

## STATISTICAL ANNEX

The following tables give details of various activities of the University Computing Service for the year 1 August 2002 to 31 July 2003, 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 have been 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 2002–03; end of 2001–02 figures are in italics.

TABLE 1(a) – DATA NETWORK CONNECTIONS

	<b>Slow</b>		<b>Fast</b>		<b>Gigabit</b>	
Arts and Humanities	1	<i>1</i>	3	<i>4</i>	2	<i>1</i>
Humanities and Social Sciences	5	<i>5</i>	4	<i>3</i>	5	<i>5</i>
Physical Sciences	3	<i>3</i>	5	<i>7</i>	7	<i>5</i>
Technology	1	<i>1</i>	4	<i>5</i>	5	<i>4</i>
Biological Sciences	5	<i>6</i>	7	<i>8</i>	5	<i>3</i>
Clinical Medicine		<i>2</i>	6	<i>4</i>	2	<i>2</i>
Other GB Institutions	6	<i>6</i>	8	<i>7</i>	2	<i>2</i>
Council Institutions	9	<i>11</i>	15	<i>12</i>	1	<i>1</i>
Societies	1	<i>2</i>	1			
<b>TOTAL UNIVERSITY</b>	<b>31</b>	<b><i>37</i></b>	<b>53</b>	<b><i>50</i></b>	<b>29</b>	<b><i>23</i></b>
<b>COLLEGES</b>	<b>10</b>	<b><i>11</i></b>	<b>20</b>	<b><i>21</i></b>	<b>6</b>	<b><i>3</i></b>
Research Councils	1	<i>3</i>	3	<i>1</i>		
Other external	4	<i>4</i>				
<b>TOTAL EXTERNAL</b>	<b>5</b>	<b><i>7</i></b>	<b>3</b>	<b><i>1</i></b>		
<b>TOTAL</b>	<b>46</b>	<b><i>55</i></b>	<b>76</b>	<b><i>72</i></b>	<b>35</b>	<b><i>26</i></b>

**JANET Traffic**

Tables 2(a) to 2(c) show the sum of ingoing and outgoing traffic at the gateway to JANET (in GB) by institution.

Figures are for 2002–03; there are no corresponding figures for 2001–02.

TABLE 2(a) – JANET TRAFFIC BY INSTITUTION

	Traffic (GB)	
Arts and Humanities	948	(0.4%)
Humanities and Social Sciences	2,237	(0.9%)
Physical Sciences	23,403	(9.6%)
Technology	15,139	(6.2%)
Biological Sciences	13,117	(5.4%)
Clinical Medicine	4,649	(1.9%)
Other GB Institutions	21,429	(8.8%)
Council Institutions	4,527	(1.9%)
Societies	636	(0.3%)
<b>TOTAL UNIVERSITY</b>	<b>86,085</b>	<b>(35.2%)</b>
<b>COLLEGES</b>	<b>154,393</b>	<b>(63.2%)</b>
Research Council institutions	3,372	(1.4%)
Other external	571	(0.2%)
<b>TOTAL EXTERNAL</b>	<b>3,942</b>	<b>(1.6%)</b>
<b>TOTAL</b>	<b>244,420</b>	<b>(100.0%)</b>

**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 1:12.

Figures are for 2002–03 with 2001–02 in italics.

N.B. The 2001–02 figures were distorted both by the inadvertent loss of log data between 19 April and 13 May 2002 and by the unavoidable inclusion of junk messages caused by the Klez virus.

TABLE 3(a) – HERMES

	Users				Messages ('000s)			
Arts and Humanities	1,835	(5.9%)	1,792	(6.2%)	4,800	(6.0%)	3,519	(5.8%)
Humanities and Social Sciences	4,284	(13.8%)	3,971	(13.8%)	7,527	(9.4%)	5,593	(9.2%)
Physical Sciences	2,637	(8.5%)	2,393	(8.3%)	7,537	(9.4%)	5,677	(9.3%)
Technology	1,937	(6.2%)	1,581	(5.5%)	5,819	(7.2%)	3,569	(5.9%)
Biological Sciences	2,463	(7.9%)	2,289	(7.9%)	6,018	(7.5%)	4,472	(7.3%)
Clinical Medicine	1,614	(5.2%)	1,480	(5.1%)	3,370	(4.2%)	2,299	(3.8%)
Other GB Institutions	1,062	(3.4%)	1,016	(3.5%)	3,656	(4.6%)	2,341	(3.8%)
Council Institutions	746	(2.4%)	679	(2.4%)	1,724	(2.1%)	1,312	(2.2%)
Societies	27	(0.1%)	22	(0.1%)	124	(0.2%)	159	(0.3%)
<b>TOTAL UNIVERSITY</b>	<b>16,605</b>	<b>(53.4%)</b>	<b>15,223</b>	<b>(52.7%)</b>	<b>40,576</b>	<b>(50.5%)</b>	<b>28,940</b>	<b>(47.5%)</b>
<b>COLLEGES</b>	<b>14,166</b>	<b>(45.6%)</b>	<b>13,351</b>	<b>(46.2%)</b>	<b>39,290</b>	<b>(48.9%)</b>	<b>31,654</b>	<b>(51.9%)</b>
Research Councils	226	(0.7%)	221	(0.8%)	318	(0.4%)	245	(0.4%)
Other external	78	(0.3%)	75	(0.3%)	140	(0.2%)	100	(0.2%)
<b>TOTAL EXTERNAL</b>	<b>304</b>	<b>(1.0%)</b>	<b>296</b>	<b>(1.0%)</b>	<b>458</b>	<b>(0.6%)</b>	<b>345</b>	<b>(0.6%)</b>
<b>TOTAL</b>	<b>31,075</b>	<b>(100.0%)</b>	<b>28,870</b>	<b>(100.0%)</b>	<b>80,324</b>	<b>(100.0%)</b>	<b>60,939</b>	<b>(100.0%)</b>

