STATISTICAL ANNEX

The following tables give details of various activities of the University Computing Service for the year 1 August 2001 to 31 July 2002, with figures for the previous year in italics. Those tables which break down information on an institutional basis all follow a similar pattern:

(*a*) Overall summary (University by Faculty group, Colleges, and External groups)
(*b*) Cambridge University Faculty and similar groups (by Faculty or Department, except that the Faculty of Clinical Medicine is not divided)
(*c*) Colleges (by College)

In this shortened version of the Statistical Annex all the (*b*) and (*c*) tables are omitted.

University Data Network

Tables 1(*a*) to 1(*c*) show Cambridge University Data Network connections by institution. The connections are essentially all ethernet in type and have been divided as follows:

Slow ethernet	All 10 Mbps except for 8 at less than 2 Mbps
Fast ethernet	All 100 Mbps
Gigabit ethernet	All 1000 Mbps

Figures are for the end of 2001–02; end of *2000–01* figures (with fast and gigabit combined) are in italics.

TABLE 1(*a*) – DATA NETWORK CONNECTIONS

	Slow		Fast	Gigabit	
Arts and Humanities	1	*2*	4	1	*4*
Humanities and Social Sciences	5	*10*	3	5	*4*
Physical Sciences	3	*4*	7	5	*13*
Technology	1	*2*	5	4	*5*
Biological Sciences	6	*7*	8	3	*10*
Clinical Medicine	2	*3*	4	2	*5*
Other GB Institutions	6	*6*	7	2	*6*
Council Institutions	11	*12*	12	1	*10*
Societies	2	*2*			
TOTAL UNIVERSITY	37	*48*	50	23	*57*
COLLEGES	11	*17*	21	3	*18*
Research Councils	3	*3*	1		*1*
Other external	4	*5*			
TOTAL EXTERNAL	7	*8*	1		*1*
TOTAL	55	*73*	72	26	*76*

Transatlantic Traffic

Tables 2(*a*) to 2(*c*) show transatlantic traffic (in GB) by institution. The figures for 2001–02 cover only the period from 1 August 2001 to 22 January 2002, after which UKERNA ceased to be able to supply the relevant itemization figures (see main text, paragraph 13).

Figures are for 2001–02 (just under six months); *2000–01* figures (full year) are in italics.

TABLE 2(*a*) – TRANSATLANTIC TRAFFIC BY INSTITUTION

	Traffic (GB)			
Arts and Humanities	93	(0.7%)	*149*	*(0.9%)*
Humanities and Social Sciences	132	(1.0%)	*232*	*(1.4%)*
Physical Sciences	1,025	(8.1%)	*1,541*	*(9.1%)*
Technology	537	(4.2%)	*785*	*(4.6%)*
Biological Sciences	835	(6.6%)	*1,142*	*(6.8%)*
Clinical Medicine	416	(3.3%)	*612*	*(3.6%)*
Other GB Institutions	961	(7.6%)	*1,439*	*(8.5%)*
Council Institutions	275	(2.2%)	*354*	*(2.1%)*
Societies	8	(0.1%)	*16*	*(0.1%)*
TOTAL UNIVERSITY	4,283	(33.9%)	*6,270*	*(37.1%)*
COLLEGES	7,982	(63.2%)	*9,895*	*(58.6%)*
Research Council institutions	328	(2.6%)	*636*	*(3.8%)*
Other external	45	(0.4%)	*92*	*(0.5%)*
TOTAL EXTERNAL	374	(3.0%)	*728*	*(4.3%)*
TOTAL	12,639	(100.0%)	*16,893*	*(100.0%)*

Electronic Mail

Tables 3(*a*) to 3(*c*) show numbers of Hermes users and messages by institution.

Users	Includes users who access Hermes directly and those who have their mail forwarded to another system such as the CUS.
Messages	Includes both messages sent and messages received, which are typically in the ratio 1:3.

Figures are for 2001–02; *2000–01* figures are in italics. The 2001–02 figures exclude mail sent or received between 19 April and 13 May 2002 (when the log data was inadvertently lost) and are also distorted by the unavoidable inclusion of junk messages caused by the Klez virus.

