



THE UNIVERSITY *of York*  
*Computing Service*

# key *notes*

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## Millennium News

*Also in this Issue:*

Staff and Graduate Courses

Hacking and Computer Security

Library News

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## From the Editor

As you will see from the cover, we are taking one of our last chances to return to a recurring theme - preparation for the Millennium. See page 6 for Peter Roberts' overview of the Computing Service's preparations, and pages 6-7 for Doug Moncur and Andrew Smith's instructions for installing Windows 95 Y2K patches. On page 8, Jenny Jackson gives details of the Millennium testing of the MAC system and test admissions data in the Data Warehouse.



Life will of course go on beyond the 1 January 2000 - evidenced by the Computing Service Development Plan. Mike Jinks elaborates on page 11.

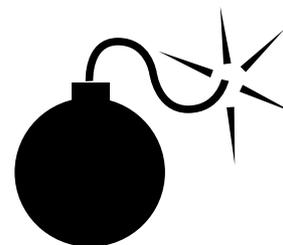


Information is a constantly changing realm. On page 10, Sue Cumberpatch explains the alterations to the ISI Citations Index service on page 10.

*Joanne Casey*

## millennium countdown

10 weeks to go!



Are you prepared? See <http://www.york.ac.uk/services/cserv/offdocs/y2k.htm> for further information.

**Staff News**  
*Mike Jinks*

Geoff Houlton joined us on 1 August as Senior Analyst in the MIS Group, filling the post that Kay Robinson vacated on her appointment as Head of MIS; the MIS Group is now formally at 'full strength' for the first time in almost 18 months.

Geoff joined us from Kingston-upon-Hull City Council where he had worked in the IT Services Department since 1985. Geoff has wide experience of systems for a variety of different areas of the Council's activities, and has recently been involved in a major project to implement a Management Information System for the Housing Department. He joins us at the time when the replacement administrative systems are being considered and so will be able to use his experience in a crucial development for the University. We wish him well in his new role with us.

**Lifeline to Windows 3.1 Users**  
*John Illingworth*

If you were one of the surviving Windows 3.1 users, and you now feel cast adrift, the Computing Service Staff & Graduate Training Programme can come to your rescue. Just sign up for the Windows 95 for Windows 3.1 Users course and discover the advantages of the newer operating system. This is not a beginners course; it has been specially developed for those with an everyday working knowledge of Windows 3.1. Please visit the Information desk to enrol.

**Click-Me Advertising**  
*Joanne Casey*

Information Committee has decided that the trial of advertising on classroom PCs should be extended. Two recommendations were made; that the money generated should be earmarked for classroom improvements, ensuring that the benefits will be passed on to students, and that the icon be redesigned.

User comments collected last term showed that a primary concern was the 'always on top' nature of the logo as it obscured working areas or buttons in many of the standard applications; it had been designed to work with Microsoft Office rather than Corel Office used at York. However, many users recognised that the advertising provided a useful source of income generation.

Computing Service staff have redesigned the advertising icon in conjunction with the company Simply Internet. It is intended that the new approach will be less intrusive, and will provide the facility to promote University services. It will be piloted through the Autumn term.

**Building Alterations**  
*Brian Souter*

This summer the Estates Department started planning to refurbish the old part of the Computing Service building to provide us with a development lab, workshop, storeroom and additional office space. Minor alterations to the Information Desk to supply more office space were also planned. At the time of writing, work on the Desk has started and should therefore be finished by the beginning of term. The remaining work is not likely to get underway until October.

Either way, there should be little disruption to services and any temporary relocation of staff will be advertised closer to the time.

**Classroom Improvements**  
*Brian Souter*

This summer we purchased 110 Viglen PII 400/128Mb PCs to replace old 486 PCs in three of our classrooms. On campus the full potential of room G/169 was realised for the first time with the installation of 69 PCs. In room W/218 the layout was altered to provide better access but the number of PCs was kept to 21. In Kings Manor the number of PCs in room K/120 was increased from 16 to 20, and the printer was relocated from the adjacent room. In both W/218 and K/120 the use of improved security boxes and tower PCs has provided more leg room under the tables - something often requested by students using these facilities. Apart from the installation of PCs, all of the remaining PCs were professionally cleaned, the chairs re-upholstered and repaired, and the rooms and carpets cleaned.