**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.

<b>Users</b>	Number of individuals using the system <i>at least once</i> during the year
<b>Sessions</b>	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 2002–03, with 2001–02 figures in italics.

TABLE 4(a) – PUBLIC WORKSTATION FACILITY

	Users		Sessions	
Arts and Humanities	775 (4.9%)	<i>636 (4.9%)</i>	89,797 (6.4%)	<i>52,250 (4.9%)</i>
Humanities and Social Sciences	1,385 (8.8%)	<i>1,207 (9.3%)</i>	161,947 (11.5%)	<i>111,876 (10.5%)</i>
Physical Sciences	1,293 (8.2%)	<i>1,032 (8.0%)</i>	107,671 (7.6%)	<i>64,466 (6.1%)</i>
Technology	653 (4.1%)	<i>446 (3.4%)</i>	42,995 (3.1%)	<i>20,415 (1.9%)</i>
Biological Sciences	593 (3.8%)	<i>542 (4.2%)</i>	61,903 (4.4%)	<i>46,075 (4.3%)</i>
Clinical Medicine	421 (2.7%)	<i>350 (2.7%)</i>	58,483 (4.2%)	<i>45,707 (4.3%)</i>
Other GB Institutions	1,274 (8.1%)	<i>1,208 (9.3%)</i>	44,099 (3.1%)	<i>28,613 (2.7%)</i>
Council Institutions	776 (4.9%)	<i>553 (4.3%)</i>	12,476 (0.9%)	<i>9,628 (0.9%)</i>
Societies	6 (0.0%)	<i>2 (0.0%)</i>	139 (0.0%)	<i>4 (0.0%)</i>
<b>TOTAL UNIVERSITY</b>	<b>7,176 (45.5%)</b>	<b><i>5,976 (46.2%)</i></b>	<b>579,510 (41.1%)</b>	<b><i>379,034 (35.6%)</i></b>
<b>COLLEGES</b>	<b>8,516 (54.0%)</b>	<b><i>6,901 (53.4%)</i></b>	<b>824,878 (58.6%)</b>	<b><i>683,285 (64.2%)</i></b>
Research Councils	53 (0.3%)	<i>45 (0.3%)</i>	2,876 (0.2%)	<i>1,439 (0.1%)</i>
Other external	13 (0.1%)	<i>12 (0.1%)</i>	1,068 (0.1%)	<i>1,084 (0.1%)</i>
<b>TOTAL EXTERNAL</b>	<b>66 (0.4%)</b>	<b><i>57 (0.4%)</i></b>	<b>3,944 (0.3%)</b>	<b><i>2,523 (0.2%)</i></b>
<b>TOTAL</b>	<b>15,758 (100.0%)</b>	<b><i>12,934 (100.0%)</i></b>	<b>1,408,332 (100.0%)</b>	<b><i>1,064,842 (100.0%)</i></b>

