

Report of the University Computing Service for 2009-10

STATISTICAL APPENDIX

The following tables give details of various activities of the University Computing Service for the year 1 August 2009 to 31 July 2010, 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)

CONTENTS LIST

Computing Service Expenditure	4
Table 1 – Service Expenditure.....	4
University Data Network	4
Table 2(a) - Data Network Connections	5
Table 2(b) - University Data Network Connections	5
Table 2(c) - College Data Network Connections.....	7
Table 3 – IPv4-addresses.....	7
JANET Traffic	7
Table 4(a) - Janet Traffic By Institution.....	8
Table 4(b) - University Janet Traffic.....	8
Table 4(c) - College Janet Traffic	10
Wireless	10
Table 5(a) – Lapwing Use By Month (Raven Authorised).....	11
Table 5(b) – Lapwing Use By Month (Local Tickets)	11
Table 5(c) – Lapwing Use By Month (Eduroam).....	11
Table 6(a) – Lapwing Use By Institution (Raven Authorised)	11
Table 6(b) – Lapwing Use By Institution (Local Tickets).....	12
Table 6(c) – Lapwing Use By Institution (Eduroam)	12
Telephone System	12
Table 7 – Telephone Use By Month	12
Table 8(a) - Telephone Use By Institution	13
Table 8(b) - University Telephone Usage	13
Table 8(c) - College Telephone Usage.....	15
Electronic Mail	15
Table 9(a) - Hermes	16
Table 9(b) - University Hermes Use	16
Table 9(c) - College Hermes Use	19
Table 10 – Email Scanning.....	19
Web and News Services	19
Table 11 – University Web Services.....	20
Table 12 – University News Server.....	20
Streaming Media Service	20
Table 13 – SMS Usage	21
Table 14 – Viewed Media Format Types	21
Raven Authentication Service	21
Table 15 – Raven Authentication Service Usage	22
Table 16 – Top Ten Raven Sites.....	22
Table 17 – Shibboleth Usage	23
Security Probing	23
Table 18 – Security Probing	23
Public Workstation Facility	24
Table 19(a) – Public Workstation Facility Use	24
Table 19(b) - University Public Workstation Facility Use	25
Table 19(c) - College Public Workstation Facility Use	27
Table 20 – Managed Cluster Sites	28
Table 21 - University Public Workstation Facility Sessions By Location.....	29
Table 22 - Public Workstation Facility Use From Colleges.....	29
Table 23 – Public Workstation Facility Remote Access.....	30
Software Sales	30
Table 24 -Software Items Supplied By Month	30

Table 25(a) - Software Items Supplied By Institution.....	31
Table 25(b) - University Software Items Supplied	31
Table 25(c) - College Software Items Supplied	33
Table 26 - Software Sales by Product	34
Photographic and Illustration Service.....	35
Table 27 – Items produced or processed	35
Printing and Reproduction Service	35
Table 28 – Impressions Printed.....	35
Hardware Maintenance	36
Table 29 - Equipment repaired by Type	36
Table 30(a) - Equipment repaired by Institution.....	36
Table 30(b) - University Equipment repaired	36
Table 30(c) - College Equipment repaired.....	38
Support Calls.....	39
Table 31 - Support Calls By Month.....	39
Table 32(a) – Support Calls By Institution	40
Table 32(b) - University Support Calls.....	40
Table 32(c) - College Support Calls.....	42
Training.....	43
Table 33 - Training Courses	43
Table 34(a) - Course Attendances	45
Table 34(b) - University Course Attendances	46
Table 34(c) - College Course Attendances.....	48

Computing Service Expenditure

Table 1 shows the estimated resource costs of the various services of the Computing Service broken down by type as follows:

FTE:	Number of full-time equivalent staff providing service
Salary Cost:	Salary cost of staff providing service
Operating Cost:	General day-to-day operating cost
Project Cost:	Development project cost
Costs Recovered:	Income recovered from service charges

Figures are for the financial year 2009-10.

TABLE 1 – SERVICE EXPENDITURE

	FTE	Salary Cost	Operating Cost	Project Cost	Costs Recovered
Network Infrastructure	13.6	£681k	£532k	£14k	£792k
Network Services	2.1	£125k	£20k	£82k	£16k
Telephone Services	8.5	£341k	£633k	£116k	£1,362k
Email	1.9	£112k	£19k	£131k	
Web Services	9.7	£527k	£58k	£44k	
Authentication/Directory Services	0.6	£36k	£14k	£55k	
Desktop Services	12.8	£666k	£174k	£91k	£393k
Data Storage Services	2.5	£138k	£12k		
Software Distribution	3.5	£134k	£412k	£5k	£546k
Training Services	4.8	£260k	£13k		
User Administration	4.7	£202k	£6k		
User Support	13.5	£677k	£25k	£3k	£92k
Security	1.9	£111k	£1k		
Institution Support	8.8	£484k	£6k	£68k	£64k
Photography and Printing Services	7.0	£234k	£188k		£354k
Videoconferencing	0.8	£46k	£2k	£29k	£7k
TOTAL	96.4	£4,774k	£2,116k	£638k	£3,648k

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 or greater
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 2009-10; end of 2008-09 figures are in italics.

TABLE 2(A) - DATA NETWORK CONNECTIONS

	Slow		Fast		Gigabit		Lapwing	
Arts & Humanities					7	7	34	24
Humanities & Social Sciences			1		14	14	61	53
Physical Sciences					19	19	87	69
Technology			1		11	10	7	2
Biological Sciences					15	15	70	53
Clinical Medicine			1	2	4	4	15	10
Other GB Institutions		1	1	4	11	12	49	45
Council Institutions	1	1	3	4	18	17	35	26
Miscellaneous					3	3	6	6
TOTAL UNIVERSITY	1	2	5	12	102	101	364	288
COLLEGES				2	35	34	182	126
Affiliated Institutions			2	2	4	4	2	2
Other external	1	1			3	3	3	
TOTAL EXTERNAL	1	1	2	2	7	7	5	2
TOTAL	2	3	7	16	144	142	551	416

TABLE 2(B) - UNIVERSITY DATA NETWORK CONNECTIONS

	Slow		Fast		Gigabit		Lapwing	
Architecture & History of Art					1	1		
Asian and Middle Eastern Studies					1	1	4	4
Classics					1	1	7	5
Divinity					1	1	5	4
English					1	1	8	4
Modern & Medieval Languages					1	1	2	
Music					1	1	5	4
Philosophy							3	3
ARTS & HUMANITIES					7	7	34	24
Archaeology & Anthropology			1		5	4	12	8
Economics					1	1	4	4
Education					1	1	4	4
History					1	1	9	9
History & Philosophy of Science					1	1	6	6
Land Economy					1	1	2	2
Law Faculty					3	3	17	17
PPSIS					1	2	7	3
HUMANITIES & SOCIAL SCIENCES			1		14	14	61	53
Astronomy					2	2	10	10
Chemistry					1	1	18	18
Earth Sciences					4	4		
Geography					1	1	4	3
Isaac Newton Institute					1	1	4	3
Materials Science & Metallurgy					1	1	6	6
Mathematics (Pure and Applied)					1	1	1	
Physics					7	7	44	29
Other					1	1		
PHYSICAL SCIENCES					19	19	87	69