We trust our efforts are appreciated and that users will do their part by treating the equipment and furniture with care, and by avoiding taking food and drink into these rooms.

## **Charges for Standard Non-Core Services**

*Mike Jinks*

Information Committee agreed the charges for standard non-core services at its last meeting. The charges will remain at the same level as last year except for the cost of the software bundle on supported PCs which has been reduced from £100 pa to £99 pa. This charge will in future be levied on a monthly basis rather than annually as at present, to bring it in line with the charges for network connections. The reduction in the annual charge produces a monthly charge with an integral number of pence ie £8.25 per month, to facilitate billing.

Information Committee also agreed the standard charges for staff time employed on non-core services where the hourly rates have been adjusted to take into account the recent increase in salary costs. The full list of charges is available on the Web at: <http://www.york.ac.uk/services/cserv/offdocs/policy.yrk/charges.htm>.

## **Anti-Virus Software**

*John Illingworth*

The University has recently purchased a site licence for "Sophos", an anti-virus product. This can be installed onto a supported PC using the instructions in "News & Notices". An updated set of virus signatures will be available each month. Intermediate updates are available from the Sophos web-site: <http://www.sophos.com/>.

The licence for the previous anti-virus product from McAfee has expired, and all copies of it should by now have been removed. All those who acquired it from the Computing Service have been informed.

## **Staff and Graduate Courses - the Web Strand**

*John Illingworth*

As the World Wide Web becomes an essential part of more and more people's working lives, there is a continuing pressure on the providers of Web pages to produce ever more information in more attractive and attention-grabbing ways, and for those without a Web presence to "get on the Web".

To meet this demand we have structured the 1999/2000 Staff & Graduate Training Programme so that, as well as the usual introductory courses aimed at providing basic IT skills, and the specialist courses in sophisticated techniques for researchers, we are providing a long strand of courses aimed specifically at Web page authors.

These courses will start in the Autumn term and continue all year. The intention is that, while in general the initial courses will be very basic and the later ones more sophisticated, an individual will be able to attend only those sessions or groups of sessions that are relevant and at the appropriate skill level.

We will start with a couple of sessions on how to construct simple Web pages without any recourse to HTML (hypertext mark-up language) the basic language of Web pages, using software already available on supported PCs such as Netscape Composer and WordPerfect Internet Publisher.

The closing message of these sessions will be that if you want to go further, you will really have to learn some HTML, and the next four sessions will constitute an introduction to the language, with some more advanced sessions next term.

The final two sessions are a complete contrast. The first is a look at some of the clever tools and web-page components that can be inserted into Web pages without too much knowledge of how they work! The second is an overview of the techniques required to provide interactive access to databases from Web pages. This is an important technique, particularly within the University, where more general and flexible access to institutional databases is required.

The software techniques required to perform these database functions will be the subject of some of next term's courses, so keep watching the Web strand.

## **New Kings Manor High Speed Link**

*John Mason*

The new high speed link to Kings Manor is now in place and fully operational. The speed of the connection has risen from 4 Mbits/second to 34 Mbits/second. This new connection should ensure that staff and students at Kings Manor receive similar network performance to those on main campus. It will also provide the extra bandwidth required to support the computer classroom in K/120 once the new and much faster PCs have been installed.

## Hacking and Computer Security

*Mike Jinks*

The University has suffered from several hacking incidents over the past year in which aspects of the work of some departments have been seriously disrupted. Following the most recent incident over the summer, the 'firewall' system which monitors and authorises access from SuperJanet into the campus network, has been extended, in consultation with the major departmental computer system managers, to cover all departments; previously it had covered the central systems managed by the Computing Service and a few departments who had asked to be included. There are thus inevitable constraints on what services are available to specific computers, but all systems on a network can interact and hence weaknesses in the security of a single system can jeopardise other systems. It is thus crucial that a more holistic view of the network is taken to provide the maximum freedom for the operation of individual systems whilst maintaining the integrity of the whole environment.

Although the firewall can provide a first defence against external hacking, it cannot provide complete protection, nor can it provide protection against internal attacks. Computer security thus needs to be taken seriously by all managers of systems where external access is possible, eg those which allow Telnet access or function as web servers. The University will be developing policies and guidelines in this area and the Computing Service will be providing advice and training to the new Departmental Computing Officers. If you have any concerns about the security of your system, please contact your Departmental Computing Officer in the first instance. (See: <http://www.york.ac.uk/services/cserv/advice/depts/dcos.htm>).

