Statistical Annex (Abridged)

The following tables give details of various activities of the University Computing Service for the year 1 August 2004 to 31 July 2005, 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)
   (*c*) Colleges (by College)

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

Computing Service Expenditure

Table 1 shows the estimated expenditure within the various sections of the Computing Service broken down by type as follows:

   Centrally Funded: UEF, Equipment Grant, PC3
   Cost Recovery: Recovered from service charges

Figures are for the financial year 2004–05 in units of £1,000.

TABLE 1 – SECTION EXPENDITURE

	Centrally Funded			Cost Recovery		Combined
	Staff	Equip.	Other	Staff	Equip./Other	Total
Directorate	148	1	3	0	0	151
Administration	66	5	38	0	0	110
Finance	59	1	3	25	0	87
Building Services	109	1	12	0	0	122
ADMINISTRATION AND FINANCE	382	7	56	25	0	470
INSTITUTION LIAISON	107	0	4	0	0	111
Information and User Administration	219	4	7	51	0	282
Sales, Reception, and Print Room	186	8	8	53	520	776
LLCC	114	0	4	0	0	118
PandIS	80	0	6	94	141	320
USER SERVICES	599	13	25	198	661	1,496
Hardware Support	179	5	10	95	25	315
Software Support	458	13	13	0	9	493
Help Desk	158	3	11	0	0	172
Training	100	1	4	5	40	150
TECHNICAL USER SUPPORT	895	22	38	100	74	1,129
GBN	9	0	1	32	72	115
Network Installation	179	3	8	0	64	253
Network Systems	225	32	10	0	223	490
Network Support	158	3	7	2	0	169
PWF Systems	134	160	55	142	9	404
Managed Clusters	188	54	9	46	5	250
Operations	183	4	8	0	0	194
NETWORK DIVISION	1,075	256	97	223	373	2,023
Web Systems	101	27	36	0	0	164
Unix Support	206	21	23	0	1	250
Electronic Mail	100	23	7	0	0	130
Central Unix Service	99	1	19	0	0	118
Database and Archiving	59	0	5	0	0	64
Software Development	60	1	2	0	0	62
UNIX SYSTEMS DIVISION	626	72	91	0	1	790
HPCF	52	0	0	0	0	52
eScience	38	0	0	12	0	50
FACILITIES MANAGEMENT	90	0	0	12	0	102
TOTAL COMPUTING SERVICE	3,774	371	312	557	1,109	6,123

University Data Network

Tables 2(*a*) to 2(*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 or less
Fast ethernet	All 100 Mbps
Gigabit ethernet	All 1000 Mbps

Table 3 gives estimates for the number of IPv4-addresses in use within the University. Global addresses are those visible to the outside world, whilst private addresses are only available for use within the cam.ac.uk domain.

Figures are for the end of 2004–05; end of *2003–04* figures are in italics.

TABLE 2(*a*) – DATA NETWORK CONNECTIONS

	Slow		**Fast**		**Gigabit**	
Arts and Humanities			4	*4*	3	*2*
Humanities and Social Sciences	1	*4*	9	*6*	7	*5*
Physical Sciences	3	*3*	4	*4*	9	*8*
Technology	1	*1*	3	*4*	4	*4*
Biological Sciences	2	*4*	5	*6*	9	*7*
Clinical Medicine	1	*1*	3	*5*	4	*4*
Other GB Institutions	1	*3*	7	*8*	5	*3*
Council Institutions	6	*8*	14	*15*	2	*1*
Societies	1	*1*	1	*1*		
TOTAL UNIVERSITY	16	*25*	50	*53*	43	*34*
COLLEGES	3	*5*	24	*24*	10	*8*
Research Councils	1	*1*	3	*3*	1	*1*
Other external	2	*3*	1	*1*		
TOTAL EXTERNAL	3	*4*	4	*4*	1	*1*
TOTAL	22	*34*	78	*81*	54	*43*

TABLE 3 – IPv4-ADDRESSES

	Global		**Private**	
Total University	37,700	*39,100*	3,300	*2,400*
Colleges	16,900	*17,600*	3,000	*800*
Total	54,600	*56,700*	6,300	*3,200*

JANET Traffic

Tables 4(*a*) to 4(*c*) show the sum of ingoing and outgoing traffic at the gateway to JANET (in Gigabytes) by institution.

Figures are for 2004–05; figures for *2003–04* are in italics.

TABLE 4(*a*) – JANET TRAFFIC BY INSTITUTION

	Traffic (GB)			
Arts and Humanities	4,698	(1.0%)	*2,315*	*(0.7%)*
Humanities and Social Sciences	5,438	(1.2%)	*3,275*	*(1.0%)*
Physical Sciences	66,556	(14.6%)	*40,408*	*(12.5%)*
Technology	52,952	(11.6%)	*32,739*	*(10.1%)*
Biological Sciences	24,997	(5.5%)	*17,526*	*(5.4%)*
Clinical Medicine	12,619	(2.8%)	*9,268*	*(2.9%)*
Other GB Institutions	30,037	(6.6%)	*51,988*	*(16.0%)*
Council Institutions	18,668	(4.1%)	*11,119*	*(3.4%)*
Societies	4,030	(0.9%)	*1,381*	*(0.4%)*
TOTAL UNIVERSITY	219,994	(48.4%)	*170,020*	*(52.4%)*
COLLEGES	226,501	(49.8%)	*148,456*	*(45.8%)*
Research Council institutions	6,566	(1.4%)	*4,390*	*(1.4%)*
Other external	1,846	(0.4%)	*1,369*	*(0.4%)*
TOTAL EXTERNAL	8,411	(1.8%)	*5,759*	*(1.8%)*
TOTAL	454,906	(100.0%)	*324,235*	*(100.0%)*

Electronic Mail

Tables 5(*a*) to 5(*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 2004–05 with *2003–04* in italics.

