

Report of the University Computing Service for 2007/08

STATISTICAL APPENDIX

The following tables give details of various activities of the University Computing Service for the year 1 August 2007 to 31 July 2008, with figures for the previous year in italics. Those tables which break down information on an institutional basis predominantly 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)

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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, SRIF 3, PC 4
Cost Recovery: Recovered from service charges

Figures are for the financial year 2007-08 in units of £1k.

TABLE 1 – SECTION EXPENDITURE

	Centrally Funded			Cost Recovery		Combined Total
	Staff	Equip.	Other	Staff	Equip./Other	
Directorate	188	1	3	0	0	192
Administration	80	28	31	0	0	139
Finance	71	1	3	30	0	105
Building Services	122	0	23	0	344	489
ADMINISTRATION & FINANCE	461	31	60	29	344	925
INSTITUTION LIAISON	137	0	10	19	0	166
Information & User Administration	269	1	14	62	0	346
Sales, Reception & Print Room	227	1	16	64	501	809
LLCC	129	0	3	0	0	132
PandIS	84	0	7	85	183	359
USER SERVICES	709	2	40	211	684	1,646
Hardware Support	228	3	11	53	23	318
Software Support	415	7	17	0	3	442
Help Desk	196	4	9	0	0	209
Training	122	1	4	4	34	166
TECHNICAL USER SUPPORT	960	15	41	59	60	1,136
GBN	10	0	2	32	58	101
Network Installation	206	0	7	0	115	327
Network Systems	212	984	20	10	360	1,586
Network Support	183	0	7	2	0	192
PUF Systems	158	226	70	165	74	694
Managed Clusters	249	0	7	57	8	321
Operations	213	0	10	0	49	272
NETWORK DIVISION	1,231	1,212	122	266	663	3,494
Web Systems	116	2	22	0	0	141
Unix Support	211	87	22	0	4	324
Electronic Mail	111	2	8	0	0	121
Central Systems	112	2	10	0	0	124
Database & Archiving	64	2	2	0	0	68
DSPACE	92	6	1	0	0	98
Software Development	153	4	6	0	0	163
eScience Support	158	3	4	13	0	179
UNIX SYSTEMS DIVISION	1,017	108	75	13	4	1,218
TOTAL COMPUTING SERVICE	4,516	1,366	348	598	1,756	8,584

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
Lapwing	Number of wireless access points

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 2007-08; end of 2006-07 figures are in italics.

TABLE 2(A) - DATA NETWORK CONNECTIONS

	Slow		Fast		Gigabit		Lapwing	
Arts & Humanities				<i>4</i>	<i>7</i>	<i>3</i>	<i>23</i>	<i>9</i>
Humanities & Social Sciences		<i>1</i>	<i>5</i>	<i>9</i>	<i>12</i>	<i>8</i>	<i>45</i>	<i>15</i>
Physical Sciences	<i>1</i>	<i>2</i>	<i>3</i>	<i>3</i>	<i>10</i>	<i>10</i>	<i>40</i>	<i>2</i>
Technology	<i>1</i>	<i>1</i>	<i>3</i>	<i>3</i>	<i>5</i>	<i>5</i>	<i>2</i>	<i>2</i>
Biological Sciences	<i>2</i>	<i>2</i>	<i>4</i>	<i>4</i>	<i>10</i>	<i>10</i>	<i>22</i>	<i>4</i>
Clinical Medicine			<i>1</i>	<i>2</i>	<i>4</i>	<i>4</i>	<i>7</i>	<i>3</i>
Other GB Institutions	<i>2</i>	<i>2</i>	<i>9</i>	<i>12</i>	<i>10</i>	<i>6</i>	<i>36</i>	<i>29</i>
Council Institutions	<i>4</i>	<i>4</i>	<i>11</i>	<i>11</i>	<i>7</i>	<i>6</i>	<i>23</i>	<i>9</i>
Miscellaneous			<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>3</i>	
TOTAL UNIVERSITY	10	12	37	49	66	53	201	73
COLLEGES	2	2	19	23	15	12	87	14
Affiliated Institutions	<i>1</i>	<i>1</i>	<i>3</i>	<i>3</i>	<i>2</i>	<i>2</i>		
Other external	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>2</i>	<i>2</i>		
TOTAL EXTERNAL	2	2	4	4	4	4		
TOTAL	14	16	60	76	85	69	288	87

TABLE 2(B) - UNIVERSITY DATA NETWORK CONNECTIONS

	Slow		Fast		Gigabit		Lapwing	
Architecture & History of Art				<i>1</i>	<i>1</i>			<i>2</i>
Asian and Middle Eastern Studies				<i>1</i>	<i>1</i>			<i>4</i>
Classics				<i>1</i>	<i>1</i>			<i>4</i>
Divinity				<i>1</i>	<i>1</i>			<i>4</i>
English					<i>1</i>	<i>1</i>		<i>4</i>
Modern & Medieval Languages					<i>1</i>	<i>1</i>		
Music					<i>1</i>	<i>1</i>	<i>4</i>	<i>4</i>
Philosophy							<i>3</i>	<i>3</i>
ARTS & HUMANITIES			4		7	3	23	9

Archaeology & Anthropology			2	2	4	4	6	5
Economics				1	1		1	1
Education					1	1	2	2
History				1	1		9	
History & Philosophy of Science			1	1			6	
Land Economy					1	1	2	1
Law Faculty	1				3	2	17	4
Social & Political Sciences			2	4	1		2	2
HUMANITIES & SOCIAL SCIENCES	1		5	9	12	8	45	15
Astronomy					2	2		
Chemistry					1	1		
Earth Sciences	1	1	2	2	1	1	16	
Geography					1	1	1	
Isaac Newton Institute			1	1			3	
Materials Science & Metallurgy					1	1	6	
Mathematics (Pure and Applied)					1	1		
Physics					2	2	14	2
Scott Polar Research		1						
Other					1	1		
PHYSICAL SCIENCES	1	2	3	3	10	10	40	2
Biotechnology			1	1				
Chemical Engineering	1	1	1	1			2	2
Computer Science			1	1	1	1		
Engineering					3	3		
Judge Business School					1	1		
TECHNOLOGY	1	1	3	3	5	5	2	2
Biochemistry					2	2	9	2
Clinical Veterinary Medicine					1	1	2	2
Experimental Psychology			1	1			3	
Genetics					1	1		
Gurdon Institute					1	1		
Pathology					2	2	2	
Pharmacology					1	1		
Physiology, Development & Neuroscience			1	1	1	1	2	
Plant Sciences	1	1			1	1		
Zoology	1	1	1	1			2	
Other			1	1			2	
BIOLOGICAL SCIENCES	2	2	4	4	10	10	22	4
Clinical Neurosciences				1	1	1	2	2
Institute of Medical Research					1	1	5	1
IT Support					1	1		
Oncology					1	1		
Psychiatry			1	1				
Other								
CLINICAL MEDICINE			1	2	4	4	7	3

African Studies					1	1		
CARET					1	1	3	3
CMI			1	1				
CRASSH			1	1				
International Studies			1	1			4	
Language Centre					1	1		
Latin-American Studies			1	1				
Programme for Industry				1				
South Asian Studies							4	
University Computing Service	2	2	5	7	4		18	19
University Library					3	3	7	7
OTHER GB INSTITUTIONS	2	2	9	12	10	6	36	29
Administrative Offices			3	3	6	4	14	5
Cambridge Assessment			2	2				
Careers Service			1	1			3	
Continuing Education	1	1			1	1		
Fitzwilliam Museum	1	1						
Health Services	1	1						
Kettle's Yard	1	1						
Sports & Physical Education			1	1				
University Centre			2	2			4	4
University Press			2	2			2	
COUNCIL INSTITUTIONS	4	4	11	11	7	5	23	9
Cambridge University Graduate Union			1	1			1	
Cambridge University Students' Union					1	1	2	
MISCELLANEOUS			1	1	1	1	3	
TOTAL UNIVERSITY	10	12	37	49	66	53	201	73

TABLE 2(C) - COLLEGE DATA NETWORK CONNECTIONS

	Slow		Fast		Gigabit		Lapwing	
Christ's					1	1	5	3
Churchill			1	1	1	1		
Clare					1	1	8	1
Clare Hall			1	1				
Corpus Christi					1	1	2	2
Darwin				1	1			
Downing					1	1	8	
Emmanuel	1	1			1	1		
Fitzwilliam			1	1				
Girton			1	1				
Gonville and Caius			1	1				
Homerton					1	1		
Hughes Hall			1	1				
Jesus			1	1				
King's					1	1	6	
Lucy Cavendish					1	1		
Magdalene			1	1				
Murray Edwards			1	1				
Newnham			1	1			2	2
Pembroke			1	1				
Peterhouse			1	1				
Queens'			1	1			12	6
Robinson			1	1			6	
St Catharine's	1	1		1	1			
St Edmund's					1	1		
St John's			1	1				
Selwyn			1	1				
Sidney Sussex				1	1			
Theological Federation			2	2			2	
Trinity			1	1				
Trinity Hall				1	1	1	31	
Wolfson					1	1	5	
COLLEGES	2	2	19	23	15	12	87	14

TABLE 3 – IPV4-ADDRESSES

	Global		Private	
TOTAL UNIVERSITY	28,213	37,500	10,330	8,500
COLLEGES	14,674	14,300	9,184	7,500
TOTAL	42,887	52,800	19,514	16,000

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 2007-08; figures for 2006-07 are in italics.

TABLE 4(A) - JANET TRAFFIC BY INSTITUTION

	Traffic (GB)			
Arts & Humanities	7,863	(0.5%)	<i>4,368</i>	<i>(0.4%)</i>
Humanities & Social Sciences	17,031	(1.1%)	<i>10,982</i>	<i>(1.0%)</i>
Physical Sciences	207,813	(13.4%)	<i>153,827</i>	<i>(14.7%)</i>
Technology	119,759	(7.7%)	<i>90,508</i>	<i>(8.6%)</i>
Biological Sciences	49,716	(3.2%)	<i>37,478</i>	<i>(3.6%)</i>
Clinical Medicine	31,189	(2.0%)	<i>23,989</i>	<i>(2.3%)</i>
Other GB Institutions	114,630	(7.4%)	<i>71,101</i>	<i>(6.8%)</i>
Council Institutions	73,945	(4.8%)	<i>42,319</i>	<i>(4.0%)</i>
Miscellaneous	6,900	(0.4%)	<i>5,832</i>	<i>(0.6%)</i>
TOTAL UNIVERSITY	628,844	(40.6%)	<i>440,404</i>	<i>(41.9%)</i>
COLLEGES	888,784	(57.4%)	<i>590,538</i>	<i>(56.2%)</i>
Affiliated Institutions	25,971	(1.7%)	<i>15,755</i>	<i>(1.5%)</i>
Other external	4,131	(0.3%)	<i>3,284</i>	<i>(0.3%)</i>
TOTAL EXTERNAL	30,101	(1.9%)	<i>19,039</i>	<i>(1.8%)</i>
TOTAL	1,547,730	(100%)	<i>1,049,982</i>	<i>(100.0%)</i>

TABLE 4(B) - UNIVERSITY JANET TRAFFIC

	Traffic (GB)			
Architecture & History of Art	3,153	(0.2%)	<i>1,446</i>	<i>(0.1%)</i>
Classics	589	(0.0%)	<i>428</i>	<i>(0.0%)</i>
Divinity	432	(0.0%)	<i>271</i>	<i>(0.0%)</i>
English	1,197	(0.1%)	<i>498</i>	<i>(0.0%)</i>
Modern & Medieval Languages	1,320	(0.1%)	<i>1,018</i>	<i>(0.1%)</i>
Music	231	(0.0%)	<i>183</i>	<i>(0.0%)</i>
Asian and Middle Eastern Studies	742	(0.0%)	<i>466</i>	<i>(0.0%)</i>
Philosophy	109	(0.0%)	<i>34</i>	<i>(0.0%)</i>
Other	90	(0.0%)	<i>24</i>	<i>(0.0%)</i>
ARTS & HUMANITIES	7,863	(1.1%)	<i>4,368</i>	<i>(0.4%)</i>
Archaeology & Anthropology	4,118	(0.3%)	<i>3,697</i>	<i>(0.4%)</i>
Economics	2,262	(0.1%)	<i>1,572</i>	<i>(0.1%)</i>
Education	2,912	(0.2%)	<i>1,379</i>	<i>(0.1%)</i>
History	1,738	(0.1%)	<i>333</i>	<i>(0.0%)</i>
History & Philosophy of Science	688	(0.0%)	<i>451</i>	<i>(0.0%)</i>
Land Economy	1,169	(0.1%)	<i>737</i>	<i>(0.1%)</i>
Law Faculty	3,353	(0.2%)	<i>2,266</i>	<i>(0.2%)</i>
Social & Political Sciences	727	(0.0%)	<i>544</i>	<i>(0.1%)</i>
Other	65	(0.0%)	<i>2</i>	<i>(0.0%)</i>
HUMANITIES & SOCIAL SCIENCES	17,031	(1.1%)	<i>10,982</i>	<i>(1.0%)</i>

Applied Mathematics	31,288	(2.0%)	18,940	(1.8%)
Astronomy	31,040	(2.0%)	34,573	(3.3%)
Chemistry	24,696	(1.6%)	17,493	(1.7%)
Earth Sciences	11,442	(0.7%)	9,284	(0.9%)
Geography	5,309	(0.3%)	2,270	(0.2%)
Isaac Newton Institute	3,077	(0.2%)	2,004	(0.2%)
Materials Science & Metallurgy	14,450	(0.9%)	12,553	(1.2%)
Physics	84,345	(5.4%)	55,069	(5.2%)
Pure Mathematics	2,166	(0.1%)	1,639	(0.2%)
Scott Polar Research	0	(0.0%)	2	(0.0%)
PHYSICAL SCIENCES	207,813	(13.4%)	153,827	(14.7%)
Biotechnology	3,268	(0.2%)	1,918	(0.2%)
Chemical Engineering	2,827	(0.2%)	2,573	(0.2%)
Computer Science	69,902	(4.5%)	52,983	(5.0%)
Engineering	36,549	(2.4%)	29,754	(2.8%)
Judge Business School	7,212	(0.5%)	3,280	(0.3%)
TECHNOLOGY	119,759	(7.7%)	90,508	(8.6%)
Biochemistry	8,589	(0.6%)	7,467	(0.7%)
Clinical Veterinary Medicine	3,486	(0.2%)	1,801	(0.2%)
Experimental Psychology	4,222	(0.3%)	2,713	(0.3%)
Genetics	3,551	(0.2%)	3,206	(0.3%)
Gurdon Institute	5,818	(0.4%)	3,889	(0.4%)
Pathology	5,718	(0.4%)	4,296	(0.4%)
Pharmacology	1,657	(0.1%)	1,907	(0.2%)
Physiology, Dev. & Neurosci.	6,235	(0.4%)	6,294	(0.6%)
Plant Sciences	3,062	(0.2%)	2,409	(0.2%)
Zoology	2,724	(0.2%)	2,101	(0.2%)
Other	1,509	(0.1%)	1,396	(0.1%)
BIOLOGICAL SCIENCES	49,716	(3.2%)	37,478	(3.6%)
Clinical Biochemistry	514	(0.0%)	345	(0.0%)
Clinical Neurosciences	3,879	(0.3%)	2,882	(0.3%)
Institute of Medical Research	5,639	(0.4%)	7,939	(0.8%)
Medicinal Chemistry	57	(0.0%)	182	(0.0%)
Medicine	1,355	(0.1%)	879	(0.1%)
Obstetrics & Gynaecology	167	(0.0%)	131	(0.0%)
Psychiatry	807	(0.1%)	425	(0.0%)
Radiology	1,317	(0.1%)	94	(0.0%)
Other	17,453	(1.1%)	11,112	(1.1%)
CLINICAL MEDICINE	31,189	(2.0%)	23,989	(2.3%)
CMI	51	(0.0%)	61	(0.0%)
CARET	13,917	(0.9%)	7,753	(0.7%)
CRASSH	466	(0.0%)	407	(0.0%)
English and Applied Linguistics	487	(0.0%)	276	(0.0%)
International Studies	168	(0.0%)	93	(0.0%)
Language Centre	1,365	(0.1%)	1,792	(0.2%)
Latin American Studies	49	(0.0%)	55	(0.0%)
South Asian Studies	281	(0.0%)	162	(0.0%)
University Computing Service	92,555	(6.0%)	56,511	(5.4%)
University Library	5,290	(0.3%)	3,990	(0.4%)
OTHER GB INSTITUTIONS	114,630	(7.4%)	71,101	(6.8%)

Administrative Offices	10,518	(0.7%)	6,260	(0.6%)
Cambridge Assessment	11,275	(0.7%)	3,544	(0.3%)
Careers Service	461	(0.0%)	276	(0.0%)
Continuing Education	863	(0.1%)	403	(0.0%)
Counselling Service	108	(0.0%)	46	(0.0%)
Fitzwilliam Museum	690	(0.0%)	563	(0.1%)
Kettle's Yard	50	(0.0%)	35	(0.0%)
University Centre	465	(0.0%)	391	(0.0%)
University Farm	29	(0.0%)	26	(0.0%)
University Press	48,648	(3.1%)	30,297	(2.9%)
Other	838	(0.1%)	477	(0.0%)
COUNCIL INSTITUTIONS	73,945	(4.8%)	42,319	(4.0%)
Cambridge University Graduate Union	117	(0.0%)	45	(0.0%)
Cambridge University Students' Union	6,783	(0.4%)	5,788	(0.6%)
MISCELLANEOUS	6,900	(0.4%)	5,832	(0.6%)
TOTAL UNIVERSITY	628,844	(40.6%)	440,404	(41.9%)

TABLE 4(C) - COLLEGE JANET TRAFFIC

		Traffic (GB)		
Christ's	11,131	(0.7%)	8,533	(0.8%)
Churchill	31,973	(2.1%)	26,111	(2.5%)
Clare	25,023	(1.6%)	18,748	(1.8%)
Clare Hall	17,694	(1.1%)	10,424	(1.0%)
Corpus Christi	25,832	(1.7%)	18,473	(1.8%)
Darwin	23,399	(1.5%)	12,678	(1.2%)
Downing	53,497	(3.5%)	28,362	(2.7%)
Emmanuel	16,813	(1.1%)	10,972	(1.0%)
Fitzwilliam	34,359	(2.2%)	20,288	(1.9%)
Girton	34,734	(2.2%)	37,542	(3.6%)
Gonville and Caius	42,395	(2.7%)	24,966	(2.4%)
Homerton	26,775	(1.7%)	15,270	(1.5%)
Hughes Hall	16,249	(1.0%)	10,034	(1.0%)
Jesus	45,449	(2.9%)	26,032	(2.5%)
King's	48,464	(3.1%)	40,821	(3.9%)
Lucy Cavendish	3,876	(0.3%)	2,489	(0.2%)
Magdalene	17,498	(1.1%)	10,271	(1.0%)
Murray Edwards	9,934	(0.6%)	6,069	(0.6%)
Newnham	16,255	(1.1%)	7,330	(0.7%)
Pembroke	22,182	(1.4%)	17,643	(1.7%)
Peterhouse	24,037	(1.6%)	20,049	(1.9%)
Queens'	33,356	(2.2%)	18,409	(1.8%)
Robinson	17,378	(1.1%)	12,312	(1.2%)
St Catharine's	30,193	(2.0%)	21,954	(2.1%)
St Edmund's	24,316	(1.6%)	15,054	(1.4%)
St John's	58,501	(3.8%)	37,707	(3.6%)
Selwyn	21,413	(1.4%)	14,451	(1.4%)
Sidney Sussex	21,816	(1.4%)	13,021	(1.2%)
Theological Federation	12,360	(0.8%)	5,842	(0.6%)
Trinity	58,963	(3.8%)	37,885	(3.6%)
Trinity Hall	33,881	(2.2%)	21,649	(2.1%)
Wolfson	29,037	(1.9%)	19,149	(1.8%)
COLLEGES	888,784	(57.4%)	590,538	(56.2%)

Wireless

Tables 5(A) and 5(B) show the monthly usage statistics for the Lapwing wireless service, divided into those using regular Raven authorisation and those using the locally issued 'guest' ticketing system introduced in May 2007.

