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, PC 4
Cost Recovery: Recovered from service charges

Figures are for the financial year 2006–07 in units of £1,000.

TABLE 1 – SECTION EXPENDITURE

	Centrally Funded			Cost Recovery		Combined
	Staff	**Equip.**	**Other**	**Staff**	**Equip./Other**	**Total**
Directorate	174	0	3	0	0	177
Administration	87	34	33	0	0	154
Finance	67	0	3	29	0	99
Building Services	127	1	22	0	0	150
ADMINISTRATION AND FINANCE	455	35	61	29	0	580
INSTITUTION LIAISON	131	9	5	19	0	164
Information and User Administration	259	7	12	59	0	337
Sales, Reception, and Print Room	221	7	15	69	575	887
LLCC	124	1	3	0	0	128
PandIS	91	0	8	79	245	423
USER SERVICES	695	15	38	117	820	1,775
Hardware Support	206	16	12	112	22	368
Software Support	498	36	18	0	3	555
Help Desk	189	10	12	0	0	211
Training	116	3	4	5	34	162
TECHNICAL USER SUPPORT	1,009	65	46	117	59	1,296
GBN	9	0	2	35	73	119
Network Installation	196	1	7	0	141	345
Network Systems	250	9	10	58	342	669
Network Support	176	1	7	2	0	186
PWF Systems	152	82	116	166	35	551
Managed Clusters	212	41	7	55	6	321
Operations	207	2	11	0	0	220
NETWORK DIVISION	1,202	136	160	316	597	2,411
Web Systems	112	2	23	0	0	137
Unix Support	205	94	16	0	8	323
Electronic Mail	113	109	7	0	0	229
Central Unix Service	107	8	8	0	0	123
Database and Archiving	61	1	2	0	0	64
DSpace	102	2	1	0	0	105
Software Development	116	1	5	0	0	122
eScience Support	141	8	4	10	0	163
UNIX SYSTEMS DIVISION	957	225	66	10	8	1,266
TOTAL COMPUTING SERVICE	4,449	485	376	698	1,484	7,492

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 1,000 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 2006–07; end of *2005–06* figures are in italics.

TABLE 2(*a*) – DATA NETWORK CONNECTIONS

	Slow		**Fast**		**Gigabit**		**Lapwing**
Arts and Humanities			4	*4*	3	*3*	9
Humanities and Social Sciences	1	*1*	9	*9*	8	*8*	15
Physical Sciences	2	*2*	3	*3*	10	*9*	2
Technology	1	*1*	3	*3*	5	*5*	2
Biological Sciences	2	*2*	4	*5*	10	*10*	4
Clinical Medicine			2	*2*	4	*4*	3
Other GB Institutions	1	*1*	12	*12*	6	*7*	29
Council Institutions	5	*5*	11	*11*	6	*5*	9
Miscellaneous		*1*	1	*1*	1		
TOTAL UNIVERSITY	12	*13*	49	*50*	53	*51*	73
COLLEGES	2	*2*	23	*23*	12	*11*	14
Research Councils	1	*1*	3	*3*	2	*1*	
Other external	1	*2*	1	*1*	2		
TOTAL EXTERNAL	2	*3*	4	*4*	4	*1*	
TOTAL	16	*18*	76	*77*	69	*63*	87

TABLE 3 – IPV4-ADDRESSES

	Global		**Private**	
TOTAL UNIVERSITY	37,500	*37,100*	8,500	*6,500*
COLLEGES	14,300	*15,700*	7,500	*5,800*
TOTAL	52,800	*52,800*	16,000	*12,300*

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 2006–07; figures for *2005–06* are in italics.

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

	Traffic (GB)			
Arts and Humanities	4,368	(0.4%)	*5,721*	(*0.8%*)
Humanities and Social Sciences	10,982	(1.0%)	*7,744*	(*1.1%*)
Physical Sciences	153,827	(14.7%)	*122,101*	(*17.8%*)
Technology	90,508	(8.6%)	*69,974*	(*10.2%*)
Biological Sciences	37,478	(3.6%)	*28,623*	(*4.2%*)
Clinical Medicine	23,989	(2.3%)	*15,834*	(*2.3%*)
Other GB Institutions	71,101	(6.8%)	*54,947*	(*8.0%*)
Council Institutions	42,319	(4.0%)	*27,436*	(*4.0%*)
Miscellaneous	5,832	(0.6%)	*4,473*	(*0.7%*)
TOTAL UNIVERSITY	440,404	(41.9%)	*336,553*	(*49.1%*)
COLLEGES	590,538	(56.2%)	*336,173*	(*49.1%*)
Research Council institutions	15,755	(1.5%)	*9,338*	(*1.4%*)
Other external	3,284	(0.3%)	*3,065*	(*0.4%*)
TOTAL EXTERNAL	19,039	(1.8%)	*12,404*	(*1.8%*)
TOTAL	1,049,982	(100.0%)	*685,129*	(*100.0%*)

Wireless

Table 5 shows the monthly usage statistics for the Lapwing wireless service for 2006–07. This is divided into those using regular Raven authorization and those using the locally issued 'guest' ticketing system, newly introduced in May 2007.

Table 6 shows the use of Lapwing in zones in particular institutions for 2006–07. Individual users using zones in different institutions will count separately towards the institutional totals.

Users	Number of distinct users using Lapwing
Sessions	Total number of individual sessions using Lapwing
Total Time	Total connected time, in hours, for Lapwing sessions
Zones	Number of distinct Lapwing zones (areas) in use

TABLE 5 – LAPWING USE BY MONTH

	Raven Authorized				Local Tickets			
	Users	**Sessions**	**Time**	**Zones**	**Users**	**Sessions**	**Time**	**Zones**
August	104	664	236	4				
September	130	636	223	5				
October	531	3,585	1,265	7				
November	554	4,810	1,966	7				
December	271	1,608	653	8				
January	598	3,896	1,635	10				
February	598	3,844	1,539	12				
March	597	3,457	1,375	13				
April	794	6,544	2,363	16				
May	968	11,316	4,009	17	4	6	2	3
June	639	6,505	2,434	24	48	143	51	10
July	488	5,099	1,842	31	199	1,962	676	15

TABLE 6 – LAPWING USE BY INSTITUTION

	Raven Authorized				Local Tickets			
	Users	**Sessions**	**Time**	**Zones**	**Users**	**Sessions**	**Time**	**Zones**
Arts and Humanities	298	8,330	3,249	3	17	49	13	2
Humanities and Social Sciences	807	17,056	6,714	6	2	8	3	1
Physical Sciences	55	745	293	2	11	135	51	2
Technology	52	674	253	1	1	1	0	1
Biological Sciences	58	865	311	2	3	56	22	1
Clinical Medicine	6	23	632	2				
Other GB Institutions	1,239	19,496	7,028	6	168	1,342	472	5
Council Institutions	330	2,526	850	2	30	470	153	1
Colleges	155	2,249	836	7	17	50	14	3

Electronic mail

Tables 7(*a*) to 7(*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 1:5.