Although the University's ethos is to expect responsible behaviour from its members and employees, inevitably incidents do occur, and the danger of external hacking is ever-present. Everyone needs to act with due diligence when managing and using a computer system to preserve the integrity of the system and to help protect colleagues.

### **ILIAD 1999/2000**

*Susanne Hodges*

Alongside name changes for ILIAD Stages 1 and 2 - respectively ILIAD for University and ILIAD for Work - we have revised the core ILIAD for University course to account for the increased emphasis on computing in schools. Thus the accent is now on *York* information systems, although we will run an optional two hour session for the 'computer-terrified' in week 2, before the core five session course begins.

Judging by the response from our recent mail shot to incoming students, ILIAD 1999/2000 is going to be more popular than ever before.

For more information on ILIAD, visit:

<http://www.york.ac.uk/services/cserv/training/main.htm>.

## User Satisfaction Survey

*Joanne Casey*

The Computing Service is in the final stages of planning a major user satisfaction survey. The survey will be distributed to staff and research graduates during November; a similar survey of undergraduates and taught course graduates will take place in the Spring term.

In producing this survey we have worked with Priority Search, a Sheffield-based company with a wide range of experience in this field, who also produced the recent Library survey. Over the summer, we ran user focus groups, and undertook questioning in person and via email, enabling us to identify the issues of central importance to our users. The survey was then piloted with a small group of users to enable us to iron out any minor glitches.

The survey has three major strands. Firstly to discover which of our facilities you use, secondly to find out how satisfied you are with our current service, and finally to determine what you believe could improve the service we offer. The user priorities identified will be used to inform future service developments. A report on the survey will be published in a future Keynotes, and the results will be presented to Information Committee.

The views of all users count, so if you receive a questionnaire please ensure you complete it and return it to us by 19 November.

## Bibliographic Database Software Project

*Vivienne Hemingway*

The team established to look at bibliographic database software with a view to replacing Papyrus has now concluded its evaluations, and has chosen Reference Manager. This was also the clear choice of other members of the University who used the evaluation packages and sent their comments to the team. The software will be installed as soon as licensing negotiations are completed, and will be available in the databases section on supported Windows '95 PCs. It is anticipated that a course will be prepared for the spring term to demonstrate the useful features of the software. Papyrus will not

disappear from the system immediately, however, as we have a license agreement that does not expire until June 2002.

Reference Manager supports several of the styles used in departments around the University, including Harvard, Vancouver, MLA, and APA. We recognise that other styles are in use, however, and we are willing to assist departments in creating styles for use by their students and staff, and will place them in a central area on the network where they will be easily accessible.

### Filestore Changes

*Dave Atkin*

Some changes to the central filestore organisation were made over the summer.

#### Student Filestore

The default quota for student home directories on the fsa filestore has been more than doubled from 4Mb (8000 blocks) to 9Mb (18000 blocks).

#### Staff Filestore

All user home directories used to reside on a single filestore (fsa). During September all staff and research graduate home directories were moved onto a new filestore (fsb). This move does not affect PC users but Unix users who access files in other users' areas may be affected. We recommend that you access another user's files on Unix using the "homedir" command, which avoids referencing a specific filestore. In a shell script, instead of explicitly referring to (say):

`/usr/fsb/serv/ozw1 use `homedir ozw1`` - note the use of backward tick characters to substitute the result of the "homedir" command.

Staff can request an increased filestore quota for work purposes through the Information Desk ([infodesk@york.ac.uk](mailto:infodesk@york.ac.uk)).

#### Checking Your Quota

You can check on your home directory (M: drive) and mail (INBOX) quotas in several ways:

- a) Use the Electronic Infodesk at:  
<http://www.york.ac.uk/services/cserv/edesk/>
- b) On a Supported Windows 95 PC, use **Start | Programs | Utilities & Extras | Systems & Supported Utilities** and then double-click on **Check filestore quota**.
- c) On Unix, use the command "checkquota -a".

### Information Desk Improvements

*Brian Souter*

In the June issue of Keynotes we outlined a number of improvements we were hoping to make to the Information Desk over the summer.

The wish list included replacing the telephone queuing system, replacing the enquiry logging system and introducing a web-based form to improve e-mail access. Unfortunately, none of these goals have been achieved in time for the start of the new academic year.