Tables 6(A) and 6(B) show the use of Lapwing in zones in particular institutions, again divided into those using Raven authorisation and those using locally issued tickets. 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

Figures are for 2007-08; figures for 2006-07 are in italics.

TABLE 5(A) – LAPWING USE BY MONTH (RAVEN AUTHORISED)

Week Beginning	Users		Sessions		Time		Zones	
August	465	<i>104</i>	4,854	<i>664</i>	1,729	236	31	4
September	697	<i>130</i>	5,284	<i>636</i>	1,876	223	38	5
October	1,818	<i>531</i>	19,973	<i>3,585</i>	6,935	<i>1,265</i>	42	7
November	2,178	<i>554</i>	23,774	<i>4,810</i>	8,700	<i>1,966</i>	45	7
December	1,188	<i>271</i>	8,228	<i>1,608</i>	3,028	653	45	8
January	2,426	<i>598</i>	22,810	<i>3,896</i>	8,353	<i>1,635</i>	46	<i>10</i>
February	2,762	<i>598</i>	30,815	<i>3,844</i>	11,248	<i>1,539</i>	46	<i>12</i>
March	2,620	<i>597</i>	22,434	<i>3,457</i>	8,308	<i>1,375</i>	47	<i>13</i>
April	2,841	<i>794</i>	29,765	<i>6,544</i>	10,806	2,363	48	<i>16</i>
May	3,088	<i>968</i>	40,308	<i>11,316</i>	14,834	<i>4,009</i>	50	<i>17</i>
June	2,257	<i>639</i>	21,956	<i>6,505</i>	8,227	<i>2,434</i>	52	<i>24</i>
July	1,638	<i>488</i>	15,820	<i>5,099</i>	5,811	<i>1,842</i>	57	<i>31</i>

TABLE 5(B) – LAPWING USE BY MONTH (LOCAL TICKETS)

Week Beginning	Users		Sessions		Time		Zones	
August	113		1,021		344		13	
September	106		445		156		15	
October	59		369		134		16	
November	103		447		159		20	
December	133		866		279		18	
January	135		1,015		346		19	
February	114		675		262		19	
March	207		923		312		23	
April	251		1,634		525		27	
May	124	4	832	6	305	2	22	3
June	240	48	1,294	143	448	51	25	10
July	626	199	6,739	1,962	2,273	676	27	15

TABLE 6(A) – LAPWING USE BY INSTITUTION (RAVEN AUTHORISED)

	Users		Sessions		Time		Zones	
Arts & Humanities	868	298	20,798	8,330	7,990	3,249	5	3
Humanities & Social Sciences	2,573	807	61,305	17,056	22,906	6,714	11	6
Physical Sciences	492	55	7,869	745	2,976	293	5	2
Technology	307	52	4,102	674	1,571	253	3	1
Biological Sciences	478	58	8,539	865	3,134	311	6	2
Clinical Medicine	99	6	1,385	23	485	632	2	2
Other GB Institutions	2,857	1,239	51,382	19,496	18,005	7,028	7	6
Council Institutions	1,218	330	11,082	2,526	3,538	850	7	2
Colleges	2,748	155	79,559	2,249	29,248	836	11	7

TABLE 6(B) – LAPWING USE BY INSTITUTION (LOCAL TICKETS)

	Users		Sessions		Time		Zones	
Arts & Humanities	59	17	796	49	337	13	2	2
Humanities & Social Sciences	168	2	999	8	394	3	8	1
Physical Sciences	310	11	2,467	135	742	51	3	2
Technology	6	1	47	1	14	0	2	1
Biological Sciences	47	3	325	56	128	22	5	1
Clinical Medicine	26		158		58		2	
Other GB Institutions	815	168	6,330	1,342	2,202	472	6	5
Council Institutions	145	30	523	470	181	153	6	1
Colleges	394	17	4,615	50	1,488	14	8	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 1:6.

Figures are for 2007-08 with 2006-07 in italics.

Table 8 shows the amount of email scanned for spam and virus infections by the central email switches during 2007-08. The central email scanner provides anti-virus and anti-spam services for 214 managed mail domains, and 78 mail servers running outside the Computing Service. There are 16 University institutions that run mail servers that do not make use of the scanner's facilities. The first set of figures gives the number of emails rejected by the scanner through protocol errors or because they originated from blacklisted senders. The second set of figures gives the number of messages received from external and from internal sources. The third set of figures gives the number of messages that were accepted, but then subsequently identified as carrying a virus or flagged as potential spam. From August 2008 onwards, 'infected' and 'high spam' messages are now rejected instead of being delivered.

TABLE 7(A) - HERMES

	Users				Messages (*000s)			
Arts & Humanities	2,382	(5.8%)	2,519	(6.1%)	12,757	(6.2%)	12,206	(6.2%)
Humanities & Social Sciences	5,542	(13.4%)	5,646	(13.7%)	20,851	(10.1%)	19,563	(9.9%)
Physical Sciences	3,858	(9.3%)	4,002	(9.7%)	21,855	(10.6%)	19,818	(10.1%)
Technology	3,978	(9.6%)	3,979	(9.7%)	24,107	(11.7%)	23,006	(11.7%)
Biological Sciences	3,236	(7.8%)	3,273	(8.0%)	17,385	(8.4%)	15,695	(8.0%)
Clinical Medicine	2,561	(6.2%)	2,499	(6.1%)	11,329	(5.5%)	10,038	(5.1%)
Other GB Institutions	1,477	(3.6%)	1,364	(3.3%)	10,885	(5.3%)	9,441	(4.8%)
Council Institutions	891	(2.2%)	1,010	(2.5%)	4,218	(2.0%)	4,613	(2.3%)
Miscellaneous	429	(1.0%)	452	(1.1%)	1,055	(0.5%)	1,406	(0.7%)
TOTAL UNIVERSITY	24,354	(59.0%)	24,744	(60.2%)	124,441	(60.2%)	115,785	(58.8%)
COLLEGES	16,621	(40.2%)	16,001	(38.9%)	81,253	(39.3%)	80,114	(40.7%)
Affiliated Institutions	215	(0.5%)	272	(0.7%)	576	(0.3%)	521	(0.3%)
Other external	119	(0.3%)	120	(1.0%)	573	(0.3%)	335	(0.2%)
TOTAL EXTERNAL	334	(0.8%)	392	(1.0%)	1,149	(0.6%)	856	(0.4%)
TOTAL	41,309	(100.0%)	41,137	(100.0%)	206,843	(100.0%)	196,755	(100.0%)

TABLE 7(B) - UNIVERSITY HERMES USE

	Users				Messages (*000s)			
Architecture & History of Art	305	(0.7%)	298	(0.7%)	1,187	(0.6%)	1,083	(0.6%)
Classics	259	(0.6%)	282	(0.7%)	1,624	(0.8%)	1,519	(0.8%)
Divinity	338	(0.8%)	354	(0.9%)	1,977	(1.0%)	1,885	(1.0%)
English	488	(1.2%)	569	(1.4%)	2,475	(1.2%)	2,353	(1.2%)
Modern & Medieval Languages	492	(1.2%)	492	(1.2%)	3,064	(1.5%)	2,970	(1.5%)
Music	125	(0.3%)	147	(0.4%)	1,228	(0.6%)	741	(0.4%)
Asian and Middle Eastern Studies	270	(0.7%)	271	(0.7%)	1,242	(0.6%)	1,177	(0.6%)
Philosophy	105	(0.3%)	106	(0.3%)	447	(0.2%)	479	(0.2%)
ARTS & HUMANITIES	2,382	(5.8%)	2,519	(6.1%)	12,757	(6.2%)	12,206	(6.2%)
Archaeology & Anthropology	663	(1.6%)	704	(1.7%)	3,480	(1.7%)	3,396	(1.7%)
Economics	328	(0.8%)	387	(0.9%)	1,129	(0.5%)	1,063	(0.5%)
Education	1,921	(4.7%)	1,853	(4.5%)	4,308	(2.1%)	3,889	(2.0%)
Gender Studies	1	(0.0%)	3	(0.0%)	8	(0.0%)	7	(0.0%)
History	704	(1.7%)	733	(1.8%)	3,003	(1.5%)	3,193	(1.6%)
History & Philosophy of Science	179	(0.4%)	193	(0.5%)	998	(0.5%)	1,143	(0.6%)
Land Economy	397	(1.0%)	411	(1.0%)	1,718	(0.8%)	1,487	(0.8%)
Law Faculty	875	(2.1%)	907	(2.2%)	3,686	(1.8%)	3,262	(1.7%)
Social & Political Sciences	472	(1.1%)	452	(1.1%)	2,511	(1.2%)	2,110	(1.1%)
Other	2	(0.0%)	3	(0.0%)	11	(0.0%)	12	(0.0%)
HUMANITIES & SOCIAL SCIENCES	5,542	(13.4%)	5,646	(13.7%)	20,851	(10.1%)	19,563	(9.9%)
Applied Mathematics	637	(1.5%)	625	(1.5%)	3,326	(1.6%)	2,654	(1.3%)
Astronomy	98	(0.2%)	101	(0.2%)	461	(0.2%)	337	(0.2%)
Chemistry	940	(2.3%)	1,033	(2.5%)	5,419	(2.6%)	5,463	(2.8%)
Earth Sciences	205	(0.5%)	241	(0.6%)	1,799	(0.9%)	1,179	(0.6%)
Geography	253	(0.6%)	304	(0.7%)	1,673	(0.8%)	1,655	(0.8%)
Isaac Newton Institute	9	(0.0%)	12	(0.0%)	21	(0.0%)	17	(0.0%)
Materials Science & Metallurgy	429	(1.0%)	414	(1.0%)	2,357	(1.1%)	2,190	(1.1%)
Physics	836	(2.0%)	850	(2.1%)	5,111	(2.5%)	4,825	(2.5%)
Pure Mathematics	343	(0.8%)	315	(0.8%)	1,058	(0.5%)	975	(0.5%)
Scott Polar Research	107	(0.3%)	106	(0.3%)	629	(0.3%)	522	(0.3%)
Other	1	(0.0%)	1	(0.0%)	1	(0.0%)	0	(0.0%)
PHYSICAL SCIENCES	3,858	(9.3%)	4,002	(9.7%)	21,855	(10.6%)	19,818	(10.1%)

Biotechnology	189	(0.5%)	185	(0.4%)	879	(0.4%)	851	(0.4%)
Chemical Engineering	265	(0.6%)	265	(0.6%)	1,797	(0.9%)	1,642	(0.8%)
Computer Science	352	(0.9%)	362	(0.9%)	2,915	(1.4%)	2,847	(1.4%)
Engineering	2,098	(5.1%)	2,041	(5.0%)	13,109	(6.3%)	12,852	(6.5%)
Judge Business School	1,055	(2.6%)	1,114	(2.7%)	5,327	(2.6%)	4,764	(2.4%)
Other	19	(0.0%)	12	(0.0%)	80	(0.0%)	50	(0.0%)
TECHNOLOGY	3,978	(9.6%)	3,979	(9.7%)	24,107	(11.7%)	23,006	(11.7%)
Biochemistry	332	(0.8%)	293	(0.7%)	1,357	(0.7%)	943	(0.5%)
Clinical Veterinary Medicine	684	(1.7%)	706	(1.7%)	3,359	(1.6%)	2,921	(1.5%)
Experimental Psychology	179	(0.4%)	197	(0.5%)	1,350	(0.7%)	1,299	(0.7%)
Genetics	190	(0.5%)	191	(0.5%)	883	(0.4%)	713	(0.4%)
Gurdon Institute	253	(0.6%)	253	(0.6%)	1,310	(0.6%)	1,246	(0.6%)
Pathology	419	(1.0%)	425	(1.0%)	1,946	(0.9%)	1,783	(0.9%)
Pharmacology	178	(0.4%)	179	(0.4%)	1,063	(0.5%)	931	(0.5%)
Physiology, Dev. & Neurosci.	370	(0.9%)	380	(0.9%)	2,487	(1.2%)	2,331	(1.2%)
Plant Sciences	235	(0.6%)	240	(0.6%)	1,241	(0.6%)	1,195	(0.6%)
Zoology	371	(0.9%)	389	(0.9%)	2,292	(1.1%)	2,255	(1.1%)
Other	25	(0.1%)	20	(0.0%)	97	(0.0%)	77	(0.0%)
BIOLOGICAL SCIENCES	3,236	(7.8%)	3,273	(8.0%)	17,385	(8.4%)	15,695	(8.0%)
Biomedical Services	43	(0.1%)	36	(0.1%)	136	(0.1%)	100	(0.1%)
Clinical Biochemistry	108	(0.3%)	103	(0.3%)	471	(0.2%)	388	(0.2%)
Clinical Neurosciences	203	(0.5%)	191	(0.5%)	930	(0.4%)	816	(0.4%)
Clinical Pathology	6	(0.0%)	7	(0.0%)	12	(0.0%)	14	(0.0%)
Haematology	130	(0.3%)	118	(0.3%)	514	(0.2%)	450	(0.2%)
IT Support	11	(0.0%)	7	(0.0%)	19	(0.0%)	2	(0.0%)
Institute of Medical Research	310	(0.8%)	299	(0.7%)	1,183	(0.6%)	967	(0.5%)
Institute of Public Health	81	(0.2%)	58	(0.1%)	158	(0.1%)	101	(0.1%)
Medical Genetics	41	(0.1%)	44	(0.1%)	227	(0.1%)	170	(0.1%)
Medical Photography	2	(0.0%)	2	(0.0%)	3	(0.0%)	3	(0.0%)
Medicinal Chemistry	1	(0.0%)	6	(0.0%)	0	(0.0%)	5	(0.0%)
Medicine	289	(0.7%)	303	(0.7%)	991	(0.5%)	875	(0.4%)
Obstetrics & Gynaecology	35	(0.1%)	32	(0.1%)	171	(0.1%)	210	(0.1%)
Oncology	209	(0.5%)	193	(0.5%)	909	(0.4%)	869	(0.4%)
Paediatrics	47	(0.1%)	44	(0.1%)	167	(0.1%)	152	(0.1%)
Psychiatry	150	(0.4%)	146	(0.4%)	890	(0.4%)	900	(0.5%)
Public Health & Primary Care	66	(0.2%)	91	(0.2%)	233	(0.1%)	161	(0.1%)
Radiology	38	(0.1%)	31	(0.1%)	188	(0.1%)	110	(0.1%)
Surgery	77	(0.2%)	79	(0.2%)	280	(0.1%)	325	(0.2%)
Other	714	(1.7%)	709	(1.7%)	3,846	(1.9%)	3,419	(1.7%)
CLINICAL MEDICINE	2,561	(6.2%)	2,499	(6.1%)	11,329	(5.5%)	10,038	(5.1%)
African Studies	20	(0.0%)	20	(0.0%)	138	(0.1%)	108	(0.1%)
Business Research	25	(0.1%)	29	(0.1%)	158	(0.1%)	162	(0.1%)
CARET	35	(0.1%)			254	(0.1%)		
CRASSH	16	(0.0%)	25	(0.1%)	165	(0.1%)	149	(0.1%)
Continuing Education	126	(0.3%)	135	(0.3%)	673	(0.3%)	631	(0.3%)
English and Applied Linguistics	92	(0.2%)	100	(0.2%)	426	(0.2%)	363	(0.2%)
International Studies	419	(1.0%)	487	(1.2%)	1,544	(0.7%)	1,532	(0.8%)
Language Centre	70	(0.2%)	62	(0.2%)	309	(0.1%)	287	(0.1%)
Latin-American Studies	46	(0.1%)	52	(0.1%)	194	(0.1%)	163	(0.1%)
South Asian Studies	7	(0.0%)	8	(0.0%)	49	(0.0%)	51	(0.0%)
University Computing Service	242	(0.6%)	200	(0.5%)	4,282	(2.1%)	4,246	(2.2%)
University Library	379	(0.9%)	370	(0.9%)	2,692	(1.3%)	2,307	(1.2%)
Other	0	(0.0%)	6	(0.0%)	0	(0.0%)	58	(0.0%)
OTHER GB INSTITUTIONS	1,477	(3.6%)	1,364	(3.3%)	10,885	(5.3%)	9,441	(4.8%)