CPSL				1	1		
Chemical Engineering & Biotechnology				3	3	7	2
Computer Science	1			2	1		
Engineering				4	4		
Judge Business School				1	1		
TECHNOLOGY	1			11	10	7	2
Biochemistry				2	2	12	11
Clinical Veterinary Medicine				1	1	2	2
Experimental Psychology				2	2	8	3
Genetics				1	1	6	6
Gurdon Institute				1	1		
Pathology				2	2	5	2
Pharmacology				1	1	4	4
Physiology, Development & Neuroscience				2	2	6	4
Plant Sciences				2	2	3	3
Zoology				1	1	22	16
Other						2	2
BIOLOGICAL SCIENCES				15	15	70	53
Anaesthetics						1	
Clinical Neurosciences				1	1	6	3
CIMR				1	1	6	5
IT Support				1	1		
Oncology				1	1		
Psychiatry	1	2				2	2
Other							
CLINICAL MEDICINE	1	2		4	4	15	10
African Studies				1	1	1	1
CARET				1	1	4	3
CRASSH	1			1	1		
English and Applied Linguistics						2	
International Studies						4	4
Language Centre				1	1	4	
Latin-American Studies							
South Asian Studies						4	4
University Computing Service	1	4		5	5	19	18
University Library				2	3	11	15
OTHER GB INSTITUTIONS	1	1	4	11	12	49	45
ADC Theatre	1	1					
Administrative Offices		1	1	8	7	22	17
Cambridge Assessment		1	1	1	1		
Careers Service				1	1	2	3
Continuing Education		1	1	1	1	3	
Fitzwilliam Museum				1	1		
Health Services				1	1		
Kettle's Yard				1	1		
Sports & Physical Education				1	1		
University Centre			1	1	1	6	4
University Press				2	2	2	2
COUNCIL INSTITUTIONS	1	1	3	18	17	35	26
Cambridge University Graduate Union				1	1	1	1
Cambridge University Students' Union				1	1	2	2
University Social Club				1	1	3	
MISCELLANEOUS				3	3	6	3
TOTAL UNIVERSITY	1	2	5	102	101	364	288

TABLE 2(C) - COLLEGE DATA NETWORK CONNECTIONS

	Slow	Fast	Gigabit		Lapwing	
Christ's			1	1	5	5
Churchill		1	1	1		
Clare			1	1	25	25
Clare Hall			1	1	1	1
Corpus Christi			1	1	2	2
Darwin			1	1		
Downing			2	2	17	14
Emmanuel			1	1		
Fitzwilliam			1	1		
Girton			1	1	4	
Gonville and Caius			1	1	4	4
Homerton			1	1	1	
Hughes Hall			1	1	4	
Jesus			1	1		
King's			1	1	6	6
Lucy Cavendish			1	1	1	1
Magdalene			1	1	1	1
Murray Edwards			1	1		
Newnham			1	1	2	2
Pembroke			1	1	30	
Peterhouse			1	1		
Queens'			1	1	14	12
Robinson			1	1	19	9
St Catharine's			1	1		1
St Edmund's			1	1		
St John's			1	1		
Selwyn			1	1	1	1
Sidney Sussex			1	1	1	1
Theological Federation		1	3	2	2	2
Trinity			1	1		
Trinity Hall			1	1	36	34
Wolfson			1	1	5	5
COLLEGES		2	35	34	182	126

TABLE 3 – IPV4-ADDRESSES

	Global		Private	
TOTAL UNIVERSITY	34,222	32,553	14,136	11,884
COLLEGES	13,589	13,834	12,595	10,161
TOTAL	47,811	46,387	26,731	22,045

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 2009-10; figures for 2008-09 are in italics.

TABLE 4(A) - JANET TRAFFIC BY INSTITUTION

	Traffic (GB)			
Arts & Humanities	19,735	(0.5%)	13,830	(0.5%)
Humanities & Social Sciences	38,418	(1.0%)	32,073	(1.2%)
Physical Sciences	588,749	(16.0%)	44,159	(16.7%)
Technology	228,549	(6.2%)	178,650	(6.7%)
Biological Sciences	128,926	(3.5%)	92,863	(3.5%)
Clinical Medicine	71,498	(1.9%)	54,191	(2.0%)
Other GB Institutions	226,444	(6.1%)	237,096	(8.9%)
Council Institutions	144,573	(3.9%)	110,962	(4.2%)
Miscellaneous	10,081	(0.3%)	7,560	(0.3%)
TOTAL UNIVERSITY	1,456,974	(39.5%)	1,171,384	(44.0%)
COLLEGES	2,164,172	(58.7%)	1,435,912	(54.0%)
Affiliated Institutions	56,498	(1.5%)	45,356	(1.7%)
Other external	12,076	(0.3%)	8,860	(0.3%)
TOTAL EXTERNAL	68,575	(1.9%)	54,216	(2.0%)
TOTAL	3,689,721	(100.0%)	2,661,512	(100.0%)

TABLE 4(B) - UNIVERSITY JANET TRAFFIC

	Traffic (GB)			
Architecture & History of Art	8,887	(0.2%)	6,522	(0.2%)
Classics	904	(0.0%)	819	(0.0%)
Divinity	1,019	(0.0%)	733	(0.0%)
English	2,887	(0.1%)	1,372	(0.1%)
Modern & Medieval Languages	3,417	(0.1%)	2,521	(0.1%)
Music	960	(0.0%)	471	(0.0%)
Asian and Middle Eastern Studies	1,321	(0.0%)	1,081	(0.0%)
Philosophy	272	(0.0%)	222	(0.0%)
Other	67	(0.0%)	89	(0.0%)
ARTS & HUMANITIES	19,735	(0.5%)	13,830	(0.5%)
African Studies	200	(0.0%)	108	(0.3%)
Archaeology & Anthropology	11,870	(0.3%)	7,920	(0.3%)
Economics	6,375	(0.2%)	4,791	(0.2%)
Education	5,904	(0.2%)	5,988	(0.2%)
History	1,509	(0.0%)	2,922	(0.1%)
History & Philosophy of Science	2,060	(0.1%)	2,300	(0.1%)
Land Economy	2,567	(0.1%)	1,741	(0.1%)
Law Faculty	6,094	(0.2%)	5,090	(0.2%)
PPSIS	1,839	(0.0%)	1,213	(0.0%)
HUMANITIES & SOCIAL SCIENCES	38,418	(1.0%)	32,073	(1.2%)
Applied Mathematics	76,040	(2.1%)	49,524	(1.9%)
Astronomy	102,410	(2.8%)	79,268	(3.0%)
Chemistry	56,409	(1.5%)	39,343	(1.5%)
Earth Sciences	19,677	(0.5%)	17,997	(0.7%)
Geography	7,360	(0.2%)	13,343	(1.5%)
Isaac Newton Institute	6,279	(0.2%)	4,191	(0.2%)
Materials Science & Metallurgy	18,694	(0.5%)	18,727	(0.7%)
Physics	296,591	(8.0%)	218,259	(8.2%)
Pure Mathematics	5,290	(0.1%)	3,555	(0.1%)
PHYSICAL SCIENCES	588,749	(6.2%)	444,159	(16.7%)