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	
<i>Computing Service locations</i>				
Phoenix User Area (New Museums Site)	2,350	<i>1,822</i>	35,677	<i>25,029</i>
Titan Teaching Room 1 (NMS, from August 2002)	1,631		13,095	
Titan Teaching Room 2 (NMS, from August 2002)	1,324		8,164	
Phoenix Teaching Room (New Museums Site)	1,172	<i>1,576</i>	14,024	<i>16,745</i>
Balfour Macintosh Room (New Museums Site)	1,013	<i>972</i>	6,619	<i>7,199</i>
Sidgwick Site (inc. Oriental Studies Basement)	866	<i>359</i>	15,012	<i>3,434</i>
University Centre	726	<i>456</i>	5,582	<i>3,292</i>
Old Music School – Lower Room (to August 2002)	208	<i>1,188</i>	1,282	<i>15,733</i>
Old Music School – Upper Room (to August 2002)	93	<i>1,371</i>	223	<i>7,096</i>
		<i>Total Sessions</i>	99,678	<i>78,528</i>
<i>Managed Cluster locations</i>				
Mathematics	617	<i>507</i>	8,776	<i>6,705</i>
Chemistry	909	<i>896</i>	45,185	<i>48,280</i>
Physics	709	<i>745</i>	24,804	<i>20,547</i>
Clinical Medicine	435	<i>377</i>	43,236	<i>37,024</i>
Computer Laboratory	710	<i>657</i>	36,862	<i>20,480</i>
Clinical Veterinary Medicine	353	<i>348</i>	44,328	<i>33,116</i>
Land Economy	586	<i>444</i>	13,327	<i>12,298</i>
Archaeology	144	<i>121</i>	13,073	<i>6,898</i>
Social and Political Sciences	562	<i>517</i>	13,281	<i>11,318</i>
School of Arts and Humanities (English, Philosophy, Divinity)	1,104	<i>894</i>	20,587	<i>13,864</i>
Betty and Gordon Moore Library	878	<i>638</i>	27,907	<i>10,006</i>
Law	1,446	<i>1,148</i>	63,542	<i>40,969</i>
Geography	467	<i>54</i>	16,577	<i>278</i>
Modern and Medieval Languages	761	<i>191</i>	27,014	<i>5,014</i>
Humanities and Social Sciences (from Dec 2002)	41		454	
		<i>Total Sessions</i>	398,953	<i>266,797</i>

*PWF Club locations*

Chemical Engineering	10	<i>16</i>	34	220
Economics	4	<i>7</i>	22	85
Law	2	<i>5</i>	95	20
		<i>Total Sessions</i>	151	325

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.

<b>Location</b>	<b>Users</b>		<b>Sessions</b>	
<i>Managed Cluster locations</i>				
Christ's (from July 2003)	56		331	
Clare	561	<i>487</i>	49,761	<i>51,642</i>
Downing	816	<i>747</i>	46,809	<i>56,204</i>
Emmanuel	709	<i>651</i>	60,210	<i>63,032</i>
Fitzwilliam	668	<i>622</i>	35,966	<i>31,485</i>
Gonville and Caius	972	<i>926</i>	60,770	<i>76,283</i>
King's (from July 2003)	67		510	
Lucy Cavendish (from July 2003)	12		31	
New Hall	507	<i>245</i>	51,784	<i>4,171</i>
Newnham	685	<i>675</i>	49,638	<i>53,470</i>
Peterhouse	499	<i>410</i>	34,884	<i>36,520</i>
Queens'	813	<i>772</i>	53,776	<i>65,701</i>
Robinson	510	<i>39</i>	43,902	<i>217</i>
St Catharine's	853	<i>766</i>	74,173	<i>86,521</i>
St John's	1,101	<i>48</i>	106,762	<i>195</i>
Selwyn	617	<i>566</i>	43,603	<i>51,997</i>
Sidney Sussex	592	<i>544</i>	55,130	<i>49,255</i>
Trinity (from December 2002)	1,013		71,541	
Trinity Hall	495	<i>444</i>	25,747	<i>25,822</i>
Wolfson	539	<i>85</i>	49,888	<i>1,072</i>
		<i>Total Sessions</i>	915,216	653,587
<i>PWF Club locations</i>				
Christ's (to July 2003)	24	<i>34</i>	192	<i>61</i>
Churchill	109	<i>98</i>	1,086	<i>409</i>
Clare Hall	2		2	
Girton	5	<i>5</i>	28	<i>11</i>
King's (to July 2003)	9	<i>22</i>	49	<i>169</i>
Magdalene	17	<i>23</i>	95	<i>52</i>
New Hall		<i>6</i>		<i>31</i>
Pembroke	65	<i>95</i>	341	<i>262</i>
Robinson		<i>24</i>		<i>55</i>
St John's		<i>113</i>		<i>578</i>
Trinity (to December 2002)	122	<i>159</i>	2,187	<i>926</i>
		<i>Total Sessions</i>	3,980	2,554

**Central Unix Service**

The Central Unix Service is a general user facility based on a multi-processor configuration. 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.

Table 7(a) is for the Central Unix Service and shows the relative use giving:

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

Figures are for 2002–03; 2001–02 figures are in italics.

N.B. Since the Thor teaching facility, which had been used for certain undergraduate and taught postgraduate courses, closed down in August 2002 no usage figures are provided.