Administrative Offices	420	(1.0%)	460	(1.1%)	1,718	(0.8%)	1,819	(0.9%)
Cambridge Assessment	22	(0.1%)	18	(0.0%)	105	(0.1%)	78	(0.0%)
Careers Service	53	(0.1%)	53	(0.1%)	391	(0.2%)	631	(0.3%)
Fitzwilliam Museum	165	(0.4%)	155	(0.4%)	709	(0.3%)	655	(0.3%)
Health Services	43	(0.1%)	43	(0.1%)	178	(0.1%)	171	(0.1%)
Kettle's Yard	17	(0.0%)	20	(0.0%)	166	(0.1%)	178	(0.1%)
Sports & Physical Education	16	(0.0%)	15	(0.0%)	91	(0.0%)	93	(0.0%)
University Centre	79	(0.2%)	69	(0.2%)	209	(0.1%)	174	(0.1%)
University Farm	17	(0.0%)	13	(0.0%)	28	(0.0%)	8	(0.0%)
University Press	5	(0.0%)	3	(0.0%)	12	(0.0%)	4	(0.0%)
Other	54	(0.1%)	26	(0.1%)	610	(0.3%)	172	(0.1%)
COUNCIL INSTITUTIONS	891	(2.2%)	1,010	(2.5%)	4,218	(2.0%)	4,613	(2.3%)
Societies	21	(0.1%)	42	(0.1%)	101	(0.0%)	446	(0.2%)
Students in non-University Insts.	408	(1.0%)	410	(1.0%)	954	(0.5%)	959	(0.5%)
MISCELLANEOUS	429	(1.0%)	452	(1.1%)	1,055	(0.5%)	1,406	(0.7%)
TOTAL UNIVERSITY	24,354	(59.0%)	24,744	(60.2%)	124,441	(60.2%)	115,785	(58.8%)

TABLE 7(C) - COLLEGE HERMES USE

	Users		Messages ('000s)					
Christ's	548	(1.3%)	538	(1.3%)	2,715	(1.3%)	2,792	(1.4%)
Churchill	604	(1.5%)	583	(1.4%)	2,572	(1.2%)	3,094	(1.6%)
Clare	642	(1.6%)	611	(1.5%)	4,091	(2.0%)	3,719	(1.9%)
Clare Hall	129	(0.3%)	107	(0.3%)	475	(0.2%)	329	(0.2%)
Corpus Christi	401	(1.0%)	410	(1.0%)	1,863	(0.9%)	1,850	(0.9%)
Darwin	74	(0.2%)	64	(0.2%)	249	(0.1%)	245	(0.1%)
Downing	592	(1.4%)	594	(1.4%)	2,731	(1.3%)	2,716	(1.4%)
Emmanuel	548	(1.3%)	548	(1.3%)	2,617	(1.3%)	2,570	(1.3%)
Fitzwilliam	670	(1.6%)	642	(1.6%)	3,500	(1.7%)	3,302	(1.7%)
Girton	701	(1.7%)	663	(1.6%)	3,701	(1.8%)	3,906	(2.0%)
Gonville and Caius	669	(1.6%)	643	(1.6%)	3,600	(1.7%)	3,415	(1.7%)
Homerton	831	(2.0%)	800	(1.9%)	3,396	(1.6%)	3,153	(1.6%)
Hughes Hall	141	(0.3%)	119	(0.3%)	828	(0.4%)	541	(0.3%)
Jesus	555	(1.3%)	528	(1.3%)	3,648	(1.8%)	3,449	(1.8%)
King's	617	(1.5%)	580	(1.4%)	3,097	(1.5%)	2,875	(1.5%)
Lucy Cavendish	198	(0.5%)	183	(0.4%)	861	(0.4%)	792	(0.4%)
Magdalene	494	(1.2%)	479	(1.2%)	2,343	(1.1%)	2,244	(1.1%)
Murray Edwards	516	(1.2%)	491	(1.2%)	2,520	(1.2%)	2,636	(1.3%)
Newnham	483	(1.2%)	488	(1.2%)	2,594	(1.3%)	2,707	(1.4%)
Pembroke	611	(1.5%)	566	(1.4%)	2,625	(1.3%)	2,763	(1.4%)
Peterhouse	354	(0.9%)	349	(0.8%)	1,846	(0.9%)	1,928	(1.0%)
Queens'	607	(1.5%)	613	(1.5%)	3,099	(1.5%)	3,355	(1.7%)
Robinson	537	(1.3%)	535	(1.3%)	2,908	(1.4%)	2,876	(1.5%)
St Catharine's	546	(1.3%)	545	(1.3%)	3,024	(1.5%)	3,123	(1.6%)
St Edmund's	250	(0.6%)	220	(0.5%)	1,051	(0.5%)	967	(0.5%)
St John's	707	(1.7%)	694	(1.7%)	3,206	(1.5%)	3,392	(1.7%)
Selwyn	471	(1.1%)	467	(1.1%)	2,458	(1.2%)	2,628	(1.3%)
Sidney Sussex	485	(1.2%)	469	(1.1%)	2,611	(1.3%)	2,541	(1.3%)
Theological Federation	201	(0.5%)	313	(0.8%)	743	(0.4%)	752	(0.4%)
Trinity	952	(2.3%)	927	(2.3%)	5,237	(2.5%)	4,911	(2.5%)
Trinity Hall	588	(1.4%)	478	(1.2%)	2,548	(1.2%)	2,375	(1.2%)
Wolfson	408	(1.0%)	361	(0.9%)	1,159	(0.6%)	1,093	(0.6%)
Other	491	(1.2%)	393	(1.0%)	1,339	(0.6%)	1,075	(0.5%)
COLLEGES	16,621	(40.2%)	16,001	(38.9%)	81,253	(39.3%)	80,114	(40.7%)

TABLE 8 – EMAIL SCANNING

	Number of Messages
Messages Rejected:	
Protocol errors	120m
Blacklisted senders	1,900m
Invalid addressees	80m
Messages Received:	
External	130m
Internal	42m
Messages Identified as Junk or Infected:	
Infected	1m
High spam score (>10)	37m
Low spam score (5-10)	11m

Web and News Services

The incoming traffic to the main University web site (www.cam.ac.uk) totalled 275m requests from 217 country-level domains in 2007-08, with a daily peak of 1,360k requests, compared to 252m, 223 and 1,143k respectively in 2006-07. 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 9 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.

The web cache hardware was due for replacement in 2008, but changing requirements suggested that a Network Address Translation (NAT) service would now be a better solution. As a result of the consequent phased transition, the May 2008 figures reflect both a much reduced client base and a change to pure proxying (rather than caching).

Table 10 shows the load statistics during May for the main University USENET news server.

Figures are for 2007-08; 2006-07 figures are in italics.

TABLE 9 – UNIVERSITY WEB SERVICES

	May	
University Web Server (www.cam.ac.uk)		
Total requests received	20.0m	<i>21.0m</i>
Total data sent	115GB	<i>113GB</i>
Proportion of requests from Cam, UK, World	31%, 7%, 62%	<i>33%, 7%, 60%</i>
University Web Search Engine		
University servers indexed	536	<i>507</i>
Documents indexed	1.3m	<i>1.3m</i>
Total number of searches	160k	<i>180k</i>
Volume of data sent	6.7GB	<i>2.8GB</i>
Proportion of requests from Cam, UK, World	37%, 7%, 56%	<i>40%, 8%, 52%</i>
University Web Cache		
Total requests received	458m	<i>863m</i>
Total volume of data	15.4TB	<i>21.0TB</i>
% hits (requests), % hits (data volume)	0%, 0%	<i>44%, 8%</i>
Client systems	9,845	<i>20,308</i>
Client domains	121	<i>156</i>

TABLE 10 – UNIVERSITY NEWS SERVER

		May
University News Server		
Total number of connections	548k	<i>698k</i>
Peak concurrent connections	156	<i>138</i>
Total number of newsgroups	14.0k	<i>14.3k</i>
Number of local newsgroups	118	<i>120</i>
Monthly volume	7.4GB	<i>9.1GB</i>
Number of news articles	2.9m	<i>3.8m</i>

Streaming Media Service

Table 11 shows the monthly breakdown of usage of the new pilot Streaming Media Service, which delivers video and audio material in a wide range of standard formats to web browsers and media players across all platforms. Even though only in its pilot phase, this service has been delivering significant amounts of media content associated with the University's high-level publicity material all through the year.

Figures are for 2007-08; 2006-07 figures are unavailable.

TABLE 11 – STREAMING MEDIA SERVICE

	Clips Served
August	10,726
September	12,379
October	11,533
November	11,786
December	11,890
January	13,113
February	16,544
March	14,865
April	14,923
May	15,316
June	10,938
July	15,654

Raven Authentication Service

Table 12 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 web sites using Raven to authenticate access to their material each month.

Table 13 lists the top 10 websites using Raven to authenticate users, as measured by the number of authentications during October 2007 and April 2008.

In September 2007, Raven was enhanced to additionally provide an authentication service using the internationally-standardized Shibboleth protocol. In 2007-08 the major use of this service was to provide access control to external electronic resources managed by the Library.

Table 14 shows the monthly breakdown of Raven usage from Shibboleth, with the number of distinct users authenticating via Shibboleth, the number of distinct resource providers being used and the total number of authentications served each month.

Figures are for 2007-08; with 2006-07 figures in italics.

TABLE 12 – RAVEN AUTHENTICATION SERVICE USAGE

	Users		Web Hosts		Authentications	
	2007-08	2006-07	2007-08	2006-07	2007-08	2006-07
August	10,811	<i>7,985</i>	363	<i>271</i>	92,973	<i>50,659</i>
September	15,381	<i>10,930</i>	350	<i>270</i>	124,398	<i>69,005</i>
October	23,662	<i>13,568</i>	370	<i>247</i>	359,187	<i>62,788</i>
November	22,999	<i>19,102</i>	385	<i>301</i>	329,774	<i>191,226</i>
December	18,326	<i>14,706</i>	368	<i>296</i>	147,651	<i>96,250</i>
January	22,154	<i>17,134</i>	437	<i>328</i>	270,346	<i>140,993</i>
February	21,983	<i>16,512</i>	424	<i>322</i>	297,318	<i>140,524</i>
March	22,418	<i>18,600</i>	461	<i>332</i>	291,120	<i>189,671</i>
April	17,950	<i>11,971</i>	372	<i>275</i>	123,552	<i>61,782</i>
May	22,372	<i>17,689</i>	446	<i>340</i>	331,474	<i>191,346</i>
June	16,071	<i>19,034</i>	356	<i>338</i>	129,919	<i>267,376</i>
July	18,139	<i>14,114</i>	442	<i>320</i>	200,808	<i>145,899</i>
			<i>Total Authentications</i>		2,698,520	<i>1,607,519</i>

TABLE 13 – TOP TEN RAVEN SITES

1. CamTools
2. CamSIS
3. Lapwing
4. CamCORS
5. Shibboleth
6. CamSIS website
7. @lists mail-list service
8. Churchill College website
9. Lookup (Directory)
10. Department of Engineering website

TABLE 14 – SHIBBOLETH USAGE

	Users	Providers	Authentications
August	n/a	n/a	n/a
September	425	14	1,414
October	2,847	8	13,087
November	2,853	22	13,286
December	2,893	8	13,982
January	3,526	9	15,523
February	3,671	10	15,747
March	4,003	10	18,389
April	4,094	10	20,685
May	3,611	13	16,828
June	2,729	16	10,711
July	3,297	20	14,517
		<i>Total Authentications</i>	154,169

University Directory Service

Table 15 shows the monthly breakdown of the usage of the University Directory Service (Lookup) since the beginning of the calendar year for 2008. The table shows the number of LDAP 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 via LDAP does not include the thousands of user machines simply looking up contact details via www.lookup.cam.ac.uk, which appears as only one LDAP client machine in the table below. The number of user machines accessing contact details via the web is given in the last column, and are only available for 2008.

Figures are for 2008; with 2007 figures for the same period in italics.

TABLE 15 – LOOKUP SERVICE USE

	LDAP Connections		LDAP Clients		Web Users
January	2,243,834	<i>198,259</i>	3,125	<i>1,498</i>	2,757
February	2,140,061	<i>363,639</i>	2,586	<i>2,064</i>	2,591
March	1,474,378	<i>347,792</i>	3,135	<i>2,198</i>	2,325
April	1,548,214	<i>608,664</i>	3,183	<i>2,537</i>	2,565
May	1,623,194	<i>1,172,650</i>	2,717	<i>2,065</i>	2,496
June	1,591,168	<i>2,700,686</i>	2,841	<i>1,989</i>	2,345
July	2,200,478	<i>3,253,174</i>	1,924	<i>2,409</i>	1,163

Public Workstation Facility

Tables 16(A) to 16(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 <i>at least once</i> during the year
Sessions	Number of times logged-on during the year

Table 17 gives a list of the institutions that have a Computing Service Managed Cluster, and the platforms provided at those sites.

Table 18 gives details, extracted from Tables 16(B) and 16(C), on the use of the PWF from certain University locations while Table 19 gives similar details of the use of the PWF from those Colleges which have Managed Clusters. Also included are figures indicating the number of printing jobs serviced at these locations. In these two tables, the sessions have been further categorised into those originating from PCs (Windows or Linux) and those from Macintoshes. Table 20 gives details of the number of sessions to remote PWF servers from machines that are not PWF managed workstations.

N.B. Logging on the Macintoshes was broken from August to the beginning of December 2007, and so the figures presented for 2007-08 are approximately 30% less than expected.

In all Tables, the figures are for 2007-08, with 2006-07 figures in italics.

TABLE 16(A) – PUBLIC WORKSTATION FACILITY USE

	Users		Sessions	
Arts & Humanities	927 (4.7%)	962 (4.9%)	80,697 (6.0%)	84,497 (6.0%)
Humanities & Social Sciences	2,454 (12.4%)	2,281 (11.7%)	152,022 (11.4%)	161,622 (11.4%)
Physical Sciences	1,482 (7.5%)	1,428 (7.3%)	99,003 (7.4%)	102,571 (7.3%)
Technology	887 (4.5%)	894 (4.6%)	32,616 (2.4%)	38,003 (2.7%)
Biological Sciences	628 (3.2%)	672 (3.4%)	43,792 (3.3%)	45,696 (3.2%)
Clinical Medicine	644 (3.2%)	662 (3.4%)	82,814 (6.2%)	80,169 (5.7%)
Other GB Institutions	3,127 (15.8%)	2,981 (15.3%)	62,070 (4.6%)	59,230 (4.2%)
Council Institutions	70 (0.4%)	83 (0.4%)	4,243 (0.3%)	4,332 (0.3%)
Miscellaneous	107 (0.5%)	111 (0.6%)	2,469 (0.2%)	1,754 (0.1%)
TOTAL UNIVERSITY	10,326 (52.1%)	10,074 (51.5%)	559,726 (41.8%)	577,874 (40.9%)
COLLEGES	9,480 (47.8%)	9,454 (48.4%)	777,893 (58.1%)	835,208 (59.1%)
Affiliated Institutions	24 (0.1%)	15 (0.1%)	199 (0.0%)	98 (0.0%)
Other external	2 (0.0%)	4 (0.0%)	35 (0.0%)	97 (0.0%)
TOTAL EXTERNAL	26 (0.1%)	19 (0.1%)	234 (0.0%)	195 (0.0%)
TOTAL	19,832(100.0%)	19,547(100.0%)	1,337,853 (100.0%)	1,413,277 (100.0%)