Chem. Eng. & Biotechnology	12,899	(0.3%)	10,454	(0.4%)
Computer Science	108,920	(3.0%)	91,365	(3.4%)
Engineering	91,285	(2.5%)	62,763	(2.4%)
Judge Business School	15,445	(0.4%)	14,068	(0.5%)
TECHNOLOGY	228,549	(6.2%)	178,650	(6.7%)
Biochemistry	23,197	(0.6%)	17,477	(0.7%)
Clinical Veterinary Medicine	7,960	(0.2%)	6,663	(0.3%)
Experimental Psychology	8,156	(0.2%)	6,227	(0.2%)
Genetics	14,973	(0.4%)	8,616	(0.3%)
Gurdon Institute	14,243	(0.4%)	10,429	(0.4%)
Pathology	14,508	(0.4%)	9,456	(0.4%)
Pharmacology	2,451	(0.1%)	1,803	(0.1%)
Physiology, Dev. & Neurosci.	18,384	(0.5%)	13,099	(0.5%)
Plant Sciences	7,197	(0.2%)	5,906	(0.2%)
Stem Cell Centre	10,356	(0.3%)	6,846	(0.3%)
Zoology	6,772	(0.2%)	4,861	(0.2%)
Other	728	(0.0%)	1,482	(0.1%)
BIOLOGICAL SCIENCES	128,926	(3.5%)	92,863	(3.5%)
Clinical Biochemistry	1,251	(0.0%)	1,420	(0.1%)
Clinical Neurosciences	7,678	(0.2%)	5,173	(0.2%)
Institute of Medical Research	13,262	(0.4%)	11,846	(0.4%)
Institute of Metabolic Science	1,549	(0.0%)		
Medicine	4,970	(0.1%)	2,267	(0.1%)
Obstetrics & Gynaecology	732	(0.0%)	302	(0.0%)
Psychiatry	2,416	(0.1%)	1,311	(0.0%)
Radiology	206	(0.0%)	159	(0.0%)
Other	39,433	(1.1%)	30,396	(1.1%)
CLINICAL MEDICINE	71,498	(1.9%)	54,191	(2.0%)
CMI	0	(0.0%)	88	(0.0%)
CARET	25,711	(0.7%)	28,170	(1.1%)
CRASSH	920	(0.0%)	1,311	(0.0%)
English and Applied Linguistics	1,051	(0.0%)	1,759	(0.1%)
International Studies	415	(0.0%)	230	(0.0%)
Language Centre	1,942	(0.1%)	1,623	(0.1%)
Latin American Studies	132	(0.0%)	132	(0.0%)
South Asian Studies	1,658	(0.0%)	883	(0.0%)
University Computing Service	180,750	(4.9%)	193,157	(7.3%)
University Library	13,863	(0.4%)	9,743	(0.4%)
OTHER GB INSTITUTIONS	226,444	(6.1%)	237,096	(8.9%)
Administrative Offices	21,478	(0.6%)	14,811	(0.6%)
Cambridge Assessment	22,328	(0.6%)	16,188	(0.6%)
Careers Service	1,224	(0.0%)	908	(0.0%)
Continuing Education	2,100	(0.1%)	1,386	(0.1%)
Counselling Service	208	(0.0%)	222	(0.0%)
Fitzwilliam Museum	1,994	(0.1%)	1,471	(0.1%)
Kettle's Yard	247	(0.0%)	112	(0.0%)
University Centre	1	(0.0%)	593	(0.0%)
University Farm	42	(0.0%)	41	(0.0%)
University Press	92,051	(2.5%)	72,790	(2.7%)
Other	2,902	(0.1%)	2,439	(0.1%)
COUNCIL INSTITUTIONS	144,573	(3.9%)	110,962	(4.2%)
Graduate Union	266	(0.0%)	87	(0.0%)
Students' Union	9,784	(0.3%)	7,467	(0.3%)
University Social Club	31	(0.0%)	7	(0.0%)
MISCELLANEOUS	10,081	(0.3%)	7,560	(0.3%)
TOTAL UNIVERSITY	1,456,974	(39.5%)	1,171,384	(44.0%)

TABLE 4(C) - COLLEGE JANET TRAFFIC

		Traffic (GB)		
Christ's	48,968	(1.3%)	30,451	(1.1%)
Churchill	59,003	(1.6%)	50,182	(1.9%)
Clare	68,234	(1.8%)	39,983	(1.5%)
Clare Hall	31,357	(0.8%)	25,823	(1.0%)
Corpus Christi	65,741	(1.8%)	43,378	(1.6%)
Darwin	61,309	(1.7%)	40,720	(1.5%)
Downing	100,061	(2.7%)	66,776	(2.5%)
Emmanuel	49,934	(1.4%)	23,070	(0.9%)
Fitzwilliam	83,339	(2.3%)	48,988	(1.8%)
Girton	90,888	(2.5%)	69,086	(2.6%)
Gonville and Caius	44,080	(1.2%)	48,349	(1.8%)
Homerton	52,893	(1.4%)	35,618	(1.3%)
Hughes Hall	57,482	(1.6%)	27,210	(1.0%)
Jesus	90,346	(2.4%)	62,946	(2.4%)
King's	89,525	(2.4%)	69,906	(2.6%)
Lucy Cavendish	14,404	(0.4%)	8,944	(0.3%)
Magdalene	50,018	(1.4%)	35,642	(1.3%)
Murray Edwards	22,295	(0.6%)	13,929	(0.5%)
Newnham	46,988	(1.3%)	26,658	(1.0%)
Pembroke	69,525	(1.9%)	30,607	(1.1%)
Peterhouse	65,789	(1.8%)	42,373	(1.6%)
Queens'	105,068	(2.8%)	65,158	(2.4%)
Robinson	41,791	(1.1%)	25,400	(1.0%)
St Catharine's	83,320	(2.3%)	46,377	(1.7%)
St Edmund's	66,055	(1.8%)	45,692	(1.7%)
St John's	163,741	(4.4%)	106,416	(4.0%)
Selwyn	54,574	(1.7%)	36,453	(1.4%)
Sidney Sussex	64,267	(1.7%)	40,096	(1.5%)
Theological Federation	27,655	(0.7%)	28,547	(1.1%)
Trinity	147,121	(4.0%)	94,987	(3.6%)
Trinity Hall	84,377	(1.7%)	61,736	(2.3%)
Wolfson	63,834	(1.7%)	44,377	(1.7%)
Intercollegiate Services	192	(0.0%)	38	(0.0%)
COLLEGES	2,164,172	(58.7%)	1,435,912	(54.0%)

Wireless

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

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

Figures are for 2009-10; figures for 2008-09 are in italics.

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

	Users		Sessions		Zones	
August	2,847	1,568	37,758	18,570	74	56
September	3,775	2,094	44,529	21,712	75	62
October	8,053	5,103	129,833	68,466	74	62
November	8,131	5,418	38,038	77,081	74	62
December	5,810	3,974	53,584	34,819	73	62
January	8,166	5,628	111,652	73,771	75	63
February	8,581	6,208	120,034	98,911	75	66
March	8,092	6,373	94,612	83,466	75	71
April	7,119	5,912	91,912	81,241	75	70
May	7,835	6,478	133,480	119,100	75	74
June	6,273	5,233	71,912	64,887	77	76
July	3,840	3,432	46,003	45,916	78	74

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

	Users		Sessions		Zones	
August	755	377	14,054	4,617	62	30
September	1,096	588	8,896	4,825	57	31
October	425	265	4,038	2,099	57	32
November	391	239	3,268	1,857	54	31
December	370	248	2,439	1,540	56	27
January	424	291	3,612	2,632	54	27
February	350	187	2,919	1,583	56	28
March	902	744	6,079	4,942	63	49
April	825	642	5,492	4,124	62	47
May	546	264	4,099	2,515	50	43
June	884	659	6,629	5,239	61	60
July	1,871	1,566	32,711	26,766	68	67

TABLE 5(C) – LAPWING USE BY MONTH (EDUROAM)

	Users		Sessions		Zones	
August	0	0	0	0	0	0
September	0	0	0	0	0	0
October	374	0	8,692	0	45	0
November	869	0	64,522	0	60	0
December	815	0	29,165	0	62	0
January	1,290	0	89,662	0	69	0
February	1,562	0	158,581	0	67	0
March	1,669	0	152,859	0	67	0
April	1,754	0	173,606	0	68	0
May	1,963	0	280,766	0	69	0
June	1,931	0	208,180	0	73	0
July	1,474	0	167,669	0	72	0

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

	Users		Sessions		Zones	
Arts & Humanities	7,071	1,962	54,712	46,447	6	7
Humanities & Social Sciences	18,470	4,608	155,626	134,666	13	13
Physical Sciences	8,844	1,909	72,770	43,652	8	6
Technology	9,722	2,488	83,441	55,825	3	3
Biological Sciences	9,620	2,131	85,605	59,946	10	6
Clinical Medicine	946	197	5,647	5,789	3	2
Other GB Institutions	18,298	4,971	130,292	111,529	9	7
Council Institutions	6,552	2,260	30,732	25,001	7	7
Colleges	73,162	5,799	588,934	284,129	16	11
Affiliated Institutions	141	0	841	0	1	0

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

	Users		Sessions		Zones	
Arts & Humanities	755	663	6,347	4,787	6	10
Humanities & Social Sciences	548	496	3,242	3,716	11	13
Physical Sciences	1,457	692	11,251	5,296	8	6
Technology	615	377	3,755	2,999	3	3
Biological Sciences	329	140	5,264	1,970	9	6
Clinical Medicine	85	36	804	193	3	2
Other GB Institutions	2,322	1,284	18,398	14,045	8	7
Council Institutions	610	258	1,657	978	5	6
Colleges	3,352	1,660	44,102	23,907	14	10
Affiliated Institutions	2	0	32	0	1	0

TABLE 6(C) – LAPWING USE BY INSTITUTION (EDUROAM)

	Users		Sessions		Zones	
Arts & Humanities	755	663	34,590	0	6	0
Humanities & Social Sciences	548	496	109,185	0	12	0
Physical Sciences	1,457	692	192,592	0	8	0
Technology	615	377	32,490	0	2	0
Biological Sciences	329	140	201,763	0	10	0
Clinical Medicine	85	36	33,560	0	4	0
Other GB Institutions	2,322	1,284	181,832	0	8	0
Council Institutions	610	258	58,993	0	6	0
Colleges	3,352	1,660	485,688	0	14	0
Affiliated Institutions	2	0	4,811	0	1	0

Telephone System

Table 7 shows the distribution of telephone calls made each month using the University Telephone System throughout 2009-10. Tables 8(A) to 8(c) show the numbers of telephone calls made from each institution during that period.