TABLE 7(a) – CENTRAL UNIX SERVICE

	CPU		Users			
Arts and Humanities	5.6%	4.2%	202	(7.3%)	243	(7.7%)
Humanities and Social Sciences	10.1%	9.9%	310	(11.2%)	387	(12.3%)
Physical Sciences	24.7%	24.6%	656	(23.7%)	809	(25.7%)
Technology	3.5%	3.9%	147	(5.3%)	150	(4.8%)
Biological Sciences	13.8%	19.9%	443	(16.0%)	533	(16.9%)
Clinical Medicine	9.6%	9.8%	183	(6.6%)	215	(6.8%)
Other GB Institutions	16.9%	18.0%	257	(9.3%)	303	(9.6%)
Council Institutions	2.5%	1.6%	128	(4.6%)	138	(4.4%)
Societies	0.0%	0.0%	2	(0.1%)	2	(0.1%)
<b>TOTAL UNIVERSITY</b>	<b>86.9%</b>	<b>91.8%</b>	<b>2,328</b>	<b>(84.1%)</b>	<b>2,780</b>	<b>(88.2%)</b>
<b>COLLEGES</b>	<b>12.5%</b>	<b>7.3%</b>	<b>408</b>	<b>(14.7%)</b>	<b>334</b>	<b>(10.6%)</b>
Research Councils	0.1%	0.1%	17	(0.6%)	21	(0.7%)
Other external	0.5%	0.8%	14	(0.5%)	17	(0.5%)
<b>TOTAL EXTERNAL</b>	<b>0.6%</b>	<b>0.9%</b>	<b>31</b>	<b>(1.1%)</b>	<b>38</b>	<b>(1.2%)</b>
<b>TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>2,767</b>	<b>(100.0%)</b>	<b>3,152</b>	<b>(100.0%)</b>

**Pelican Data Archive Service**

Table 8(a) shows the use of the Pelican data archive service by institutions at the end of 2002–03 with end 2001–02 figures in italics.

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

TABLE 8(a) – PELICAN DATA ARCHIVE SERVICE USE

	Stored				Users			
Arts and Humanities	22,650	(4.2%)	21,294	(8.5%)	63	(6.5%)	71	(7.6%)
Humanities and Social Sciences	13,668	(2.5%)	12,802	(5.1%)	141	(14.6%)	126	(13.5%)
Physical Sciences	26,765	(5.0%)	28,060	(11.2%)	193	(20.0%)	210	(22.5%)
Technology	19,620	(3.6%)	19,678	(7.9%)	158	(16.4%)	149	(16.0%)
Biological Sciences	12,789	(2.4%)	6,048	(2.4%)	90	(9.3%)	78	(8.4%)
Clinical Medicine	2,895	(0.5%)	2,617	(1.0%)	29	(3.0%)	31	(3.3%)
Other GB Institutions	427,738	(79.3%)	150,461	(60.3%)	131	(13.6%)	121	(13.0%)
Council Institutions	1,080	(0.2%)	761	(0.3%)	18	(1.9%)	14	(1.5%)
Societies	141	(0.0%)	141	(0.1%)	3	(0.3%)	3	(0.3%)
<b>TOTAL UNIVERSITY</b>	<b>527,346</b>	<b>(97.8%)</b>	<b>241,863</b>	<b>(96.9%)</b>	<b>826</b>	<b>(85.5%)</b>	<b>803</b>	<b>(86.2%)</b>
<b>COLLEGES</b>	<b>10,973</b>	<b>(2.0%)</b>	<b>7,536</b>	<b>(3.0%)</b>	<b>129</b>	<b>(13.4%)</b>	<b>119</b>	<b>(12.8%)</b>
Research Councils	540	(0.1%)	247	(0.1%)	6	(0.6%)	6	(0.6%)
Other external	319	(0.1%)	79	(0.0%)	5	(0.5%)	4	(0.4%)
<b>TOTAL EXTERNAL</b>	<b>859</b>	<b>(0.2%)</b>	<b>326</b>	<b>(0.1%)</b>	<b>11</b>	<b>(1.1%)</b>	<b>10</b>	<b>(1.1%)</b>
<b>TOTAL</b>	<b>539,178</b>	<b>(100.0%)</b>	<b>249,725</b>	<b>(100.0%)</b>	<b>966</b>	<b>(100.0%)</b>	<b>932</b>	<b>(100.0%)</b>

**Software Sales**

Table 9 shows totals of software sales items supplied by month. Table 10(a) shows software sales items supplied by institution. General software (excluding media) and SunSpectrum/Silicon Graphics items are shown separately. Table 11 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 2002–03; 2001–02 figures are in italics.

TABLE 9 – SOFTWARE ITEMS SUPPLIED BY MONTH

	<b>General</b>				<b>SunSpectrum/SGI</b>			
August 2001	6,462	(36.0%)	2,768	(16.5%)				
September	1,239	(6.9%)	917	(5.5%)	105	(25.4%)		
October	1,442	(8.0%)	1,283	(7.6%)	244	(59.1%)		
November	1,519	(8.5%)	1,822	(10.8%)	9	(2.1%)	11	(2.2%)
December	623	(3.5%)	741	(4.4%)				
January 2002	1,068	(5.9%)	2,047	(12.2%)	2	(0.5%)		
February	957	(5.3%)	1,363	(8.1%)				
March	1,346	(7.5%)	1,964	(11.7%)				
April	588	(3.3%)	955	(5.7%)	20	(4.8%)	116	(24.1%)
May	615	(3.4%)	1,204	(7.2%)	12	(2.9%)	333	(69.1%)
June	1,230	(6.9%)	777	(4.6%)			10	(2.1%)
July	863	(4.8%)	963	(5.7%)	21	(5.1%)	12	(2.5%)
<b>TOTAL FOR YEAR</b>	<b>17,952</b>	<b>(100.0%)</b>	<b>16,804</b>	<b>(100.0%)</b>	<b>413</b>	<b>(100.0%)</b>	<b>482</b>	<b>(100.0%)</b>