Most disappointingly, our preferred choice of telephone system had to be rejected when it failed to perform to our specification. The procurement is still

ongoing and we are to meet soon with another supplier. With regard to the enquiry program and web-based form, we decided to produce our own system using rapid application development tools. An internal project group has been evaluating products and we have also appointed a programmer to begin in October. We now expect to replace the existing enquiry program by the end of the calendar year. Apart from improving our handling of enquiries and providing the desk staff with more on-line information, the new system will allow users to submit enquiries and view progress from the Web.

Although it has taken some months to get things underway, we do now feel that these improvements are imminent.



## The Computing Service and the Millennium

*Peter Roberts*

The Computing Service's preparations for the Millennium date change are all on target. Major hardware and software systems have been tested and are compliant, or will be after some software patches from suppliers are installed in October. That is to say that the Unix systems (Tower and Ebor), the file store system (Crypt), the PC and Unix workstation classrooms and the administrative systems are all compliant. Testing of major, supported applications packages is underway.

During the autumn term the Computing Service will issue:-

Guidance notes for the installation of Millennium compliance patches for Windows 95 systems (see below).

Guidance notes for users whose PCs need

manual resetting of the date for compliance. (Note this must be done after the end of 1999 and before any other use in the year 2000)

Details of the tests carried out on administrative systems and other arrangements for MAC users to ensure millennium compliance.

Details of the Computing Service facilities that will be available over the Christmas/Millennium holiday period.

Note: Users of unsupported PCs or unsupported applications software packages are urged to check the Millennium compliance status of those systems.

Further details of Millennium compliance issues are available on the Computing Service web site at <http://www.york.ac.uk/services/cserv/offdocs/y2k.htm>.

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## Windows 95 and the Millennium

*Doug Moncur and Andrew Smith*

Windows 95 as delivered does not incorporate all the fixes required to allow it to cope properly with the 21<sup>st</sup> Century. If you have a supported machine you will need to install the Y2K patches yourself. This article explains how to do this. We cannot install the patches automatically as we cannot detect remotely what patches have already been installed on your PC.

### How do you tell if you have a supported machine?

If when you login to your PC the login screen has three lines labelled **username**, **password** and **domain**, you probably have a supported connection. As a further check, once you have logged in, look at the Start Menu. Click on Programs. If the first three items are Accessories, Databases, Graphics & Presentations, then you have a supported machine. If you have any

doubt please consult your departmental computing officer for advice.

### Installing the patches on a supported office machine

Please close down all running applications before installing the Y2K patches. The installation will take approximately 5 minutes to run. Your PC will reboot after the installation.

To install the Y2K patches for Windows 95 go to the Start menu and choose:

**Programs | Utilities & Extras | Systems & Supported Utilities**

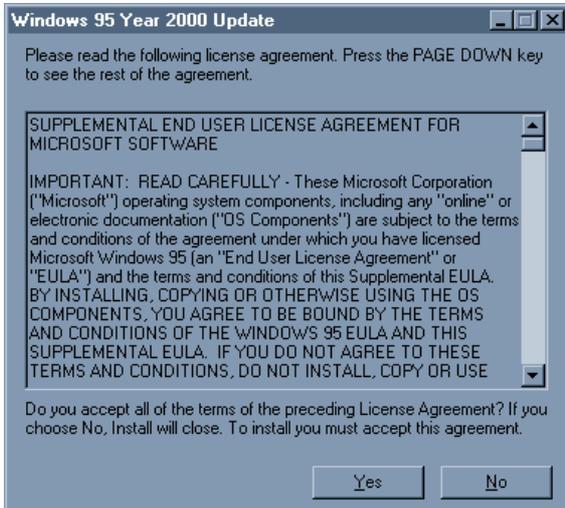
Double click on "**w95y2k**".