Extensions	Number of telephone extensions registered to institution
External	Calls made from University extensions to external numbers
Internal	Calls made from University extensions to internal numbers

Figures are for 2009-10.

TABLE 7 – TELEPHONE USE BY MONTH

	Calls Made	
	External	Internal
August	300,484	327,811
September	368,266	440,838
October	395,698	497,487
November	364,323	449,103
December	284,684	315,546
January	350,527	411,559
February	340,561	413,899
March	387,606	463,037
April	313,259	374,569
May	319,494	396,426
June	369,287	455,344
July	234,243	282,554
TOTAL UNIVERSITY	4,028,432	4,828,173

TABLE 8(A) - TELEPHONE USE BY INSTITUTION

	Extensions	Calls Made	
		External	Internal
Arts & Humanities	476	69,754	67,607
Humanities & Social Sciences	1,049	190,257	231,034
Physical Sciences	2,345	366,569	348,901
Technology	1,862	370,828	393,264
Biological Sciences	1,863	424,558	525,925
Clinical Medicine	1,244	400,122	332,623
Other GB Institutions	1,179	197,372	290,459
Council Institutions	1,591	491,511	917,487
Miscellaneous	34	8,450	7,198
TOTAL UNIVERSITY	11,643	2,519,421	3,114,498
COLLEGES	5,581	1,400,750	1,632,103
Research Councils	268	72,547	40,556
Affiliated Institutions	169	35,015	39,866
TOTAL EXTERNAL	437	107,562	80,422
TOTAL	17,661	4,027,733	4,827,023

TABLE 8(B) - UNIVERSITY TELEPHONE USAGE

	Extensions	Calls Made	
		External	Internal
Architecture & History of Art	71	14,107	10,439
Asian & Middle Eastern Studies	61	8,228	7,552
Classics	50	5,983	6,278
Divinity	68	9,083	8,133
English	70	10,732	8,108
Modern & Medieval Languages	92	11,098	15,247
Music	33	7,034	6,747
Philosophy	25	2,562	2,834
Other	6	927	2,269
ARTS & HUMANITIES	476	69,754	67,607
Archaeology & Anthropology	178	38,875	46,434
Economics	127	20,986	31,524
Education	209	39,000	58,332
History	64	8,251	12,776
History & Philosophy of Sci.	33	4,561	6,670
Land Economy	92	17,739	16,409
Law Faculty	217	39,198	38,970
PPSIS	98	14,885	12,462
Other	31	6,762	7,557
HUMANITIES & SOCIAL SCI.	1,049	190,257	231,034
Applied Mathematics	300	49,821	29,769
Astronomy	128	21,752	17,317
Chemistry	459	72,847	99,179
Earth Sciences	269	32,224	31,159
Geography	136	14,478	16,500
Isaac Newton Institute	59	12,614	8,880
Materials Science & Metallurgy	190	46,092	50,186
Physics	602	89,095	74,435
Pure Mathematics	141	17,075	7,046
Scott Polar Research	46	8,722	9,668
Other	15	1,849	4,762
PHYSICAL SCIENCES	2,345	366,569	348,901

Chemical Eng. & Biotech.	182	34,443	42,905
Computer Science	309	32,743	22,126
CPSL	48	20,345	35,232
Engineering	953	179,030	195,517
Judge Business School	363	102,322	93,318
Other	7	1,945	4,188
TECHNOLOGY	1,862	370,828	393,264
Biochemistry	314	62,556	97,166
Clinical Veterinary Medicine	289	102,440	148,092
Experimental Psychology	157	21,353	21,649
Genetics	92	19,272	19,746
Gurdon Institute	166	41,732	37,277
Pathology	178	38,402	47,520
Pharmacology	70	22,082	18,755
Physiology, Dev. & Neurosci.	232	48,082	61,943
Plant Sciences	158	29,486	30,802
Zoology	191	35,172	35,672
Other	16	4,026	7,303
BIOLOGICAL SCIENCES	1,863	424,558	525,925
Biomedical Services	105	23,853	59,805
Clinical Biochemistry	133	42,209	30,912
Clinical Neurosciences	98	34,070	32,551
Clinical Pharmacology	32	15,535	7,106
Institute of Medical Research	180	59,328	50,485
Institute of Public Health	186	42,994	24,799
Medical Genetics	40	11,503	10,194
Medicine	109	45,396	19,488
Obstetrics & Gynaecology	20	6,084	2,967
Oncology	61	23,902	11,784
Paediatrics	36	18,731	3,720
Psychiatry	79	21,705	13,814
Public Health & Primary Care	4	1,146	362
Radiology	25	8,616	4,094
Surgery	25	8,164	3,204
Other	111	36,886	57,338
CLINICAL MEDICINE	1,244	400,122	332,623
African Studies	4	679	1,026
Business Research	28	5,075	3,609
CARET	50	3,938	2,245
Continuing Education	183	55,208	50,489
CRASSH	26	3,004	2,127
English and Applied Linguistics	18	3,358	1,776
International Studies	46	6,376	6,166
Language Centre	27	5,887	14,924
Latin-American Studies	11	1,039	1,035
South Asian Studies	11	1,320	1,594
University Computing Service	419	61,018	91,895
University Library	356	50,470	113,573
OTHER GB INSTITUTIONS	1,179	197,372	290,459

Administrative Offices	1,216	353,957	702,152
Careers Service	52	17,931	20,304
Fitzwilliam Museum	113	40,530	81,454
Health Services	53	25,221	24,461
Kettle's Yard	12	5,611	7,025
Sports & Physical Education	20	9,318	8,793
University Centre	63	24,841	65,728
University Farm	23	4,769	1,852
University Press	31	6,648	5,523
Other	8	1,891	195
COUNCIL INSTITUTIONS	1,591	491,511	917,487
Societies	34	8,450	7,198
MISCELLANEOUS	34	8,450	7,198
TOTAL UNIVERSITY	11,643	2,519,421	3,114,498

TABLE 8(C) - COLLEGE TELEPHONE USAGE

	Extensions	Calls Made	
		External	Internal
Christ's	144	36,005	47,376
Churchill	265	64,414	64,613
Clare	211	46,722	64,782
Clare Hall	49	22,816	6,298
Corpus Christi	161	45,423	53,136
Darwin	63	14,920	12,496
Downing	128	42,187	58,000
Emmanuel	160	38,544	31,448
Fitzwilliam	583	42,345	52,045
Girton	172	41,152	51,609
Gonville and Caius	235	61,985	83,332
Homerton	187	44,776	66,055
Hughes Hall	33	13,882	12,126
Jesus	182	47,835	50,300
King's	264	74,176	82,529
Lucy Cavendish	83	24,349	33,430
Magdalene	138	38,457	52,490
Murray Edwards	141	35,910	31,462
Newnham	151	34,810	35,978
Pembroke	173	56,095	60,989
Peterhouse	92	29,331	29,660
Queens'	200	53,174	60,908
Robinson	176	50,413	55,838
St Catharine's	125	34,745	28,870
St Edmund's	45	12,471	11,008
St John's	374	112,344	162,479
Selwyn	127	24,999	37,708
Sidney Sussex	158	47,275	49,424
Theological Federation	33	12,632	11,732
Trinity	395	100,668	147,026
Trinity Hall	178	55,339	55,165
Wolfson	143	36,980	27,844
Other	12	3,576	3,947
COLLEGES	5,581	1,400,750	1,632,103

Electronic Mail

Tables 9(A) to 9(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.