Figures are for 2006–07 with *2005–06* in italics.

TABLE 7(*a*) – HERMES

	Users				**Messages ('000s)**			
Arts and Humanities	2,519	(6.1%)	*2,570*	(*6.3%*)	12,206	(6.2%)	*9,843*	(*6.2%*)
Humanities and Social Sciences	5,646	(13.7%)	*6,019*	(*14.7%*)	19,563	(9.9%)	*16,599*	(*10.5%*)
Physical Sciences	4,002	(9.7%)	*3,861*	(*9.5%*)	19,818	(10.1%)	*15,359*	(*9.7%*)
Technology	3,979	(9.7%)	*3,817*	(*9.3%*)	23,006	(11.7%)	*17,972*	(*11.4%*)
Biological Sciences	3,273	(8.0%)	*3,150*	(*7.7%*)	15,695	(8.0%)	*11,904*	(*7.5%*)
Clinical Medicine	2,499	(6.1%)	*2,617*	(*6.4%*)	10,038	(5.1%)	*8,152*	(*5.2%*)
Other GB Institutions	1,364	(3.3%)	*1,325*	(*3.2%*)	9,441	(4.8%)	*6,957*	(*4.4%*)
Council Institutions	1,010	(2.5%)	*1,005*	(*2.5%*)	4,613	(2.3%)	*3,501*	(*2.2%*)
Miscellaneous	452	(1.1%)	*32*	(*0.1%*)	1,406	(0.7%)	*215*	(*0.1%*)
TOTAL UNIVERSITY	24,744	(60.2%)	*24,396*	(*59.7%*)	115,785	(58.8%)	*90,501*	(*57.4%*)
COLLEGES	16,001	(38.9%)	*15,800*	(*38.7%*)	80,114	(40.7%)	*66,175*	(*42.0%*)
Research Councils	272	(0.7%)	*436*	(*1.1%*)	521	(0.3%)	*651*	(*0.4%*)
Other external	120	(1.0%)	*205*	(*0.5%*)	335	(0.2%)	*340*	(*0.2%*)
TOTAL EXTERNAL	392	(1.0%)	*641*	(*1.6%*)	856	(0.4%)	*991*	(*0.6%*)
TOTAL	41,137	(100.0%)	*40,837*	(*100.0%*)	196,755	(100.0%)	*157,668*	(*100.0%*)

Web and News Services

The incoming traffic to the main University website (www.cam.ac.uk) totalled 252m requests from 223 country-level domains in 2006–07, with a daily peak of 1,143k requests, compared to 225m, 215, and 1,058k respectively in 2005–06. 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 8 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 9 shows the load statistics during May for the main University USENET news server.

Figures are for 2006–07; *2005–06* figures are in italics.

TABLE 8 – UNIVERSITY WEB SERVICES

	May	
University Web Server (www.cam.ac.uk)		
Total requests received	21.0m	*18.7m*
Total data sent	113GB	*105GB*
Proportion of requests from Cam, UK, World	33%, 7%, 60%	*35%, 8%, 57%*
University Web Search Engine		
University servers indexed	507	*460*
Documents indexed	1,272k	*553k*
Total number of searches	180k	*206k*
Volume of data sent	2.8GB	*5.5GB*
Proportion of requests from Cam, UK, World	40%, 8%, 52%	*38%, 9%, 53%*
University Web Cache		
Total requests received	863m	*756m*
Total volume of data	21.0TB	*10.4TB*
% hits (requests), % hits (data volume)	44%, 8%	*43%, 14%*
Client systems	20,308	*20,002*
Client domains	156	*157*

TABLE 9 – UNIVERSITY NEWS SERVER

	May	
University News Server		
Total number of connections	698k	*826k*
Peak concurrent connections	138	*143*
Total number of newsgroups	14.3k	*15.0k*
Number of local newsgroups	120	*239*
Monthly volume	9.1GB	*10.3GB*
Number of individual postings	3.8m	*4.4m*

Raven Authentication Service

Table 10 shows the monthly breakdown of Raven usage, with 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 websites using Raven to authenticate access to their material each month. Figures for February 2006, and October and April 2007 are under-represented due to the loss of some logging records for these months.

Figures are for 2006–07; with *2005–06* figures in italics.

TABLE 10 – RAVEN AUTHENTICATION SERVICE USE

	Users		**Web Hosts**		**Authentications**	
August	7,985	*2,175*	271	*145*	50,659	*13,849*
September	10,930	*3,484*	270	*164*	69,005	*15,981*
October	13,568	*14,610*	247	*204*	62,788	*89,099*
November	19,102	*13,863*	301	*215*	191,226	*113,667*
December	14,706	*11,574*	296	*199*	96,250	*72,824*
January	17,134	*12,543*	328	*215*	140,993	*79,203*
February	16,512	*11,381*	322	*251*	140,524	*74,737*
March	18,600	*14,632*	332	*244*	189,671	*121,541*
April	11,971	*12,521*	275	*244*	61,782	*79,162*
May	17,689	*14,260*	340	*245*	191,346	*104,159*
June	19,034	*16,362*	338	*266*	267,376	*97,569*
July	14,114	*11,263*	320	*261*	145,899	*97,569*
			Total Authentications		1,607,519	*1,052,398*

University Directory Service

Table 11 shows the monthly breakdown of the usage of the University Directory Service (Lookup) since the beginning of the calendar year for 2007. The table shows the number of connections made to the lookup service each month, and the number of distinct client machines these were made from. Note that the number of clients accessing the directory does not include the thousands of user machines simply looking up contact details via www.lookup.cam.ac.uk, which appears as only one client machine in the table below.

