b>Paul Elliott</b>     | 3807 | pre500 | <b>Sam Scott</b>         | 3744 | svs2    |
| <b>Ken Finch</b>        | 4452 | kf1    | <b>Philip Smailes</b>    | 3833 | pjrs1   |
| <b>Rob Fletcher</b>     | 3816 | rpf1   | <b>Andrew Smith</b>      | 3809 | abs4    |
| <b>Iain Ford</b>        | 3894 | igf500 | <b>Brian Souter</b>      | 3814 | bs1     |
| <b>Kevin Gardner</b>    | 3739 | pkg4   | <b>Max Spicer</b>        | 3745 | mjs510  |
| <b>Chris Gowland</b>    | 3823 | cg1    | <b>Richard Stoddart</b>  | 4349 | rjs502  |
| <b>Kelvin Hai</b>       | 4689 | kh525  | <b>Carl Stovell</b>      | 4699 | cjs505  |
| <b>Sarah Hall</b>       | 3827 | seh11  | <b>Ben Thompson</b>      | 8401 | bt4     |
| <b>Peter Halls</b>      | 3806 | pjh1   | <b>Pete Turnbull</b>     | 3804 | pnt1    |
| <b>John Hawes</b>       | 3818 | jeh11  | <b>Michael Walters</b>   | 2627 | mjlw513 |
| <b>Susanne Hodges</b>   | 3839 | sh32   | <b>Dave Wells</b>        | 4341 | djlw516 |
| <b>Geoff Houlton</b>    | 2100 | gph2   | <b>Adrian Young</b>      | 3820 | ary500  |

# keynotes

---

---

## Computing Service

University of York,  
Heslington,  
York, YO10 5DD

t. 01904 43 3838  
e. [itsupport@york.ac.uk](mailto:itsupport@york.ac.uk)

[www.york.ac.uk/services/cserv/](http://www.york.ac.uk/services/cserv/)