TABLE 5(*a*) – HERMES

	Users				**Messages ('000s)**			
Arts and Humanities	2,340	(6.0%)	*2,320*	*(5.9%)*	7,957	(6.3%)	*5,958*	*(6.5%)*
Humanities and Social Sciences	5,717	(14.7%)	*5,677*	*(14.3%)*	12,739	(10.2%)	*9,494*	*(10.3%)*
Physical Sciences	3,527	(9.0%)	*3,461*	*(8.7%)*	12,650	(10.1%)	*9,409*	*(10.2%)*
Technology	3,299	(8.5%)	*2,916*	*(7.4%)*	11,792	(9.4%)	*7,708*	*(8.4%)*
Biological Sciences	2,966	(7.6%)	*2,907*	*(7.3%)*	9,633	(7.7%)	*7,819*	*(8.5%)*
Clinical Medicine	2,397	(6.1%)	*2,246*	*(5.7%)*	6,261	(5.0%)	*4,875*	*(5.3%)*
Other GB Institutions	1,276	(3.3%)	*1,437*	*(3.6%)*	6214	(4.9%)	*4,724*	*(5.1%)*
Council Institutions	897	(2.3%)	*856*	*(2.2%)*	2,770	(2.2%)	*2,369*	*(2.6%)*
Societies	37	(0.1%)	*40*	*(0.1%)*	204	(0.2%)	*121*	*(0.1%)*
TOTAL UNIVERSITY	22,456	(57.6%)	*21,860*	*(55.2%)*	70,219	(55.8%)	*52,477*	*(57.0%)*
COLLEGES	16,063	(41.2%)	*17,254*	*(43.6%)*	54,878	(43.6%)	*39,006*	*(42.4%)*
Research Councils	352	(0.9%)	*337*	*(0.9%)*	488	(0.4%)	*404*	*(0.4%)*
Other external	133	(0.3%)	*123*	*(0.3%)*	223	(0.2%)	*199*	*(0.2%)*
TOTAL EXTERNAL	485	(1.2%)	*460*	*(1.2%)*	711	(0.6%)	*603*	*(0.7%)*
TOTAL	39,004	(100.0%)	*39,574*	*(100.0%)*	125,808	(100.0%)	*92,085*	*(100.0%)*

Web and News Services

The incoming traffic to the main University website (www.cam.ac.uk) totalled 208m requests from 216 country-level domains in 2004–05, with a daily peak of 940,000 requests, compared to 186m, 202, and 822,000 respectively in 2003–04. The tables below show various statistics for the month of May, which gives a better indication of the term-time activity of the various services involved.

Table 6 shows the load statistics during May for the main University Web Server (www.cam.ac.uk), the University Web Search Engine, and the University Web Cache. Note that because of firewalls and other local Web caches, the client system figures for use of the Web cache will be underestimates.

Table 7 shows the load statistics during May for the main University USENET news server.

Figures are for 2004–05; *2003–04* figures are in italics.

TABLE 6 – UNIVERSITY WEB SERVICES

	May	
University Web Server (www.cam.ac.uk)		
Total requests received	17.0m	*16.1m*
Total data sent	87GB	*75GB*
Proportion of requests from Cam, UK, world	42%, 9%, 49%	*42%, 8%, 50%*
University Web Search Engine		
University servers indexed	471	*445*
Documents indexed	384,000	*339,000*
Total number of searches	196,000	*206,000*
Volume of data sent	5.5GB	*5.5GB*
Proportion of requests from Cam, UK, world	40%, 8%, 52%	*42%, 11%, 47%*
University Web Cache		
Total requests received	668m	*406m*
Total volume of data	6.5TB	*3.6TB*
% hits (requests), % hits (data volume)	42%, 14%	*48%, 17%*
Client systems	17,863	*15,223*
Client domains	157	*159*

TABLE 7 – UNIVERSITY NEWS SERVER

	May	
University News Server		
Total number of connections	1.017m	*449,000*
Peak concurrent connections	201	*155*
Total number of newsgroups	15,200	*15,300*
Number of local newsgroups	239	*239*
Monthly volume	11.9GB	*14.0GB*
Number of individual postings	5.2m	*6.4m*

Raven Authentication Service

Table 8 shows the monthly breakdown of Raven usage during 2004–05. As Raven was only released as a fully operational service in September 2004, earlier figures for comparison are not available. The table shows the number of distinct users authenticating to Raven, and the total number of authentications served each month. The web hosts figure indicates the number of distinct web sites using Raven to authenticate access to their material each month.

TABLE 8 – RAVEN AUTHENTICATION SERVICE USE

	Users	**Web Hosts**	**Authentications**
September 2004	936	56	4,393
October	2,516	72	9,057
November	2,270	88	9,296
December	1,390	77	5,694
January 2005	2,514	90	14,252
February	2,094	88	9,850
March	2,469	99	11,592
April	2,253	105	10,955
May	2,754	138	14,715
June	2,226	144	11,910
July	2,186	134	14,623
		Total Authentications	116,337

Public Workstation Facility

Tables 9(*a*) to 9(*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 10 gives a list of the institutions that have a Computing Service Managed Cluster, and the platforms provided at those sites.

Table 11 gives details, extracted from Tables 9(*b*) and 9(*c*), on the use of the PWF from certain University locations while Table 12 gives similar details of the use of the PWF from those Colleges which have Managed Clusters. In these two tables, the sessions have been further categorized into those originating from PCs (Windows or Linux) and those from Macintoshes. Table 13 gives details of the number of sessions to remote PWF servers from machines that are not PWF managed workstations.