Table 10 shows the amount of email scanned for spam and virus infections by the central email switches during 2009-10. The central email scanner provides anti-virus and anti-spam services for 272 managed mail domains, and 72 mail domains running on 49 servers outside the Computing Service. There are 12 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 early by the scanner through protocol or addressing errors, or because they originated from blacklisted senders, or were identified as potential spam from compromised machines acting as 'spam bots'. The second set of figures gives the number of messages accepted initially but then rejected on analysis of their content. 'Infected' and 'high spam' scoring messages are rejected instead of being delivered. The third set of figures gives the number of messages received from external and from internal sources, and how many were identified potentially as being spam.

Figures are for 2009-10 with 2008-09 in italics.

TABLE 9(A) - HERMES

	Users				Messages ('000s)			
Arts & Humanities	2,514	(5.6%)	2,448	(5.7%)	11,545	(6.1%)	11,131	(6.0%)
Humanities & Social Sciences	6,838	(15.3%)	6,200	(14.5%)	21,601	(11.5%)	20,025	(10.9%)
Physical Sciences	4,189	(9.4%)	4,098	(9.6%)	19,572	(10.4%)	19,174	(10.4%)
Technology	4,465	(10.0%)	4,244	(9.9%)	23,459	(12.5%)	22,403	(12.2%)
Biological Sciences	3,530	(7.9%)	3,403	(8.0%)	17,492	(9.3%)	16,569	(9.0%)
Clinical Medicine	2,862	(6.4%)	2,683	(6.3%)	10,999	(5.9%)	10,140	(5.5%)
Other GB Institutions	1,167	(2.6%)	1,192	(2.8%)	8,533	(4.5%)	8,291	(1.0%)
Council Institutions	1,212	(2.7%)	1,064	(2.5%)	4,193	(2.2%)	4,056	(2.2%)
Miscellaneous	478	(1.1%)	439	(1.0%)	1,021	(0.5%)	1,006	(0.5%)
TOTAL UNIVERSITY	27,255	(60.9%)	25,786	(60.4%)	118,414	(63.1%)	112,799	(61.2%)
COLLEGES	17,129	(38.3%)	16,570	(38.8%)	68,622	(36.6%)	70,511	(38.3%)
Affiliated Institutions	306	(0.7%)	269	(0.6%)	580	(0.3%)	581	(0.3%)
Other external	55	(0.1%)	67	(0.2%)	131	(0.1%)	331	(0.2%)
TOTAL EXTERNAL	361	(0.8%)	336	(0.8%)	711	(0.4%)	912	(0.5%)
TOTAL	44,745	(100%)	42,677	(100%)	187,747	(100%)	184,218	(100%)

TABLE 9(B) - UNIVERSITY HERMES USE

	Users				Messages ('000s)			
Architecture & History of Art	373	(0.8%)	346	(0.8%)	1,126	(0.6%)	1,019	(0.6%)
Asian & Middle Eastern Studies	295	(0.7%)	290	(0.7%)	1,202	(0.6%)	1,156	(0.6%)
Classics	242	(0.5%)	239	(0.6%)	1,399	(0.7%)	1,345	(0.7%)
Divinity	308	(0.7%)	307	(0.7%)	1,661	(0.9%)	1,578	(0.9%)
English	518	(1.2%)	523	(1.2%)	2,310	(1.2%)	2,303	(1.3%)
Modern & Medieval Languages	515	(1.2%)	503	(1.2%)	2,571	(1.4%)	2,582	(1.4%)
Music	163	(0.4%)	130	(0.3%)	817	(0.4%)	711	(0.4%)
Philosophy	100	(0.2%)	110	(0.3%)	458	(0.2%)	64	(0.3%)
ARTS & HUMANITIES	2,514	(5.6%)	2,448	(5.7%)	11,545	(6.1%)	11,131	(6.0%)

Archaeology & Anthropology	717	(1.6%)	661	(1.5%)	3,144	(1.7%)	2,903	(1.6%)
Economics	482	(1.1%)	391	(0.9%)	1,581	(0.8%)	1,362	(0.7%)
Education	2,078	(4.6%)	2,042	(4.8%)	4,175	(2.2%)	3,863	(2.1%)
History	705	(1.6%)	674	(1.6%)	2,824	(1.5%)	2,677	(1.5%)
History & Philosophy of Sci.	191	(0.4%)	191	(0.4%)	855	(0.5%)	883	(0.5%)
Land Economy	513	(1.1%)	473	(1.1%)	1,567	(0.8%)	1,612	(0.9%)
Law Faculty	1,032	(2.3%)	898	(2.1%)	3,529	(1.9%)	3,383	(1.8%)
PPSIS	1,041	(2.3%)	868	(2.0%)	3,538	(1.9%)	3,331	(1.8%)
Other	79	(0.2%)	2	(0.0%)	387	(0.2%)	9	(0.0%)
HUMANITIES & SOCIAL SCI.	6,838	(15.3%)	6,200	(14.5%)	21,601	(11.5%)	20,025	(10.9%)
Applied Mathematics	637	(1.4%)	637	(1.5%)	2,560	(1.4%)	2,564	(1.4%)
Astronomy	110	(0.2%)	109	(0.3%)	387	(0.2%)	425	(0.2%)
Chemistry	1,000	(2.2%)	979	(2.3%)	5,231	(2.8%)	5,308	(2.9%)
Earth Sciences	281	(0.6%)	286	(0.7%)	1,764	(0.9%)	1,617	(0.9%)
Geography	314	(0.7%)	293	(0.7%)	1,553	(0.8%)	1,465	(0.8%)
Isaac Newton Institute	9	(0.0%)	9	(0.0%)	30	(0.0%)	25	(0.0%)
Materials Science & Metallurgy	461	(1.0%)	456	(1.1%)	2,218	(1.2%)	2,177	(1.2%)
Physics	928	(2.1%)	867	(2.0%)	4,525	(2.4%)	4,293	(2.3%)
Pure Mathematics	350	(0.8%)	357	(0.8%)	814	(0.4%)	840	(0.5%)
Scott Polar Research	96	(0.2%)	102	(0.2%)	480	(0.3%)	452	(0.2%)
Other	3	(0.0%)	3	(0.0%)	10	(0.0%)	8	(0.0%)
PHYSICAL SCIENCES	4,189	(9.4%)	4,098	(9.6%)	19,572	(10.4%)	19,174	(10.4%)
Chemical Eng. & Biotech.	483	(1.1%)	487	(1.1%)	2,409	(1.3%)	2,490	(1.4%)
Computer Science	412	(0.9%)	383	(0.9%)	2,386	(1.3%)	2,251	(1.2%)
Engineering	2,272	(5.1%)	2,213	(5.2%)	12,665	(6.7%)	12,267	(6.7%)
Judge Business School	1,268	(2.8%)	1,132	(2.7%)	5,971	(3.2%)	5,355	(2.9%)
CPSL	24	(0.1%)	23	(0.1%)	22	(0.0%)	11	(0.0%)
Other	6	(0.0%)	6	(0.0%)	34	(0.0%)	28	(0.0%)
TECHNOLOGY	5,465	(10.0%)	4,244	(9.9%)	23,459	(12.5%)	22,403	(12.2%)
Biochemistry	529	(1.2%)	466	(1.1%)	2,508	(1.3%)	2,042	(1.1%)
Clinical Veterinary Medicine	622	(1.4%)	681	(1.6%)	2,986	(1.6%)	2,974	(1.6%)
Experimental Psychology	201	(0.4%)	193	(0.5%)	1,159	(0.6%)	1,118	(0.6%)
Genetics	230	(0.5%)	218	(0.5%)	1,058	(0.6%)	953	(0.5%)
Gurdon Institute	239	(0.5%)	238	(0.6%)	1,367	(0.7%)	1,279	(0.7%)
Pathology	400	(0.9%)	390	(0.9%)	1,711	(0.9%)	1,700	(0.9%)
Pharmacology	191	(0.4%)	172	(0.4%)	999	(0.5%)	947	(0.5%)
Physiology, Dev. & Neurosci.	421	(0.9%)	397	(0.9%)	2,368	(1.3%)	2,331	(1.3%)
Plant Sciences	285	(0.6%)	255	(0.6%)	1,395	(0.7%)	1,155	(0.6%)
Zoology	372	(0.8%)	354	(0.8%)	1,826	(1.0%)	1,922	(1.0%)
Other	40	(0.1%)	39	(0.1%)	117	(0.1%)	147	(0.1%)
BIOLOGICAL SCIENCES	3,530	(7.9%)	3,403	(8.0%)	17,492	(9.3%)	16,569	(9.0%)