Figures are for 2007; with *2006* figures for the same period in italics.

TABLE 11 – LOOKUP SERVICE USE

	Connections		**Clients**	
January	198,259	*25,259*	1,498	*517*
February	363,639	*105,875*	2,064	*1,058*
March	347,792	*117,909*	2,198	*1,236*
April	608,664	*114,024*	2,537	*1,481*
May	1,172,650	*116,365*	2,065	*1,244*
June	2,700,686	*119,140*	1,989	*1,238*
July	3,253,174	*108,938*	2,409	*1,497*

Public Workstation Facility

Tables 12(*a*) to 12(*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 13 gives a list of the institutions that have a Computing Service Managed Cluster, and the platforms provided at those sites.

Table 14 gives details, extracted from Tables 12(*b*) and 12(*c*), on the use of the PWF from certain University locations while Table 15 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 16 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 2006–07, with *2005–06* figures in italics.

TABLE 12(*a*) – PUBLIC WORKSTATION FACILITY USE

	Users				**Sessions**			
Arts and Humanities	962	(4.9%)	*996*	(*5.4%*)	84,497	(6.0%)	*94,032*	(*6.7%*)
Humanities and Social Sciences	2,281	(11.7%)	*1,589*	(*8.7%*)	161,622	(11.4%)	*150,338*	(*10.8%*)
Physical Sciences	1,428	(7.3%)	*1,423*	(*7.8%*)	102,571	(7.3%)	*105,090*	(*7.5%*)
Technology	894	(4.6%)	*919*	(*5.0%*)	38,003	(2.7%)	*37,371*	(*2.7%*)
Biological Sciences	672	(3.4%)	*628*	(*3.5%*)	45,696	(3.2%)	*48,040*	(*3.4%*)
Clinical Medicine	662	(3.4%)	*618*	(*3.4%*)	80,169	(5.7%)	*79,652*	(*5.7%*)
Other GB Institutions	2,981	(15.3%)	*2,828*	(*15.5%*)	59,230	(4.2%)	*71,090*	(*5.1%*)
Council Institutions	83	(0.4%)	*82*	(*0.4%*)	4,332	(0.3%)	*4,410*	(*0.3%*)
Miscellaneous	111	(0.6%)	*8*	(*0.0%*)	1,754	(0.1%)	*557*	(*0.0%*)
TOTAL UNIVERSITY	10,074	(51.5%)	*9,091*	(*49.7%*)	577,874	(40.9%)	*590,580*	(*42.3%*)
COLLEGES	9,454	(48.4%)	*9,091*	(*49.7%*)	835,208	(59.1%)	*802,274*	(*57.5%*)
Research Councils	15	(0.1%)	*90*	(*0.5%*)	98	(0.0%)	*1,986*	(*0.1%*)
Other external	4	(0.0%)	*23*	(*0.1%*)	97	(0.0%)	*382*	(*0.0%*)
TOTAL EXTERNAL	19	(0.1%)	*113*	(*0.6%*)	195	(0.0%)	*2,368*	(*0.2%*)
TOTAL	19,547	(100.0%)	*18,295*	(*100.0%*)	1,413,277	(100.0%)	*1,395,222*	(*100.0%*)

TABLE 13 – MANAGED CLUSTER SITES

Institution	**Platform**		
	Windows PC	**Macintosh**	**Linux PC**
Archaeology	x	x	
Chemistry	x	x	x
Clinical School	x		
Clinical Veterinary Medicine	x	x	
Computer Laboratory	x		x
Education	x	x	
English	x	x	
Geography	x		x
History	x		
Land Economy	x		
Law	x		x
Mathematics	x		x
MML and Philosophy	x	x	x
Moore Library	x		x
Physics	x		x
Social and Political Sciences	x	x	
Christ's	x		
Clare	x	x	x
Downing	x	x	
Emmanuel	x	x	
Fitzwilliam	x	x	x
Gonville and Caius	x	x	
Homerton	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	x
Selwyn	x		x
Sidney Sussex	x	x	
St Catherine's	x	x	x
St John's	x	x	
Trinity	x	x	x
Trinity Hall	x	x	x
Wolfson	x		x

TABLE 14 – 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			**PC**		**Mac**	
Phoenix User Area (New Museums Site)	1,027	*1,174*	13,467	*14,709*	1,788	*1,510*
Titan Teaching Room 1 (New Museums Site)	1,578	*1,712*	11,816	*15,051*		
Titan Teaching Room 2 (New Museums Site)	957	*1364*	5,053	*5,989*		
Phoenix Teaching Room (New Museums Site)	885	*900*	6,605	*7,595*		
Balfour Macintosh Room (New Museums Site)	678	*477*			5,409	*2271*
Oriental Studies Basement (Sidgwick Site)	438	*551*	4,306	*7,930*	900	*593*
University Centre	1,164	*1,106*	14,948	*14,489*	1,944	*819*
Disability Resource Centre	28	*14*	203	*83*	14	*3*
		Total Sessions	56,398	*65,846*	10,055	*5,196*
Managed Cluster locations						
Archaeology	151	*171*	11,068	*12,051*	268	*93*
Chemistry	836	*823*	30,341	*31,189*	8,049	*3,328*
Clinical Medicine	689	*663*	62,366	*60,163*		
Clinical Veterinary Medicine	416	*406*	31,656	*34,891*	1,726	*725*
Computer Laboratory	535	*492*	21,997	*13,558*		
Education	1,205		24,629			
English	991	*985*	30,448	*39,965*	5	
Geography	519	*553*	25,211	*27,593*		
History	711	636	10,974	*8,886*		
Land Economy	612	*597*	19,672	*15,410*		
Law	1,327	*1,432*	35,296	*58,609*		
Mathematics	1,015	*970*	34,916	*34,628*		
MML and Philosophy	1,176	*1,148*	36,856	*38,686*	2,803	*555*
Moore Library	983	*992*	23,976	*20,261*		
Physics	530	*593*	12,459	*10,154*		
Social and Political Sciences	583	*484*	7,373	*9,884*	4,225	*3,563*
		Total Sessions	419,239	*415,928*	19,762	*8,264*