TABLE 3(*a*) – HERMES

	Users				Messages ('000s)			
Arts and Humanities	1,792	(6.2%)	*1,803*	*(6.5%)*	3,519	(5.8%)	*3,125*	*(5.5%)*
Humanities and Social Sciences	3,971	(13.8%)	*3,959*	*(14.2%)*	5,593	(9.2%)	*4,884*	*(8.6%)*
Physical Sciences	2,393	(8.3%)	*2,192*	*(7.9%)*	5,677	(9.3%)	*4,666*	*(8.2%)*
Technology	1,581	(5.5%)	*1,312*	*(4.7%)*	3,569	(5.9%)	*2,885*	*(5.1%)*
Biological Sciences	2,289	(7.9%)	*2,149*	*(7.7%)*	4,472	(7.3%)	*3,785*	*(6.7%)*
Clinical Medicine	1,480	(5.1%)	*1,287*	*(4.6%)*	2,299	(3.8%)	*1,969*	*(3.5%)*
Other GB Institutions	1,016	(3.5%)	*906*	*(3.2%)*	2,341	(3.8%)	*1,713*	*(3.0%)*
Council Institutions	679	(2.4%)	*683*	*(2.4%)*	1,312	(2.2%)	*1,013*	*(1.8%)*
Societies	22	(0.1%)	*24*	*(0.1%)*	159	(0.3%)	*104*	*(0.2%)*
TOTAL UNIVERSITY	15,223	(52.7%)	*14,315*	*(51.3%)*	28,940	(47.5%)	*24,144*	*(42.6%)*
COLLEGES	13,351	(46.2%)	*13,299*	*(47.7%)*	31,654	(51.9%)	*32,166*	*(56.8%)*
Research Councils	221	(0.8%)	*191*	*(0.7%)*	245	(0.4%)	*251*	*(0.4%)*
Other external	75	(0.3%)	*76*	*(0.3%)*	100	(0.2%)	*99*	*(0.2%)*
TOTAL EXTERNAL	296	(1.0%)	*267*	*(1.0%)*	345	(0.6%)	*350*	*(0.6%)*
TOTAL	28,870	(100.0%)	*27,881*	*(100.0%)*	60,939	(100.0%)	*56,661*	*(100.0%)*

Public Workstation Facility

Tables 4(*a*) to 4(*c*) show numbers of users and sessions by institution. Note that the figures for Computing Service users include temporary identifiers issued to users on training courses.

Users	Number of individuals using the system *at least once* during the year
Sessions	Number of times logged-on during the year

Table 5 gives details, extracted from Tables 4(*a*) and 4(*b*), on the use of the PWF from certain University locations while Table 6 gives similar details of the use of the PWF from those Colleges which have either Managed Clusters or tunnelled links as members of the PWFClub.

In all Tables, the figures are for 2001–02, with *2000–01* figures (which for reasons given in last year's Report cover only the period from 1 August 2000 to 17 April 2001) in italics.

TABLE 4(A) – PUBLIC WORKSTATION FACILITY

	Users				Sessions			
Arts and Humanities	636	(4.9%)	*528*	*(5.6%)*	52,250	(4.9%)	*36,281*	*(5.7%)*
Humanities and Social Sciences	1,207	(9.3%)	*758*	*(8.1%)*	111,876	(10.5%)	*58,819*	*(9.3%)*
Physical Sciences	1,032	(8.0%)	*732*	*(7.8%)*	64,466	(6.1%)	*34,059*	*(5.4%)*
Technology	446	(3.4%)	*396*	*(4.2%)*	20,415	(1.9%)	*20,200*	*(3.2%)*
Biological Sciences	542	(4.2%)	*459*	*(4.9%)*	46,075	(4.3%)	*43,875*	*(6.9%)*
Clinical Medicine	350	(2.7%)	*286*	*(3.0%)*	45,707	(4.3%)	*25,011*	*(3.9%)*
Other GB Institutions	1,208	(9.3%)	*811*	*(8.6%)*	28,613	(2.7%)	*14,567*	*(2.3%)*
Council Institutions	553	(4.3%)	*356*	*(3.8%)*	9,628	(0.9%)	*4,660*	*(0.7%)*
Societies	2	(0.0%)	*3*	*(0.0%)*	4	(0.0%)	*17*	*(0.0%)*
TOTAL UNIVERSITY	5,976	(46.2%)	*4,329*	*(46.1%)*	379,034	(35.6%)	*237,489*	*(37.4%)*
COLLEGES	6,901	(53.4%)	*5,016*	*(53.4%)*	683,285	(64.2%)	*395,955*	*(62.3%)*
Research Councils	45	(0.3%)	*27*	*(0.3%)*	1,439	(0.1%)	*1,238*	*(0.2%)*
Other external	12	(0.1%)	*13*	*(0.1%)*	1,084	(0.1%)	*941*	*(0.1%)*
Total External	57	(0.4%)	*40*	*(0.4%)*	2,523	(0.2%)	*2,179*	*(0.3%)*
TOTAL	12,934	(100.0%)	*9,385*	*(100.0%)*	1,064,842	(100.0%)	*635,623*	*(100.0%)*

TABLE 5 – UNIVERSITY PUBLIC WORKSTATION FACILITY SESSIONS BY LOCATION

N.B. Since users may use more than one location, user numbers are not additive between locations.