TABLE 16(B) - UNIVERSITY PUBLIC WORKSTATION FACILITY USE

	Users				Sessions			
Architecture & History of Art	78	(0.4%)	66	(0.3%)	5,175	(0.4%)	3,227	(0.2%)
Asian and Middle Eastern Studies	100	(0.5%)	94	(0.5%)	4,699	(0.3%)	5,527	(0.4%)
Classics	80	(0.4%)	99	(0.5%)	5,191	(0.4%)	5,989	(0.4%)
Divinity	58	(0.3%)	70	(0.4%)	3,855	(0.3%)	4,491	(0.3%)
English	260	(1.3%)	262	(1.3%)	29,144	(2.2%)	25,831	(1.8%)
Modern & Medieval Languages	249	(1.3%)	262	(1.3%)	22,578	(1.7%)	27,457	(1.9%)
Music	39	(0.2%)	44	(0.2%)	2,320	(0.2%)	2,639	(0.2%)
Philosophy	63	(0.3%)	65	(0.3%)	7,765	(0.6%)	9,336	(0.7%)
ARTS & HUMANITIES	927	(4.7%)	962	(4.9%)	80,697	(6.0%)	84,497	(6.0%)
Archaeology & Anthropology	246	(1.2%)	285	(1.5%)	22,957	(1.7%)	24,819	(1.8%)
Economics	86	(0.4%)	82	(0.4%)	10,152	(0.8%)	5,982	(0.4%)
Education	1,096	(5.5%)	956	(4.9%)	42,039	(3.1%)	48,739	(3.4%)
Gender Studies	0	(0.0%)	2	(0.0%)	0	(0.0%)	46	(0.0%)
History	267	(1.3%)	276	(1.4%)	19,032	(1.4%)	24,123	(1.7%)
History & Philosophy of Science	45	(0.2%)	53	(0.3%)	2,973	(0.2%)	5,102	(0.4%)
Land Economy	197	(1.0%)	182	(0.9%)	16,704	(1.2%)	16,917	(1.2%)
Law Faculty	298	(1.5%)	262	(1.3%)	22,185	(1.7%)	22,647	(1.6%)
Social & Political Sciences	219	(1.1%)	183	(0.9%)	15,980	(1.2%)	13,247	(0.9%)
HUMANITIES & SOCIAL SCIENCES	2,454	(12.4%)	2,281	(11.7%)	152,022	(11.4%)	161,622	(11.4%)
Applied Mathematics	333	(1.7%)	293	(1.5%)	33,126	(2.5%)	30,217	(2.1%)
Astronomy	32	(0.2%)	21	(0.1%)	900	(0.1%)	886	(0.1%)
Chemistry	397	(2.0%)	417	(2.1%)	17,656	(1.3%)	19,051	(1.3%)
Earth Sciences	37	(0.2%)	52	(0.3%)	1,446	(0.1%)	1,418	(0.1%)
Geography	110	(0.6%)	117	(0.6%)	5,178	(0.4%)	7,256	(0.5%)
Materials Science & Metallurgy	102	(0.5%)	99	(0.5%)	3,463	(0.3%)	3,582	(0.3%)
Physics	231	(1.2%)	218	(1.1%)	7,409	(0.6%)	10,971	(0.8%)
Pure Mathematics	225	(1.1%)	199	(1.0%)	29,509	(22.2%)	28,546	(2.0%)
Scott Polar Research	15	(0.1%)	12	(0.1%)	316	(0.0%)	644	(0.0%)
PHYSICAL SCIENCES	1,482	(7.5%)	1,428	(7.3%)	99,003	(7.4%)	102,571	(7.3%)
Biotechnology	31	(0.2%)	26	(0.1%)	915	(0.1%)	483	(0.0%)
Chemical Engineering	69	(0.3%)	62	(0.3%)	2,419	(0.2%)	3,394	(0.2%)
Computer Science	203	(1.0%)	211	(1.1%)	8,487	(0.6%)	11,801	(0.8%)
Engineering	395	(2.0%)	411	(2.1%)	11,652	(0.9%)	15,355	(1.1%)
Judge Business School	188	(0.9%)	184	(0.9%)	9,125	(0.7%)	6,970	(0.5%)
Other	1	(0.0%)	0	(0.0%)	18	(0.0%)	0	(0.0%)
TECHNOLOGY	887	(4.5%)	894	(4.6%)	32,616	(2.4%)	38,003	(2.7%)
Biochemistry	72	(0.4%)	68	(0.3%)	2,387	(0.2%)	1,867	(0.1%)
Clinical Veterinary Medicine	334	(1.7%)	359	(1.8%)	35,957	(2.7%)	36,615	(2.6%)
Experimental Psychology	29	(0.1%)	34	(0.2%)	432	(0.0%)	896	(0.1%)
Genetics	18	(0.1%)	20	(0.1%)	499	(0.0%)	521	(0.0%)
Gurdon Institute	1	(0.0%)	5	(0.0%)	8	(0.0%)	26	(0.0%)
Pathology	23	(0.1%)	22	(0.1%)	224	(0.0%)	743	(0.1%)
Pharmacology	22	(0.1%)	20	(0.1%)	755	(0.1%)	459	(0.0%)
Physiology, Dev. & Neurosci.	39	(0.2%)	47	(0.2%)	931	(0.1%)	2,019	(0.1%)
Plant Sciences	34	(0.2%)	35	(0.2%)	1,057	(0.1%)	1,300	(0.1%)
Zoology	53	(0.3%)	57	(0.3%)	1,449	(0.1%)	1,165	(0.1%)
Other	3	(0.0%)	5	(0.0%)	93	(0.0%)	85	(0.0%)
BIOLOGICAL SCIENCES	628	(3.2%)	672	(3.4%)	43,792	(3.3%)	45,696	(3.2%)

Clinical Biochemistry	5	(0.0%)	7	(0.0%)	79	(0.0%)	203	(0.0%)
Clinical Neurosciences	26	(0.1%)	25	(0.1%)	937	(0.1%)	545	(0.0%)
Haematology	9	(0.0%)	8	(0.0%)	249	(0.0%)	478	(0.0%)
Institute of Medical Research	7	(0.0%)	3	(0.0%)	299	(0.0%)	42	(0.0%)
Institute of Public Health	22	(0.1%)	13	(0.1%)	1,115	(0.1%)	900	(0.1%)
Medical Genetics	2	(0.0%)	5	(0.0%)	11	(0.0%)	64	(0.0%)
Medicinal Chemistry	0	(0.0%)	1	(0.0%)	0	(0.0%)	5	(0.0%)
Medicine	36	(0.2%)	34	(0.2%)	1,503	(0.1%)	1,694	(0.1%)
Obstetrics & Gynaecology	1	(0.0%)	0	(0.0%)	27	(0.0%)	0	(0.0%)
Oncology	23	(0.1%)	20	(0.1%)	885	(0.1%)	734	(0.1%)
Paediatrics	2	(0.0%)	2	(0.0%)	13	(0.0%)	53	(0.0%)
Psychiatry	14	(0.1%)	16	(0.1%)	465	(0.0%)	450	(0.0%)
Public Health & Primary Care	3	(0.0%)	13	(0.1%)	19	(0.0%)	178	(0.0%)
Radiology	6	(0.0%)	3	(0.0%)	104	(0.0%)	183	(0.0%)
Surgery	8	(0.0%)	10	(0.1%)	122	(0.0%)	604	(0.0%)
Other	480	(2.4%)	501	(2.6%)	76,986	(5.8%)	73,912	(5.2%)
CLINICAL MEDICINE	644	(3.2%)	662	(3.4%)	82,814	(6.2%)	80,169	(5.7%)
African Studies	0	(0.0%)	1	(0.0%)	0	(0.0%)	16	(0.0%)
Business Research	0	(0.0%)	3	(0.0%)	0	(0.0%)	127	(0.0%)
CARET	7	(0.0%)			150	(0.0%)		
CRASSH	3	(0.0%)	5	(0.0%)	20	(0.0%)	14	(0.0%)
Continuing Education	5	(0.0%)	3	(0.0%)	29	(0.0%)	16	(0.0%)
English and Applied Linguistics	55	(0.3%)	51	(0.3%)	2,917	(0.2%)	3,586	(0.3%)
International Studies	179	(0.9%)	168	(0.9%)	11,063	(0.8%)	14,754	(1.0%)
Language Centre	3	(0.0%)	2	(0.0%)	306	(0.0%)	7	(0.0%)
Latin-American Studies	16	(0.1%)	12	(0.1%)	727	(0.1%)	669	(0.0%)
Middle Eastern Studies			3	(0.0%)			85	(0.0%)
South Asian Studies	1	(0.0%)	1	(0.0%)	15	(0.0%)	71	(0.0%)
University Computing Service	2,830	(14.3%)	2,703	(13.8%)	46,042	(3.4%)	39,011	(2.8%)
University Library	28	(0.1%)	30	(0.2%)	801	(0.1%)	879	(0.1%)
Other	0	(0.0%)	2	(0.0%)	0	(0.0%)	11	(0.0%)
OTHER GB INSTITUTIONS	3,127	(15.8%)	2,981	(15.3%)	62,070	(4.6%)	59,230	(4.2%)
Administrative Offices	31	(0.2%)	45	(0.2%)	1,235	(0.1%)	1,767	(0.1%)
Cambridge Assessment	1	(0.0%)	1	(0.0%)	1	(0.0%)	1	(0.0%)
Fitzwilliam Museum	6	(0.0%)	9	(0.0%)	603	(0.0%)	547	(0.0%)
Kettle's Yard	2	(0.0%)	2	(0.0%)	27	(0.0%)	60	(0.0%)
Sports & Physical Education	2	(0.0%)			733	(0.1%)		
University Centre	17	(0.1%)	19	(0.1%)	1,555	(0.1%)	1,424	(0.1%)
University Farm	1	(0.0%)	0	(0.0%)	1	(0.0%)	0	(0.0%)
University Press	1	(0.0%)	0	(0.0%)	2	(0.0%)	0	(0.0%)
Other	9	(0.0%)	2	(0.0%)	86	(0.0%)	6	(0.0%)
COUNCIL INSTITUTIONS	70	(0.4%)	83	(0.4%)	4,243	(0.3%)	4,332	(0.3%)
Societies	3	(0.0%)	6	(0.0%)	17	(0.0%)	106	(0.0%)
Students in non-University Insts.	104	(0.5%)	105	(0.5%)	2,452	(0.2%)	1,648	(0.1%)
MISCELLANEOUS	107	(0.5%)	111	(0.6%)	2,469	(0.2%)	1,754	(0.1%)
TOTAL UNIVERSITY	10,326	(52.1%)	10,074	(51.5%)	559,726	(41.8%)	577,874	(40.9%)

TABLE 16(C) - COLLEGE PUBLIC WORKSTATION FACILITY USE

	Users				Sessions			
Christ's	385	(1.9%)	400	(2.0%)	33,998	(2.5%)	34,726	(2.5%)
Churchill	214	(1.1%)	221	(1.1%)	9,429	(0.7%)	11,872	(0.8%)
Clare	449	(2.3%)	444	(2.3%)	56,113	(4.2%)	65,532	(4.6%)
Clare Hall	10	(0.1%)	7	(0.0%)	183	(0.0%)	150	(0.0%)
Corpus Christi	91	(0.5%)	102	(0.5%)	5,251	(0.4%)	4,712	(0.3%)
Darwin	0	(0.0%)	7	(0.0%)	0	(0.0%)	71	(0.0%)
Downing	368	(1.9%)	383	(2.0%)	19,122	(1.4%)	20,312	(2.8%)
Emmanuel	457	(2.3%)	461	(2.4%)	40,994	(3.1%)	42,616	(3.0%)
Fitzwilliam	446	(2.2%)	458	(2.3%)	39,990	(3.0%)	39,724	(2.8%)
Girton	257	(1.3%)	248	(1.3%)	11,036	(0.8%)	10,792	(0.8%)
Gonville and Caius	504	(2.5%)	495	(2.5%)	48,146	(3.6%)	44,350	(3.1%)
Homerton	584	(2.9%)	524	(2.7%)	50,696	(3.8%)	48,042	(3.4%)
Hughes Hall	35	(0.2%)	28	(0.1%)	1,203	(0.1%)	1,424	(0.1%)
Jesus	189	(1.0%)	181	(0.9%)	6,461	(0.5%)	7,846	(0.6%)
King's	368	(1.9%)	365	(1.9%)	31,325	(2.3%)	31,019	(2.2%)
Lucy Cavendish	65	(0.3%)	58	(0.3%)	4,517	(0.3%)	2,106	(0.1%)
Magdalene	126	(0.6%)	139	(0.7%)	5,063	(0.4%)	5,741	(0.4%)
Murray Edwards	365	(1.8%)	372	(1.9%)	29,659	(2.2%)	30,813	(2.2%)
Newnham	394	(2.0%)	401	(2.1%)	37,994	(2.8%)	39,529	(2.8%)
Pembroke	169	(0.9%)	159	(0.8%)	5,818	(0.4%)	4,261	(0.3%)
Peterhouse	227	(1.1%)	239	(1.2%)	25,653	(1.9%)	29,852	(2.1%)
Queens'	440	(2.2%)	430	(2.2%)	22,704	(1.7%)	25,687	(1.8%)
Robinson	375	(1.9%)	385	(2.0%)	31,934	(2.4%)	31,265	(2.2%)
St Catharine's	417	(2.1%)	416	(2.1%)	31,168	(2.3%)	41,143	(2.9%)
St Edmund's	63	(0.3%)	61	(0.3%)	2,575	(0.2%)	4,280	(0.3%)
St John's	545	(2.7%)	567	(2.9%)	51,568	(3.9%)	63,531	(4.5%)
Selwyn	330	(1.7%)	340	(1.7%)	24,663	(1.8%)	32,539	(2.3%)
Sidney Sussex	326	(1.6%)	345	(1.8%)	39,530	(3.0%)	46,135	(3.3%)
Theological Federation	26	(0.1%)	13	(0.1%)	274	(0.0%)	419	(0.0%)
Trinity	666	(3.4%)	670	(3.4%)	59,180	(4.4%)	68,107	(4.8%)
Trinity Hall	354	(1.8%)	335	(1.7%)	33,162	(2.5%)	31,969	(2.3%)
Wolfson	155	(0.8%)	145	(0.7%)	12,973	(1.0%)	10,017	(0.7%)
Other	80	(0.4%)	55	(0.3%)	5,511	(0.4%)	4,626	(0.3%)
COLLEGES	9,480	(47.8%)	9,454	(48.4%)	777,893	(58.1%)	835,208	(59.1%)

TABLE 17 – MANAGED CLUSTER SITES

Institution	Platform		
	Windows PC	Macintosh	Linux PC
Archaeology	x	x	
Chemistry	x	x	x
Clinical Medicine	x		
Clinical Veterinary Medicine	x	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 & Political Sciences	x		
Christ's	x		
Clare	x	x	x
Downing	x	x	
Emmanuel	x	x	
Fitzwilliam	x	x	x
Gonville & Caius	x	x	
Homerton	x		x
King's	x	x	x
Lucy Cavendish	x		
Murray Edwards	x	x	
Newnham	x	x	x
Peterhouse	x	x	x
Queens'	x	x	x
Robinson	x	x	x
Selwyn	x		x
Sidney Sussex	x	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 18 - 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				Printer Jobs
			PC		Mac		
<i>Computing Service locations</i>							
Phoenix User Area	994	1,027	12,210	13,467	883	1,788	14,848
Titan Teaching Room 1	1,768	1,578	13,132	11,816			4,779
Titan Teaching Room 2	1,003	957	6,444	5,053			1,407
Phoenix Teaching Room	916	885	7,554	6,605			1,387
Balfour Macintosh Room	494	678			2,441	5,409	2,442
Oriental Studies Basement	425	438	3,955	4,306	295	900	2,426
University Centre	1,139	1,164	16,146	14,948	1,459	1,944	4,675
Disability Resource Centre	18	28	129	203	63	14	78
Assistive Technology Room	6	6	46	94	7	10	
		<i>Total</i>	59,616	56,492	5,148	10,065	32,093
<i>Managed Cluster locations</i>							
Archaeology	165	157	11,190	11,068	143	268	8,930
Chemistry	846	836	32,727	30,341	7,333	8,049	12,311
Clinical Medicine	677	689	72,476	62,366			4,679
Clinical Veterinary Medicine	400	416	33,849	31,656	385	1,726	9,627
Computer Laboratory	559	535	17,231	21,997			9,363
Education	1,367	1,205	31,692	24,629	1,974	2,686	19,612
English	1,008	991	35,885	30,448	1	5	9,317
Geography	484	519	14,245	25,211			20,932
History	773	711	13,253	10,974			1,916
Land Economy	713	612	22,403	19,672			31,522
Law	1,271	1,327	31,106	35,297			19,138
Mathematics	1,079	1,015	40,751	34,916			29,896
MML & Philosophy	1,133	1,176	37,637	36,856	1,066	2,803	11,797
Moore Library	986	983	25,565	23,976			1,643
Physics	588	530	9,957	12,459			2,447
Social & Political Sciences	696	583	14,785	7,373		4,225	11,192
		<i>Total</i>	444,752	419,239	10,902	19,762	204,322

TABLE 19 - 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				Printer Jobs
			PC		Mac		
<i>Managed Cluster locations</i>							
Christ's	619	646	31,734	33,122			30,679
Clare	792	835	51,882	54,749	4,335	7,600	44,392
Downing	793	812	23,393	23,516	344	246	30,173
Emmanuel	786	779	41,846	43,455	844	257	57,702
Fitzwilliam	759	769	36,409	32,234	676	287	36,567
Gonville and Caius	893	968	49,510	44,910	2,215	1,829	45,722
Homerton	1,240	1,104	54,781	51,220			35,085
King's	1,173	1,038	49,787	43,898	377	780	35,748
Lucy Cavendish	165	112	5,142	1,248			7,119
Murray Edwards	562	587	26,579	27,962	200	46	32,834
Newnham	806	852	39,819	40,132	432	388	35,731
Peterhouse	356	363	26,994	29,583	647	796	22,264
Queens'	869	806	30,419	33,030	3,488	1,858	41,109
Robinson	605	553	30,900	26,772	890	161	27,635
St Catharine's	724	683	33,499	39,440	879	2,140	45,096
St John's	1,150	1,186	67,656	73,769	3,192	4,604	61,586
Selwyn	642	612	29,474	33,692			29,475
Sidney Sussex	547	579	39,533	47,276	649	626	32,307
Trinity	1,358	1,413	64,663	75,539	4,879	5,825	65,632
Trinity Hall	657	662	37,294	34,294	1,046	1,141	28,194
Wolfson	698	645	40,255	39,067			41,139
		<i>Total</i>	811,566	828,908	25,093	28,584	786,189

TABLE 20 – 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	
<i>Remote Linux Locations</i>				
Physics server	119	56	1,945	798
Computer Laboratory servers	81	110	4,521	3,919
Computing Service server	1,488	1,129	31,957	20,564
<i>Total Sessions</i>			38,423	25,281
<i>Remote Storage Access</i>				
NetStorage web interface	1,472	1,595	20,466	20,506
WebDAV connections (no user data)			6,764	3,797
<i>PWF Club Locations</i>				
Churchill	3	42	156	101
<i>Total Sessions</i>			156	101

Central Unix Service

The Central Unix Service is a general user facility based on a multi-processor Unix configuration, and is scheduled to close on 1 October 2008. An active campaign to encourage users to migrate off this system has been in place for some while now and the usage figures indicate the effects of this. Note that the figures for the Computing Service include all systems, applications and operational support activities, together with Unix-based training courses.

Tables 21(A) to 21(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 2007-08; 2006-07 figures are in italics.