In all Tables, the figures are for 2004–05, with *2003–04* figures in italics.

TABLE 9(*a*) – PUBLIC WORKSTATION FACILITY USE

	Users				Sessions			
Arts and Humanities	969	(5.5%)	*848*	*(5.0%)*	104,153	(7.2%)	*90,431*	*(6.4%)*
Humanities and Social Sciences	1,557	(8.8%)	*1,481*	*(8.7%)*	171,754	(11.9%)	*174,185*	*(12.4%)*
Physical Sciences	1,303	(7.4%)	*1,318*	*(7.8%)*	109,581	(7.6%)	*107,140*	*(7.6%)*
Technology	850	(4.8%)	*782*	*(4.6%)*	39,328	(2.7%)	*41,655*	*(3.0%)*
Biological Sciences	624	(3.5%)	*609*	*(3.6%)*	59,421	(4.1%)	*56,115*	*(4.0%)*
Clinical Medicine	533	(3.0%)	*498*	*(2.9%)*	56,370	(3.9%)	*55,286*	*(3.9%)*
Other GB Institutions	2,736	(15.5%)	*2,090*	*(12.3%)*	67,340	(4.7%)	*61,047*	*(4.3%)*
Council Institutions	77	(0.4%)	*232*	*(1.4%)*	4,951	(0.3%)	*4,239*	*(0.3%)*
Societies	9	(0.1%)	*5*	*(0.0%)*	244	(0.0%)	*244*	*(0.0%)*
TOTAL UNIVERSITY	8,658	(49.0%)	*7,863*	*(46.2%)*	613,142	(42.5%)	*590,342*	*(41.9%)*
COLLEGES	8,935	(50.5%)	*9,060*	*(53.3%)*	824,581	(57.2%)	*815,019*	*(57.8%)*
Research Councils	71	(0.4%)	*71*	*(0.4%)*	2,958	(0.2%)	*3,097*	*(0.2%)*
Other external	20	(0.1%)	*11*	*(0.1%)*	942	(0.1%)	*1,004*	*(0.1%)*
TOTAL EXTERNAL	91	(0.5%)	*82*	*(0.5%)*	3,900	(0.3%)	*4,101*	*(0.3%)*
TOTAL	17,684	(100.0%)	*17,005*	*(100.0%)*	1,441,623	(100.0%)	*1,409,462*	*(100.0%)*

Table 10 – Managed Cluster Sites

Institution	Platform		
	Windows PC	**Macintosh**	**Linux PC**
Architecture and History of Art		x	
Archaeology	x	x	
Chemistry	x	x	x
Clinical School	x		
Computer Laboratory	x		x
Divinity	x		
English	x		
Geography	x		
Land Economy	x		
Law	x	x	
Mathematics	x		x
MML and Philosophy	x	x	
Moore Library	x		x
Physics	x		x
Social and Political Sciences	x	x	
Veterinary Medicine	x	x	
Christ's	x		
Clare	x	x	x
Downing	x	x	
Emmanuel	x	x	
Fitzwilliam	x	x	
Gonville and Caius	x	x	
King's	x	x	x
Lucy Cavendish	x		
New Hall	x	x	
Newnham	x	x	
Peterhouse	x	x	
Queens'	x	x	x
Robinson	x	x	
Selwyn	x	x	x
Sidney Sussex	x	x	
St Catharine's	x	x	
St John's	x	x	
Trinity	x	x	x
Trinity Hall	x	x	x
Wolfson	x		

TABLE 11 – 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			
			PC		Mac	
Computing Service locations						
Phoenix User Area (New Museums Site)	1,387	*1,580*	18,587	*23,382*	1,365	*696*
Titan Teaching Room 1 (New Museums Site)	1,627	*1,740*	15,739	*13,588*		
Titan Teaching Room 2 (New Museums Site)	1,302	*1,474*	6,879	*8,263*		
Phoenix Teaching Room (New Museums Site)	967	*987*	9,202	*10,430*		
Balfour Macintosh Room (New Museums Site)	676	*405*			2,892	*1,664*
Oriental Studies Basement (Sidgwick Site)	569	*593*	31,032	*13,690*	576	*403*
University Centre	1,159	*954*	20,110	*13,565*	725	*292*
	Total Sessions		101,549	*82,918*	5,558	*3,055*
Managed Cluster locations						
Archaeology	150	*165*	13,011	*13,971*	58	*63*
Architecture and History of Art	139			*3,284*		
Chemistry	857	*810*	31,423	*33,278*	3,896	*1,569*
Clinical Medicine	508	*437*	37,063	*35,175*		
Computer Laboratory	661	*702*	18,609	*28,064*		
Divinity	298	*301*	4,690	*4,699*		
English	913	*582*	32,997	*7,611*		
Geography	543	*512*	26,183	*16,486*		
Humanities and Social Sciences		*52*		*2,108*		
Land Economy	658	*617*	15,733	*17,603*		
Law	1,501	*1,417*	63,777	*55,794*		
Mathematics	968	*819*	31,745	*18,869*		
MML and Philosophy	1,155	*981*	38,387	*26,047*	360	*78*
Moore Library	1,151	*964*	28,300	*27,407*		
Physics	645	*681*	11,354	*15,958*		
Social and Political Sciences	497	*430*	12,948	*7,681*	4,279	*2,293*
Veterinary Medicine	360	*329*	42,681	*40,201*	1,431	*365*
	Total Sessions		408,901	*350,952*	13,308	*4,368*