Location	Users		Sessions	
Computing Service locations				
Phoenix User Area (New Museums Site)	1,822	} *1,869*	25,029	} *25,024*
Balfour Macintosh Room (New Museums Site)	972		7,199	
Phoenix Teaching Room (New Museums Site)	1,576	*1,380*	16,745	*13,148*
Old Music School – Upper Room	1,371	} *2,021*	7,096	} *15,981*
Old Music School – Lower Room	1,188		15,733	
Sidgwick Site (inc. Oriental Studies Basement)	359	*585*	3,434	*13,462*
	Total Sessions		75,236	*67,595*
Managed Cluster locations				
Mathematics	507	*339*	6,705	*5,182*
Chemistry	896	*665*	48,280	*28,712*
Physics	745	*547*	20,547	*12,081*
Clinical Medicine	377	*280*	37,024	*19,678*
Computer Laboratory	657	*606*	20,480	*26,094*
Clinical Veterinary Medicine	348	*338*	33,116	*37,518*
Land Economy	444	*181*	12,298	*10,863*
Department of Archaeology	121	*89*	6,898	*4,368*
Social and Political Sciences	517	*94*	11,318	*7,335*
School of Arts and Humanities (English, Philosophy, Divinity, and – to July 2002 – MML Graduate Centre)	894	*642*	13,864	*13,246*
Betty and Gordon Moore Library	638		10,006	
Law (from December 2001)	1,148		40,969	
Geography (from July 2002)	54		278	
Modern and Medieval Languages (from July 2002)	191		5,014	
University Centre	456		3,292	
	Total Sessions		270,089	*165,077*

PWF Club locations

Chemical Engineering	16	*10*	220	*72*
Economics	7	*13*	85	*252*
Law (to December 2001)	5	*5*	20	*66*
		Total Sessions	325	*390*

Table 6 – Public Workstation Facility Use From Colleges

N.B. Since users may use more than one location, user numbers are not additive between locations.

Location	Users		Sessions	
Managed Cluster locations				
Clare	487		51,642	
Downing	747	*611*	56,204	*33,769*
Emmanuel	651		63,032	
Fitzwilliam	622	*518*	31,485	*24,926*
Gonville and Caius	926	*610*	76,283	*54,730*
New Hall (from December 2001)	245		4,171	
Newnham	675	*579*	53,470	*45,201*
Peterhouse	410	*344*	36,520	*28,771*
Queens'	772	*662*	65,701	*46,446*
Robinson	39		217	
St Catharine's	766	*618*	86,521	*74,523*
St John's (from July 2002)	48		195	
Selwyn	566	*393*	51,997	*23,359*
Sidney Sussex	544	*356*	49,255	*21,834*
Trinity Hall	444		25,822	
Wolfson (from July 2002)	85		1,072	
	Total Sessions		653,587	*353,559*
PWF Club locations				
Christ's	34	*42*	61	*764*
Churchill	98	*96*	409	*1,001*
Clare		*34*		*454*
Emmanuel		*64*		*740*
Girton	5	*21*	11	*148*
Homerton		*4*		*17*
Jesus		*1*		*1*
King's	22	*62*	169	*1,313*
Magdalene	23	*27*	52	*379*
New Hall (to December 2001)	6	*24*	31	*652*
Pembroke	95	*95*	262	*1,006*
Robinson (to July 2002)	24	*20*	55	*1,248*
St John's (to July 2002)	113	*103*	578	*2,080*
Trinity	159	*147*	926	*2,055*
Trinity Hall		*27*		*342*
	Total Sessions		2,554	*12,200*

Central Unix Service and Thor Teaching Facility

The Central Unix Service is a general user facility based on a multi-processor configuration. The Thor teaching facility is used for certain undergraduate and taught postgraduate courses.

Usage figures are given in percentage terms only and refer to the use of the Solaris 2 operating system. Note that the figures for the Computing Service include all systems, applications, and operational support activities, together with Unix-based training courses.

Tables 7(*a*) to 7(*c*) are for the Central Unix Service and show the relative use giving:

CPU	CPU time consumed as a percentage of total use
Users	Number of individuals making some active use of the system during the year

Figures are for 2001–02; *2000–01* figures are in italics.

Tables 8(*a*) to 8(*c*) give similar figures for the use of Thor.