TABLE 15 – 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			**PC**		**Mac**	
Christ's	646	*702*	33,122	*38,693*		
Clare	835	*719*	54,749	*51,695*	7,600	*1,506*
Downing	812	*876*	23,516	*28,645*	246	*449*
Emmanuel	779	*750*	43,455	*41,118*	257	*74*
Fitzwilliam	769	*718*	32,234	*33,911*	287	*230*
Gonville and Caius	968	*985*	44,910	*61,907*	1,829	*128*
Homerton	1,104		51,220			
King's	1,038	*840*	43,898	*41,402*	780	*528*
Lucy Cavendish	112	*130*	1,248	*1,956*		
New Hall	587	*520*	27,962	*30,265*	46	*32*
Newnham	852	*752*	40,132	*59,409*	388	*169*
Peterhouse	363	*407*	29,583	*29,735*	796	*435*
Queens'	806	*850*	33,030	*38,109*	1,858	*494*
Robinson	553	*580*	26,772	*28,155*	161	*108*
St Catharine's	683	*758*	39,440	*42,145*	2,140	*849*
St John's	1,186	*1,173*	73,769	*70,904*	4,604	*2,491*
Selwyn	612	*649*	33,692	*35,909*		*28*
Sidney Sussex	579	*601*	47,276	*52,101*	626	*135*
Trinity	1,413	*1,480*	75,539	*97,036*	5,825	*3,254*
Trinity Hall	662	*679*	34,294	*37,350*	1,141	*448*
Wolfson	645	*732*	39,067	*49,157*		
		Total Sessions	828,908	*869,602*	28,584	*11,358*

TABLE 16 – 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**	
Remote Linux Locations				
Physics server	56	*114*	798	*1,345*
Computer Laboratory servers	110	*170*	3,919	*6,846*
Computing Service server	1,129	*820*	20,564	*11,701*
		Total Sessions	25,281	*19,892*
Remote Storage Access				
NetStorage web interface	1,595	*1,310*	20,506	*13,313*
WebDAV connections (no user data)			3,797	*2,854*
PWF Club Locations				
Churchill	42	*50*	101	*438*
Magdalene	0	*2*	0	*14*
Pembroke	0	*3*	0	*3*
		Total Sessions	101	*455*

Central Unix Service

The Central Unix Service is a general user facility based on a multi-processor configuration, and is scheduled to close on 1 October 2008. 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 17(*a*) to 17(*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 2006–07; *2005–06* figures are in italics.

TABLE 17(*a*) – CENTRAL UNIX SERVICE USE

	CPU			**Users**	
Arts and Humanities	10.9%	*13.1%*	128	(8.1%)	*131*	(*7.6%*)
Humanities and Social Sciences	2.2%	*2.8%*	170	(10.8%)	*198*	(*11.4%*)
Physical Sciences	19.6%	*19.8%*	312	(19.8%)	*370*	(*21.4%*)
Technology	7.4%	*11.2%*	67	(4.2%)	*84*	(*4.9%*)
Biological Sciences	5.6%	*6.3%*	205	(13.0%)	*228*	(*13.2%*)
Clinical Medicine	1.7%	*0.8%*	74	(4.7%)	*98*	(*5.3%*)
Other GB Institutions	44.5%	*36.0%*	216	(13.7%)	*213*	(*12.3%*)
Council Institutions	1.6%	*2.5%*	66	(4.2%)	*72*	(*4.2%*)
Miscellaneous	0.1%	*0.0%*	3	(0.2%)	*0*	(*0.0%*)
TOTAL UNIVERSITY	93.4%	*92.5%*	1,241	(78.7%)	*1,388*	(*80.2%*)
COLLEGES	5.3%	*6.6%*	302	(19.2%)	*308*	(*17.8%*)
Research Councils	1.2%	*0.6%*	27	(1.7%)	*26*	(*1.5%*)
Other external	0.0%	*0.2%*	7	(0.4%)	*9*	(*0.5%*)
TOTAL EXTERNAL	1.3%	*0.9%*	34	(2.2%)	*35*	(*2.0%*)
TOTAL	100.0%	*100.0%*	1,577	(100.0%)	*1,731*	(*100.0%*)

Pelican Data Archive Service

Tables 18(*a*) to 18(*c*) show the use of the Pelican data archive service by institutions at the end of 2006–07 with end *2005–06* figures in italics. Ingest to Pelican was withdrawn at the beginning of 2007, and the system is scheduled for closure at the beginning of 2008.

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

TABLE 18(*a*) – PELICAN DATA ARCHIVE SERVICE

	Stored				Users			
Arts and Humanities	22,211	(15.7%)	*25,316*	(*4.0%*)	55	(7.6%)	*68*	(*7.6%*)
Humanities and Social Sciences	16,459	(11.6%)	*22,476*	(*3.6%*)	93	(12.8%)	*128*	(*14.3%*)
Physical Sciences	22,088	(15.6%)	*25,463*	(*4.1%*)	115	(15.8%)	*152*	(*16.9%*)
Technology	15,339	(10.8%)	*16,966*	(*2.7%*)	97	(13.3%)	*114*	(*12.7%*)
Biological Sciences	8,192	(5.8%)	*10,302*	(*1.6%*)	63	(8.7%)	*80*	(*8.9%*)
Clinical Medicine	2,425	(1.7%)	*2,976*	(*0.5%*)	22	(3.0%)	*28*	(*3.1%*)
Other GB Institutions	37,180	(26.3%)	*500,616*	(*79.8%*)	124	(17.1%)	*138*	(*15.4%*)
Council Institutions	4,213	(3.0%)	*3,442*	(*0.5%*)	23	(3.2%)	*22*	(*2.5%*)
Miscellaneous	833	(0.6%)	*164*	(*0.0%*)	10	(1.4%)	*5*	(*0.6%*)
TOTAL UNIVERSITY	128,940	(91.0%)	*607,721*	(*96.9%*)	602	(82.8%)	*735*	(*81.9%*)
COLLEGES	11,550	(8.2%)	*18,167*	(*2.9%*)	117	(16.1%)	*150*	(*16.7%*)
Research Councils	897	(0.6%)	*835*	(*0.1%*)	6	(0.8%)	*7*	(*0.8%*)
Other external	240	(0.2%)	*287*	(*0.0%*)	2	(0.3%)	*5*	(*0.6%*)
TOTAL EXTERNAL	1,138	(0.8%)	*1,122*	(*0.2%*)	8	(1.1%)	*12*	(*1.3%*)
TOTAL	141,627	(100.0%)	*627,010*	(*100.0%*)	727	(100.0%)	*897*	(*100.0%*)