TABLE 21(A) - CENTRAL UNIX SERVICE USE

	CPU		Users	
Arts & Humanities	10.4%	10.9%	118 (8.9%)	128 (8.1%)
Humanities & Social Sciences	1.1%	2.2%	149 (11.2%)	170 (10.8%)
Physical Sciences	17.6%	19.6%	249 (18.7%)	312 (19.8%)
Technology	4.7%	7.4%	51 (3.8%)	67 (4.2%)
Biological Sciences	5.2%	5.6%	175 (13.1%)	205 (13.0%)
Clinical Medicine	2.1%	1.7%	56 (4.2%)	74 (4.7%)
Other GB Institutions	48.2%	44.5%	150 (11.3%)	216 (13.7%)
Council Institutions	1.1%	1.6%	52 (3.9%)	66 (4.2%)
Miscellaneous	0.1%	0.1%	3 (0.2%)	3 (0.2%)
TOTAL UNIVERSITY	90.3%	93.4%	1,003 (75.2%)	1,241 (78.7%)

COLLEGES	9.4%	5.3%	309 (23.2%)	302 (19.2%)
Affiliated Institutions	0.3%	1.2%	12 (0.9%)	27 (1.7%)
Other external	0.0%	0.0%	9 (0.7%)	7 (0.4%)
TOTAL EXTERNAL	0.3%	1.3%	21 (1.6%)	34 (2.2%)
TOTAL	100%	100.0%	1,333 (100.0%)	1,577 (100.0%)

TABLE 21(B) - UNIVERSITY CENTRAL UNIX SERVICE USE

	CPU		Users	
Architecture & History of Art	0.0%	0.0%	5 (0.4%)	5 (0.3%)
Classics	0.0%	0.0%	8 (0.6%)	10 (0.6%)
Divinity	0.5%	0.7%	23 (1.7%)	26 (1.6%)
English	8.7%	9.2%	19 (1.4%)	13 (0.8%)
Modern & Medieval Languages	0.9%	0.8%	47 (3.5%)	53 (3.4%)
Music	0.1%	0.1%	4 (0.3%)	4 (0.3%)
Asian and Middle Eastern Studies	0.0%	0.1%	8 (0.6%)	13 (0.8%)
Philosophy	0.1%	0.0%	4 (0.3%)	4 (0.3%)
ARTS & HUMANITIES	10.4%	10.9%	118 (8.9%)	128 (8.1%)
Archaeology & Anthropology	0.4%	1.2%	44 (3.3%)	49 (3.1%)
Economics	0.0%	0.0%	4 (0.3%)	8 (0.5%)
Education	0.0%	0.0%	19 (1.4%)	17 (1.1%)
History	0.4%	0.4%	15 (1.1%)	14 (0.9%)
History & Philosophy of Science	0.0%	0.0%	4 (0.3%)	5 (0.3%)
Land Economy	0.1%	0.3%	20 (1.5%)	22 (1.4%)
Law Faculty	0.1%	0.1%	25 (1.9%)	32 (2.0%)
Social & Political Sciences	0.1%	0.1%	18 (1.4%)	23 (1.5%)
HUMANITIES & SOCIAL SCIENCES	1.1%	2.2%	149 (11.2%)	170 (10.8%)
Applied Mathematics	0.0%	0.0%	6 (0.5%)	8 (0.5%)
Astronomy	0.0%	0.0%	2 (0.2%)	3 (0.2%)
Chemistry	9.6%	10.0%	84 (6.3%)	102 (6.5%)
Earth Sciences	0.4%	0.7%	13 (1.0%)	21 (1.3%)
Geography	0.0%	0.0%	26 (2.0%)	30 (1.9%)
Isaac Newton Institute	0.0%	0.0%	1 (0.1%)	1 (0.1%)
Materials Science & Metallurgy	2.4%	3.2%	33 (2.5%)	41 (2.6%)
Physics	5.0%	5.3%	59 (4.4%)	76 (4.8%)
Pure Mathematics	0.1%	0.3%	5 (0.4%)	8 (0.5%)
Scott Polar Research	0.0%	0.0%	20 (1.5%)	22 (1.4%)
PHYSICAL SCIENCES	17.6%	19.6%	249 (18.7%)	312 (19.8%)
Biotechnology	0.0%	0.0%	2 (0.2%)	2 (0.1%)
Chemical Engineering	2.0%	5.2%	10 (0.8%)	11 (0.7%)
Computer Science	1.8%	1.3%	8 (0.6%)	10 (0.6%)
Engineering	0.9%	0.9%	20 (1.5%)	29 (1.8%)
Judge Business School	0.0%	0.0%	9 (0.7%)	13 (0.8%)
Other	0.0%	0.0%	2 (0.2%)	2 (0.1%)
TECHNOLOGY	4.7%	5.6%	51 (3.8%)	67 (4.2%)

Biochemistry	0.1%	0.2%	11	(0.8%)	12	(0.8%)
Clinical Veterinary Medicine	0.5%	0.7%	8	(0.6%)	8	(0.5%)
Experimental Psychology	1.4%	1.0%	20	(1.5%)	24	(1.5%)
Genetics	0.0%	0.1%	5	(0.4%)	7	(0.4%)
Gurdon Institute	0.0%	0.0%	3	(0.2%)	5	(0.3%)
Pathology	0.0%	0.0%	7	(0.5%)	9	(0.6%)
Pharmacology	0.4%	0.3%	13	(1.0%)	15	(1.0%)
Physiology, Dev. & Neurosci.	0.5%	0.3%	51	(3.8%)	58	(3.7%)
Plant Sciences	1.2%	2.7%	27	(2.0%)	33	(2.1%)
Zoology	1.1%	0.3%	30	(2.3%)	34	(2.2%)
BIOLOGICAL SCIENCES	5.2%	5.6%	175	(13.1%)	205	(13.0%)
Clinical Biochemistry	0.0%	0.0%	3	(0.2%)	4	(0.3%)
Clinical Neurosciences	0.0%	0.0%	5	(0.4%)	7	(0.4%)
Haematology	0.0%	0.0%	4	(0.3%)	5	(0.3%)
IT Support	0.0%	0.0%	1	(0.1%)	1	(0.1%)
Institute of Medical Research	0.1%	0.1%	8	(0.6%)	12	(0.8%)
Institute of Public Health	0.8%	0.0%	3	(0.2%)	1	(0.1%)
Medical Genetics	0.0%	0.0%	1	(0.1%)	1	(0.1%)
Medicine	0.0%	0.1%	6	(0.5%)	10	(0.6%)
Oncology	1.1%	1.4%	4	(0.3%)	5	(0.3%)
Psychiatry	0.0%	0.0%	10	(0.8%)	13	(0.8%)
Public Health & Primary Care	0.0%	0.1%	3	(0.2%)	4	(0.3%)
Radiology	0.0%	0.0%	0	(0.0%)	1	(0.1%)
Surgery	0.0%	0.0%	3	(0.2%)	3	(0.2%)
Other	0.0%	0.0%	5	(0.4%)	7	(0.4%)
CLINICAL MEDICINE	2.1%	1.7%	56	(4.2%)	74	(4.7%)
African Studies	0.0%	0.0%	3	(0.2%)	3	(0.2%)
Business Research	0.0%	0.0%	0	(0.0%)	2	(0.1%)
CARET	0.0%		2	(0.2%)		
CRASSH	0.0%		1	(0.1%)		
Continuing Education	0.0%	0.0%	7	(0.5%)	7	(0.4%)
English and Applied Linguistics	0.0%	0.0%	5	(0.4%)	4	(0.3%)
International Studies	0.0%	0.0%	1	(0.1%)	2	(0.1%)
Language Centre	0.0%	0.0%	13	(1.0%)	13	(0.8%)
Latin-American Studies	0.0%	0.0%	2	(0.2%)	2	(0.1%)
University Computing Service	41.2%	37.9%	82	(6.2%)	154	(9.8%)
University Library	7.0%	6.5%	34	(2.6%)	36	(2.3%)
OTHER GB INSTITUTIONS	48.2%	44.5%	150	(11.3%)	216	(13.7%)
Administrative Offices	1.0%	1.2%	28	(2.1%)	34	(2.2%)
Cambridge Assessment	0.0%	0.0%	1	(0.1%)	1	(0.1%)
Careers Service	0.0%	0.0%	9	(0.7%)	9	(0.6%)
Fitzwilliam Museum	0.0%	0.0%	6	(0.5%)	7	(0.4%)
Health Services	0.0%	0.0%	1	(0.1%)	1	(0.1%)
University Farm	0.0%	0.4%	6	(0.5%)	6	(0.4%)
University Press	0.0%	0.0%	1	(0.1%)	1	(0.1%)
COUNCIL INSTITUTIONS	1.1%	1.6%	52	(3.9%)	66	(4.2%)
Societies	0.0%	0.0%	0	(0.0%)	0	(0.0%)
Students in non-University Insts.	0.1%	0.1%	3	(0.2%)	3	(0.2%)
MISCELLANEOUS	0.1%	0.1%	3	(0.2%)	3	(0.2%)
TOTAL UNIVERSITY	90.3%	93.4%	1,003	(75.2%)	1,241	(78.7%)

TABLE 21(C) - COLLEGE CENTRAL UNIX SERVICE USE

	CPU		Users	
Christ's	0.0%	<i>0.0%</i>	10 (0.8%)	<i>10 (0.6%)</i>
Churchill	0.2%	<i>0.1%</i>	17 (1.3%)	<i>17 (1.1%)</i>
Clare	0.0%	<i>0.0%</i>	10 (0.8%)	<i>8 (0.5%)</i>
Clare Hall	0.0%	<i>0.1%</i>	7 (0.5%)	<i>7 (0.4%)</i>
Corpus Christi	0.0%	<i>0.0%</i>	3 (0.2%)	<i>3 (0.2%)</i>
Darwin	0.1%	<i>0.2%</i>	6 (0.5%)	<i>7 (0.4%)</i>
Downing	0.0%	<i>0.0%</i>	3 (0.2%)	<i>3 (0.2%)</i>
Emmanuel	0.2%	<i>0.0%</i>	6 (0.5%)	<i>6 (0.4%)</i>
Fitzwilliam	0.6%	<i>0.2%</i>	13 (1.0%)	<i>11 (0.7%)</i>
Girton	0.1%	<i>0.0%</i>	16 (1.2%)	<i>16 (1.0%)</i>
Gonville and Caius	1.1%	<i>0.9%</i>	13 (1.0%)	<i>13 (0.8%)</i>
Homerton	0.0%	<i>0.0%</i>	4 (0.3%)	<i>4 (0.3%)</i>
Hughes Hall	0.2%	<i>0.1%</i>	6 (0.5%)	<i>4 (0.3%)</i>
Jesus	0.0%	<i>0.2%</i>	7 (0.5%)	<i>6 (0.4%)</i>
King's	0.0%	<i>0.0%</i>	11 (0.8%)	<i>12 (0.8%)</i>
Lucy Cavendish	0.0%	<i>0.0%</i>	7 (0.5%)	<i>7 (0.4%)</i>
Magdalene	0.0%	<i>0.0%</i>	2 (0.2%)	<i>1 (0.1%)</i>
Murray Edwards	0.1%	<i>0.0%</i>	10 (0.8%)	<i>10 (0.6%)</i>
Newnham	0.3%	<i>0.2%</i>	12 (0.9%)	<i>13 (0.8%)</i>
Pembroke	0.0%	<i>0.0%</i>	15 (1.1%)	<i>15 (1.0%)</i>
Peterhouse	0.0%	<i>0.0%</i>	3 (0.2%)	<i>3 (0.2%)</i>
Queens'	0.0%	<i>0.0%</i>	3 (0.2%)	<i>6 (0.4%)</i>
Robinson	0.1%	<i>0.2%</i>	7 (0.5%)	<i>7 (0.4%)</i>
St Catharine's	0.0%	<i>0.2%</i>	11 (0.8%)	<i>11 (0.7%)</i>
St Edmund's	0.0%	<i>0.1%</i>	6 (0.5%)	<i>7 (0.4%)</i>
St John's	0.0%	<i>0.1%</i>	15 (1.1%)	<i>14 (0.9%)</i>
Selwyn	0.0%	<i>0.0%</i>	3 (0.2%)	<i>3 (0.2%)</i>
Sidney Sussex	0.0%	<i>0.1%</i>	10 (0.8%)	<i>9 (0.6%)</i>
Theological Federation	0.0%	<i>0.0%</i>	4 (0.3%)	<i>5 (0.3%)</i>
Trinity	3.8%	<i>0.9%</i>	34 (2.6%)	<i>31 (2.0%)</i>
Trinity Hall	0.0%	<i>0.0%</i>	2 (0.2%)	<i>3 (0.2%)</i>
Wolfson	0.3%	<i>0.3%</i>	12 (0.9%)	<i>13 (0.8%)</i>
Other	2.1%	<i>1.3%</i>	21 (1.6%)	<i>17 (1.1%)</i>
COLLEGES	9.4%	<i>5.3%</i>	309 (23.2%)	<i>302 (19.2%)</i>

Software Sales

Table 22 shows totals of software sales items supplied by month. Tables 23(A) to 23(C) show software sales items supplied, by institution. General software (excluding media) and SunSpectrum items are shown separately. Table 24 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 2007-08; 2006-07 figures are in italics.

TABLE 22 -SOFTWARE ITEMS SUPPLIED BY MONTH

	General				SunSpectrum			
August	1,519	(8.0%)	1,241	(5.5%)	239	(84.1%)	250	(81.2%)
September	1,874	(9.8%)	3,864	(17.2%)	8	(2.8%)	5	(1.6%)
October	4,201	(22.1%)	2,301	(10.3%)	3	(1.1%)	3	(1.0%)
November	1,378	(7.2%)	1,590	(7.1%)			3	(1.0%)
December	808	(4.2%)	1,278	(5.7%)	13	(4.6%)	13	(4.2%)
January	752	(4.0%)	1,144	(5.1%)	7	(2.5%)	3	(1.0%)
February	1,314	(6.9%)	1,702	(7.6%)				
March	1,239	(6.5%)	2,509	(11.2%)	9	(3.1%)	16	(5.2%)
April	1,670	(8.8%)	669	(3.0%)	5	(1.8%)	5	(1.6%)
May	921	(4.8%)	1,290	(5.7%)			3	(1.0%)
June	847	(4.5%)	2,492	(11.1%)			3	(1.0%)
July	2,514	(13.2%)	2,367	(10.5%)			4	(1.3%)
TOTAL FOR YEAR	19,037	(100.0%)	22,447	(100.0%)	284	(100.0%)	308	(100.0%)

TABLE 23(A) - SOFTWARE ITEMS SUPPLIED BY INSTITUTION

	General				SunSpectrum			
Arts & Humanities	406	(2.1%)	511	(2.3%)				
Humanities & Social Sciences	1,201	(6.3%)	1,579	(7.0%)				
Physical Sciences	2,498	(13.1%)	2,946	(13.1%)	113	(39.8%)	110	(35.7%)
Technology	1,005	(5.3%)	2,383	(10.6%)	4	(1.4%)	7	(2.3%)
Biological Sciences	1,870	(9.8%)	1,936	(8.6%)	19	(6.7%)	21	(6.8%)
Clinical Medicine	1,465	(7.7%)	1,574	(7.0%)	74	(26.1%)	81	(26.3%)
Other GB Institutions	1,854	(9.7%)	2,941	(8.6%)	65	(22.9%)	74	(24.0%)
Council Institutions	3,503	(18.4%)	2,264	(10.1%)			4	(1.3%)
Societies	43	(0.2%)	18	(0.1%)				
TOTAL UNIVERSITY	13,845	(72.7%)	15,152	(67.5%)	275	(96.8%)	297	(96.4%)
COLLEGES	5,029	(26.4%)	6,632	(29.5%)	6	(2.1%)	7	(2.3%)
Affiliated Institutions	78	(0.4%)	36	(0.2%)	3	(1.1%)	4	(1.3%)
Other external	85	(0.4%)	627	(2.8%)				
TOTAL EXTERNAL	5,192	(27.3%)	663	(3.0%)	3	(1.1%)	4	(1.3%)
TOTAL	19,037	(100.0%)	22,447	(100.0%)	284	(100.0%)	308	(100.0%)

TABLE 23(B) - UNIVERSITY SOFTWARE ITEMS SUPPLIED

	General				SunSpectrum			
Architecture & History of Art	97	(0.5%)	75	(0.3%)				
Classics	2	(0.0%)	47	(0.2%)				
Divinity	46	(0.2%)	31	(0.1%)				
English	17	(0.1%)	106	(0.5%)				
Modern & Medieval Languages	63	(0.3%)	93	(0.4%)				
Music	29	(0.2%)	45	(0.2%)				
Asian and Middle Eastern Studies	90	(0.5%)	56	(0.2%)				
Philosophy	19	(0.1%)	35	(0.2%)				
Other	43	(0.2%)	23	(0.1%)				
ARTS & HUMANITIES	406	(2.1%)	511	(2.3%)				

Archaeology & Anthropology	381	(2.0%)	186	(0.8%)				
Economics	119	(0.6%)	137	(0.6%)				
Education	178	(0.9%)	620	(2.8%)				
History	23	(0.1%)	109	(0.5%)				
History & Philosophy of Science	72	(0.4%)	46	(0.2%)				
Land Economy	120	(0.6%)	159	(0.7%)				
Law Faculty	93	(0.5%)	132	(0.6%)				
Social & Political Sciences	177	(0.9%)	100	(0.4%)				
Other	38	(0.2%)	90	(0.4%)				
HUMANITIES & SOCIAL SCIENCES	1,201	(6.3%)	1,579	(7.0%)				
Applied Mathematics	229	(1.2%)	156	(0.7%)	5	(1.8%)	5	(1.6%)
Astronomy	55	(0.3%)	36	(0.2%)				
Chemistry	537	(2.8%)	499	(2.2%)	18	(6.3%)	17	(5.5%)
Earth Sciences	253	(1.3%)	839	(3.7%)	23	(8.1%)	19	(6.2%)
Geography	128	(0.7%)	144	(0.6%)				
Isaac Newton Institute	27	(0.1%)	4	(0.0%)	9	(3.2%)	10	(3.2%)
Materials Science & Metallurgy	185	(1.0%)	224	(1.0%)			3	(1.0%)
Physics	973	(5.1%)	896	(4.0%)	55	(19.4%)	53	(17.2%)
Pure Mathematics	83	(0.4%)	135	(0.6%)	3	(1.1%)	3	(1.0%)
Scott Polar Research	28	(0.1%)	13	(0.1%)				
PHYSICAL SCIENCES	2,498	(13.1%)	2,946	(13.1%)	113	(39.8%)	110	(35.7%)
Biotechnology	74	(0.4%)	32	(0.1%)				
Chemical Engineering	79	(0.4%)	166	(0.7%)				
Computer Science	62	(0.3%)	195	(0.9%)			3	(1.0%)
Engineering	605	(3.2%)	1,032	(4.6%)	4	(1.4%)	4	(1.3%)
Management Studies	183	(1.0%)	956	(4.3%)				
Other	2	(0.0%)	2	(0.0%)				
TECHNOLOGY	1,005	(5.3%)	2,383	(10.6%)	4	(1.4%)	7	(2.3%)
Biochemistry	89	(0.5%)	215	(1.0%)	5	(1.8%)	5	(1.6%)
Clinical Veterinary Medicine	136	(0.7%)	158	(0.7%)			3	(1.0%)
Experimental Psychology	205	(1.1%)	199	(0.9%)				
Genetics	102	(0.5%)	118	(0.5%)	14	(4.9%)	13	(4.2%)
Gurdon Institute	170	(0.9%)	110	(0.5%)				
Pathology	157	(0.8%)	164	(0.7%)				
Pharmacology	127	(0.7%)	88	(0.4%)				
Physiology, Dev. & Neurosci.	229	(1.2%)	181	(0.8%)				
Plant Sciences	206	(1.1%)	88	(0.4%)				
Zoology	449	(2.4%)	615	(2.7%)				
BIOLOGICAL SCIENCES	1,870	(9.8%)	1,936	(8.6%)	19	(6.7%)	21	(6.8%)