TABLE 7(*a*) – CENTRAL UNIX SERVICE

	CPU		Users			
Arts and Humanities	4.2%	*3.7%*	243	(7.7%)	*265*	*(7.5%)*
Humanities and Social Sciences	9.9%	*7.4%*	387	(12.3%)	*446*	*(12.6%)*
Physical Sciences	24.6%	*23.3%*	809	(25.7%)	*981*	*(27.6%)*
Technology	3.9%	*14.1%*	150	(4.8%)	*191*	*(5.4%)*
Biological Sciences	19.9%	*19.0%*	533	(16.9%)	*596*	*(16.8%)*
Clinical Medicine	9.8%	*4.3%*	215	(6.8%)	*226*	*(6.4%)*
Other GB Institutions	18.0%	*18.9%*	303	(9.6%)	*308*	*(8.7%)*
Council Institutions	1.6%	*1.7%*	138	(4.4%)	*121*	*(3.4%)*
Societies	0.0%	*0.0%*	2	(0.1%)	*1*	*(0.0%)*
TOTAL UNIVERSITY	91.8%	*92.3%*	2,780	(88.2%)	*3,135*	*(88.3%)*
COLLEGES	7.3%	*6.9%*	334	(10.6%)	*378*	*(10.6%)*
Research Councils	0.1%	*0.2%*	21	(0.7%)	*24*	*(0.7%)*
Other external	0.8%	*0.6%*	17	(0.5%)	*14*	*(0.4%)*
TOTAL EXTERNAL	0.9%	*0.8%*	38	(1.2%)	*38*	*(1.1%)*
TOTAL	100.0%	*100.0%*	3,152	(100.0%)	*3,551*	*(100.0%)*

TABLE 8(*a*) – THOR

	CPU		Users			
Arts and Humanities	0.0%	*0.0%*	2	(0.9%)	*1*	*(0.2%)*
Physical Sciences	2.4%	*0.2%*	11	(5.0%)	*9*	*(1.9%)*
Technology	0.8%	*3.3%*	29	(13.3%)	*39*	*(8.3%)*
Biological Sciences	0.4%		1	(0.5%)		
Other GB Institutions	5.6%	*5.2%*	19	(8.7%)	*17*	*(3.6%)*
TOTAL UNIVERSITY	9.2%	*8.6%*	62	(28.4%)	*66*	*(14.1%)*
COLLEGES	90.8%	*91.4%*	156	(71.6%)	*402*	*(85.9%)*
TOTAL	100.0%	*100.0%*	218	(100.0%)	*468*	*(100.0%)*

Pelican Data Archive Service

Tables 9(*a*) to 9(*c*) show the use of the Pelican data archive service by institutions at the end of 2001–02 with end *2000–01* figures in italics.

Stored	Amount of data stored (in MB)
Users	Number of individuals with stored data

TABLE 9(*a*) – PELICAN DATA ARCHIVE SERVICE USE

	Stored				Users			
Arts and Humanities	21,294	(8.5%)	*19,811*	*(9.9%)*	71	(7.6%)	*60*	*(6.5%)*
Humanities and Social Sciences	12,802	(5.1%)	*10,039*	*(5.0%)*	126	(13.5%)	*113*	*(12.3%)*
Physical Sciences	28,060	(11.2%)	*30,687*	*(15.3%)*	210	(22.5%)	*215*	*(23.4%)*
Technology	19,678	(7.9%)	*19,864*	*(9.9%)*	149	(16.0%)	*168*	*(18.3%)*
Biological Sciences	6,048	(2.4%)	*8,292*	*(4.1%)*	78	(8.4%)	*76*	*(8.3%)*
Clinical Medicine	2,617	(1.0%)	*1,751*	*(0.9%)*	31	(3.3%)	*26*	*(2.8%)*
Other GB Institutions	150,461	(60.3%)	*101,279*	*(50.6%)*	121	(13.0%)	*110*	*(12.0%)*
Council Institutions	761	(0.3%)	*474*	*(0.2%)*	14	(1.5%)	*11*	*(1.2%)*
Societies	141	(0.1%)	*141*	*(0.1%)*	3	(0.3%)	*4*	*(0.4%)*
TOTAL UNIVERSITY	241,863	(96.9%)	*192,337*	*(96.1%)*	803	(86.2%)	*783*	*(85.1%)*
COLLEGES	7,536	(3.0%)	*7,530*	*(3.8%)*	119	(12.8%)	*126*	*(13.7%)*
Research Councils	247	(0.1%)	*291*	*(0.1%)*	6	(0.6%)	*7*	*(0.8%)*
Other external	79	(0.0%)	*79*	*(0.0%)*	4	(0.4%)	*4*	*(0.4%)*
TOTAL EXTERNAL	326	(0.1%)	*370*	*(0.2%)*	10	(1.1%)	*11*	*(1.2%)*
TOTAL	249,725	(100.0%)	*200,238*	*(100.0%)*	932	(100.0%)	*920*	*(100.0%)*

Software Sales

Table 10 shows totals of software sales items supplied by month. Tables 11(*a*) to 11(*c*) show software sales items supplied by institution. General software (excluding media) and SunSpectrum/Silicon Graphics items are shown separately. Table 12 lists software and other items distributed by the Computing Service. An item may be any of a full copy of a software package, an upgrade, or a maintenance contract.