Biomedical Services	62	(0.1%)	52	(0.1%)	213	(0.1%)	153	(0.1%)
Clinical Biochemistry	129	(0.3%)	117	(0.3%)	566	(0.3%)	483	(0.3%)
Clinical Neurosciences	233	(0.5%)	214	(0.5%)	1,003	(0.5%)	971	(0.5%)
Clinical Pathology	5	(0.0%)	5	(0.0%)	9	(0.0%)	8	(0.0%)
Clinical Students	525	(1.2%)			3,155	(1.7%)		
Haematology	124	(0.3%)	115	(0.3%)	511	(0.3%)	463	(0.3%)
IT Support	13	(0.0%)	13	(0.0%)	19	(0.0%)	12	(0.0%)
Institute of Medical Research	356	(0.8%)	324	(0.8%)	976	(0.5%)	922	(0.5%)
Institute of Public Health	56	(0.1%)	63	(0.1%)	115	(0.1%)	127	(0.1%)
Medical Genetics	48	(0.1%)	39	(0.1%)	247	(0.1%)	189	(0.1%)
Medicine	259	(0.6%)	263	(0.6%)	1,043	(0.6%)	937	(0.5%)
Obstetrics & Gynaecology	36	(0.1%)	35	(0.1%)	124	(0.1%)	131	(0.1%)
Oncology	263	(0.6%)	253	(0.6%)	751	(0.4%)	788	(0.4%)
Paediatrics	37	(0.1%)	40	(0.1%)	134	(0.1%)	133	(0.1%)
Psychiatry	169	(0.4%)	151	(0.4%)	871	(0.5%)	782	(0.4%)
Public Health & Primary Care	80	(0.2%)	74	(0.2%)	125	(0.1%)	128	(0.1%)
Radiology	41	(0.1%)	32	(0.1%)	161	(0.1%)	147	(0.1%)
Surgery	99	(0.2%)	93	(0.2%)	405	(0.2%)	360	(0.2%)
Other	327	(0.7%)	800	(1.9%)	570	(0.3%)	3,405	(1.8%)
CLINICAL MEDICINE	2,862	(6.4%)	2,683	(6.3%)	10,999	(5.9%)	10,140	(5.5%)
African Studies	28	(0.1%)	21	(0.0%)	96	(0.1%)	79	(0.0%)
Business Research	23	(0.1%)	24	(0.1%)	143	(0.1%)	145	(0.1%)
CARET	55	(0.1%)	55	(0.1%)	390	(0.2%)	235	(0.1%)
CRASSH	14	(0.0%)	15	(0.0%)	109	(0.1%)	147	(0.1%)
Continuing Education	115	(0.3%)	121	(0.3%)	678	(0.4%)	624	(0.3%)
English and Applied Linguistics	126	(0.3%)	102	(0.2%)	412	(0.2%)	370	(0.2%)
International Studies	17	(0.0%)	98	(0.2%)	16	(0.0%)	154	(0.1%)
Language Centre	54	(0.1%)	62	(0.1%)	248	(0.1%)	227	(0.1%)
Latin-American Studies	69	(0.2%)	58	(0.1%)	256	(0.1%)	180	(0.1%)
South Asian Studies	20	(0.0%)	10	(0.0%)	121	(0.1%)	45	(0.0%)
University Computing Service	236	(0.5%)	240	(0.6%)	3,558	(1.9%)	3,599	(2.0%)
University Library	397	(0.9%)	386	(0.9%)	2,498	(1.3%)	2,486	(1.3%)
Other	13	(0.0%)			9	(0.0%)		
OTHER GB INSTITUTIONS	1,167	(2.6%)	1,192	(2.8%)	8,533	(4.5%)	8,291	(4.5%)
Administrative Offices	694	(1.6%)	586	(1.4%)	2,088	(1.1%)	1,853	(1.0%)
Cambridge Assessment	28	(0.1%)	20	(0.0%)	43	(0.0%)	71	(0.0%)
Careers Service	52	(0.1%)	54	(0.1%)	135	(0.1%)	185	(0.1%)
Fitzwilliam Museum	169	(0.4%)	163	(0.4%)	805	(0.4%)	713	(0.4%)
Health Services	47	(0.1%)	46	(0.1%)	179	(0.1%)	188	(0.1%)
Kettle's Yard	18	(0.0%)	17	(0.0%)	163	(0.1%)	139	(0.1%)
Sports & Physical Education	17	(0.0%)	15	(0.0%)	69	(0.0%)	76	(0.0%)
University Centre	76	(0.2%)	81	(0.2%)	99	(0.1%)	195	(0.1%)
University Farm	15	(0.0%)	14	(0.0%)	32	(0.0%)	35	(0.0%)
University Press	10	(0.0%)	6	(0.0%)	6	(0.0%)	6	(0.0%)
Other	86	(0.2%)	62	(0.1%)	574	(0.3%)	594	(0.3%)
COUNCIL INSTITUTIONS	1,212	(2.7%)	1,064	(2.5%)	4,193	(2.2%)	4,056	(2.2%)
Societies	15	(0.0%)	15	(0.0%)	120	(0.1%)	118	(0.1%)
Students in non-University Insts.	463	(1.0%)	424	(1.0%)	901	(0.5%)	888	(0.5%)
MISCELLANEOUS	478	(1.0%)	439	(1.0%)	1,021	(0.5%)	1,006	(0.5%)
TOTAL UNIVERSITY	27,255	(60.9%)	25,771	(60.4%)	118,414	(63.1%)	112,794	(61.2%)