TABLE 12 – 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			
			PC		Mac	
Managed Cluster locations						
Christ's	719	*604*	41,394	*32,532*		
Clare	684	*580*	46,916	*48,369*	3,122	*2,006*
Downing	919	*861*	35,062	*41,856*	159	*500*
Emmanuel	754	*750*	54,426	*53,277*	258	*57*
Fitzwilliam	742	*696*	40,813	*41,020*	260	*66*
Gonville and Caius	1,012	*1,021*	64,261	*61,783*	182	*147*
King's	714	*636*	46,316	*41,558*	600	*260*
Lucy Cavendish	151	*150*	3,552	*8,538*		
New Hall	550	*544*	30,328	*42,673*	10	*29*
Newnham	721	*716*	58,284	*53,131*	113	*31*
Peterhouse	413	*408*	28,060	*27,175*	486	*211*
Queens'	882	*865*	48,246	*44,624*	1,229	*504*
Robinson	594	*531*	35,727	*35,296*	102	*10*
St Catharine's	855	*809*	52,639	*58,598*	612	*3,645*
St John's	1,243	*1,354*	94,509	*101,706*	4,344	*3,251*
Selwyn	528	*541*	32,957	*32,473*	45	*26*
Sidney Sussex	582	*571*	49,692	*50,510*	290	*359*
Trinity	1,465	*1,427*	113,968	*102,010*	3,559	*2,366*
Trinity Hall	566	*523*	33,556	*25,969*	726	*129*
Wolfson	658	*631*	47,945	*50,420*		
	Total Sessions		958,651	*953,518*	16,097	*13,597*

TABLE 13 – PUBLIC WORKSTATION FACILITY REMOTE ACCESS

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

Location	Users		Sessions	
PWF Club Locations				
Economics	0	*1*	0	*14*
Churchill	64	*93*	512	*682*
Clare Hall	1	*1*	1	*1*
Magdalene	2	*4*	326	*74*
Pembroke	10	*48*	21	*359*
	Total Sessions		860	*1,130*
Remote Linux Locations				
Physics	134		2,434	
Computer Laboratory	252		10,839	
	Total Sessions		13,273	

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.

Tables 14(*a*) to 14(*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 2004–05; *2003–04* figures are in italics.

TABLE 14(*a*)   CENTRAL UNIX SERVICE USE

	CPU		**Users**			
Arts and Humanities	7.5%	*5.2%*	145	(7.6%)	*170*	*(7.2%)*
Humanities and Social Sciences	2.4%	*11.9%*	205	(10.7%)	*276*	*(11.6%)*
Physical Sciences	16.1%	*24.4%*	446	(23.3%)	*545*	*(22.9%)*
Technology	10.9%	*2.9%*	106	(5.5%)	*127*	*(5.3%)*
Biological Sciences	5.2%	*14.1%*	270	(14.1%)	*361*	*(15.2%)*
Clinical Medicine	4.9%	*6.0%*	103	(5.4%)	*155*	*(6.5%)*
Other GB Institutions	43.2%	*18.8%*	221	(11.5%)	*224*	*(9.4%)*
Council Institutions	3.1%	*3.4%*	84	(4.4%)	*116*	*(4.9%)*
Societies	0.0%	*0.0%*	0	(0.0%)	*2*	*(0.1%)*
TOTAL UNIVERSITY	93.4%	*86.7%*	1,580	(82.4%)	*1,976*	*(83.2%)*
COLLEGES	6.2%	*12.5%*	317	(16.5%)	*370*	*(15.6%)*
Research Councils	0.1%	*0.1%*	11	(0.6%)	*13*	*(0.5%)*
Other external	0.3%	*0.8%*	9	(0.5%)	*17*	*(0.7%)*
TOTAL EXTERNAL	0.4%	*0.8%*	20	(1.0%)	*30*	*(1.3%)*
TOTAL	100.0%	*100.0%*	1,917	(100.0%)	*2,376*	*(100.0%)*

Pelican Data Archive Service

Tables 15(*a*) to 15(*c*) show the use of the Pelican data archive service by institutions at the end of 2004–05 with end *2003–04* figures in italics.

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

Table 15(*a*) – Pelican Data Archive Service Use

	Stored				Users			
Arts and Humanities	24,871	(3.9%)	*24,493*	*(3.8%)*	74	(7.6%)	*66*	*(6.7%)*
Humanities and Social Sciences	23,461	(3.6%)	*18,345*	*(2.9%)*	146	(14.9%)	*151*	*(15.3%)*
Physical Sciences	26,887	(4.2%)	*27,619*	*(4.3%)*	177	(18.1%)	*183*	*(18.5%)*
Technology	21,276	(3.3%)	*18,392*	*(2.9%)*	150	(15.4%)	*153*	*(15.5%)*
Biological Sciences	11,062	(1.7%)	*10,491*	*(1.6%)*	82	(8.4%)	*89*	*(9.0%)*
Clinical Medicine	3,048	(0.5%)	*2,309*	*(0.4%)*	30	(3.1%)	*26*	*(2.6%)*
Other GB Institutions	515,900	(79.9%)	*518,627*	*(81.3%)*	137	(14.0%)	*133*	*(13.5%)*
Council Institutions	3,207	(0.5%)	*1,996*	*(0.3%)*	22	(2.3%)	*19*	*(1.9%)*
Societies	164	(0.0%)	*141*	*(0.0%)*	5	(0.5%)	*3*	*(0.3%)*
Total University	629,876	(97.5%)	*622,413*	*(97.6%)*	823	(84.2%)	*823*	*(83.3%)*
Colleges	15,014	(2.3%)	*14,610*	*(2.3%)*	142	(14.5%)	*153*	*(15.5%)*
Research Councils	724	(0.1%)	*517*	*(0.1%)*	6	(0.6%)	*6*	*(0.6%)*
Other external	314	(0.0%)	*319*	*(0.1%)*	6	(0.6%)	*6*	*(0.6%)*
Total External	1,037	(0.2%)	*836*	*(0.1%)*	12	(1.2%)	*12*	*(1.2%)*
TOTAL	645,927	(100.0%)	*637,860*	*(100.0%)*	977	(100.0%)	*988*	*(100.0%)*