(continued on page 7)

## Windows 95 and the Millennium

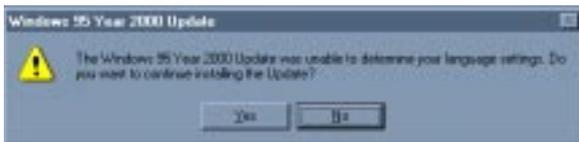
(continued from page 6)

Answer **“Yes”** to the license agreement:  
You will receive an error message about



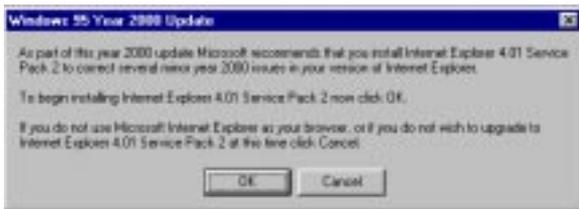
language settings, answer **“Yes”** to the question:

The next question asks if you would like to



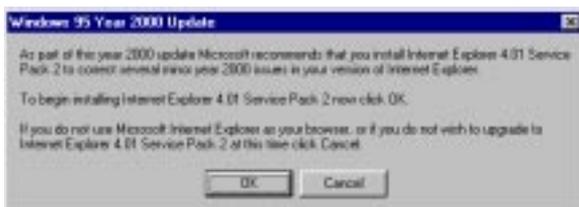
install Y2K support for Internet Explorer, you must **“Cancel”** this:

A message will appear asking if you wish to

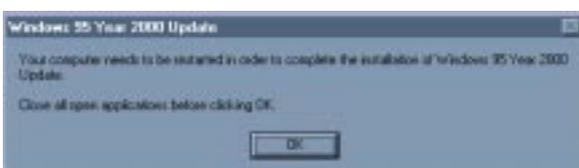


install the year 2000 support, answer **“Yes”**:

A number of files will be copied to your



computer. Select **“OK”** to restart:



Once your machine has restarted and you have logged in to Windows 95, the Windows 95 operating system will have been updated to be Y2K compliant. Applications software provided over the network by the Computing Service will have Y2K patches applied as part of the normal software upgrade cycle and this will be complete by Christmas.

You are responsible for determining the Y2K status of any software you have installed yourself, including any software purchased from the Computing Service.

You are also liable for ensuring that your machine is Y2K compliant in hardware terms. Again your departmental computing officer will be able to advise, and information on how to test your machine is available at <http://www.york.ac.uk/services/cserv/offdocs/y2k/pctest.htm>.

### How to obtain the patches if you do not have a supported connection

If you do not have a supported connection you should first of all contact whoever is responsible for computing in your department as they may already have a program in place to update unsupported connections.

If not you may obtain the patches from the following location:

[http://www.microsoft.com/windows95/downloads/contents/wurecommended/s\\_wufeatured/win95y2k/](http://www.microsoft.com/windows95/downloads/contents/wurecommended/s_wufeatured/win95y2k/).

Please remember that the Computing Service is not responsible for any problems encountered as a result of or while installing patches and software onto unsupported machines.

General information on Y2K compliance and patches for Microsoft operating systems and products is available via <http://www.microsoft.com/technet/year2k/>.

**Millennium Testing Progress**  
*Jenny Jackson*

**Admissions Millennium Test Data in the Data Warehouse**  
*Jenny Jackson*

As reported in previous editions of Keynotes, testing of the MAC system on a designated alpha machine, known as MILLY, has commenced. The system clock has been rolled forward in stages, usually a month at a time. At each stage processes that would normally be carried out at that point in time were replicated on MILLY using test data. Specific attention was paid to the point when rollover into 2000 occurred and to February 2000. The system date is currently set to April 2000 and it is envisaged that testing will continue until MILLY reaches July 2001. The testing has brought to light a number of problems with the software. All have now been addressed and rectified by the manufacturers. Without the test system it would have been impossible to predict these failures, which only occurred on a system running in the year 2000.

This October will see the first influx of students into our admissions system with student numbers beginning '00'. They will be students applying through UCAS for the first time, the vast majority seeking places for admission in 2000/2001. UCAS have supplied all universities with a sample of test data. We have been using this test sample on our millennium test system. For anyone involved with the use of admissions data on the Data

Warehouse, six files have been inserted into the students area. They provide an opportunity to test any current processes with year 2000 data. Points to note are that the applicant year of entry will be 00 for the year 2000 and that the student numbers will begin 00. These files are open for anyone to access. Please note that this is dummy data - they are not real applicants!

APA2000	Postgraduate Applicant Addresses
APC2000	Postgraduate Applicant Choices
APD2000	Postgraduate Applicant Details
AUA2000	Undergraduate Applicant Addresses
AUC2000	Undergraduate Applicant Choices
AUD2000	Undergraduate Applicant Details

**MIS Web Pages**  
*Geoff Houlton*

For several years now the MIS Group have used our web pages at <http://www.york.ac.uk/services/cserv/admin/main.htm> to provide information and guidance to staff using the University's information systems.

would be grateful for any comments or suggestions from staff.

other information which you feel should be included?