TABLE 9(C) - COLLEGE HERMES USE

	Users				Messages ('000s)			
Christ's	581	(1.3%)	547	(1.3%)	2,514	(1.3%)	2,502	(1.4%)
Churchill	620	(1.4%)	579	(1.4%)	2,169	(1.2%)	2,188	(1.2%)
Clare	680	(1.5%)	665	(1.6%)	3,063	(1.6%)	3,451	(1.9%)
Clare Hall	128	(0.3%)	126	(0.3%)	469	(0.2%)	437	(0.2%)
Corpus Christi	404	(0.9%)	391	(0.9%)	1,630	(0.9%)	1,681	(0.9%)
Darwin	57	(0.1%)	65	(0.2%)	242	(0.1%)	216	(0.1%)
Downing	596	(1.3%)	582	(1.4%)	2,301	(1.2%)	2,495	(1.4%)
Emmanuel	556	(1.2%)	564	(1.3%)	2,074	(1.1%)	2,351	(1.3%)
Fitzwilliam	659	(1.5%)	648	(1.5%)	3,133	(1.7%)	3,153	(1.7%)
Girton	685	(1.5%)	688	(1.6%)	3,215	(1.7%)	3,511	(1.9%)
Gonville and Caius	705	(1.6%)	669	(1.6%)	3,005	(1.6%)	2,983	(1.6%)
Homerton	793	(1.8%)	808	(1.9%)	2,749	(1.5%)	2,950	(1.6%)
Hughes Hall	166	(0.4%)	155	(0.4%)	769	(0.4%)	727	(0.4%)
Jesus	571	(1.3%)	566	(1.3%)	2,426	(1.3%)	2,517	(1.4%)
King's	606	(1.4%)	580	(1.4%)	2,483	(1.3%)	2,609	(1.4%)
Lucy Cavendish	214	(0.5%)	187	(0.4%)	943	(0.5%)	822	(0.4%)
Magdalene	493	(1.1%)	467	(1.1%)	1,967	(1.0%)	2,105	(1.1%)
Murray Edwards	510	(1.1%)	510	(1.2%)	1,958	(1.0%)	2,126	(1.2%)
Newnham	481	(1.1%)	494	(1.2%)	2,025	(1.1%)	2,192	(1.2%)
Pembroke	611	(1.4%)	586	(1.4%)	2,088	(1.1%)	2,193	(1.2%)
Peterhouse	363	(0.8%)	350	(0.8%)	1,427	(0.8%)	1,497	(0.8%)
Queens'	652	(1.5%)	625	(1.5%)	2,682	(1.4%)	2,636	(1.4%)
Robinson	540	(1.2%)	526	(1.2%)	2,285	(1.2%)	2,493	(1.4%)
St Catharine's	565	(1.3%)	547	(1.3%)	2,291	(1.2%)	2,285	(1.2%)
St Edmund's	265	(0.6%)	250	(0.6%)	989	(0.5%)	945	(0.5%)
St John's	739	(1.7%)	739	(1.7%)	2,890	(1.5%)	3,084	(1.7%)
Selwyn	489	(1.1%)	464	(1.1%)	1,864	(1.0%)	1,951	(1.1%)
Sidney Sussex	503	(1.1%)	484	(1.1%)	2,047	(1.1%)	2,020	(1.1%)
Theological Federation	262	(0.6%)	233	(0.5%)	911	(0.5%)	808	(0.4%)
Trinity	997	(2.2%)	962	(2.3%)	4,730	(2.5%)	4,759	(2.6%)
Trinity Hall	620	(1.4%)	592	(1.4%)	2,282	(1.2%)	2,453	(1.3%)
Wolfson	442	(1.0%)	380	(0.9%)	1,378	(0.7%)	1,024	(0.6%)
Other	576	(1.3%)	541	(1.3%)	1,624	(0.9%)	1,347	(0.7%)
COLLEGES	17,129	(38.3%)	16,570	(38.8%)	68,622	(36.6%)	70,511	(38.3%)

TABLE 10 – EMAIL SCANNING

	Number of Messages	
Messages Rejected Early:		
Invalid sender addresses	25m	19m
Blacklisted senders	762m	1,446m
Spam Bots	523m	
Other miscellaneous errors	42m	78m
Messages Rejected on Content:		
Malware	3.6m	9m
Spam	15.2m	24m
Messages Accepted:		
External	81.3m	85m
Internal	68.2m	105m
Borderline spam	6.2m	11m

Web and News Services

The incoming traffic to the main University web site (www.cam.ac.uk) totalled 458m requests from 223 country-level domains in 2009-10, with a daily peak of 1,963k requests, compared to 409m, 231 and 2,008k respectively in 2007-08. 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 11 shows the load statistics during May for the main University Web Server (www.cam.ac.uk), the University Web Search Engine and, during July (the first month of live service) for the new Forum web site (forum.cam.ac.uk), the web-based bulletin board replacement for USENET news.

The web cache was removed from service on 1 March 2010, the essential residual address translation functions being taken over by the new Network Address Translation (NAT) service introduced early in 2010.

Table 12 shows the load statistics during May for the main University USENET news server. Interest in USENET, both locally and worldwide, has been showing steady decline for many years. On the closure of the JANET news feed at the end of the academic year, it was decided that the University USENET news server should be withdrawn at the same time.

Figures are for 2009-10; 2008-09 figures are in italics.

TABLE 11 – UNIVERSITY WEB SERVICES

		May
University Web Server (www.cam.ac.uk)		
Total requests received	30.8m	<i>32.3m</i>
Total data sent	200GB	<i>177GB</i>
Proportion of requests from Cam, UK, World	40%, 10%, 50%	<i>30%, 7%, 63%</i>
University Web Search Engine		
University servers indexed	619	<i>588</i>
Documents indexed	2.5m	<i>1.7m</i>
Total number of searches	203k	<i>219k</i>
Volume of data sent	7.8GB	<i>8.5GB</i>
Proportion of requests from Cam, UK, World	23%, 4%, 76%	<i>28%, 8%, 64%</i>
University Forum Server		
		July
Total requests received	624k	-
New topics created	596	-
Replies posted	106	-
Total registered users	1,393	-
User active during the month	1,013	-

TABLE 12 – UNIVERSITY NEWS SERVER

		May
University News Server		
Total number of connections	366k	<i>441k</i>
Peak concurrent connections	118	<i>118</i>
Total number of newsgroups	11.1k	<i>13.5k</i>
Number of local newsgroups	117	<i>117</i>
Monthly volume	5.3GB	<i>6.5GB</i>
Number of news articles	1.9m	<i>2.3m</i>

Streaming Media Service

Table 13 shows the monthly breakdown of usage of the Streaming Media Service (SMS), which delivers video and audio material in a wide range of standard formats to web browsers and media players across all platforms. The figure indicates the number of audio/video clips served per month. The full production service was released in October 2008.

Table 14 shows the number of audio/video clips served in each type of media format over the year.

Figures are for 2009-10; 2008-09 figures are in italics.

TABLE 13 – SMS USAGE

	Clips Served	
August	205,131	0
September	231,650	0
October	243,651	95,930
November	284,956	150,329
December	312,860	139,203
January	263,563	121,967
February	223,362	146,987
March	214,788	123,795
April	180,627	98,540
May	204,026	112,168
June	229,026	195,704
July	258,329	200,882

TABLE 14 – VIEWED MEDIA FORMAT TYPES

	Clips Served	
MP3	1,718,641	547,482
Flash Video	523,638	480,977
MPEG-4 (iPod Video/H.264)	493,484	259,929
Windows Media Video	42,928	30,159
Real Audio	28,000	18,096
Real Media	12,858	28,102
Quicktime	12,631	13,124
Advanced Audio Coding	5,313	4,402
Audio Interchange File Format	436	314

Raven Authentication Service

Table 15 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 16 lists the top 10 websites using Raven to authenticate users, as measured by the number of authentications during 2009-10. Between them, these 10 sites requested about 65% of all Raven authentications. Last year's ranking (2008-09) is given in parentheses following the entry.

Table 17 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. In 2009-10, the major use of this service was to provide access control to electronic resources managed by the University Library.

Figures are for 2009-10; with 2008-09 figures in italics.

TABLE 15 – RAVEN AUTHENTICATION SERVICE USAGE

	Users		Web Hosts		Authentications	
August	18,667	<i>14,277</i>	594	<i>474</i>	219,237	<i>128,962</i>
September	22,042	<i>18,288</i>	644	<i>514</i>	320,108	<i>190,257</i>
October	30,797	<i>27,110</i>	680	<i>545</i>	807,012	<i>682,900</i>
November	29,567	<i>26,271</i>	681	<i>543</i>	745,896	<i>578,704</i>
December	27,415	<i>24,602</i>	645	<i>519</i>	415,408	<i>329,552</i>
January	28,920	<i>26,158</i>	669	<i>551</i>	608,909	<i>458,534</i>
February	28,758	<i>25,900</i>	694	<i>574</i>	697,421	<i>487,332</i>
March	29,027	<i>26,566</i>	729	<i>603</i>	770,147	<i>504,113</i>
April	28,091	<i>21,515</i>	697	<i>498</i>	778,387	<i>177,297</i>
May	28,400	<i>25,888</i>	707	<i>587</i>	799,340	<i>549,705</i>
June	28,762	<i>26,349</i>	708	<i>608</i>	718,399	<i>610,517</i>
July	24,799	<i>22,043</i>	722	<i>614</i>	383,261	<i>323,641</i>
			<i>Total Authentications</i>		<i>5,021,514</i>	

TABLE 16 – TOP TEN RAVEN SITES

1. Lapwing (2)
2. CamTools (1)
3. Hermes Webmail (8)
4. Shibboleth (3)
5. CamSIS (4)
6. CamCORS (6)
7. University Library Website (-)
8. Churchill College Website (-)
9. Robinson College IT Department Website (7)
10. Lookup (Directory) (9)

TABLE 17 – SHIBBOLETH USAGE

	Users		Providers		Authentications	
August	5,460	3,651	69	38	39,264	18,348
September	5,399	3,918	77	34	31,730	19,005
October	8,089	5,455	87	40	46,257	26,734
November	8,525	5,679	90	39	53,751	28,547
December	8,790	6,413	85	42	60,295	32,938
January	9,828	7,022	89	49	64,835	35,883
February	9,050	6,386	99	51	57,050	31,514
March	9,834	7,503	115	61	71,044	42,248
April	9,319	7,414	103	76	67,830	44,729
May	7,850	6,704	101	80	50,340	34,726
June	6,335	5,405	106	61	37,774	26,192
July	6,675	5,698	113	68	44,908	31,179
			<i>Total Authentications</i>		585,814	353,695

Security Probing

The Computing Service regularly scans the main publically visible computers on the Cambridge network and carries out friendly probing to determine whether there are any obvious known security exposures on these machines. Reports of these probes are made available to departmental and college system administrators, to help keep the University IT environment protected from external threats. Table 16 shows the number of such reports on individual systems generated over 2009-10, as distributed across the University's institutions.