Software Sales

Table 16 shows totals of software sales items supplied by month. Tables 17(*a*) to 17(*c*) show software sales items supplied by institution. Note that in previous years a detailed breakdown of the Clinical School was not given, so figures for 2003–04 for comparison are not available in Table 17(*b*). General software (excluding media) and SunSpectrum items are shown separately. Table 18 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 2004–05; *2003–04* figures are in italics.

Table 16 – Software Items Supplied By Month

	General				SunSpectrum			
August 2004	1,025	(6.1%)	*2,000*	*(12.0%)*	304	(92.5%)		
September	1,171	(6.9%)	*1,610*	*(9.6%)*			*274*	*(61.6%)*
October	1,077	(6.4%)	*2,240*	*(13.4%)*	3	(0.9%)	*121*	*(27.2%)*
November	818	(4.8%)	*971*	*(5.8%)*	3	(0.9%)	*18*	*(4.0%)*
December	1,085	(6.4%)	*866*	*(5.2%)*				
January 2005	987	(5.8%)	*802*	*(4.8%)*	3	(0.9%)	*7*	*(1.6%)*
February	1,096	(6.5%)	*1,444*	*(8.6%)*	8	(2.4%)		
March	2,561	(15.2%)	*1,417*	*(8.5%)*	8	(2.4%)	*4*	*(0.9%)*
April	968	(5.7%)	*2,017*	*(12.1%)*			*20*	*(4.5%)*
May	3,566	(21.1%)	*1,062*	*(6.4%)*			*1*	*(0.2%)*
June	852	(5.0%)	*1,386*	*(8.3%)*				
July	1,694	(10.0%)	*906*	*(5.4%)*				
Total For Year	16,890	(100.0%)	*16,721*	*(100.0%)*	329	(100.0%)	*445*	*(100.0%)*

TABLE 17(a) – SOFTWARE ITEMS SUPPLIED BY INSTITUTION

	General				SunSpectrum			
Arts and Humanities	709	(4.2%)	686	(4.1%)			8	(1.8%)
Humanities and Social Sciences	867	(5.1%)	744	(4.4%)				
Physical Sciences	3,193	(18.9%)	2,965	(17.7%)	90	(27.4%)	121	(27.2%)
Technology	1,558	(9.2%)	1,375	(8.2%)	8	(2.4%)	22	(4.9%)
Biological Sciences	1,524	(9.0%)	1,600	(9.6%)	30	(9.1%)	55	(12.4%)
Clinical Medicine	856	(5.1%)	1,430	(8.6%)	53	(16.1%)	4	(0.9%)
Other GB Institutions	1,116	(6.6%)	2,739	(16.4%)	87	(26.4%)	199	(44.7%)
Council Institutions	1,234	(7.3%)	2,462	(14.7%)	57	(17.3%)		
Societies	15	(0.1%)	17	(0.1%)				
TOTAL UNIVERSITY	11,072	(65.6%)	14,018	(83.8%)	325	(98.8%)	409	(91.9%)
COLLEGES	5,616	(33.3%)	2,428	(14.5%)	4	(1.2%)		
Research Council institutions	48	(0.3%)	47	(0.3%)				
Other external	154	(0.9%)	228	(1.4%)			36	(8.1%)
TOTAL EXTERNAL	5,818	(34.4%)	275	(1.6%)	4	(1.2%)	36	(8.1%)
TOTAL	16,890	(100.0%)	16,721	(100.0%)	329	(100.0%)	455	(100.0%)

TABLE 18 – SOFTWARE SALES BY PRODUCT

	Items	
Assimilator		
Hummingbird eXceed	158	221
JRB Utils	9	2
Microsoft Services for Netware		2
Microsoft Services for Unix		
NetPresenz		
Novell Netware (per server)	9	16
ZENworks	87	130
COMMUNICATIONS	263	371
ARCInfo/ARCView	364	38
Bartholomew's Map Data		1
Microsoft MapPoint		
PCI Geomatics		
GEOGRAPHIC	364	39
Corel Draw	938	1,127
Imagine	164	14
Microsoft PowerPoint	10	14
Microsoft Visio	94	96
GRAPHICS AND DRAWING	1,206	1,251
Maple	89	88
NAg Products	670	21
MATHEMATICAL/LIBRARIES	759	109
Microsoft Office	2,821	3,431
OFFICE PACKAGES	2,821	3,431

	Items	
Apple Maintenance Programme	22	699
Microsoft Exchange Server	445	901
Microsoft SQL Server	460	116
MS Systems Management Server		12
Microsoft Windows 2000	10	24
Microsoft Windows 2003	1,746	4,282
Microsoft Windows XP	799	1,311
PCounter	8	8
OPERATING SYSTEMS/UTILITIES	3,490	7,353
Microsoft Visual FoxPro Pro		7
Microsoft Visual SourceSafe	2	2
Microsoft Visual Studio	64	102
Sun ScholarPAC		151
PROGRAMMING LANGUAGES	66	262
FileMaker Pro	231	257
Microsoft Access	42	48
Microsoft Excel	17	12
Microsoft Project	103	213
SPREADSHEETS, DATABASES, AND PROJECT MANAGEMENT	393	530
MathCAD	30	53
Minitab	412	186
S-PLUS	236	84
SAS	15	12
SPSS	1,337	645
SPSS Science Products	34	21
STATISTICS	2,121	1,029