Figures are for 2001–02; *2000–01* figures are in italics.

TABLE 10 – SOFTWARE ITEMS SUPPLIED BY MONTH

	General				**SunSpectrum/SGI**			
August 2001	2,768	(16.5%)	*1,158*	*(8.4%)*			*61*	*(12.6%)*
September	917	(5.5%)	*660*	*(4.8%)*				
October	1,283	(7.6%)	*977*	*(7.1%)*				
November	1,822	(10.8%)	*979*	*(7.1%)*	11	(2.2%)		
December	741	(4.4%)	*788*	*(5.7%)*				
January 2002	2,047	(12.2%)	*1,332*	*(9.7%)*				
February	1,363	(8.1%)	*1,956*	*(14.2%)*				
March	1,964	(11.7%)	*861*	*(6.3%)*			*19*	*(3.9%)*
April	955	(5.7%)	*623*	*(4.5%)*	116	(24.1%)	*1*	*(0.2%)*
May	1,204	(7.2%)	*1,399*	*(10.2%)*	333	(69.1%)	*398*	*(81.9%)*
June	777	(4.6%)	*2,000*	*(14.6%)*	10	(2.1%)	*5*	*(1.0%)*
July	963	(5.7%)	*997*	*(7.3%)*	12	(2.5%)	*2*	*(0.4%)*
TOTAL FOR YEAR	16,804	(100.0%)	*13,730*	*(100.0%)*	482	(100.0%)	*486*	*(100.0%)*

TABLE 11(*a*) – SOFTWARE ITEMS SUPPLIED BY INSTITUTION

	General				**SunSpectrum/SGI**			
Arts and Humanities	254	(1.5%)	*1,080*	*(7.9%)*	12	(2.5%)	*11*	*(2.3%)*
Humanities and Social Sciences	1,169	(7.0%)	*427*	*(3.1%)*				
Physical Sciences	2,946	(17.5%)	*2,441*	*(17.8%)*	149	(30.9%)	*179*	*(36.8%)*
Technology	1,111	(6.6%)	*916*	*(6.7%)*	42	(8.7%)	*64*	*(13.2%)*
Biological Sciences	1,973	(11.7%)	*1,480*	*(10.8%)*	67	(13.9%)	*41*	*(8.4%)*
Clinical Medicine	1,508	(9.0%)	*936*	*(6.8%)*			*10*	*(2.1%)*
Other GB Institutions	4,051	(24.1%)	*2,410*	*(17.6%)*	86	(17.8%)	*62*	*(12.8%)*
Council Institutions	1,627	(9.7%)	*687*	*(5.0%)*	80	(16.6%)	*74*	*(15.2%)*
Societies	6	(0.0%)	*37*	*(0.3%)*				
TOTAL UNIVERSITY	14,645	(87.2%)	*10,414*	*(75.8%)*	436	(90.5%)	*441*	*(90.7%)*
COLLEGES	1,749	(10.4%)	*2,442*	*(17.8%)*				
Research Council institutions	124	(0.7%)	*734*	*(5.3%)*				
Other external	286	(1.7%)	*140*	*(1.0%)*	46	(9.5%)	*45*	*(9.3%)*
TOTAL EXTERNAL	410	(2.4%)	*874*	*(6.4%)*	46	(9.5%)	*45*	*(9.3%)*
TOTAL	16,804	(100.0%)	*13,730*	*(100.0%)*	482	(100.0%)	*486*	*(100.0%)*

TABLE 12 – SOFTWARE SALES BY PRODUCT

	Items	
Assimilator	8	*28*
Hummingbird eXceed	894	*595*
Interarchy (was Anarchie + Finger)	16	*1*
JRB Utils	13	*25*
Microsoft Interix		*2*
Microsoft Services for Netware	4	*2*
Microsoft Services for Unix	4	
NetPresenz	3	*20*
Novell Netware (per server)	26	*53*
WebSTAR		*7*
ZENworks	20	*18*
COMMUNICATIONS	988	*751*

ARCInfo/ARCView	453	*445*
Bartholomew's Map Data	3	*2*
Microsoft MapPoint	4	
PCI Geomatics	1	
GEOGRAPHIC	461	*447*
AVS		*2*
Corel Draw	807	*1,188*
Corel Print Office	2	*24*
Corel Ventura		*4*
Imagine	7	*154*
Microsoft PhotoDraw		*29*
Microsoft PowerPoint	23	*48*
Microsoft Visio	78	*35*
Uniras	2	*9*
GRAPHICS AND DRAWING	919	*1,493*