TABLE 10(a) – SOFTWARE ITEMS SUPPLIED BY INSTITUTION

	<b>General</b>				<b>SunSpectrum/SGI</b>			
Arts and Humanities	482	(2.7%)	254	(1.5%)	8	(1.9%)	12	(2.5%)
Humanities and Social Sciences	844	(4.7%)	1,169	(7.0%)				
Physical Sciences	2,509	(14.0%)	2,946	(17.5%)	93	(22.5%)	149	(30.9%)
Technology	3,968	(22.1%)	1,111	(6.6%)	25	(6.1%)	42	(8.7%)
Biological Sciences	1,660	(9.2%)	1,973	(11.7%)	55	(13.3%)	67	(13.9%)
Clinical Medicine	1,023	(5.7%)	1,508	(9.0%)				
Other GB Institutions	3,116	(17.4%)	4,051	(24.1%)	106	(25.7%)	86	(17.8%)
Council Institutions	1,410	(7.9%)	1,627	(9.7%)	80	(19.4%)	80	(16.6%)
Societies			6	(0.3%)				
<b>TOTAL UNIVERSITY</b>	<b>15,012</b>	<b>(83.6%)</b>	<b>14,645</b>	<b>(87.2%)</b>	<b>367</b>	<b>(88.9%)</b>	<b>436</b>	<b>(90.5%)</b>
<b>COLLEGES</b>	<b>2,677</b>	<b>(14.9%)</b>	<b>1,749</b>	<b>(10.4%)</b>				
Research Council institutions	63	(0.4%)	124	(0.7%)				
Other external	200	(1.1%)	286	(1.7%)	46	(11.1%)	46	(9.5%)
<b>TOTAL EXTERNAL</b>	<b>263</b>	<b>(1.5%)</b>	<b>410</b>	<b>(2.4%)</b>	<b>46</b>	<b>(11.1%)</b>	<b>46</b>	<b>(9.5%)</b>
<b>TOTAL</b>	<b>17,952</b>	<b>(100.0%)</b>	<b>16,804</b>	<b>(100.0%)</b>	<b>413</b>	<b>(100.0%)</b>	<b>482</b>	<b>(100.0%)</b>

TABLE 11 – SOFTWARE SALES BY PRODUCT

	<b>Items</b>			<b>Items</b>	
Assimilator	2	8	ARCInfo/ARCView	66	453
Hummingbird eXceed	367	894	Bartholomew's Map Data	1	3
Interarchy (was Anarchie + Finger)		16	Microsoft MapPoint	4	4
JRB Utils	12	13	PCI Geomatics	1	1
Microsoft Services for Netware	4	4			
Microsoft Services for Unix	6	4	<b>GEOGRAPHIC</b>	<b>72</b>	<b>461</b>
NetPresenz	3	3			
Novell Netware (per server)	29	26	Corel Draw	645	807
ZENworks	4	20	Corel Print Office		2
			Imagine	215	7
<b>COMMUNICATIONS</b>	<b>427</b>	<b>988</b>	Microsoft PowerPoint	12	23
			Microsoft Visio	81	78
			Uniras	1	2
			<b>GRAPHICS AND DRAWING</b>	<b>954</b>	<b>919</b>

Maple	98	114	Corel WordPerfect	342	1,100
NAg Products	2,128	1,937	EndNote	847	697
MATHEMATICAL/LIBRARIES	2,226	2,051	Microsoft FrontPage	27	37
Microsoft Office	3,454	3,546	Microsoft Publisher	56	31
OFFICE PACKAGES	3,454	3,546	Microsoft Word	21	59
Microsoft Exchange Server	246	255	Sabon Font	173	169
Microsoft ISA Server		1	WORD AND DOCUMENT PROCESSING	1,466	2,093
Microsoft SQL Server	159	106	BEdit	3	12
MS Systems Management Server	1	21	Corel WebMaster		2
MS Windows (95/98/Me)		25	HoTMetal Pro	23	52
Microsoft Windows 2000	931	1,967	Meeting Maker	9	12
Microsoft Windows NT	13	40	Microsoft Outlook	9	12
Microsoft Windows 2003	403		Microsoft Select Advantage		174
Microsoft Windows XP	1,464	1,064	SolidWorks	6	
PCounter	7	7	Symantec GHOST	639	527
OPERATING SYSTEMS/UTILITIES	3,224	3,486	URL Manager Pro		4
Microsoft Visual Basic	3	70	WebPrint Plus		4
Microsoft Visual C++		90	XV	3,000	
Microsoft Visual FoxPro Pro	7	7	MISCELLANEOUS	3,689	799
Microsoft Visual SourceSafe	4	15	TOTAL for Software	17,952	16,804
Microsoft Visual Studio	105	51	Sun Hardware maintenance (Total Number of machines)	275	261
Sun ScholarPAC	173	160	Sun Software under maintenance (Licence, media, and documentation)	117	105
PROGRAMMING LANGUAGES	292	393	Silicon Graphics maintenance	21	116
FileMaker Pro	347	300	SUNSPECTRUM/SGI	413	482
Microsoft Access	188	327	TOTAL	18,365	17,286
Microsoft Excel	12	27			
Microsoft Project	167	174			
SPREADSHEETS, DATABASES, AND PROJECT MANAGEMENT	714	828			
Genstat	26	33			
MathCAD	80	50			
Minitab	351	469			
S-PLUS	111	134			
SAS	18	22			
SPSS	805	513			
SPSS Science Products	43	19			
STATISTICS	1,434	1,240			