For example: is it easy to find the information you need, is the information relevant, is there

Please email Geoff Houlton ([gph2@york.ac.uk](mailto:gph2@york.ac.uk)) if you have any comments or suggestions on the MIS Web Pages.

This information includes: how to access the systems, what information is held and who to contact in the administrative departments, if you need more detailed help.

We are in the process of reviewing both the content and the layout of our web pages and



## PF4 Key Not Working Within MAC?

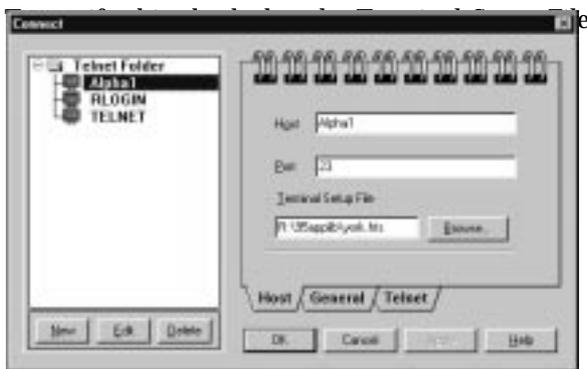
*Kevin Gardner*

Within the menu driven MAC system, one of the most useful keys is the "PF4" key. It is located top right on the numeric keypad of the keyboard (the minus key). This key allows you to step back out of screens or menus one at a time.

Sometimes, possibly after a PC upgrade, Telnet loses the settings file required for keyboard mapping. The most noticeable result is that the PF4 key no longer works, instead of stepping back through the screens a minus sign appears in the Action box.

within the Connection window (the first one you see as you go into Telnet) is set to **r:\95applib\york.hts** (see below left).

Once you have a Telnet connection, click on the Settings menu (towards the top left of your Telnet window), from there click on Terminal and then the Keyboard tab. Make sure the Keyboard Map File is set to **r:\95applib\york.tkb** (see below).



## New Features in Impromptu and Powerplay

*FTM Willson*

The supported desktop in Windows 95 has recently been updated and new versions of both Impromptu Administrator and Powerplay have been installed. (Please note: we no longer have Impromptu - User version installed).

### Powerplay

Kevin Gardner has prepared a set of "New Feature" notes for Powerplay which can be found on the web at: [http://www.york.ac.uk/services/cserv/admin.yrk/mis\\_pp65\\_new\\_features.htm](http://www.york.ac.uk/services/cserv/admin.yrk/mis_pp65_new_features.htm). PowerPlay version 6.5 is not radically different from the 5.2 version that was on the network until 12th July 1999. All the old favourites such as Slice & Dice, Drill down, Drill up, Sorting and Ranking are still there. The new version contains some nice new

touches in user-friendliness, data navigation and report formatting. The major change is the Dimension Viewer - the replacement for the Categories Dialog box. In addition the notes for the Computing Service Course "Introduction to PowerPlay 6.5" are available on the web at: [http://www.york.ac.uk/services/cserv/admin.yrk/mis\\_pp\\_crse\\_01.htm](http://www.york.ac.uk/services/cserv/admin.yrk/mis_pp_crse_01.htm).

### Impromptu

I have also produced a set of "New feature" notes for Impromptu version 5, available on the web at: <http://www.york.ac.uk/services/cserv/admin.yrk/impromptu5.htm>. The changes to Impromptu are more radical - there is now the ability to create sub-reports and drill-through reports and the method for creating crosstab reports has been significantly improved. As

some of the newly available processes involve concepts not previously addressed at York, these notes include explanations of the existing concepts needed to allow the user full use of the new features. The "Introduction to Impromptu" course notes are available at: <http://www.york.ac.uk/services/cserv/admin.yrk/impromptu.htm> and those for the "Intermediate Impromptu" course at: <http://www.york.ac.uk/services/cserv/admin.yrk/interimp.htm> - the former in both html and Adobe Acrobat pdf format.

Details of all of these matters can be found on the main MIS web page:- <http://www.york.ac.uk/services/cserv/admin/main.htm>.