Maple	114	*109*
NAg Products	1,937	*171*
MATHEMATICAL/LIBRARIES	2,051	*280*
Microsoft Office	3,546	*3,078*
OFFICE PACKAGES	3,546	*3,078*
Microsoft BackOffice		*21*
Microsoft Exchange Server	255	*72*
Microsoft ISA Server	1	*2*
Microsoft SQL Server	106	*72*
MS Systems Management Server	21	*7*
MS Windows (95/98/Me)	25	*128*
Microsoft Windows 2000	1,967	*1,904*
Microsoft Windows NT	40	*1,214*
Microsoft Windows XP	1,064	
PCounter	7	*12*
OPERATING SYSTEMS/UTILITIES	3,486	*3,432*
Microsoft Visual Basic	70	*40*
Microsoft Visual C++	90	*69*
Microsoft Visual FoxPro Pro	7	*8*
Microsoft Visual InterDev		*2*
Microsoft Visual J++		*2*
Microsoft Visual SourceSafe	15	
Microsoft Visual Studio	51	*33*
Sun ScholarPAC	160	*241*
PROGRAMMING LANGUAGES	393	*395*
FileMaker Pro	300	*310*
Microsoft Access	327	*133*
Microsoft Excel	27	*45*
Microsoft Project	174	*132*
SPREADSHEETS, DATABASES, AND PROJECT MANAGEMENT	828	*620*
Genstat	33	*94*
MathCAD	50	*30*
Minitab	469	*118*
S-PLUS	134	*105*
SAS	22	*23*
SPSS	513	*324*
SPSS Science Products	19	*39*
STATISTICS	1,240	*733*
Corel WordPerfect	1,100	*289*
EndNote	697	*586*
Microsoft FrontPage	37	*86*
Microsoft Publisher	31	*51*
Microsoft Word	59	*105*
Sabon Font	169	*89*
WORD AND DOCUMENT PROCESSING	2,093	*1,206*
BBEdit	12	*60*
Corel WebMaster	2	*2*
HoTMetal Pro	52	*674*
Lotus Passport		*11*
Meeting Maker	12	*2*
Microsoft Outlook	12	*8*
Microsoft Select Advantage	174	*89*
Symantec GHOST	527	*428*
URL Manager Pro	4	
WebPrint Plus	4	
XV		*21*
MISCELLANEOUS	799	*1,295*
TOTAL for Software	16,804	*13,730*
Sun Hardware maintenance (Total Number of machines)	261	*329*
Sun Software under maintenance (Licence, media, and documentation)	105	*77*
Silicon Graphics maintenance	116	*80*
SUNSPECTRUM/SGI	482	*486*
TOTAL	17,286	*14,216*

External Hardware Maintenance

Table 13 shows the number of contract and non-contract repairs undertaken for different types of equipment. Tables 14(*a*) to 14(*c*) show both the number of repairs and the number of staff hours spent on contract and non-contract repairs distributed amongst institutions.

Figures are for 2001–02; *2000–01* figures are in italics.

TABLE 13 – EQUIPMENT REPAIRED BY TYPE

	Contract		Non-Contract	
BBC Microcomputers				*1*
IBM PC		*4*	2	*5*
Viglen PC		*15*	9	*11*
Other PC clones	289	*128*	235	*122*
Apple Macintosh	28	*46*	92	*89*
Printers	96	*97*	101	*137*
Monitors	42	*58*	29	*55*
Laptops	5	*5*	201	*192*
Others	9	*37*	52	*57*
TOTAL	469	*390*	721	*669*

TABLE 14(*a*) – EQUIPMENT REPAIRED BY INSTITUTION

| | Contract | | | | Non-Contract | | | |
	No		Hours		No		Hours	
Arts and Humanities		*5*		*13*	67	*45*	159	*95*
Humanities and Social Sciences	4	*4*	11	*15*	94	*98*	187	*191*
Physical Sciences	41	*29*	160	*104*	87	*88*	156	*182*
Technology					28	*31*	50	*72*
Biological Sciences	75	*97*	185	*309*	132	*120*	287	*282*
Clinical Medicine		*2*		*5*	23	*13*	50	*32*
Other GB Institutions	31	*40*	89	*112*	29	*27*	73	*84*
Council Institutions	3	*5*	9	*18*	35	*30*	80	*39*
No institution specified					15	*17*	27	*32*
Societies					1	*4*	3	*17*
Warranty repairs	155	*26*	481	*137*				
TOTAL UNIVERSITY	309	*208*	935	*713*	511	*473*	1,072	*1,026*
COLLEGES	160	*182*	504	*533*	207	*190*	377	*333*
Other external					3	*6*	8	*9*
TOTAL EXTERNAL					3	*6*	8	*9*
TOTAL	469	*390*	1,439	*1,246*	721	*669*	1,457	*1,368*

Help Desk

Table 15 shows the monthly totals of calls dealt with by the Help Desk while Tables 16(*a*) to 16(*c*) show the number of Help Desk calls and users by institution.