**External Hardware Maintenance**

Table 12 shows the number of contract and non-contract repairs undertaken for different types of equipment. Table 13(a) shows both the number of repairs and the number of staff hours spent on contract and non-contract repairs distributed amongst institutions.

Figures are for 2002–03; 2001–02 figures are in italics.

TABLE 12 – EQUIPMENT REPAIRED BY TYPE

	<b>Contract</b>		<b>Non-Contract</b>	
	No	Hours	No	Hours
PCs	285	289	127	246
Apple Macintosh	27	28	111	92
Printers	139	96	86	101
Monitors	39	42	12	29
PC Laptops	3	5	227	201
Macintosh Laptops	2		78	
Others	31	9	40	52
<b>TOTAL</b>	<b>526</b>	<b>469</b>	<b>681</b>	<b>721</b>

TABLE 13(a) – EQUIPMENT REPAIRED BY INSTITUTION

N.B. For 2002–03, due to a change in the way in which the records are kept, the warranty repairs have not been separately identified but are included in the individual institutional totals for Contract repairs.

	<b>Contract</b>				<b>Non-Contract</b>			
	No	Hours	No	Hours	No	Hours	No	Hours
Arts and Humanities	34	60	66	67	139	159		
Humanities and Social Sciences	31	4	52	11	60	94	93	187
Physical Sciences	43	41	170	160	83	87	151	156
Technology	4	7			28	28	44	50
Biological Sciences	86	75	152	185	136	132	244	287
Clinical Medicine	9		20		14	23	17	50
Other GB Institutions	58	31	104	89	13	29	25	73
Council Institutions	8	3	26	9	26	35	41	80
No institution specified						15		27
Societies						1		3
Warranty repairs		155		481				
<b>TOTAL UNIVERSITY</b>	<b>273</b>	<b>309</b>	<b>591</b>	<b>935</b>	<b>426</b>	<b>511</b>	<b>754</b>	<b>1,072</b>
<b>COLLEGES</b>	<b>250</b>	<b>160</b>	<b>424</b>	<b>504</b>	<b>250</b>	<b>207</b>	<b>325</b>	<b>377</b>
Research Councils	3		9		5		7	
Other external						3		8
<b>TOTAL EXTERNAL</b>	<b>3</b>		<b>9</b>		<b>5</b>	<b>3</b>	<b>7</b>	<b>8</b>
<b>TOTAL</b>	<b>526</b>	<b>469</b>	<b>1,024</b>	<b>1,439</b>	<b>681</b>	<b>721</b>	<b>1,086</b>	<b>1,457</b>



**Help Desk**

Table 14 shows the monthly totals of calls dealt with by the Help Desk while Table 15(a) shows the number of Help Desk calls and users by institution.

Figures are for 2002–03; 2001–02 figures are in italics.

TABLE 14 – HELP DESK CALLS BY MONTH

N.B. These figures exclude calls made direct to the NT Support service (372 in 2002–03; 262 in 2001–02).

	<b>Calls</b>			
August 2002	683	(6.8%)	<i>688</i>	<i>(6.6%)</i>
September	823	(8.2%)	<i>742</i>	<i>(7.1%)</i>
October	1,547	(15.4%)	<i>1,521</i>	<i>(14.6%)</i>
November	920	(9.1%)	<i>988</i>	<i>(9.5%)</i>
December	687	(6.8%)	<i>685</i>	<i>(6.6%)</i>
January 2003	957	(9.5%)	<i>1,002</i>	<i>(9.6%)</i>
February	809	(8.0%)	<i>848</i>	<i>(8.1%)</i>
March	794	(7.9%)	<i>794</i>	<i>(7.6%)</i>
April	674	(6.7%)	<i>811</i>	<i>(7.8%)</i>
May	681	(6.8%)	<i>829</i>	<i>(8.0%)</i>
June	664	(6.6%)	<i>640</i>	<i>(6.1%)</i>
July	827	(8.2%)	<i>868</i>	<i>(8.3%)</i>
<b>TOTAL FOR YEAR</b>	<b>10,066</b>	<b>(100.0%)</b>	<b><i>10,416</i></b>	<b><i>(100.0%)</i></b>