**BIDS ISI to be replaced by Web of Science :  
news from the Library**  
*Sue Cumberpatch*

**Departmental  
Computing Officers**  
*Joanne Casey*

The current licences for all universities - including York - which subscribe to the ISI Citation Index databases hosted by BIDS (Bath Information and Data Services) will expire in July 2000. For the past nine years the UK higher education community has had access to the ISI Citation Indexes via BIDS, subsidised by the Higher Education Funding Council through the Joint Information Systems Council (JISC). BIDS ISI has become the most popular general database used by researchers in higher education, and is the only one which provides citation searching.

The JISC subsidy will not continue beyond July 2000. From then, we shall - in common with all of the other UK higher education institutions - have to pay an increased price, which will further increase every year until it matches the commercial rate. Bath University also lost the contract for hosting the Indexes, and it was won by MIMAS, the electronic host service at Manchester University. Another part of the new deal is that the Indexes will be known by their commercial name - **Web of Science**. The special interface which BIDS users are accustomed to will be replaced by the standard Web of Science interface. Telnet access will not be possible.

The Web of Science, despite its name, is not just a science database, but includes the Science Citation Index, the Social Science Citation Index, the Arts and Humanities Citation Index, plus the Institute of Scientific and Technical Proceedings (ISTP) database. Other BIDS databases will not move to the Web of Science, but will remain with BIDS, so BIDS will still be available for those services we subscribe to, which are the Education service, INSPEC and IBSS.

For users, the main benefit of all this is that the MIMAS Web of Science server is more powerful and can take more concurrent users. The same ATHENS personal accounts used for BIDS can be used for the Web of Science.

We are going to overlap the two services for the next academic year. So, from 1 September 1999, the Web of Science has been accessible to our users as well as BIDS ISI. **The ISI Citation Indexes and ISTP will disappear from BIDS at the end of July 2000.** We shall gradually train all our users to move from one host to the other. We shall produce lots of publicity and training materials, and MIMAS are producing a lot of information too. To try out the Web of Science, go to:

<http://wos.mimas.ac.uk/>.

If you have any queries about BIDS and the Web of Science, please contact your Subject Librarian or email [ydnhelp@york.ac.uk](mailto:ydnhelp@york.ac.uk).

In April a working party under the chairmanship of Dr Keith Mander was set up by Information Committee with the aim of clarifying the role and function of Departmental Computing Officers.

The Review of the Computing Service, in defining the role of the Computing Service, had specified a number of areas which were to become the responsibility of individual departments. The report of the Working Party on Departmental Computing Officers, approved by Information Committee at its May meeting, aims to define more closely the responsibilities and expectations of departments.

Proposed areas of responsibility, which would form a major part of any Departmental Computing Officers' role, include departmental IT policy, general computing assistance, representation, liaison and installation of hardware and software. Departmental Computing Officers should receive training and guidance in such areas as technological development and relevant University policies. In turn, DCOs should have a role, alongside Departmental Training Officers, in encouraging colleagues to attend appropriate IT training.

The report, which can be viewed in full at: <http://www.york.ac.uk/services/cserv/offdocs/policy.yrk/dcoreport.pdf> makes a series of recommendations.

(continued on page 11)

## Development Plans - 1999/2000

*Mike Jinks*

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The main thrust of the Service's plans for 1999/2000 relates to five areas:

- Implementing the University's Information Strategy.
- Replacement of administrative computing systems.
- Development of web-based access to internal information, particularly that held in relational databases.
- Improving the performance and resilience of the infrastructure, particularly for PC services.
- Improving student computing facilities by upgrading PC classrooms with associated infrastructure.

In addition, the Service is taking steps to improve the clarity of objectives and associated performance indicators including a user satisfaction survey detailed elsewhere in this issue.

The above activities require both staff effort and, usually, capital expenditure. The amount available for capital expenditure this year from the Computing Service budget is less than in previous years. This results directly from salary inflation and the funding now being allocated by formula relating to the University's income. It is expected that when the increase in funded student numbers works through the system, the sum available for capital expenditure will increase. Nonetheless, the Service has allocated a sum from other income to enable additional PC classrooms to be upgraded as a one-off action.

The main items of capital expenditure as prioritised and agreed by Computing and Information Committees are as follows:

- New or upgraded servers for: central filestore, web caches, and printing/news.
- Servers and networking equipment to permit the separation of the student and staff PC service to provide extra performance and resilience.
- General networking development including uninterruptable power supplies to provide resilience in the event of short-term power fluctuations and failure.
- 69 PCs for G/169 to increase the teaching capacity of the room by providing PCs on all the available desk space.
- New PCs for W/218 and K/120.
- Replacement PCs in the small training room - H/B40.
- New bibliographic software.
- Provision of a pilot Windows 2000 system.