Biomedical Services	34	(0.2%)	52	(0.2%)				
Clinical Biochemistry	116	(0.6%)	110	(0.5%)				
Clinical Neurosciences	58	(0.3%)	106	(0.5%)				
Haematology	25	(0.1%)	101	(0.4%)				
IT Support	209	(1.1%)	390	(1.7%)				
Institute of Medical Research	352	(1.8%)	255	(1.1%)	21	(7.4%)	29	(9.4%)
Institute of Public Health	58	(0.3%)	17	(0.1%)				
Medical Genetics	19	(0.1%)	5	(0.0%)				
Medical Informatics	36	(0.2%)	0	(0.0%)				
Medicine	113	(0.6%)	77	(0.3%)				
Obstetrics & Gynaecology	17	(0.1%)	15	(0.1%)				
Oncology	80	(0.4%)	53	(0.2%)				
Paediatrics	18	(0.1%)	16	(0.1%)				
Psychiatry	142	(0.7%)	88	(0.4%)				
Public Health & Primary Care	117	(0.6%)	142	(0.6%)				
Radiology	14	(0.1%)	26	(0.1%)	6	(2.1%)	6	(1.9%)
Surgery	11	(0.1%)	45	(0.2%)				
Other	46	(0.2%)	76	(0.3%)	47	(16.5%)	46	(14.9%)
CLINICAL MEDICINE	1,465	(7.7%)	1,574	(6.7%)	74	(26.1%)	81	(26.3%)
African Studies	25	(0.1%)	4	(0.0%)				
CARET	36	(0.2%)	33	(0.1%)				
CMI	51	(0.3%)						
English and Applied Linguistics	29	(0.2%)	24	(0.1%)				
International Studies	14	(0.1%)	26	(0.1%)				
Language Centre	15	(0.1%)	0	(0.0%)				
Latin-American Studies	0	(0.0%)	7	(0.0%)				
South Asian Studies	2	(0.0%)	0	(0.0%)				
University Computing Service	1,464	(7.7%)	1,761	(7.8%)	51	(18.0%)	57	(18.5%)
University Library	158	(0.8%)	81	(0.4%)	14	(4.9%)	17	(5.5%)
Other	60	(0.3%)	5	(0.0%)				
OTHER GB INSTITUTIONS	1,854	(9.7%)	1,941	(8.6%)	65	(22.9%)	74	(24.0%)
Administrative Offices	999	(5.2%)	675	(3.0%)				
Cambridge Assessment	0	(0.0%)	0	(0.0%)			4	(1.3%)
Careers Service	15	(0.1%)	26	(0.1%)				
Continuing Education	1,851	(9.7%)	977	(4.4%)				
Disability Resource Centre	1	(0.0%)	2	(0.0%)				
Fitzwilliam Museum	23	(0.1%)	14	(0.1%)				
Kettles Yard	14	(0.1%)	11	(0.0%)				
University Centre	6	(0.0%)	62	(0.3%)				
University Farm	0	(0.0%)	11	(0.0%)				
University Press	576	(3.0%)	467	(2.1%)				
Other	18	(0.1%)	19	(0.1%)				
COUNCIL INSTITUTIONS	3,503	(18.4%)	2,264	(10.1%)	0	(0.0%)	4	(1.3%)
SOCIETIES	43	(0.2%)	18	(0.1%)				
TOTAL UNIVERSITY	13,845	(72.7%)	15,152	(67.5%)	275	(96.8%)	297	(96.4%)

TABLE 23(C) - COLLEGE SOFTWARE ITEMS SUPPLIED

	General				SunSpectrum			
Christ's	36	(0.2%)	210	(0.9%)				
Churchill	69	(0.4%)	73	(0.3%)				
Clare	425	(2.2%)	491	(2.2%)				
Clare Hall	15	(0.1%)	2	(0.0%)				
Corpus Christi	38	(0.2%)	81	(0.4%)				
Darwin	173	(0.9%)	183	(0.8%)				
Downing	375	(2.0%)	337	(1.5%)				
Emmanuel	204	(1.1%)	402	(1.8%)				
Fitzwilliam	121	(0.6%)	78	(0.3%)				
Girton	467	(2.5%)	19	(0.1%)				
Gonville and Caius	133	(0.7%)	106	(0.5%)				
Homerton	194	(1.0%)	550	(2.5%)				
Hughes Hall	28	(0.1%)	9	(0.0%)				
Jesus	4	(0.0%)	9	(0.0%)				
King's	18	(0.1%)	169	(0.8%)	3	(1.1%)	4	(1.3%)
Lucy Cavendish	141	(0.7%)	222	(1.0%)				
Magdalene	102	(0.5%)	341	(1.5%)				
Murray Edwards	508	(2.7%)	413	(1.8%)				
Newnham	51	(0.3%)	72	(0.3%)				
Pembroke	130	(0.7%)	129	(0.6%)				
Peterhouse	165	(0.9%)	174	(0.8%)				
Queens'	342	(1.8%)	306	(1.4%)				
Robinson	65	(0.3%)	69	(0.3%)				
St Catharine's	128	(0.7%)	173	(0.8%)				
St Edmund's	184	(1.0%)	345	(1.5%)				
St John's	147	(0.8%)	420	(1.9%)				
Selwyn	166	(0.9%)	219	(1.0%)				
Sidney Sussex	226	(1.2%)	468	(2.1%)				
Theological Federation	41	(0.2%)	26	(0.1%)				
Trinity	128	(0.7%)	234	(1.0%)	3	(1.1%)	3	(1.0%)
Trinity Hall	25	(0.1%)	181	(0.8%)				
Wolfson	180	(0.9%)	121	(0.5%)				
COLLEGES	5,029	(26.4%)	6,632	(29.5%)	6	(2.1%)	7	(2.3%)

TABLE 24 - SOFTWARE SALES BY PRODUCT

	Items			
Hummingbird eXceed	48	383	GenStat	57 57
JRB Utils		1	MathCAD	9 11
Novell Netware		2	Minitab	278 155
ZENworks		3	S-PLUS	80 102
COMMUNICATIONS	48	389	SAS	7 16
			SPSS	1,567 854
ARCInfo/ARCView	206	69	SPSS Science Products	31 35
GEOGRAPHIC	206	69	STATISTICS	2,025 1,230
Adobe Creative Suite	524	404	Adobe Acrobat	838 624
Adobe Illustrator	134	177	Adobe Audition	6
Adobe Lightroom	23	5	Adobe InDesign	37 73
Adobe Master Collection	2		Corel WordPerfect	49 198
Adobe Photoshop	413	343	EndNote	1,026 1,211
Corel Graphics Suite	380	925	Microsoft FrontPage	0 7
Corel Paintshop Pro.	265	148	Microsoft Publisher	9 20
Imagine	7	2	Microsoft Word	16 3
Microsoft PowerPoint	4	10	Sabon Font	167 29
Microsoft Visio	118	166	WORD & DOCUMENT PROCESSING	2,148 2,165
GRAPHICS & DRAWING	1,870	2,180		
			Adobe Captivate	21 6
Maple	61	51	Adobe Coldfusion	2
NAG Products	129	64	Adobe Contribute	12 49
MATHEMATICAL/LIBRARIES	190	115	Adobe Dreamweaver	139 195
			Adobe Fireworks	14 21
Microsoft Office	3,081	3,247	Adobe Flash	50 48
OFFICE PACKAGES	3,081	3,247	Adobe FlexBuilder	2
			Adobe GoLive	2
Apple Maintenance Programme	93	485	Adobe Premier Pro.	9 22
KeyServer	200		Adobe Web Suite	27 8
Microsoft Data Protection Manager	4		Anti-Virus College/Dept Media	3,816 3,946
Microsoft Exchange Server	542	750	BEdit	13 54
Microsoft ISA Server	2		Cisco VPDN	126 226
Microsoft SharePoint Server	27		Dragon Naturally Speaking	23 34
Microsoft SQL Server	198	162	Macromedia Studio	16
Microsoft Windows 2000	1	7	Meeting Maker	9 10
Microsoft Windows 2003	1,141	1,385	Microsoft Expression Media	12
Microsoft Windows Vista	337	461	Microsoft Expression Web	3
Microsoft Windows XP	26	300	Microsoft Outlook	11 10
PCounter	3	5	Microsoft Services for Netware	2
Platform LSF-HPC	164		Origin Professional	32 15
OPERATING SYSTEMS/UTILITIES	2,738	3,555	SolidWorks	4 6
			Symantec GHOST	104 1,382
Microsoft Visual FoxPro Pro		6	CD/DVD Duplication & Printing	1,750 2,938
Microsoft Visual SourceSafe		3	TextHelp Read & Write Gold	39 3
Microsoft Visual Studio	111	83	MISCELLANEOUS	6,219 8,993
PROGRAMMING LANGUAGES	111	92		
			TOTAL for Software	19,037 22,447
FileMaker Pro	212	159		
Microsoft Access	29	26	Sun Hardware maintenance (Total Number of machines)	182 191
Microsoft Excel	22	25	Sun Software under maintenance (Licence, media & documentation)	105 117
Microsoft Project	138	202	SUNSPECTRUM	284 308
SPREADSHEETS, DATABASES AND PROJECT MANAGEMENT	401	412	TOTAL	19,321 22,755

Photographic and Illustration Service

Table 25 shows a breakdown of the work done by the Photographic and Illustration Service over the year.

Figures are for 2007-08; 2006-07 figures are in italics.

TABLE 25 – ITEMS PRODUCED OR PROCESSED

	Items	
Colour Transparency Service		
Film processed (rolls)	475	<i>1,243</i>
Slides from flat copy	31	<i>5</i>
Slide duplication	4	<i>228</i>
Digital output on film	381	<i>720</i>
Black and White Service		
Film processed (rolls)	146	<i>189</i>
Colour Print Service		
Film processed (rolls)	858	<i>1,707</i>
Prints produced	75,347	<i>67,460</i>
Single item scans	42,708	<i>44,976</i>
Photography Service		
Graduation photographs	10,077	<i>9,225</i>
Congregation commissions	1,457	<i>1516</i>
Other commissions	13	<i>6</i>
Framing Service		
Picture/Certificate frames	3,889	<i>2,261</i>
Graphics and Illustration Service		
Posters (total)	1,771	<i>1,377</i>
Laminated posters	781	<i>717</i>

Printing and Reproduction Service

Table 26 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 2007-08; 2006-07 figures are in italics

TABLE 26 – IMPRESSIONS PRINTED

	Monochrome(,000s)		Colour(,000s)	
Internal Computing Service	68.6	<i>130.1</i>	6.6	<i>22.1</i>
User Documentation (charged)	20.6	<i>24.7</i>	0.0	<i>0.0</i>
User Documentation (free)	6.0	<i>5.8</i>	1.4	<i>3.1</i>
Course material	164.5	<i>209.4</i>	40.6	<i>52.2</i>
PandIS	16.5	<i>12.2</i>	7.2	<i>0.1</i>
Software Sales	36.1	<i>14.7</i>	4.5	<i>4.3</i>
Telecommunications	4.0		1.4	
TOTAL COMPUTING SERVICE	316.3	<i>396.9</i>	61.7	<i>81.9</i>
EXTERNAL WORK	702.3	<i>839.9</i>	118.2	<i>39.2</i>
TOTAL	1,018.5	<i>1,236.8</i>	179.9	<i>121.1</i>

Hardware Maintenance

Table 27 shows the number of contract (including warranty) and non-contract repairs undertaken for different types of equipment. Tables 28(A) to 28(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 2007-08; 2006-07 figures are in italics.

TABLE 27 - EQUIPMENT REPAIRED BY TYPE

	Contract		Non-Contract	
	No	Hours	No	Hours
PCs	198	270	107	111
Apple Macintosh	31	85	48	87
Printers	54	63	81	75
Monitors	6	6	3	7
PC Laptops	0	2	330	365
Macintosh Laptops	46	28	82	117
Others	12	6	127	110
TOTAL	347	460	778	872

TABLE 28(A) - EQUIPMENT REPAIRED BY INSTITUTION

	Contract				Warranty				Non-Contract			
	No	Hours	No	Hours	No	Hours	No	Hours	No	Hours	No	Hours
Arts & Humanities	1	2	1	3	11	21	24	38	34	37	62	40
Humanities & Social Sciences	0	1	0	2	33	43	70	70	63	68	131	53
Physical Sciences	64	52	131	92	46	83	85	155	105	109	206	97
Technology	0	0	0	0	16	29	38	47	41	33	88	28
Biological Sciences	26	33	47	59	24	24	42	63	113	118	216	159
Clinical Medicine	0	0	0	0	4	5	4	6	20	26	24	26
Other GB Institutions	15	27	28	41	47	67	89	142	74	95	105	120
Council Institutions	0	0	0	0	4	2	9	4	21	21	30	16
Societies	0	0	0	0	0	0	0	0	1	3	2	2
TOTAL UNIVERSITY	106	115	207	197	185	274	361	524	472	510	864	539
COLLEGES	16	17	29	33	37	53	68	127	296	360	615	307
Affiliated Institutions	0	0	0	0	0	0	0	0	0	1	0	1
Other external	0	0	0	0	0	1	0	1	0	1	0	1
TOTAL EXTERNAL	0	0	0	0	0	1	0	1	0	1	0	1
TOTAL	122	132	236	230	222	328	429	652	768	872	1,479	848

TABLE 28(B) - UNIVERSITY EQUIPMENT REPAIRED

	Contract				Warranty				Non-Contract			
	No		Hours		No		Hours		No		Hours	
Architecture & History of Art					1		2		6	8	12	7
Classics						3		5	9	3	17	2
Divinity						1		2	3	4	7	3
English					4	10	9	20	4	7	8	5
Modern & Medieval Languages		1		1	4	4	8	7	3	6	5	5
Music	1	1	1	2					1	2	1	5
Asian and Middle Eastern Studies					2	1	5	2	6	6	11	13
Philosophy						2		3	2	1	1	0
ARTS & HUMANITIES	1	2	1	3	11	21	24	38	34	37	62	40
Archaeology & Anthropology		1		2	2	3	4	7	26	34	54	25
Economics						12		16	4	3	7	3
Education					4	6	6	10	2	6	5	4
History					21	9	48	13	1	4	2	2
History & Philosophy of Science						1		2	4	1	7	0
Land Economy					2	1	3	2	1	1	2	0
Law Faculty					2	9	5	18	10	12	23	16
Social & Political Sciences					2	2	4	3	13	7	25	4
Other									2		6	
HUMANITIES & SOCIAL SCIENCES	0	1	0	2	33	43	70	70	63	68	131	53
Applied Mathematics					5	9	11	17	7	3	14	6
Astronomy									1		2	
Chemistry	64	52	131	93	23	29	42	43	15	23	28	14
Earth Sciences					4	9	6	25	12	9	25	4
Geography					4	16	6	27	17	23	33	22
Materials Science & Metallurgy					7	13	13	26	40	33	78	26
Physics					2	3	5	14	10	2	19	6
Pure Mathematics					1		2		3		7	
Scott Polar Research						3		3		1		2
PHYSICAL SCIENCES	64	52	131	93	46	83	85	155	105	109	206	97
Biotechnology										4		2
Chemical Engineering									8	7	18	5
Computer Science					1		3		9	2	22	1
Engineering					7	15	18	26	12	8	23	6
Judge Business School					8	14	17	21	12	12	25	14
TECHNOLOGY	0	0	0	0	16	29	38	47	41	33	88	28
Biochemistry						1		2	10	16	20	20
Clinical Veterinary Medicine	26	32	47	59	2	2	3	2	11	14	21	21
Experimental Psychology					6	4	11	8	7	13	10	10
Genetics		1		0	1	3	2	15	4	5	7	6
Gurdon Institute										2		2
Pathology					6	5	11	25	14	15	24	25
Pharmacology						2		4	7	3	13	3
Physiology, Dev. & Neurosci.					5	6	8	8	20	17	40	23
Plant Sciences					3	1	5	1	15	10	29	9
Zoology					1		2		25	22	52	39
BIOLOGICAL SCIENCES	26	33	47	59	24	24	42	63	113	118	216	159