Figures are for 2001–02; *2000–01* figures are in italics.

TABLE 15 – HELP DESK CALLS BY MONTH

N.B. These figures exclude calls made direct to the NT Support service (262 in 2001–02; 172 in 2000–01).

	Calls			
August 2001	688	(6.6%)	*706*	*(7.1%)*
September	742	(7.1%)	*799*	*(8.1%)*
October	1,521	(14.6%)	*1,188*	*(12.0%)*
November	988	(9.5%)	*1,018*	*(10.3%)*
December	685	(6.6%)	*655*	*(6.6%)*
January 2002	1,002	(9.6%)	*922*	*(9.3%)*
February	848	(8.1%)	*822*	*(8.3%)*
March	794	(7.6%)	*838*	*(8.5%)*
April	811	(7.8%)	*790*	*(8.0%)*
May	829	(8.0%)	*766*	*(7.7%)*
June	640	(6.1%)	*655*	*(6.6%)*
July	868	(8.3%)	*727*	*(7.4%)*
Total For Year	10,416	(100.0%)	*9,886*	*(100.0%)*

TABLE 16(*a*) – HELP DESK CALLS BY INSTITUTION

N.B. These figures include the calls made direct to the NT Support service (see above).

	Calls				**Users**			
Arts and Humanities	1,182	(11.1%)	*1,076*	*(10.7%)*	475	(10.3%)	*432*	*(9.6%)*
Humanities and Social Sciences	2,066	(19.3%)	*1,977*	*(19.7%)*	778	(16.9%)	*749*	*(16.6%)*
Physical Sciences	999	(9.4%)	*966*	*(9.6%)*	509	(11.1%)	*518*	*(11.5%)*
Technology	437	(4.1%)	*475*	*(4.7%)*	236	(5.1%)	*275*	*(6.1%)*
Biological Sciences	1,046	(9.8%)	*977*	*(9.7%)*	440	(9.6%)	*449*	*(10.0%)*
Clinical Medicine	705	(6.6%)	*641*	*(6.4%)*	339	(7.4%)	*312*	*(6.9%)*
Other GB Institutions	477	(4.5%)	*477*	*(4.7%)*	223	(4.8%)	*199*	*(4.4%)*
Council Institutions	534	(5.0%)	*498*	*(5.0%)*	272	(5.9%)	*245*	*(5.4%)*
Societies	9	(0.1%)	*16*	*(0.2%)*	5	(0.1%)	*7*	*(0.2%)*
TOTAL UNIVERSITY	7,455	(69.8%)	*7,103*	*(70.6%)*	3,277	(71.2%)	*3,186*	*(70.7%)*
COLLEGES	2,488	(23.3%)	*2,420*	*(24.1%)*	1,267	(27.5%)	*1,269*	*(28.1%)*
Research Councils	61	(0.6%)	*46*	*(0.5%)*	37	(0.8%)	*30*	*(0.7%)*
Other external (world-wide)	674	(6.3%)	*489*	*(4.9%)*	20	(0.4%)	*24*	*(0.5%)*
TOTAL EXTERNAL	735	(6.9%)	*535*	*(5.3%)*	57	(1.2%)	*54*	*(1.2%)*
TOTAL	10,678	(100.0%)	*10,058*	*(100.0%)*	4,601	(100.0%)	*4,509*	*(100.0%)*

Training

Table 17 lists the training courses provided by the Computing Service; in each case the figures show the number of times a course was offered and the total number of persons attending. Courses involving more than one session count attendances at each separately. Tables 18(*a*) to 18(*c*) show how attendances at courses were distributed amongst institutions.

Figures are for 2001–02; *2000–01* figures are in italics.