In addition, the Service intends to improve Web-based delivery of customised information via a University intranet and Web delivery of student timetables (provided the 'week 0' problem can be solved!), both of which may require some capital expenditure.

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### Departmental Computing Officers

(continued from page 10)

These include the nomination by each department of a single point of contact as 'Departmental Computing Officer', and that each department should make arrangements to discharge its responsibilities as outlined, and inform its staff and students and the Computing Service of the steps taken to achieve this. The Computing Service should establish a Departmental Computing Officers' Forum, should offer appropriate training and should investigate granting access to appropriate systems. The intention is that these arrangements should be in place by the first day of Autumn Term 1999, with Information Committee auditing departments through Autumn Term 1999, to ensure that this has been achieved.

Most departments have appointed a Departmental Computing Officer and a list is available on the web at <http://www.york.ac.uk/services/cserv/advice/depts/dcos.htm>. The Departmental Computing Officers' Forum will replace the Computing Forum and will hold its first meeting in October 1999. The Computing Service has produced guidelines for Departmental Computing Officers which can be accessed at <http://www.york.ac.uk/services/cserv/advice/depts/guidelines.htm>.

## Computing Service Address

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Computing Service	Telephone:	Switchboard (01904) 430000
University of York		Direct dialling (01904) 43 followed by ext no.
Heslington	Fax:	(01904) 433740
YORK YO10 5DD	Email:	<i>username@york.ac.uk</i>

Also, try the World Wide Web: <http://www.york.ac.uk/services/cserv/>

## Information Desk

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Telephone: ext 3838  
Email: *infodesk*

The Information Desk is 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 conversion, sales, course bookings, registration and documentation. Printed output can be collected from the lobby entrance which is open from 8am to midnight.

## Computing Service Staff:

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Director:	Mike Jinks	3801	<i>kmj1</i>
Deputy Director:	Peter Roberts	3802	<i>pdr1</i>
Departmental Secretary:	Lorraine Moor	3801	<i>lsm1</i>
Head of Technical Services:	Dave Atkin	3804	<i>dla1</i>
Head of User Services:	John Illingworth	3803	<i>jj1</i>
Head of Personal Systems:	Doug Moncur	3815	<i>dgm1</i>
Head of MIS:	Kay Robinson	2101	<i>kr7</i>
Operations Manager:	Brian Souter	3814	<i>bs1</i>
Information Officer:	Joanne Casey	3805	<i>jmc8</i>

Sue Bolton	2102	<i>sjb28</i>	Vivienne Hemingway	3818	<i>vwh1</i>
Mike Brudenell	3811	<i>pmb1</i>	Sue Hodges	3839	<i>sh32</i>
John Byrne	3812	<i>jcb1</i>	Paul Hodgson	4347	<i>ph25</i>
David Chambers	4347	<i>dac6</i>	Geoff Houlton	2100	<i>gph2</i>
Paul Conacher	4346	<i>pac1</i>	Jenny Jackson	4455	<i>jj5</i>
Mark Cook	3897	<i>rmc12</i>	Bob Marriott	4454	<i>bdm2</i>
Sue Dekker	3800	<i>spd2</i>	John Marsden	3832	<i>jpm1</i>
Robert Demaine	3808	<i>rld1</i>	John Mason	3813	<i>jrm13</i>
Steve Downes	3741	<i>sd21</i>	Darren Munday	3821	<i>dam6</i>
Debra Fayter	3839	<i>daf3</i>	Helen Parker	3800	<i>hp7</i>
Ken Finch	4452	<i>kf1</i>	Colin Rea	3817	<i>cr9</i>
Rob Fletcher	3816	<i>rpf1</i>	John Robinson	3833	<i>jsr1</i>
Kevin Gardner	3739	<i>pkg4</i>	Sam Scott	3817	<i>svs2</i>
Chris Gowland	3823	<i>cg1</i>	Andrew Smith	3809	<i>abs4</i>
Peter Halls	3806	<i>pjh1</i>	Timothy Willson	2123	<i>ftmw1</i>
			Michael Woodhead	3825	<i>mw28</i>