Biomedical Services										2		2	
Clinical Neurosciences										7	9	8	8
Haematology											1		1
Institute of Medical Research					1	3	1	3		3	1	4	1
Medical Genetics										1	2	2	2
Medicine					1		1			3	5	4	7
Obstetrics & Gynaecology					1	1	1	1		1		1	
Oncology											1		0
Psychiatry					1		1			3	1	3	1
Public Health & Primary Care											1		1
Surgery											2		1
Other						1		2			3		3
CLINICAL MEDICINE	0	0	0	0	4	5	4	6		20	26	24	26
African Studies										1	3	2	2
CARET					1		2			2		4	
CRASSH	1	1	2	2	2		4			1	8	1	5
English and Applied Linguistics					2	1	3	2		1	1	2	0
International Studies										1	2	1	3
Language Centre										2	1	4	0
Latin-American Studies											1		2
Programme for Industry											1		2
South Asian Studies													
University Computing Service					42	66	80	140		64	78	86	106
University Library	14	26	26	39						2		5	
OTHER GB INSTITUTIONS	15	27	28	41	47	67	89	142		74	95	105	120
Administrative Offices										8	9	11	6
Careers Service						2		4		1	2	2	3
Continuing Education										1	1	2	3
Development Office										1		3	
Disability Resource Centre											1		1
Estate Management										1		1	
Fitzwilliam Museum					1		2			2	2	5	1
Health Services					3		7			1	1	2	0
Kettle's Yard											1		0
MISD										3		2	
Sports & Physical Education											1		1
University Centre										3	3	2	3
COUNCIL INSTITUTIONS	0	0	0	0	4	2	9	4		21	21	30	16
SOCIETIES										1	3	2	2
TOTAL UNIVERSITY	106	115	207	197	185	274	361	524		472	510	864	539

TABLE 28(C) - COLLEGE EQUIPMENT REPAIRED

	Contract				Warranty				Non-Contract			
	No	Hours			No	Hours			No	Hours		
Christ's					3	5	5	9	6	9	14	7
Churchill									13	11	28	5
Clare					3	2	6	1	10	14	20	16
Clare Hall						1		1	11	6	20	3
Corpus Christi									14	13	27	12
Darwin					1		2		7	12	13	8
Downing					1		3		14	13	27	12
Emmanuel	11	12	20	22	1		3		17	14	37	7
Fitzwilliam					2	5	3	10	16	16	36	19
Girton					1		2		9	13	19	5
Gonville and Caius					4	2	7	4	7	9	16	13
Homerton									11	8	24	4
Hughes Hall									2	7	4	5
Jesus						1		1	14	16	30	14
King's						3		36	19	26	34	18
Lucy Cavendish									4	2	10	0
Magdalene					1		2		2	4	5	4
Murray Edwards									6	13	14	11
Newnham						1		2	3	21	5	22
Pembroke									14	17	31	9
Peterhouse						1		2	6	5	13	3
Queens'						1		0	15	8	36	6
Robinson					3		7		2	7	4	7
St Catharine's					3		6		9	11	20	32
St Edmund's					2		5		9	7	18	2
St John's					4	4	8	9	8	11	15	32
Selwyn							3	5	8	8	15	3
Sidney Sussex					2	1	2	2	6	8	11	6
Theological Federation										4		11
Trinity	5	5	9	11	3	14	3	35	13	25	28	16
Trinity Hall					3	7	4	9	8	7	16	5
Wolfson						2		4	13	15	25	8
COLLEGES	16	17	29	33	37	53	68	127	296	360	615	307

Help Desk

Table 29 shows the monthly totals of calls or 'tickets' dealt with by the Help Desk, and the proportion of them that are from IT support staff (TechLinks). Tables 30(A) to 30(C) show the number of Help Desk Tickets and users by institution.

Figures are for 2007-08; 2006-07 figures are in italics.

TABLE 29 - HELP DESK CALLS BY MONTH

N.B. These figures exclude calls made directly to the PC Support Service (151 in 2007-08, 199 in 2005-06).

	Total Tickets				TechLink Tickets			
August	542	(8.1%)	537	(7.4%)	101	(18.6%)	89	(16.6%)
September	620	(9.3%)	678	(9.3%)	112	(18.1%)	122	(18.0%)
October	933	(14.0%)	1,091	(15.0%)	158	(16.9%)	170	(15.6%)
November	699	(10.5%)	728	(10.0%)	118	(16.9%)	145	(19.9%)
December	323	(4.8%)	398	(5.5%)	62	(19.2%)	83	(20.9%)
January	595	(8.9%)	635	(8.7%)	123	(20.7%)	144	(22.7%)
February	563	(8.4%)	551	(7.6%)	127	(22.6%)	120	(21.8%)
March	493	(7.4%)	540	(7.4%)	88	(17.8%)	114	(21.1%)
April	223	(3.3%)	512	(7.0%)	52	(23.3%)	103	(20.1%)
May	580	(8.7%)	522	(7.2%)	100	(17.2%)	109	(20.9%)
June	440	(6.6%)	482	(6.6%)	81	(18.4%)	91	(18.9%)
July	665	(10.0%)	600	(8.2%)	133	(20.0%)	106	(17.7%)
TOTAL FOR YEAR	6,676	(100.0%)	7,274	(100.0%)	1,255	(18.8%)	1,396	(19.2%)

TABLE 30(A) - HELP DESK CALLS BY INSTITUTION

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

	Tickets				Users			
Arts & Humanities	512	(7.5%)	563	(7.5%)	314	(7.9%)	311	(8.0%)
Humanities & Social Sciences	994	(14.6%)	1,182	(15.8%)	557	(14.1%)	588	(15.2%)
Physical Sciences	632	(9.3%)	699	(9.4%)	386	(9.8%)	399	(10.3%)
Technology	369	(5.4%)	457	(6.1%)	269	(6.8%)	324	(8.4%)
Biological Sciences	566	(8.3%)	611	(8.2%)	346	(8.8%)	342	(8.8%)
Clinical Medicine	477	(7.0%)	483	(6.5%)	324	(8.2%)	315	(8.1%)
Other GB Institutions	381	(5.6%)	370	(5.0%)	205	(5.2%)	181	(4.7%)
Council Institutions	448	(6.6%)	439	(5.9%)	265	(6.7%)	237	(6.1%)
Miscellaneous	39	(0.6%)	42	(0.6%)	25	(0.6%)	30	(0.8%)
TOTAL UNIVERSITY	4,416	(64.7%)	4,846	(64.8%)	2,691	(68.1%)	2,727	(70.4%)
COLLEGES	1,928	(28.2%)	2,113	(28.3%)	1,097	(27.8%)	1,078	(27.8%)
Research Councils	49	(0.7%)	46	(0.6%)	35	(0.9%)	31	(0.8%)
Other external (world-wide)	434	(6.4%)	468	(6.3%)	130	(3.3%)	39	(1.0%)
TOTAL EXTERNAL	483	(7.1%)	514	(6.9%)	165	(4.2%)	70	(1.8%)
TOTAL	6,827	(100.0%)	7,473	(100.0%)	3,953	(100.0%)	3,875	(100.0%)

TABLE 30(B) - UNIVERSITY HELP DESK CALLS

	Tickets				Users			
Architecture & History of Art	70	(1.0%)	63	(0.8%)	41	(1.0%)	34	(0.9%)
Asian and Middle Eastern Studies	57	(0.8%)	52	(0.7%)	35	(0.9%)	31	(0.8%)
Classics	37	(0.5%)	55	(0.7%)	23	(0.6%)	31	(0.8%)
Divinity	62	(0.9%)	90	(1.2%)	40	(1.0%)	53	(1.4%)
English	87	(1.3%)	103	(1.4%)	59	(1.5%)	48	(1.2%)
Modern & Medieval Languages	129	(1.9%)	141	(1.9%)	76	(1.9%)	74	(1.9%)
Music	38	(0.5%)	25	(0.3%)	25	(0.6%)	18	(0.5%)
Philosophy	34	(0.5%)	34	(0.5%)	15	(0.4%)	22	(0.6%)
ARTS & HUMANITIES	512	(7.5%)	563	(7.5%)	314	(7.9%)	311	(8.0%)
Archaeology & Anthropology	219	(3.2%)	318	(4.3%)	107	(2.7%)	144	(3.7%)
Economics	58	(0.8%)	50	(0.7%)	27	(0.7%)	34	(0.9%)
Education	203	(3.0%)	233	(3.1%)	123	(3.1%)	140	(3.6%)
History	127	(1.9%)	161	(2.2%)	85	(2.2%)	81	(2.1%)
History & Philosophy of Science	18	(0.3%)	32	(0.4%)	12	(0.3%)	27	(0.7%)
Land Economy	62	(0.9%)	82	(1.1%)	12	(0.3%)	41	(1.1%)
Law Faculty	149	(2.2%)	137	(1.8%)	77	(1.9%)	57	(1.5%)
Social & Political Sciences	159	(2.3%)	166	(2.2%)	85	(2.2%)	62	(1.6%)
Other	1	(0.0%)	3	(0.0%)	1	(0.0%)	2	(0.1%)
HUMANITIES & SOCIAL SCIENCES	994	(14.6%)	1,182	(15.8%)	557	(14.1%)	588	(15.2%)
Applied Mathematics	89	(1.3%)	95	(1.3%)	65	(1.6%)	63	(1.6%)
Astronomy	11	(0.2%)	7	(0.1%)	10	(0.3%)	7	(0.2%)
Chemistry	100	(1.5%)	134	(1.8%)	59	(1.5%)	66	(1.7%)
Earth Sciences	46	(0.7%)	30	(0.4%)	34	(0.9%)	25	(0.6%)
Geography	123	(1.8%)	129	(1.7%)	51	(1.3%)	56	(1.4%)
Isaac Newton Institute	1	(0.0%)	1	(0.0%)	1	(0.0%)	1	(0.0%)
Materials Science & Metallurgy	78	(1.1%)	86	(1.2%)	46	(1.2%)	53	(1.4%)
Physics	139	(2.0%)	155	(2.1%)	89	(2.3%)	95	(2.5%)
Pure Mathematics	22	(0.3%)	24	(0.3%)	14	(0.4%)	17	(0.4%)
Scott Polar Research	23	(0.3%)	38	(0.5%)	16	(0.4%)	16	(0.4%)
Other	2	(0.0%)	0	(0.0%)	1	(0.0%)	0	(0.0%)
PHYSICAL SCIENCES	632	(9.3%)	699	(9.4%)	386	(9.8%)	399	(10.3%)
Biotechnology	19	(0.3%)	18	(0.2%)	13	(0.3%)	12	(0.3%)
Chemical Engineering	17	(0.2%)	22	(0.3%)	13	(0.3%)	16	(0.4%)
Computer Science	48	(0.7%)	71	(1.0%)	36	(0.9%)	54	(1.4%)
Engineering	172	(2.5%)	215	(2.9%)	128	(3.2%)	155	(4.0%)
Judge Business School	102	(1.5%)	115	(1.5%)	76	(1.9%)	81	(2.1%)
Other	11	(0.2%)	16	(0.2%)	3	(0.1%)	6	(0.2%)
TECHNOLOGY	369	(5.4%)	457	(6.1%)	269	(6.8%)	324	(8.4%)
Biochemistry	69	(1.0%)	50	(0.7%)	53	(1.3%)	38	(1.0%)
Clinical Veterinary Medicine	93	(1.4%)	126	(1.7%)	33	(0.8%)	46	(1.2%)
Experimental Psychology	64	(0.9%)	62	(0.8%)	36	(0.9%)	35	(0.9%)
Genetics	20	(0.3%)	21	(0.3%)	16	(0.4%)	14	(0.4%)
Gurdon Institute	15	(0.2%)	9	(0.1%)	11	(0.3%)	6	(0.2%)
Pathology	57	(0.8%)	70	(0.9%)	43	(1.1%)	45	(1.2%)
Pharmacology	20	(0.3%)	20	(0.3%)	13	(0.3%)	10	(0.3%)
Physiology, Dev. & Neurosci.	89	(1.3%)	90	(1.2%)	47	(1.2%)	49	(1.3%)
Plant Sciences	54	(0.8%)	52	(0.7%)	42	(1.1%)	31	(0.8%)
Zoology	79	(1.1%)	106	(1.4%)	47	(1.2%)	65	(1.7%)
Other	10	(0.1%)	5	(0.1%)	5	(0.1%)	3	(0.1%)
BIOLOGICAL SCIENCES	566	(8.3%)	611	(8.2%)	346	(8.8%)	342	(8.8%)

Biomedical Services	3	(0.0%)	2	(0.0%)	3	(0.1%)	2	(0.1%)
Clinical Biochemistry	26	(0.4%)	14	(0.2%)	14	(0.4%)	11	(0.3%)
Clinical Neurosciences	41	(0.6%)	31	(0.4%)	28	(0.7%)	20	(0.5%)
Haematology	20	(0.3%)	13	(0.4%)	14	(0.4%)	4	(0.1%)
Institute of Medical Research	41	(0.6%)	27	(0.4%)	27	(0.7%)	17	(0.4%)
Institute of Public Health	12	(0.2%)	10	(0.1%)	9	(0.2%)	5	(0.1%)
IT Support	12	(0.2%)	20	(0.3%)	5	(0.1%)	11	(0.3%)
Medical Genetics	4	(0.1%)	5	(0.1%)	4	(0.1%)	5	(0.1%)
Medicinal Chemistry	1	(0.0%)	0	(0.0%)	1	(0.0%)	0	(0.0%)
Medicine	60	(0.9%)	53	(0.7%)	40	(1.0%)	39	(1.0%)
Obstetrics & Gynaecology	4	(0.1%)	9	(0.1%)	3	(0.1%)	7	(0.2%)
Oncology	23	(0.3%)	27	(0.4%)	21	(0.5%)	23	(0.6%)
Paediatrics	4	(0.1%)	7	(0.1%)	4	(0.1%)	3	(0.1%)
Psychiatry	54	(0.8%)	59	(0.8%)	35	(0.9%)	37	(1.0%)
Public Health & Primary Care	33	(0.5%)	38	(0.5%)	27	(0.7%)	27	(0.7%)
Radiology	13	(0.2%)	6	(0.1%)	8	(0.2%)	5	(0.1%)
Surgery	27	(0.4%)	35	(0.5%)	15	(0.4%)	17	(0.4%)
Other	100	(1.5%)	127	(1.7%)	66	(1.7%)	82	(2.1%)
CLINICAL MEDICINE	477	(7.0%)	483	(6.5%)	324	(8.2%)	315	(8.1%)
African Studies	1	(0.0%)	5	(0.1%)	1	(0.0%)	2	(0.1%)
Business Research	3	(0.0%)	5	(0.1%)	3	(0.1%)	4	(0.1%)
CARET	3	(0.0%)	0	(0.0%)	2	(0.1%)	0	(0.0%)
Continuing Education	15	(0.2%)	19	(0.3%)	13	(0.3%)	12	(0.3%)
CRASSH	10	(0.1%)	4	(0.1%)	3	(0.3%)	3	(0.1%)
English and Applied Linguistics	17	(0.2%)	16	(0.2%)	8	(0.2%)	9	(0.2%)
Industrial Liaison	0	(0.0%)	5	(0.1%)	0	(0.0%)	1	(0.0%)
International Studies	75	(1.1%)	102	(1.4%)	40	(1.0%)	54	(1.4%)
Language Centre	15	(0.2%)	11	(0.1%)	10	(0.3%)	10	(0.3%)
Latin-American Studies	6	(0.1%)	2	(0.0%)	4	(0.1%)	1	(0.0%)
South Asian Studies	0	(0.0%)	2	(0.0%)	0	(0.0%)	1	(0.0%)
University Computing Service	178	(2.6%)	155	(2.1%)	84	(2.1%)	66	(1.7%)
University Library	53	(0.8%)	57	(0.8%)	33	(0.8%)	28	(0.7%)
Other	5	(0.1%)	6	(0.1%)	4	(0.1%)	2	(0.1%)
OTHER GB INSTITUTIONS	381	(5.6%)	370	(5.0%)	205	(5.2%)	181	(4.7%)
Administrative Offices	354	(5.2%)	294	(3.9%)	216	(5.5%)	179	(4.6%)
Cambridge Assessment	2	(0.0%)	4	(0.1%)	2	(0.1%)	3	(0.1%)
Careers Service	8	(0.1%)	7	(0.1%)	6	(0.2%)	4	(0.1%)
Fitzwilliam Museum	26	(0.4%)	17	(0.2%)	12	(0.3%)	4	(0.1%)
Health Services	15	(0.2%)	14	(0.2%)	6	(0.2%)	3	(0.1%)
Kettle's Yard	12	(0.2%)	0	(0.0%)	3	(0.1%)	0	(0.0%)
University Centre	6	(0.1%)	3	(0.0%)	4	(0.1%)	2	(0.1%)
University Farm	3	(0.0%)	0	(0.0%)	3	(0.1%)	0	(0.0%)
University Press	1	(0.0%)	2	(0.0%)	1	(0.0%)	2	(0.1%)
Other	16	(0.2%)	16	(0.2%)	9	(0.2%)	10	(0.3%)
COUNCIL INSTITUTIONS	448	(6.6%)	439	(5.9%)	265	(6.7%)	237	(6.1%)
Societies	4	(0.1%)	12	(0.2%)	3	(0.1%)	6	(0.2%)
Students in non-University Insts.	35	(0.5%)	30	(0.4%)	22	(0.6%)	24	(0.6%)
MISCELLANEOUS	39	(0.6%)	42	(0.6%)	25	(0.6%)	30	(0.8%)
TOTAL UNIVERSITY	4,416	(64.7%)	4,846	(64.8%)	2,691	(68.1%)	2,727	(70.4%)