Software Sales

Table 19 shows totals of software sales items supplied by month. Tables 20(*a*) to 20(*c*) show software sales items supplied, by institution. General software (excluding media) and SunSpectrum items are shown separately. Table 21 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 2006–07; *2005–06* figures are in italics.

TABLE 19 – SOFTWARE ITEMS SUPPLIED BY MONTH

	General				SunSpectrum			
August	1,241	(5.5%)	*1,743*	(*9.4%*)	250	(81.2%)	*253*	(*89.7%*)
September	3,864	(17.2%)	*3,693*	(*20.0%*)	5	(1.6%)		
October	2,301	(10.3%)	*2,327*	(*12.6%*)	3	(1.0%)	*3*	(*1.1%*)
November	1,590	(7.1%)	*1,160*	(*6.3%*)	3	(1.0%)	*3*	(*1.1%*)
December	1,278	(5.7%)	*590*	(*3.2%*)	13	(4.2%)		
January	1,144	(5.1%)	*1.268*	(*6.9%*)	3	(1.0%)		
February	1,702	(7.6%)	*3,409*	(*18.4%*)				
March	2,509	(11.2%)	*1,075*	(*5.8%*)	16	(5.2%)	*15*	(*5.3%*)
April	669	(3.0%)	*543*	(*2.9%*)	5	(1.6%)		
May	1,290	(5.7%)	*663*	(*3.6%*)	3	(1.0%)		
June	2,492	(11.1%)	*979*	(*5.3%*)	3	(1.0%)	*3*	(*1.1%*)
July	2,367	(10.5%)	*1,027*	(*5.6%*)	4	(1.3%)	*5*	(*1.7%*)
TOTAL FOR YEAR	22,447	(100.0%)	*18,477*	(*100.0%*)	308	(100.0%)	*282*	(*100.0%*)

TABLE 20(*a*) – SOFTWARE ITEMS SUPPLIED BY INSTITUTION

	General				SunSpectrum			
Arts and Humanities	511	(2.3%)	*269*	(*1.5%*)				
Humanities and Social Sciences	1,579	(7.0%)	*736*	(*4.0%*)				
Physical Sciences	2,946	(13.1%)	*1,565*	(*8.5%*)	110	(35.7%)	*91*	(*32.3%*)
Technology	2,383	(10.6%)	*1,682*	(*9.1%*)	7	(2.3%)	*11*	(*3.9%*)
Biological Sciences	1,936	(8.6%)	*1,344*	(*7.3%*)	21	(6.8%)	*25*	(*8.9%*)
Clinical Medicine	1,574	(7.0%)	*1,432*	(*7.8%*)	81	(26.3%)	*51*	(*18.1%*)
Other GB Institutions	2,941	(8.6%)	*1,856*	(*10.0%*)	74	(24.0%)	*84*	(*29.8%*)
Council Institutions	2,264	(10.1%)	*3,879*	(*21.0%*)	4	(1.3%)	*9*	(*3.2%*)
Societies	18	(0.1%)	*1*	(*0.0%*)				
TOTAL UNIVERSITY	15,152	(67.5%)	*12,764*	(*69.1%*)	297	(96.4%)	*271*	(*96.1%*)
COLLEGES	6,632	(29.5%)	*5,609*	(*30.4%*)	7	(2.3%)	*4*	(*1.4%*)
Research Council institutions	36	(0.2%)	*46*	(*0.2%*)	*4*	(1.3%)	*4*	(*1.1%*)
Other external	627	(2.8%)	*58*	(*0.3%*)			*3*	(*1.1%*)
TOTAL EXTERNAL	663	(3.0%)	*104*	(*0.5%*)	4	(1.3%)	*7*	(*2.5%*)
TOTAL	22,447	(100.0%)	*18,477*	(*100.0%*)	308	(100.0%)	*282*	(*100.0%*)

TABLE 21 – SOFTWARE SALES BY PRODUCT

	Items	
Hummingbird eXceed	383	*79*
JRB Utils	1	*1*
Novell Netware	2	*1*
ZENworks	3	*508*
COMMUNICATIONS	389	*589*
ARCInfo/ARCView	69	*60*
GEOGRAPHIC	69	*60*
Adobe Creative Suite	404	
Adobe Illustrator	177	
Adobe Lightroom	5	
Adobe Photoshop	343	
Corel Graphics Suite	925	*695*
Corel Paintshop Pro.	148	
Imagine	2	*4*
Microsoft PowerPoint	10	*21*
Microsoft Visio	166	*197*
GRAPHICS AND DRAWING	2,180	*917*
Maple	51	*86*
NAg Products	64	*33*
MATHEMATICAL/LIBRARIES	115	*119*
Microsoft Office	3,247	*3,976*
OFFICE PACKAGES	3,247	*3,976*
Apple Maintenance Programme	485	*5*
KeyServer		*1*
Microsoft Exchange Server	750	*1,754*
Microsoft SQL Server	162	*216*
Microsoft Windows 2000	7	*3*
Microsoft Windows 2003	1,385	*1,545*
Microsoft Windows Vista	461	
Microsoft Windows XP	300	*1,197*
PCounter	5	*18*
OPERATING SYSTEMS/UTILITIES	3,555	*4,739*