TABLE 15(a) – HELP DESK CALLS BY INSTITUTION

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

	<b>Calls</b>				<b>Users</b>			
Arts and Humanities	1,055	(10.1%)	<i>1,182</i>	<i>(11.1%)</i>	466	(10.1%)	<i>475</i>	<i>(10.3%)</i>
Humanities and Social Sciences	1,847	(17.7%)	<i>2,066</i>	<i>(19.3%)</i>	726	(15.7%)	<i>778</i>	<i>(16.9%)</i>
Physical Sciences	975	(9.3%)	<i>999</i>	<i>(9.4%)</i>	470	(10.2%)	<i>509</i>	<i>(11.1%)</i>
Technology	479	(4.6%)	<i>437</i>	<i>(4.1%)</i>	276	(6.0%)	<i>236</i>	<i>(5.1%)</i>
Biological Sciences	1,025	(9.8%)	<i>1,046</i>	<i>(9.8%)</i>	461	(10.0%)	<i>440</i>	<i>(9.6%)</i>
Clinical Medicine	673	(6.4%)	<i>705</i>	<i>(6.6%)</i>	348	(7.5%)	<i>339</i>	<i>(7.4%)</i>
Other GB Institutions	663	(6.4%)	<i>477</i>	<i>(4.5%)</i>	258	(5.6%)	<i>223</i>	<i>(4.8%)</i>
Council Institutions	545	(5.2%)	<i>534</i>	<i>(5.0%)</i>	239	(5.2%)	<i>272</i>	<i>(5.9%)</i>
Societies	3	(0.0%)	<i>9</i>	<i>(0.1%)</i>	2	(0.0%)	<i>5</i>	<i>(0.1%)</i>
<b>TOTAL UNIVERSITY</b>	<b>7,265</b>	<b>(69.6%)</b>	<b><i>7,455</i></b>	<b><i>(69.8%)</i></b>	<b>3,246</b>	<b>(70.2%)</b>	<b><i>3,277</i></b>	<b><i>(71.2%)</i></b>
<b>COLLEGES</b>	<b>2,733</b>	<b>(26.2%)</b>	<b><i>2,488</i></b>	<b><i>(23.3%)</i></b>	<b>1,327</b>	<b>(28.7%)</b>	<b><i>1,267</i></b>	<b><i>(27.5%)</i></b>
Research Councils	46	(0.4%)	<i>61</i>	<i>(0.6%)</i>	28	(0.6%)	<i>37</i>	<i>(0.8%)</i>
Other external (world-wide)	394	(3.8%)	<i>674</i>	<i>(6.3%)</i>	25	(0.5%)	<i>20</i>	<i>(0.4%)</i>
<b>TOTAL EXTERNAL</b>	<b>440</b>	<b>(4.2%)</b>	<b><i>735</i></b>	<b><i>(6.9%)</i></b>	<b>53</b>	<b>(1.1%)</b>	<b><i>57</i></b>	<b><i>(1.2%)</i></b>
<b>TOTAL</b>	<b>10,438</b>	<b>(100.0%)</b>	<b><i>10,678</i></b>	<b><i>(100.0%)</i></b>	<b>4,626</b>	<b>(100.0%)</b>	<b><i>4,601</i></b>	<b><i>(100.0%)</i></b>

**Training**

Table 16 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. Table 17(a) shows how attendances at courses were distributed amongst institutions.

Figures are for 2002–03; 2001–02 figures are in italics.