TABLE 30(C) - COLLEGE HELP DESK CALLS

	Tickets				Users			
Christ's	33	(0.5%)	44	(0.6%)	20	(0.5%)	31	(0.8%)
Churchill	55	(0.8%)	64	(0.9%)	40	(1.0%)	36	(0.9%)
Clare	99	(1.5%)	112	(1.5%)	53	(1.3%)	41	(1.1%)
Clare Hall	37	(0.5%)	56	(0.7%)	14	(0.4%)	15	(0.4%)
Corpus Christi	36	(0.5%)	42	(0.6%)	22	(0.6%)	20	(0.5%)
Darwin	14	(0.2%)	11	(0.1%)	12	(0.3%)	5	(0.1%)
Downing	54	(0.8%)	51	(0.7%)	41	(1.0%)	38	(1.0%)
Emmanuel	51	(0.7%)	78	(1.0%)	26	(0.7%)	38	(1.0%)
Fitzwilliam	88	(1.3%)	74	(1.0%)	53	(1.3%)	46	(1.2%)
Girton	41	(0.6%)	41	(0.5%)	32	(0.8%)	33	(0.9%)
Gonville and Caius	49	(0.7%)	62	(0.8%)	33	(0.8%)	35	(0.9%)
Homerton	93	(1.4%)	116	(1.6%)	56	(1.4%)	66	(1.7%)
Hughes Hall	29	(0.4%)	55	(0.7%)	12	(0.3%)	19	(0.5%)
Jesus	36	(0.5%)	42	(0.6%)	32	(0.8%)	32	(0.8%)
King's	96	(1.4%)	90	(1.2%)	43	(1.1%)	50	(1.3%)
Lucy Cavendish	62	(0.9%)	53	(0.7%)	31	(0.8%)	25	(0.6%)
Magdalene	37	(0.5%)	43	(0.6%)	30	(0.8%)	27	(0.7%)
Murray Edwards	51	(0.7%)	63	(0.8%)	34	(0.9%)	18	(0.5%)
Newnham	66	(1.0%)	76	(1.0%)	28	(0.7%)	41	(1.1%)
Pembroke	31	(0.5%)	37	(0.5%)	32	(0.8%)	33	(0.9%)
Peterhouse	17	(0.2%)	58	(0.8%)	16	(0.4%)	28	(0.7%)
Queens'	61	(0.9%)	56	(0.7%)	31	(0.8%)	21	(0.5%)
Robinson	73	(1.1%)	76	(1.0%)	30	(0.8%)	30	(0.8%)
St Catharine's	99	(1.5%)	76	(1.0%)	45	(1.1%)	36	(0.9%)
St Edmund's	30	(0.4%)	49	(0.7%)	21	(0.5%)	24	(0.6%)
St John's	89	(1.3%)	80	(1.1%)	48	(1.2%)	39	(1.0%)
Selwyn	34	(0.5%)	51	(0.7%)	27	(0.7%)	25	(0.6%)
Sidney Sussex	77	(1.1%)	96	(1.3%)	35	(0.9%)	41	(1.1%)
Theological Federation	35	(0.5%)	32	(0.4%)	22	(0.6%)	17	(0.4%)
Trinity	99	(1.4%)	105	(1.4%)	53	(1.3%)	45	(1.2%)
Trinity Hall	71	(1.0%)	66	(0.9%)	25	(0.6%)	29	(0.7%)
Wolfson	96	(1.4%)	100	(1.3%)	62	(1.6%)	54	(1.4%)
Other	94	(1.4%)	58	(0.8%)	38	(1.0%)	40	(1.0%)
COLLEGES	1,928	(28.2%)	2,113	(28.3%)	1,097	(27.8%)	1,078	(27.8%)

Training

Table 31 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 32(A) to 32(C) show how attendances at courses were distributed amongst institutions.

Figures are for 2007-08; 2006-07 figures are in italics.

TABLE 31 - TRAINING COURSES

	Sessions		Attendances	
Windows: File Handling and Desktop Skills		<i>1</i>		<i>13</i>
Windows: Keeping your PC Safe & Secure	1	2	8	40
PC Hardware Basics: Getting Right Inside	4	3	23	19
Macintosh: Getting to Grips with MacOS X	2	2	22	32
PERSONAL COMPUTERS	7	8	53	104

Unix: Introduction	4	6	166	260
Vi editor: Introduction	1	1	7	12
Emacs Editor: Introduction	1	1	12	17
Unix Systems: Commands for Intermediate Users		1		23
Unix Systems: Remote Access		1		11
Unix Systems: Building & Installing Software	3	2	114	156
Unix Systems: Building RPMs		1		12
Unix Systems: Shell Scripting I		3		80
Unix Systems: Shell Scripting II		3		47
Unix: Shell Scripting Workshop	1	2	0	16
Unix: Simple Shell Scripting for Scientists	2	1	81	48
PWF Linux: Introduction				
<hr/> UNIX	12	22	380	682
Scientific Computing: Introduction	1	2	21	34
Programming Concepts: Introduction	2		128	
How Computers Handle Numbers	1	1	10	14
C: Introduction for those new to programming	1	1	30	72
Visual Basic: Introduction	1	2	26	90
PERL: Introduction for Programmers Part 1		1		48
PERL: Introduction for Programmers Part 2		1		32
Programming: Basics of Programming		1		54
Python: Introduction for Absolute Beginners	3	5	147	294
Python: Introduction for Programmers	3		44	
Python: Further Topics	3		80	
Programming: Operating System Access in Python	1		12	
Programming: Regular Expressions in Python	1		11	
Programming: Numerical Programming in Python		1		12
Programming: Input and Output in Python		1		8
Programming: Checkpointing in Python		1		6
Programming: Unit Testing	1		12	
Fortran: Introduction to Modern Fortran	2	1	60	84
Programming: Converting Old to Modern Fortran		1		8
Programming: Gnuplot for Simple Graphs		1		7
Object Oriented Programming in Python	1	2	11	27
Writing Better Programs: Program Design	1	1	0	17
Programming: Help Programs Debug Themselves		1		6
Programming: Mixed Language Linking		1		6
Building Applications out of Several Programs	1	1	5	7
Computer Architecture: for Programmers		1		37
Pattern Matching Using Regular Expressions	1	2	16	70
Condor Distributed Task Scheduler	1		17	
<hr/> PROGRAMMING	27	29	691	933

Web Browsing and Searching Techniques		<i>1</i>		<i>3</i>
Web Authoring: Introduction to HTML	9	8	219	212
Web Authoring: Beyond the Basics	8	8	160	180
Web Authoring: Cascading Style Sheets & Tables	3	3	69	86
Web Authoring: Cascading Style Sheets Position	1		10	
Web Authoring: Further Cascading Style Sheets	2	3	38	45
Web Authoring: Web2.0 – Overview	1		23	
Web Authoring: Web Graphics	4	3	31	40
Web Authoring: XML Introduction	1	2	10	33
Web Authoring: Dreamweaver Introduction	4	3	72	61
Website Management: Creating & Managing a Site	3	3	28	39
Website Management: Simple CGI and Forms		2		18
Website Management: Databases & Content		2		28
Web Server Management: Running Apache	2	1	52	24
Web Server Management: Server Security	1	1	13	13
Email: Managing Your Messages and Saving Time	1		8	
How Email Works: Technical Overview		<i>1</i>		<i>31</i>
WORLD-WIDE WEB & EMAIL	40	41	733	813
Excel 2003: for Beginners	5	5	270	225
Excel 2003: Introduction	3	3	55	53
Excel 2003: Further Use	3	3	67	62
Excel 2003: Macros and Other Topics	2	2	20	46
Excel Programming Using VBA		<i>1</i>		<i>14</i>
Access 2003: Fast Track	2	1	42	20
Access 2003: Introduction	3	3	92	124
Access 2003: Further Use	3	3	66	90
Oracle: Introduction		<i>1</i>		<i>63</i>
Filemaker Pro: Introduction	3	2	34	20
Filemaker Pro: Further Use	1	1	16	8
Relational Database Design	1	1	11	19
SPREADSHEETS & DATABASES	26	26	673	744
Word 2003 for Beginners	5	5	117	90
Word: Taking Control of Document Design	2	1	17	16
Word: Mastering Advanced Features	1	1	13	30
Word: Mastering Dissertations, Theses & Books	2	2	49	60
Powerpoint 2003 for Beginners: Quick Start	3	3	43	43
Powerpoint for Professional Presentations	4	3	41	64
Powerpoint: Further Use	3	3	56	41
Powerpoint: Creating Animated Presentations		<i>1</i>		<i>16</i>
Quark Xpress: Introduction		<i>1</i>		<i>10</i>
Quark Xpress: Further Use		<i>1</i>		<i>7</i>
LaTEX: Introduction	2	2	158	178
Illustrator: The Basics	3	3	77	47
InDesign: Getting Started	3	3	38	42
EndNote for Computerised Bibliographies: Intro	10	9	228	228
Photoshop: Basic Techniques	6	7	137	156
Photoshop: Further Techniques	3	4	66	73
iWork 2006: Keynote & Pages	1	1	5	7
WORD & DOCUMENT PROCESSING	49	50	1,049	1,108

SPSS: Basic Part 1	5	6	93	115
SPSS: Basic Part 2	4	6	70	105
SPSS: Beyond the Basics	3	3	45	47
Stata: Basic Part 1	2		30	
Stata: Basic Part 2	2		23	
MATLAB: Getting Started	5	5	102	101
MATLAB: Further Use	5		86	
MATHEMATICAL & STATISTICAL COMPUTING	26	20	449	368
Design and Typography Workshop	2	1	19	10
Remote Access to Cambridge Resources		1		10
Dragon Voice Activated Software	1	2	3	11
GarageBand for Music and Podcasting: Intro		1		8
CorelDraw: The Basics	1	1	4	14
OTHER COURSES	4	6	26	53
TOTAL	191	202	4,054	4,805

TABLE 32(A) - COURSE ATTENDANCES

	Attendances			
Arts & Humanities	206	(5.1%)	196	(4.1%)
Humanities & Social Sciences	352	(8.7%)	433	(9.0%)
Physical Sciences	797	(19.7%)	1,054	(21.9%)
Technology	469	(11.6%)	506	(10.5%)
Biological Sciences	548	(13.5%)	649	(13.5%)
Clinical Medicine	401	(9.9%)	508	(10.6%)
Other GB Institutions	130	(3.2%)	285	(5.9%)
Council Institutions	156	(3.8%)	275	(5.7%)
Miscellaneous	28	(0.7%)	52	(1.0%)
TOTAL UNIVERSITY	3,087	(76.1%)	3,958	(82.4%)
COLLEGES	794	(19.6%)	775	(16.1%)
Affiliated Institutions	154	(3.8%)	50	(1.0%)
Other external	19	(0.5%)	22	(0.5%)
TOTAL EXTERNAL	173	(4.3%)	72	(1.5%)
TOTAL	4,054	(100.0%)	4,805	(100.0%)

TABLE 32(B) - UNIVERSITY COURSE ATTENDANCES

	Attendances			
Architecture & History of Art	47	(1.2%)	22	(0.5%)
Asian and Middle Eastern Studies	23	(0.6%)	30	(0.6%)
Classics	10	(0.2%)	20	(0.4%)
Divinity	49	(1.2%)	40	(0.8%)
English	21	(0.5%)	16	(0.3%)
Modern & Medieval Languages	50	(1.2%)	62	(1.3%)
Music	5	(0.1%)	6	(0.1%)
Philosophy	1	(0.0%)	0	(0.0%)
ARTS & HUMANITIES	206	(5.1%)	196	(4.1%)

Archaeology & Anthropology	102	(2.5%)	130	(2.7%)
Economics	29	(0.7%)	32	(0.7%)
Education	90	(2.2%)	53	(1.1%)
Gender Studies	0	(0.0%)	9	(0.2%)
History	8	(0.2%)	31	(0.6%)
History & Philosophy of Science	15	(0.4%)	2	(0.0%)
Land Economy	56	(1.4%)	71	(1.5%)
Law Faculty	18	(0.4%)	37	(0.8%)
Social & Political Sciences	34	(0.8%)	68	(1.4%)
HUMANITIES & SOCIAL SCIENCES	352	(8.7%)	433	(9.0%)
Applied Mathematics	24	(0.6%)	78	(1.6%)
Astronomy	63	(1.6%)	21	(0.4%)
Chemistry	254	(6.3%)	432	(9.0%)
Earth Sciences	63	(1.6%)	84	(1.7%)
Geography	61	(1.5%)	56	(1.2%)
Isaac Newton Institute	0	(0.0%)	13	(0.3%)
Materials Science & Metallurgy	89	(2.2%)	108	(2.2%)
Physics	190	(4.7%)	190	(4.0%)
Pure Mathematics	16	(0.4%)	32	(0.7%)
Scott Polar Research	37	(0.9%)	35	(0.7%)
Other	0	(0.0%)	5	(0.1%)
PHYSICAL SCIENCES	797	(19.7%)	1,054	(21.9%)
Biotechnology	21	(0.5%)	15	(0.3%)
Chemical Engineering	69	(1.7%)	40	(0.8%)
Computer Science	13	(0.3%)	39	(0.8%)
Engineering	291	(7.2%)	226	(4.7%)
Judge Business School	72	(1.8%)	182	(3.8%)
Other	3	(0.1%)	4	(0.1%)
TECHNOLOGY	469	(11.6%)	506	(10.5%)
Biochemistry	127	(3.1%)	124	(2.6%)
Clinical Veterinary Medicine	24	(0.6%)	34	(0.7%)
Experimental Psychology	74	(1.8%)	121	(2.5%)
Genetics	35	(0.9%)	77	(1.6%)
Gurdon Institute	18	(0.4%)	12	(0.2%)
Pathology	67	(1.7%)	58	(1.2%)
Pharmacology	10	(0.2%)	35	(0.7%)
Physiology, Dev. & Neurosci.	92	(2.3%)	52	(1.1%)
Plant Sciences	43	(1.1%)	36	(0.7%)
Zoology	57	(1.4%)	97	(2.0%)
Other	1	(0.0%)	3	(0.1%)
BIOLOGICAL SCIENCES	548	(13.5%)	649	(13.5%)

Biomedical Services	2	(0.0%)	8	(0.2%)
Clinical Biochemistry	2	(0.0%)	10	(0.2%)
Clinical Neurosciences	61	(1.5%)	55	(1.1%)
Haematology	20	(0.5%)	6	(0.1%)
Institute of Medical Research	32	(0.8%)	38	(0.8%)
Institute of Public Health	21	(0.5%)	33	(0.7%)
Medical Genetics	15	(0.4%)	14	(0.3%)
Medicine	77	(1.9%)	47	(1.0%)
Obstetrics & Gynaecology	5	(0.1%)	4	(0.1%)
Oncology	50	(1.2%)	60	(1.2%)
Paediatrics	5	(0.1%)	8	(0.2%)
Psychiatry	49	(1.2%)	109	(2.3%)
Public Health & Primary Care	49	(1.2%)	73	(1.5%)
Radiology	2	(0.0%)	8	(0.2%)
Surgery	3	(0.1%)	12	(0.2%)
Other	6	(0.1%)	22	(0.5%)
CLINICAL MEDICINE	401	(9.9%)	508	(10.6%)
African Studies	0	(0.0%)	2	(0.0%)
Business Research	2	(0.0%)	3	(0.1%)
Continuing Education	9	(0.2%)	9	(0.2%)
CRASSH	3	(0.1%)	2	(0.0%)
English and Applied Linguistics	14	(0.3%)	75	(1.6%)
International Studies	14	(0.3%)	16	(0.3%)
Language Centre	1	(0.0%)	33	(0.7%)
Latin-American Studies	4	(0.1%)	3	(0.1%)
University Computing Service	32	(0.8%)	80	(1.7%)
University Library	51	(1.3%)	71	(1.5%)
OTHER GB INSTITUTIONS	130	(3.2%)	285	(5.9%)
Administrative Offices	102	(2.5%)	133	(2.8%)
Cambridge Assessment	31	(0.8%)	96	(2.0%)
Careers Service	5	(0.1%)	4	(0.1%)
Fitzwilliam Museum	5	(0.1%)	18	(0.4%)
Health Service	1	(0.1%)	3	(0.1%)
Kettle's Yard	1	(0.0%)	1	(0.0%)
University Centre	0	(0.0%)	5	(0.1%)
University Press	3	(0.1%)	6	(0.1%)
COUNCIL INSTITUTIONS	156	(3.8%)	275	(5.7%)
Societies	0	(0.0%)	2	(0.0%)
Students in non-University Insts.	28	(0.7%)	50	(1.0%)
MISCELLANEOUS	28	(0.7%)	52	(1.0%)
TOTAL UNIVERSITY	3,087	(76.1%)	3,958	(82.4%)

TABLE 32(C) - COLLEGE COURSE ATTENDANCES

	Attendances			
Christ's	29	(0.7%)	30	(0.6%)
Churchill	34	(0.8%)	31	(0.6%)
Clare	22	(0.5%)	24	(0.5%)
Clare Hall	17	(0.4%)	6	(0.1%)
Corpus Christi	34	(0.8%)	27	(0.6%)
Darwin	24	(0.6%)	17	(0.4%)
Downing	19	(0.5%)	36	(0.7%)
Emmanuel	19	(0.5%)	18	(0.4%)
Fitzwilliam	17	(0.4%)	31	(0.6%)
Girton	37	(0.9%)	27	(0.6%)
Gonville and Caius	15	(0.4%)	34	(0.7%)
Homerton	27	(0.7%)	29	(0.6%)
Hughes Hall	2	(0.0%)	14	(0.3%)
Jesus	16	(0.4%)	5	(0.1%)
King's	21	(0.5%)	15	(0.3%)
Lucy Cavendish	23	(0.6%)	10	(0.2%)
Magdalene	3	(0.1%)	9	(0.2%)
Murray Edwards	37	(0.9%)	20	(0.4%)
Newnham	21	(0.5%)	40	(0.8%)
Pembroke	29	(0.7%)	26	(0.5%)
Peterhouse	16	(0.4%)	7	(0.1%)
Queens'	51	(1.3%)	15	(0.3%)
Robinson	20	(0.5%)	32	(0.7%)
St Catharine's	14	(0.3%)	47	(1.0%)
St Edmund's	33	(0.8%)	51	(1.1%)
St John's	28	(0.7%)	9	(0.2%)
Selwyn	11	(0.3%)	16	(0.3%)
Sidney Sussex	12	(0.3%)	0	(0.0%)
Theological Federation	35	(0.9%)	18	(0.4%)
Trinity	85	(2.1%)	59	(1.2%)
Trinity Hall	19	(0.5%)	17	(0.4%)
Wolfson	24	(0.6%)	55	(1.1%)
COLLEGES	794	(19.6%)	775	(16.1%)