	Items	
Microsoft Visual FoxPro Pro	6	*2*
Microsoft Visual SourceSafe	3	
Microsoft Visual Studio	83	*27*
PROGRAMMING LANGUAGES	92	*29*
FileMaker Pro	159	*120*
Microsoft Access	26	*23*
Microsoft Excel	25	*2*
Microsoft Project	202	*149*
SPREADSHEETS, DATABASES AND PROJECT MANAGEMENT	412	*294*
GenStat	57	135
MathCAD	11	*35*
Minitab	155	*471*
S-PLUS	102	*127*
SAS	16	*7*
SPSS	854	*867*
SPSS Science Products	35	*70*
STATISTICS	1,230	*1,712*
Adobe Acrobat	624	
Adobe InDesign	73	
Corel WordPerfect	198	*51*
EndNote	1,211	*755*
Microsoft FrontPage	7	*18*
Microsoft Publisher	20	*24*
Microsoft Word	3	*9*
Sabon Font	29	*310*
WORD AND DOCUMENT PROCESSING	2,165	*1,167*

	Items	
Adobe Captivate	6	
Adobe Contribute	49	
Adobe Dreamweaver	195	
Adobe Fireworks	21	
Adobe Flash	48	
Adobe GoLive	2	
Adobe Premier Pro.	22	
Adobe Web Suite	8	
Anti-Virus College/Dept Media	3,946	*4,143*
BBEdit	54	*44*
Cisco VPDN	226	*221*
Dragon Naturally Speaking	34	*105*
Macromedia Studio	16	
Meeting Maker	10	*12*
Microsoft Outlook	10	*67*
Origin Professional	15	*22*
SolidWorks	6	*3*
Symantec GHOST	1,382	*98*
CD/DVD Duplication and Printing	2,938	*160*
MISCELLANEOUS	8,993	*4,875*
TOTAL for Software	22,447	*18,477*

	Items	
Sun Hardware maintenance (Total Number of machines)	191	*172*
Sun Software under maintenance (Licence, media, and documentation)	117	*110*
SUNSPECTRUM	308	*282*
TOTAL		*18,759*

Photographic and Illustration Service

Table 22 shows a breakdown of the work done by the Photographic and Illustration Service over the year.

Figures are for 2006–07; *2006–05* figures are in italics.

TABLE 22 – ITEMS PRODUCED OR PROCESSED

	Items	
Colour Transparency Service		
Film processed (rolls)	1,243	*1,997*
Slides from flat copy	5	*142*
Slide duplication	228	*157*
Digital output on film	720	*1,128*
Black and White Service		
Film processed (rolls)	189	*178*
Colour Print Service		
Film processed (rolls)	1,707	*2,816*
Prints produced	67,460	*138,984*
Single item scans	44,976	*20,920*
Photography Service		
Graduation photographs	9,225	*5,842*
Congregation commissions	1,516	*1,658*
Other commissions	6	*11*
Framing Service		
Picture/Certificate frames	2,261	*1,949*
Graphics and Illustration Service		
Posters (total)	1,377	*1,691*
Laminated posters	717	*739*

Printing and Reproduction Service

Table 23 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 2006–07; *2005–06* figures are in italics

TABLE 23 – IMPRESSIONS PRINTED

	Monochrome (000s)		Colour (000s)	
Internal Computing Service	130.1	*122.6*	22.1	*6.1*
User Documentation (charged)	24.7	*25.7*	0.0	*1.0*
User Documentation (free)	5.8	*10.1*	3.1	*4.4*
Course material	209.4	*250.1*	52.2	*20.5*
PandIS	12.2	*9.3*	0.1	*1.3*
Software Sales	14.7	*13.6*	4.3	*5.0*
TOTAL COMPUTING SERVICE	396.9	*431.5*	81.9	*38.3*
EXTERNAL WORK	839.9	*1,064.2*	39.2	*44.1*
TOTAL	1,236.8	*1,495.7*	121.1	*82.4*

Hardware Maintenance

Table 24 shows the number of contract (including warranty) and non-contract repairs undertaken for different types of equipment. Tables 25(*a*) to 25(*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 2006–07; *2005–06* figures are in italics.

TABLE 24 – EQUIPMENT REPAIRED BY TYPE

	Contract		Non-Contract	
PCs	270	*208*	111	*107*
Apple Macintosh	85	*30*	87	*50*
Printers	63	*67*	75	*89*
Monitors	6	*0*	7	*11*
PC Laptops	2	*1*	365	*356*
Macintosh Laptops	28	*1*	117	*92*
Others	6	*8*	110	*104*
TOTAL	460	*315*	872	*809*

TABLE 25(*a*) – EQUIPMENT REPAIRED BY INSTITUTION

	Contract				Warranty				Non-Contract			
	No		Hours		No		Hours		No		Hours	
Arts and Humanities	2	*2*	3	*4*	21	*17*	38	*53*	37	*37*	40	*90*
Humanities and Social Sciences	1	*0*	2	*0*	43	*18*	70	*57*	68	*79*	53	*148*
Physical Sciences	52	*48*	92	*138*	83	*38*	155	*129*	109	*95*	97	*167*
Technology	0	*0*	0	*0*	29	*14*	47	*41*	33	*35*	28	*41*
Biological Sciences	33	*24*	59	*73*	24	*9*	63	*27*	118	*116*	159	*166*
Clinical Medicine	0	*0*	0	*0*	5	*4*	6	*13*	26	*28*	26	*56*
Other GB Institutions	27	*36*	41	*90*	67	*44*	142	*171*	95	*16*	120	*25*
Council Institutions	0	*4*	0	*15*	2	*10*	4	*29*	21	*31*	16	*45*
Societies	0	*0*	0	*0*	0	*1*	0	*4*	3	*1*	2	*1*
TOTAL UNIVERSITY	115	*114*	197	*320*	274	*155*	524	*524*	510	*438*	539	*739*
COLLEGES	17	*21*	33	*54*	53	*24*	127	*81*	360	*351*	307	*483*
Research Councils	0	*0*	0	*0*	0	*1*	0	*4*	1	*3*	1	*5*
Other external	0	*0*	0	*0*	1	*0*	1	*0*	1	*17*	1	*39*
TOTAL EXTERNAL	0	*0*	0	*0*	1	*1*	1	*4*	1	*20*	1	*44*
TOTAL	132	*135*	230	*374*	328	*180*	652	*609*	872	*809*	848	*1,266*

Help Desk

Table 26 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 27(*a*) to 27(*c*) show the number of Help Desk calls and users by institution.