TABLE 16 – TRAINING COURSES

	Sessions		Attendances	
IBM PC: basic intro to Windows	3	4	46	69
IBM PC: a little further on Windows	2	3	36	44
IBM PC: Windows wizardry	1	2	8	30
IBM PC: Windows file handling/desktop skills	1		15	
IBM PC: Windows fundamental PC sys manag't	1		8	
Inside the PC	1	1	12	21
How to set up a home PC securely		1		14
Macintosh: introduction	3	3	38	30
Macintosh: MacOS X	1		68	
Macintosh: applications		1		5
<b>PERSONAL COMPUTERS</b>	<b>13</b>	<b>15</b>	<b>231</b>	<b>213</b>
Unix: introduction	7	10	258	406
Unix: further use	2	2	64	54
Unix: introduction to Perl, part 1	1	} 1	72	} 129
Unix: introduction to Perl, part 2	1		52	
Unix: CGI scripting	1			66
Unix: PWF Linux	2	1	20	11
Linux system administration	1	2	195	315
<b>UNIX</b>	<b>15</b>	<b>16</b>	<b>727</b>	<b>915</b>
World Wide Web: introduction	3	4	27	44
Web technologies: advanced	2		22	
Web page authoring: intro to HTML	11	3	313	81
Web page authoring: beyond the basics	10	3	258	75
Web page authoring: cascading style sheets	4	1	109	18
Web page authoring: tables	3	1	53	14
Web page authoring: Web graphics	2	1	53	20
Web page authoring: advanced technologies	1		32	
Web page authoring: XML	2	4	25	73
Web page authoring: Dreamweaver	2	2	23	27
Web site management and maintenance	1	3	15	62
Web server management: Apache on Red Hat	1		34	
Web server management: securing access	2	2	32	56
Setting up a WWW server (Windows)		1		18
Managing a WWW server (Unix)		2		48
HTML: introduction		9		233
HTML: intermediate		2		98
HTML: advanced		3		138
Graphics manipulation for the World Wide Web		1		14
E-mail using Hermes Webmail: introduction	2		48	
E-mail using Mulberry: introduction and further use	3	3	38	47
Pine tricks of the trade		1		9
<b>NETWORKING</b>	<b>49</b>	<b>46</b>	<b>1,082</b>	<b>1,075</b>
Microsoft Excel: introduction	6	8	118	127
Microsoft Excel: introduction, self-paced	5	5	255	195
Microsoft Excel: further use	6	3	127	42
Microsoft Excel: macros and other topics	3	1	54	19
Microsoft Excel: programming using VBA	2	1	27	14
Microsoft Excel: intermediate		2		49
Access: quick start	2	5	33	102
Access: introduction	6	5	292	180
Access: further use	6	3	160	122
Oracle: introduction	1	2	75	117
Filemaker Pro: introductory practical	2	3	31	52
Filemaker Pro: further use	1		13	
Filemaker Pro: publishing on the Web	1		10	
<b>SPREADSHEETS AND DATABASES</b>	<b>41</b>	<b>38</b>	<b>1,195</b>	<b>1,019</b>

Microsoft Word for Windows: introduction	2	4	17	44	
Microsoft Word for Windows: intermediate	3	3	33	49	
Microsoft Word for Windows: advanced	3	3	30	54	
MS Word for Windows: layouts, styles, templates	1	1	9	17	
MS Word for Windows: beginners, self-paced	5	5	120	132	
Microsoft Word for Windows: mail-merge		2		25	
Powerpoint: introduction	3	4	61	82	
Powerpoint: quick start, self-paced	4	3	101	87	
Powerpoint: advanced workshop	3	3	52	55	
PageMaker: introduction		1		8	
Quark Xpress: introduction	3	3	68	48	
LaTEX: introduction	1	2	36	92	
Computerized Bibliographies	8	7	212	154	
Photoshop: basic	8	5	168	118	
Photoshop for Photographers: basic		1		19	
Photoshop: further techniques	5	1	92	20	
<b>WORD AND DOCUMENT PROCESSING</b>	<b>49</b>	<b>48</b>	<b>999</b>	<b>1,004</b>	
Data analysis on the PWF	1	1	8	11	
Simple questionnaire design and data entry	1	1	15	11	
SPSS: basic use, part 1	6	}	115	}	224
SPSS: basic use, part 2	6		72		
SPSS: beyond the basics	3		42		
SPSS: further use	1	1	5	4	
STATA: introduction	1		3		
<b>STATISTICAL COMPUTING</b>	<b>19</b>	<b>11</b>	<b>260</b>	<b>250</b>	
Simple C Programming	2	2	117	174	
Visual Basic: introduction	3	2	148	106	
Viruses		1		12	
<b>OTHER COURSES</b>	<b>5</b>	<b>5</b>	<b>265</b>	<b>292</b>	
<b>TOTAL</b>	<b>191</b>	<b>179</b>	<b>4,759</b>	<b>4,768</b>	

TABLE 17(a) – COURSE ATTENDANCES

	<b>Attendances</b>			
Arts and Humanities	352	(7.4%)	208	(4.4%)
Humanities and Social Sciences	538	(11.3%)	582	(12.2%)
Physical Sciences	518	(10.9%)	700	(14.7%)
Technology	396	(8.3%)	338	(7.1%)
Biological Sciences	729	(15.3%)	740	(15.5%)
Clinical Medicine	565	(11.9%)	562	(11.8%)
Other GB Institutions	392	(8.2%)	353	(7.4%)
Council Institutions	355	(7.5%)	369	(7.7%)
No institution specified	5	(0.1%)		
Societies	10	(0.2%)	9	(0.2%)
<b>TOTAL UNIVERSITY</b>	<b>3,860</b>	<b>(81.1%)</b>	<b>3,861</b>	<b>(81.0%)</b>
<b>COLLEGES</b>	<b>770</b>	<b>(16.2%)</b>	<b>680</b>	<b>(14.3%)</b>
Research Councils	94	(2.0%)	161	(3.4%)
UK Universities			4	(0.1%)
Other external	35	(0.7%)	62	(1.3%)
<b>TOTAL EXTERNAL</b>	<b>129</b>	<b>(2.7%)</b>	<b>227</b>	<b>(4.8%)</b>
<b>TOTAL</b>	<b>4,759</b>	<b>(100.0%)</b>	<b>4,768</b>	<b>(100.0%)</b>