TABLE 18 *cont.*

	Items			**Items**	
Corel WordPerfect	43	*22*	Sun Hardware maintenance	211	*305*
EndNote	803	*1,586*	(Total Number of machines)		
Microsoft FrontPage	28	*16*	Sun Software under maintenance	118	*119*
Microsoft Publisher	39	*40*	(Licence, media and documentation)		
Microsoft Word	13	*34*	Silicon Graphics maintenance		*21*
Sabon Font	138	*47*			
			SUNSPECTRUM	329	*424*
WORD AND DOCUMENT PROCESSING	1,064	*1,745*			
BBEdit	34	*56*	TOTAL	17,219	*17,141*
Dragon Naturally Speaking	44	*24*			
HoTMetal Pro		*5*			
Meeting Maker	7	*8*			
Microsoft Outlook	7	*35*			
Origin Professional	61	*37*			
SolidWorks	7	*7*			
Symantec GHOST	1,212	*429*			
MISCELLANEOUS	4,343	*601*			
TOTAL for Software	16,890	*16,721*			

Photographic and Illustration Service

Table 19 shows a breakdown of the work done by the Photographic and Illustration Service over the year.

Figures are for 2004–05; *2003–04* figures are in italics.

TABLE 19 – ITEMS PRODUCED OR PROCESSED

	Items	
Colour Transparency Service		
Film processed (rolls)	3,782	*5,013*
Slides from flat copy	477	*707*
Slide duplication	673	*1,973*
Digital output on film	1,056	*1,080*
Black and White Service		
Film processed (rolls)	266	*275*
Colour Print Service		
Film processed (rolls)	3,004	*4,145*
Prints produced	151,509	*181,000*
Single item scans	61,461	*48,395*
Photography Service		
Graduation photographs	8231	*6212*
Congregation commissions	1,030	*1,048*
Other commissions	16	*10*
Framing Service		
Picture/Certificate frames	2,812	*1,636*
Graphics and Illustration Service		
Posters (total)	1,478	*1,481*
Laminated posters	608	*514*

Printing and Reproduction Service

Table 20 shows a breakdown of work done by the Printing and Reproduction Service.
External work is charged for on a cost recovery basis.

Figures are for 2004–05; *2003–04* figures are in italics

TABLE 20 – IMPRESSIONS PRINTED

	Monochrome('000s)		Colour('000s)	
Internal Computing Service	112	*179*	2.3	*6.2*
User Documentation (charged)	34	*62*	0.3	*0.0*
User Documentation (free)	26	*12*	3.9	*1.8*
Course material	214	*211*	4.8	*3.3*
PandIS	3	*1*	0.3	*0.0*
Software Sales	24	*27*	4.2	*0.0*
TOTAL COMPUTING SERVICE	413	*493*	15.8	*11.3*
EXTERNAL WORK	1051	*1,230*	17.1	*16.6*
TOTAL	1,465	*1,723*	32.9	*27.8*

External Hardware Maintenance

Table 21 shows the number of contract (including warranty) and non-contract repairs undertaken for different
types of equipment. Tables 22(*a*) to 22(*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 2004–05; *2003–04* figures are in italics.

TABLE 21 – EQUIPMENT REPAIRED BY TYPE

	Contract		Non-Contract	
PCs	194	*294*	105	*134*
Apple Macintosh	15	*40*	57	*97*
Printers	67	*74*	72	*96*
Monitors	17	*7*	5	*4*
PC Laptops	1	*1*	278	*268*
Macintosh Laptops	1	*0*	74	*84*
Others	7	*6*	86	*52*
TOTAL	302	*422*	677	*735*

TABLE 22(*a*) – EQUIPMENT REPAIRED BY INSTITUTION

	Contract				Warranty				Non-Contract			
	No		Hours		No		Hours		No		Hours	
Arts and Humanities	0	*1*	0	*3*	15	*11*	50	*22*	48	*57*	79	*86*
Humanities and Social Sciences	0	*0*	0	*0*	24	*32*	67	*64*	59	*60*	107	*94*
Physical Sciences	34	*45*	100	*132*	26	*25*	80	*49*	90	*84*	142	*143*
Technology	0	*0*	0	*0*	12	*8*	38	*13*	33	*37*	49	*49*
Biological Sciences	20	*30*	55	*103*	18	*25*	61	*50*	105	*136*	200	*239*
Clinical Medicine	0	*0*	0	*0*	6	*8*	35	*19*	22	*21*	48	*49*
Other GB Institutions	50	*39*	149	*135*	29	*6*	73	*12*	10	*11*	16	*15*
Council Institutions	4	*9*	13	*25*	14	*2*	57	*2*	22	*21*	33	*42*
Societies	0	*0*	0	*0*	0	*2*	0	*4*	3	*6*	7	*8*
TOTAL UNIVERSITY	108	*124*	317	*398*	144	*119*	461	*235*	392	*433*	681	*725*
COLLEGES	27	*150*	67	*507*	22	*24*	60	*43*	271	*286*	402	*384*
Research Councils	0	*0*	0	*0*	1	*5*	3	*7*	1	*3*	1	*6*
Other external	0	*0*	0	*0*	0	*0*	0	*0*	13	*13*	15	*18*
TOTAL EXTERNAL	0	*0*	0	*0*	1	*5*	3	*7*	14	*16*	16	*24*
TOTAL	135	*274*	384	*905*	167	*148*	524	*285*	677	*735*	1,099	*1,133*

Help Desk

Table 23 shows the monthly totals of calls dealt with by the Help Desk, and the proportion of them that are from IT support staff (TechLinks). Tables 24(*a*) to 24(*c*) show the number of Help Desk calls and users by institution.