Figures are for 2006–07; *2005–06* figures are in italics.

TABLE 26 – HELP DESK CALLS BY MONTH

N.B. These figures exclude calls made directly to the PC Support service (199 in 2006–07, 256 in 2005–06).

	Total Calls				**TechLink Calls**			
August	537	(7.4%)	*611*	(*7.2%*)	89	(16.6%)	*97*	(*10.2%*)
September	678	(9.3%)	*763*	(*8.9%*)	122	(18.0%)	*149*	(*15.6%*)
October	1,091	(15.0%)	*1,027*	(*12.0%*)	170	(15.6%)	*165*	(*11.6%*)
November	728	(10.0%)	*729*	(*8.6%*)	145	(19.9%)	*109*	(*13.2%*)
December	398	(5.5%)	*441*	(*5.2%*)	83	(20.9%)	*75*	(*12.5%*)
January	635	(8.7%)	*687*	(*8.1%*)	144	(22.7%)	*101*	(*10.5%*)
February	551	(7.6%)	*647*	(*7.6%*)	120	(21.8%)	*116*	(*14.6%*)
March	540	(7.4%)	*782*	(*9.2%*)	114	(21.1%)	*124*	(*14.3%*)
April	512	(7.0%)	*649*	(*7.6%*)	103	(20.1%)	*97*	(*15.6%*)
May	522	(7.2%)	*752*	(*8.8%*)	109	(20.9%)	*106*	(*18.7%*)
June	482	(6.6%)	*666*	(*7.8%*)	91	(18.9%)	*121*	(*16.2%*)
July	600	(8.2%)	*772*	(*9.1%*)	106	(17.7%)	*114*	(*15.1%*)
TOTAL FOR YEAR	7,274	(100.0%)	*8,526*	(*100.0%*)	1,396	(19.2%)	*1,374*	(*13.6%*)

TABLE 27(*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	563	(7.5%)	*786*	(*9.0%*)	311	(8.0%)	*397*	(*9.0%*)
Humanities and Social Sciences	1,182	(15.8%)	*1,388*	(*15.8%*)	588	(15.2%)	*644*	(*14.6%*)
Physical Sciences	699	(9.4%)	*832*	(*9.5%*)	399	(10.3%)	*473*	(*10.7%*)
Technology	457	(6.1%)	*542*	(*6.2%*)	324	(8.4%)	*355*	(*8.1%*)
Biological Sciences	611	(8.2%)	*693*	(*7.9%*)	342	(8.8%)	*381*	(*8.7%*)
Clinical Medicine	483	(6.5%)	*621*	(*7.1%*)	315	(8.1%)	*395*	(*9.0%*)
Other GB Institutions	370	(5.0%)	*385*	(*4.4%*)	181	(4.7%)	*215*	(*4.9%*)
Council Institutions	439	(5.9%)	*437*	(*5.0%*)	237	(6.1%)	*237*	(*5.4%*)
Miscellaneous	42	(0.6%)	*30*	(*0.3%*)	30	(0.8%)	*12*	(*0.3%*)
TOTAL UNIVERSITY	4,846	(64.8%)	*5,714*	(*65.1%*)	2,727	(70.4%)	*3,109*	(*70.6%*)
COLLEGES	2,113	(28.3%)	*2,523*	(*28.7%*)	1,078	(27.8%)	*1,223*	(*27.8%*)
Research Councils	46	(0.6%)	*47*	(*0.5%*)	31	(0.8%)	*34*	(*0.8%*)
Other external (world-wide)	468	(6.3%)	*498*	(*5.7%*)	39	(1.0%)	*37*	(*0.8%*)
TOTAL EXTERNAL	514	(6.9%)	*545*	(*6.2%*)	70	(1.8%)	*71*	(*1.6%*)
TOTAL	7,473	(100.0%)	*8,782*	(*100.0%*)	3,875	(100.0%)	*4,403*	(*100.0%*)

Training

Table 28 lists the training courses provided by the Computing Service; in each case the figures show the number of times a course was offered (sessions) and the total number of people attending. For courses given more than once, attendances at each are counted separately. Tables 29(*a*) to 29(*c*) show how attendances at courses were distributed amongst institutions.

Figures are for 2006–07; *2005–06* figures are in italics.

TABLE 28 – TRAINING COURSES

	Sessions		**Attendances**	
Windows: Getting the Basics Right		*3*		*33*
Windows: File Handling and Desktop Skills	1	*3*	13	*22*
Windows: Keeping your PC Safe and Secure	2	*3*	40	*59*
PC Hardware Basics: Getting Right Inside	3	*3*	19	*18*
Macintosh: Getting to Grips with MacOS X	2	*3*	32	*26*
PERSONAL COMPUTERS	8	*15*	104	*158*
Unix Systems: Introduction	6	*6*	260	*200*
Vi editor: Introduction	1	*1*	12	*3*
Emacs Editor: Introduction	1		17	
Unix Systems: Further Use		*3*		*58*
Unix Systems: Commands for Intermediate Users	1		23	
Unix Systems: Remote Access	1		11	
Unix Systems: Building and Installing Software	2		156	
Unix Systems: Building RPMs	1		12	
Unix Systems: Shell Scripting I	3		80	
Unix Systems: Shell Scripting II	3		47	
Unix Systems: Shell Scripting Workshop	2		16	
Unix Systems: Shell Scripting for Scientists	1		48	
PWF Linux: Introduction		*2*		*14*
UNIX	22	*12*	682	*275*
Scientific Computing: Introduction	2		34	
How Computers Handle Numbers	1		14	
C: Introduction for those new to programming	1	*2*	72	*93*
Visual Basic: Introduction	2	*2*	90	*62*
PERL: Introduction for Programmers Part 1	1	*1*	48	*30*
PERL: Introduction for Programmers Part 2	1	*1*	32	*32*
Programming: Basics of Programming	1		54	
Programming: Python for Absolute Beginners	5		294	
Programming: Numerical Programming in Python	1		12	
Programming: Input and Output in Python	1		8	
Programming: Checkpointing in Python	1		6	
Programming: Introduction to Modern Fortran	1		84	
Programming: Converting Old to Modern Fortran	1		8	
Programming: Gnuplot for Simple Graphs	1		7	
Object Oriented Programming in Python	2		27	
Writing Better Programs: Program Design	1		17	
Programming: Help Programs Debug Themselves	1		6	
Programming: Mixed Language Linking	1		6	
Building Applications out of Several Programs	1		7	
Computer Architecture: for Programmers	1		37	
Pattern Matching Using Regular Expressions	2		70	
PROGRAMMING	29	*6*	933	*217*