TABLE 17 – TRAINING COURSES

	Sessions		Attendances	
IBM PC: basic intro to Windows	4	*4*	69	*61*
IBM PC: a little further on Windows	3	*3*	44	*55*
IBM PC: Windows wizardry	2		30	
Inside the PC	1		21	
How to set up a home PC securely	1		14	
Macintosh: introduction	3	*3*	30	*45*
Macintosh: applications	1	*3*	5	*33*
PERSONAL COMPUTERS	15	*13*	213	*194*
Unix: introduction	10	*8*	406	*362*
Unix: further use	2	*2*	54	*41*
Unix: introduction to Perl	1	*1*	129	*37*
Unix: PWF Linux	1		11	
Linux system administration	2	*2*	315	*530*
UNIX	16	*13*	915	*970*
World Wide Web: introduction	4	*4*	44	*70*
World Wide Web: further exploration		*5*		*53*
Web page authoring: intro to HTML	3		81	
Web page authoring: beyond the basics	3		75	
Web page authoring: cascading style sheets	1		18	
Web page authoring: tables	1		14	
Web page authoring: web graphics	1		20	
Setting up a WWW server (Windows)	1	*1*	18	*10*
Managing a WWW server (Unix)	2	*3*	48	*94*
Securing access to Web servers	2		56	
Designing and managing a Web site	3	*3*	62	*74*
HTML: introduction	9	*11*	233	*343*
HTML: intermediate	2	*3*	98	*180*
HTML: advanced	3	*3*	138	*141*
XML: introduction	4		73	
Dreamweaver: for advanced HTML	2	*2*	27	*50*
Dynamic Web pages with JavaScript		*1*		*13*
Netskills images and multimedia		*1*		*24*
Netskills content management		*1*		*26*
Graphics manipulation for the World Wide Web	1	*3*	14	*48*
Email using Pine: introduction		*1*		*14*
Email using Mulberry: introduction and further use	3	*3*	47	*38*
Pine tricks of the trade	1	*1*	9	*5*
NETWORKING	46	*46*	1,075	*1,183*
Microsoft Excel: introduction	8	*8*	127	*139*
Microsoft Excel: introduction, self-paced	5	*5*	195	*225*
Microsoft Excel: intermediate	2		49	
Microsoft Excel: further use	3	*5*	42	*95*
Microsoft Excel: advanced		*3*		*48*
Microsoft Excel: macros and other topics	1		19	
Microsoft Excel: programming using VBA	1		14	
Access: quick start	5		102	
Access: introduction	5	*7*	180	*312*
Access: further use	3	*4*	122	*138*
Oracle: introduction	2	*1*	117	*99*
Filemaker Pro: introductory practical	3	*2*	52	*35*
SPREADSHEETS AND DATABASES	38	*35*	1,019	*1,091*

Course				
Microsoft Word for Windows: basic	4	*4*	44	*48*
Microsoft Word for Windows: intermediate	3	*3*	49	*53*
Microsoft Word for Windows: advanced	3	*3*	54	*55*
Microsoft Word for Windows: mail-merge	2		25	
MS Word for Windows: layouts, styles, templates	1		17	
MS Word for Windows: beginners, self-paced	5	*5*	132	*171*
Microsoft Word on Macintosh: introduction		*1*		*8*
Microsoft Word on Macintosh: advanced		*1*		*5*
Powerpoint: introduction	4	*3*	82	*111*
Powerpoint: quick start, self-paced	3	*3*	87	*63*
Powerpoint: advanced workshop	3	*2*	55	*30*
PageMaker: introduction	1	*2*	8	*24*
Quark Xpress: introduction	3	*3*	48	*62*
LaTEX: introduction	2	*2*	92	*66*
Computerised Bibliographies	7	*5*	154	*116*
Photoshop: basic	5	*4*	118	*103*
Photoshop for Photographers: basic	1	*1*	19	*16*
Photoshop: further techniques	1		20	
WORD AND DOCUMENT PROCESSING	48	*42*	1,004	*931*
Data analysis on the PWF	1		11	
Simple questionnaire design and data entry	1	*1*	11	*14*
SPSS: introduction	8	*6*	224	*354*
SPSS: further use	1	*1*	4	*16*
S-PLUS: jump start workshop		*1*		*54*
STATISTICAL COMPUTING	11	*9*	250	*438*
Java: overview		*1*		*15*
Simple C Programming	2	*2*	174	*237*
Visual Basic: introduction	2	*2*	106	*104*
Viruses	1		12	
OTHER COURSES	5	*5*	292	*356*
TOTAL	179	*163*	4,768	*5,163*

TABLE 18(*a*) – COURSE ATTENDANCES

Attendances				
Arts and Humanities	208	(4.4%)	*285*	*(5.5%)*
Humanities and Social Sciences	582	(12.2%)	*649*	*(12.6%)*
Physical Sciences	700	(14.7%)	*751*	*(14.5%)*
Technology	338	(7.1%)	*550*	*(10.7%)*
Biological Sciences	740	(15.5%)	*686*	*(13.3%)*
Clinical Medicine	562	(11.8%)	*554*	*(10.7%)*
Other GB Institutions	353	(7.4%)	*326*	*(6.3%)*
Council Institutions	369	(7.7%)	*323*	*(6.3%)*
No institution specified			*3*	*(0.1%)*
Societies	9	(0.2%)	*26*	*(0.5%)*
TOTAL UNIVERSITY	3,861	(81.0%)	*4,153*	*(80.4%)*
COLLEGES	680	(14.3%)	*878*	*(17.0%)*
Research Councils	161	(3.4%)	*93*	*(1.8%)*
UK Universities	4	(0.1%)		
Other external	62	(1.3%)	*39*	*(0.8%)*
TOTAL EXTERNAL	227	(4.8%)	*132*	*(2.6%)*
TOTAL	4,768	(100.0%)	*5,163*	*(100.0%)*