Figures are for 2004–05; *2003–04* figures are in italics.

TABLE 23 – HELP DESK CALLS BY MONTH

N.B. These figures exclude calls made directly to the PC Support service (445 in 2004–05, 521 in 2003–04).

	Total Calls				TechLink Calls			
August 2004	645	(7.8%)	*944*	*(9.4%)*	116	(18.0%)	*190*	*(20.1%)*
September	710	(8.6%)	*949*	*(9.5%)*	118	(16.6%)	*193*	*(20.3%)*
October	1,136	(13.7%)	*1,413*	*(14.1%)*	158	(13.9%)	*268*	*(19.0%)*
November	807	(9.7%)	*826*	*(8.2%)*	178	(22.1%)	*170*	*(20.6%)*
December	489	(5.9%)	*614*	*(6.1%)*	98	(20.0%)	*106*	*(17.3%)*
January 2005	739	(8.9%)	*942*	*(9.4%)*	157	(21.2%)	*161*	*(17.1%)*
February	624	(7.5%)	*812*	*(8.1%)*	172	(27.6%)	*151*	*(18.6%)*
March	614	(7.4%)	*859*	*(8.6%)*	155	(25.2%)	*150*	*(17.5%)*
April	580	(7.0%)	*609*	*(6.1%)*	134	(23.1%)	*95*	*(15.6%)*
May	650	(7.8%)	*579*	*(5.8%)*	219	(33.7%)	*125*	*(21.6%)*
June	584	(7.0%)	*728*	*(7.3%)*	111	(19.0%)	*143*	*(19.6%)*
July	726	(8.7%)	*745*	*(7.4%)*	129	(17.8%)	*137*	*(18.4%)*
TOTAL FOR YEAR	8,304	(100.0%)	*10,020*	*(100.0%)*	1,745	(21.0%)	*1,889*	*(18.9%)*

TABLE 24(*a*) – HELP DESK CALLS BY INSTITUTION

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

	Calls				Users			
Arts and Humanities	777	(8.9%)	*1,178*	*(11.2%)*	411	(9.9%)	*487*	*(10.2%)*
Humanities and Social Sciences	1,354	(15.5%)	*1,759*	*(16.7%)*	624	(15.0%)	*750*	*(15.7%)*
Physical Sciences	829	(9.5%)	*986*	*(9.4%)*	429	(10.3%)	*488*	*(10.2%)*
Technology	473	(5.4%)	*612*	*(5.8%)*	312	(7.5%)	*373*	*(7.8%)*
Biological Sciences	791	(9.0%)	*869*	*(8.2%)*	373	(8.9%)	*413*	*(8.6%)*
Clinical Medicine	510	(5.8%)	*687*	*(6.5%)*	334	(8.0%)	*385*	*(8.0%)*
Other GB Institutions	520	(5.9%)	*565*	*(5.4%)*	241	(5.8%)	*251*	*(5.2%)*
Council Institutions	440	(5.0%)	*512*	*(4.9%)*	223	(5.3%)	*223*	*(4.7%)*
Societies	23	(0.3%)	*20*	*(0.2%)*	9	(0.2%)	*7*	*(0.1%)*
TOTAL UNIVERSITY	5,717	(65.3%)	*7,188*	*(68.2%)*	2,956	(70.9%)	*3,377*	*(70.5%)*
COLLEGES	2,551	(29.2%)	*2,917*	*(27.7%)*	1,159	(27.8%)	*1,347*	*(28.1%)*
Research Councils	43	(0.5%)	*50*	*(0.5%)*	36	(0.9%)	*34*	*(0.7%)*
Other external (world-wide)	438	(5.0%)	*386*	*(3.7%)*	21	(0.5%)	*29*	*(0.6%)*
TOTAL EXTERNAL	481	(5.5%)	*436*	*(4.1%)*	57	(1.4%)	*63*	*(1.3%)*
TOTAL	8,749	(100.0%)	*10,541*	*(100.0%)*	4,172	(100.0%)	*4,787*	*(100.0%)*

Training

Table 25 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 people attending. Courses involving more than one session count attendances at each separately. Tables 26(*a*) to 26(*c*) show how attendances at courses were distributed amongst institutions. Note that in previous years a detailed breakdown of the Clinical School was not given, so figures for 2003–04 for comparison are not available in Table 26(*b*).

Figures are for 2004–05; *2003–04* figures are in italics.