TABLE 28 *cont.*

	Sessions		Attendances	
Web Browsing and Searching Techniques	1	*2*	3	*15*
Web Authoring: Introduction to HTML	8	*9*	212	*229*
Web Authoring: Beyond the Basics	8	*9*	180	*190*
Web Authoring: Cascading Style Sheets and Tables	3	*3*	86	*74*
Web Authoring: Further Cascading Style Sheets	3	*3*	45	*41*
Web Authoring: Web Graphics	3	*3*	40	*25*
Web Authoring: XML Introduction	2	*4*	33	*31*
Web Authoring: Dreamweaver Introduction	3	*3*	61	*57*
Website Management: Accessibility		*3*		*14*
Website Management: Web Design, Indexing, etc.	3		39	
Website Management: Simple CGI and Forms	2	*1*	18	*8*
Website Management: Databases and Content	2	*3*	28	*30*
Web Server Management: Running Apache	1	*1*	24	*38*
Web Server Management: Server Security	1	*1*	13	*21*
Email: Managing Your Messages and Saving Time		*2*		*13*
Outlook for Email and Information Management		*3*		*30*
How Email Works: Technical Overview	1		31	
WORLD-WIDE WEB AND E-MAIL	41	*50*	813	*816*
Excel 2003: for Beginners	5	*5*	225	*198*
Excel 2003: Introduction	3	*4*	53	*61*
Excel 2003: Further Use	3	*5*	62	*91*
Excel 2003: Macros and Other Topics	2	*3*	46	*47*
Excel Programming Using VBA	1	*1*	14	*7*
Access 2003: Fast Track	1	*3*	20	*64*
Access 2003: Introduction	3	*3*	124	*58*
Access 2003: Further Use	3	*3*	90	*90*
Oracle: Introduction	1	*1*	63	*48*
Filemaker Pro: Introduction	2	*2*	20	*23*
Filemaker Pro: Further Use	1	*1*	8	*5*
SQL Servier Survival Part 2: Basic Administration		*1*		*13*
Relational Database Design	1		19	
SPREADSHEETS AND DATABASES	26	*32*	744	*705*
Word: Getting the Basics Right		*1*		*4*
Word: Taking Control of Document Design	1	*3*	16	*31*
Word: Mastering Advanced Features	1	*2*	30	*26*
Word: Mastering Dissertations, Theses and Books	2	*1*	60	*33*
Word 2003 for Beginners	5	*5*	90	*84*
Powerpoint 2003 for Beginners: Quick Start	3	*3*	43	*60*
Powerpoint for Professional Presentations	3	*3*	64	*48*
Powerpoint: Further Use	3	*3*	41	*48*
Powerpoint: Creating Animated Presentations	1		16	
Quark Xpress: Introduction	1	*2*	10	*22*
Quark Xpress: Further Use	1	*1*	7	*6*
LaTEX: Introduction	2	*2*	178	*142*
Illustrator: The Basics	3	*2*	47	*22*
InDesign: Getting Started	3	*3*	42	*39*
EndNote for Computerised Bibliographies: Intro	9	*9*	228	*204*
Photoshop: Basic Techniques	7	*7*	156	*162*
Photoshop: Further Techniques	4	*4*	73	*70*
Digital Photography: iPhoto		*1*		*3*
iWork 2006: Keynote and Pages	1		7	
WORD AND DOCUMENT PROCESSING	50	*52*	1,108	*1,004*
Data analysis on the PWF: Which Software?		*1*		*6*
Simple Questionnaire Design and Data Entry		*1*		*9*
SPSS: Basic Part 1	6	*6*	115	*127*
SPSS: Basic Part 2	6	*6*	105	*92*
SPSS: Beyond the Basics	3	*4*	47	*41*
MATLAB: Getting Started	5		101	
MATHEMATICAL AND STATISTICAL COMPUTING	20	*18*	368	*275*

TABLE 28 *cont.*

	Sessions		Attendances	
Design and Typography Workshop	1	*1*	10	*11*
Teaching with VLEs: Introduction		*1*		*4*
Remote Access to Cambridge Resources	1	*2*	10	*18*
Dragon NaturallySpeaking: Voice Recognition	2	*3*	11	*12*
GarageBand for Music and Podcasting: Intro	1	*1*	8	*13*
CorelDraw: The Basics	1		14	
OTHER COURSES	6	*8*	53	*58*
TOTAL	202	*193*	4,805	*3,508*

TABLE 29(*a*) – COURSE ATTENDANCES

			Attendances	
Arts and Humanities	196	(4.1%)	*168*	(*4.8%*)
Humanities and Social Sciences	433	(9.0%)	*413*	(*11.8%*)
Physical Sciences	1,054	(21.9%)	*384*	(*10.9%*)
Technology	506	(10.5%)	*348*	(*9.9%*)
Biological Sciences	649	(13.5%)	*476*	(*13.6%*)
Clinical Medicine	508	(10.6%)	*379*	(*10.8%*)
Other GB Institutions	285	(5.9%)	*182*	(*5.2%*)
Council Institutions	275	(5.7%)	*283*	(*8.1%*)
Miscellaneous	52	(1.0%)	*15*	(*0.4%*)
TOTAL UNIVERSITY	3,958	(82.4%)	*2,648*	(*75.5%*)
COLLEGES	775	(16.1%)	*765*	(*21.8%*)
Research Councils	50	(1.0%)	*67*	(*1.9%*)
Other external	22	(0.5%)	*28*	(*0.8%*)
TOTAL EXTERNAL	72	(1.5%)	*95*	(*2.7%*)
TOTAL	4,805	(100.0%)	*3,508*	(*100.0%*)