TABLE 25 – TRAINING COURSES

	Sessions		Attendances	
IBM PC: basic intro to Windows	3	*3*	27	*39*
IBM PC: Keeping your PC safe and secure	3	*3*	37	*34*
IBM PC: Windows file handling/desktop skills	3	*3*	16	*27*
IBM PC: Windows XP features for power users	1	*1*	5	*9*
Inside the PC	1	*1*	10	*10*
Macintosh: introduction	3	*3*	36	*23*
Macintosh: applications		*2*		*10*
PERSONAL COMPUTERS	14	*16*	131	*152*
Unix: introduction	6	*7*	254	*236*
Unix: vi editor, self-paced	1		9	
Unix: further use	3	*2*	108	*68*
Unix: introduction to Perl, part 1	1	*1*	80	*34*
Unix: introduction to Perl, part 2	1	*1*	54	*18*
Unix: CGI scripting	1	*1*	24	*28*
Unix: PWF Linux	1	*2*	13	*17*
Unix: building Linux RPMs		*1*		*36*
Unix: building Linux RPMs for system services		*1*		*14*
Unix: Linux system administration		*1*		*140*
UNIX	14	*15*	542	*591*
World Wide Web: introduction	1	*3*	7	*19*
Web page authoring: intro to HTML	9	*10*	270	*285*
Web page authoring: beyond the basics	9	*8*	190	*204*
Web page authoring: cascading style sheets	3	*4*	85	*93*
Web page authoring: cascading style sheets further	3	*2*	42	*28*
Web page authoring: tables	2	*3*	29	*49*
Web page authoring: web graphics	2	*3*	43	*47*
Web page authoring: XML	3	*2*	33	*21*
Web page authoring: XHTML		*1*		*7*
Web page authoring: Dreamweaver	3	*3*	69	*34*
Web site management: designing a website	3	*3*	30	*34*
Web site management: accessibility	1	*3*	5	*28*
Web site management: indexing	1	*1*	10	*11*
Web site management: simple CGI and forms	3	*2*	31	*30*
Web site management: databases and content mngm't	3	*2*	31	*29*
Web server management: Apache on Red Hat	1		52	
Web server management: securing access	1	*1*	26	*14*
E-mail using Hermes Webmail: introduction		*2*		*10*
E-mail: managing messages				
E-mail and information management using Outlook	3	*1*	39	*12*
E-mail using Mulberry: introduction and further use	1	*2*	3	*6*
NETWORKING	53	*56*	1,001	*961*

TABLE 25 *cont.*

	Sessions		Attendances	
Microsoft Excel: introduction	4	*5*	70	*84*
Microsoft Excel: introduction, self-paced	5	*5*	153	*213*
Microsoft Excel: further use	5	*5*	102	*95*
Microsoft Excel: macros and other topics	3	*3*	49	*53*
Microsoft Excel: programming using VBA	1	*1*	9	*6*
Microsoft Access: quick start	3	*3*	51	*56*
Microsoft Access: introduction	3	*5*	84	*166*
Microsoft Access: further use	2	*3*	60	*104*
Oracle: introduction	1	*2*	51	*81*
Filemaker Pro: introduction	2	*2*	14	*24*
Filemaker Pro: further use	1	*1*	6	*11*
SQL Server: survival	1	*1*	9	*32*
SQL Servier: basic administration		*1*		*16*
SPREADSHEETS AND DATABASES	31	*37*	658	*941*
Microsoft Word for Windows: introduction	1	*2*	6	*18*
Microsoft Word for Windows: intermediate	3	*3*	26	*51*
Microsoft Word for Windows: mail-merge	1		5	
Microsoft Word for Windows: advanced	1	*3*	15	*48*
MS Word for Windows: mastering dissertations	1		50	
MS Word for Windows: mastering reports	1		12	
MS Word for Windows: introduction, self-paced	5	*5*	75	*105*
Office 2000: exciting new features		*1*		*4*
Powerpoint: quick start, self-paced	4	*4*	91	*76*
Powerpoint: introduction	3	*3*	55	*56*
Powerpoint: further use	3	*3*	42	*26*
Quark Xpress: introduction	3	*2*	39	*27*
Quark Xpress: further use	2		22	
LaTEX: introduction	2	*2*	94	*90*
Illustrator: basic	3	*3*	31	*38*
InDesign: getting started	3	*2*	26	*19*
Computerised Bibliographies	7	*9*	199	*155*
Photoshop: basic	8	*8*	178	*183*
Photoshop: further techniques	4	*5*	75	*88*
WORD AND DOCUMENT PROCESSING	55	*55*	1,041	*984*
Data analysis on the PWF	1	*1*	4	*6*
Simple questionnaire design and data entry	1	*1*	14	*7*
SPSS: basic use, part 1	5	*5*	116	*94*
SPSS: basic use, part 2	5	*5*	71	*63*
SPSS: beyond the basics	3	*3*	42	*33*
SPSS: further use	1	*1*	6	*7*
STATISTICAL COMPUTING	16	*16*	253	*210*
Design and typography: workshop	2	*2*	20	*21*
Simple C Programming	2	*2*	132	*78*
Teaching with VLEs: introduction	2	*4*	12	*31*
Videoconferencing: what, why and how	2	*1*	13	*8*
Visual Basic: introduction	2	*2*	68	*44*
XML technology: overview	1		31	
OTHER COURSES	11	*11*	276	*182*
TOTAL	194	*208*	3,902	*4,021*

TABLE 26(*a*) – COURSE ATTENDANCES

	Attendances			
Arts and Humanities	343	(8.8%)	326	(8.1%)
Humanities and Social Sciences	498	(12.8%)	406	(10.1%)
Physical Sciences	589	(15.1%)	586	(14.6%)
Technology	262	(6.7%)	337	(8.4%)
Biological Sciences	577	(14.8%)	531	(13.2%)
Clinical Medicine	395	(10.1%)	405	(10.1%)
Other GB Institutions	266	(6.8%)	364	(9.1%)
Council Institutions	259	(6.6%)	308	(7.7%)
Societies	5	(0.1%)	20	(0.5%)
TOTAL UNIVERSITY	3,194	(81.9%)	3,283	(81.6%)
COLLEGES	576	(14.8%)	625	(15.5%)
Research Councils	74	(1.9%)	87	(2.2%)
UK Universities			1	(0.0%)
Other external	58	(1.5%)	25	(0.6%)
TOTAL EXTERNAL	132	(3.4%)	113	(2.8%)
TOTAL	3,902	(100.0%)	4,021	(100.0%)