TABLE 18 – SECURITY PROBING

	Reports Generated
Arts & Humanities	18,988
Humanities & Social Sciences	27,562
Physical Sciences	151,099
Technology	10,018
Biological Sciences	83,590
Clinical Medicine	16,657
Other GB Institutions	66,301
Council Institutions	14,231
Miscellaneous	2,268
TOTAL UNIVERSITY	390,714
COLLEGES	236,884
Affiliated Institutions	9,428
Other external	2,533
TOTAL EXTERNAL	11,961
TOTAL	639,559

Public Workstation Facility

Tables 19(A) to 19(C) show numbers of users and sessions by institution. Note that the figures for Computing Service users include temporary identifiers issued to users on training courses.

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

Table 20 gives a list of the institutions that have a Computing Service Managed Cluster, and the platforms provided at those sites.

Table 21 gives details, extracted from Tables 19(B) and 19(C), on the use of the PWF from certain University locations while Table 22 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 23 gives details of the number of sessions to remote PWF servers from machines that are not PWF managed workstations.

In all Tables, the figures are for 2009-10, with 2008-09 figures in italics.

TABLE 19(A) – PUBLIC WORKSTATION FACILITY USE

	Users		Sessions	
Arts & Humanities	883 (4.4%)	<i>926 (4.5%)</i>	66,153 (5.6%)	<i>75,935 (5.8%)</i>
Humanities & Social Sciences	2,959(14.7%)	<i>2,800(13.7%)</i>	159,919(13.6%)	<i>166,172 (12.7%)</i>
Physical Sciences	1,381 (6.9%)	<i>1,442 (7.1%)</i>	63,216 (5.4%)	<i>86,426 (6.6%)</i>
Technology	843 (4.2%)	<i>874 (4.3%)</i>	24,423 (2.1%)	<i>38,918 (3.0%)</i>
Biological Sciences	553 (2.7%)	<i>602 (3.0%)</i>	36,883 (3.1%)	<i>44,202 (3.4%)</i>
Clinical Medicine	661 (3.3%)	<i>697 (3.4%)</i>	57,421 (4.9%)	<i>69,622 (5.3%)</i>
Other GB Institutions	2,993(14.9%)	<i>3,014(14.8%)</i>	55,091 (4.7%)	<i>54,243 (4.1%)</i>
Council Institutions	79 (0.4%)	<i>77 (0.4%)</i>	6,435 (0.5%)	<i>3,696 (0.3%)</i>
Miscellaneous	117 (0.6%)	<i>112 (0.5%)</i>	2,090 (0.2%)	<i>2,552 (0.2%)</i>
TOTAL UNIVERSITY	10,469(52.0%)	<i>10,544(51.7%)</i>	471,631(40.0%)	<i>541,766(41.4%)</i>
COLLEGES	9,614(47.8%)	<i>9,800(48.1%)</i>	705,559(59.9%)	<i>767,451(58.6%)</i>
Affiliated Institutions	40 (0.2%)	<i>31 (0.2%)</i>	1,061 (0.1%)	<i>635 (0.0%)</i>
Other external	0 (0.0%)	<i>0 (0.0%)</i>	0 (0.0%)	<i>0 (0.0%)</i>
TOTAL EXTERNAL	40 (0.2%)	<i>31 (0.2%)</i>	1,061 (0.1%)	<i>635 (0.0%)</i>
TOTAL	20,123(100%)	<i>20,375(100%)</i>	1,178,251(100%)	<i>1,309,852 (100%)</i>

TABLE 19(B) - UNIVERSITY PUBLIC WORKSTATION FACILITY USE

	Users				Sessions			
Architecture & History of Art	88	(0.4%)	89	(0.4%)	3,392	(0.3%)	5,150	(0.4%)
Asian & Middle Eastern Studies	68	(0.3%)	94	(0.5%)	3,166	(0.3%)	4,079	(0.3%)
Classics	69	(0.3%)	70	(0.3%)	4,677	(0.4%)	3,666	(0.3%)
Divinity	63	(0.3%)	54	(0.3%)	2,633	(0.2%)	2,424	(0.2%)
English	246	(1.2%)	267	(1.3%)	22,970	(1.9%)	29,682	(2.3%)
Modern & Medieval Languages	246	(1.2%)	247	(1.2%)	18,150	(1.5%)	20,685	(1.6%)
Music	48	(0.2%)	41	(0.2%)	2,596	(0.2%)	2,485	(0.2%)
Philosophy	55	(0.3%)	64	(0.3%)	8,569	(0.7%)	7,764	(0.6%)
ARTS & HUMANITIES	883	(4.4%)	926	(4.5%)	66,153	(5.6%)	75,935	(5.8%)
Archaeology & Anthropology	240	(1.2%)	242	(1.2%)	18,340	(1.6%)	19,788	(1.5%)
Economics & Politics	204	(1.0%)	184	(0.9%)	25,046	(2.1%)	23,201	(1.8%)
Education	1,196	(5.9%)	1,164	(5.7%)	35,482	(3.0%)	38,359	(2.9%)
History	256	(1.3%)	244	(1.2%)	15,854	(1.3%)	16,737	(1.3%)
History & Philosophy of Science	34	(0.2%)	46	(0.2%)	1,281	(0.1%)	2,543	(0.2%)
Land Economy	222	(1.1%)	238	(1.2%)	18,927	(1.6%)	16,931	(1.3%)
Law Faculty	332	(1.6%)	306	(1.5%)	20,898	(1.8%)	24,384	(1.9%)
PPSIS	453	(2.3%)	376	(1.8%)	23,082	(2.0%)	24,229	(1.8%)
Other	22	(0.1%)			1,009	(0.1%)		
HUMANITIES & SOCIAL SCI.	2,959	(14.7%)	2,800	(13.7%)	159,919	(13.6%)	166,172	(12.7%)
Applied Mathematics	301	(1.5%)	305	(1.5%)	17,009	(1.4%)	27,112	(2.1%)
Astronomy	31	(0.2%)	31	(0.2%)	595	(0.1%)	687	(0.1%)
Chemistry	414	(2.1%)	415	(2.0%)	14,791	(1.3%)	16,444	(1.3%)
Earth Sciences	36	(0.2%)	38	(0.2%)	648	(0.1%)	846	(0.1%)
Geography	121	(0.6%)	111	(0.5%)	4,579	(0.4%)	5,251	(0.4%)
Materials Science & Metallurgy	82	(0.4%)	110	(0.5%)	2,343	(0.2%)	2,598	(0.2%)
Physics	195	(1.0%)	203	(1.0%)	4,059	(0.3%)	6,243	(0.5%)
Pure Mathematics	186	(0.9%)	209	(1.0%)	18,959	(1.6%)	26,610	(2.0%)
Scott Polar Research	15	(0.1%)	20	(0.1%)	233	(0.0%)	635	(0.0%)
PHYSICAL SCIENCES	1,381	(6.9%)	1,442	(7.1%)	63,216	(5.4%)	86,426	(6.6%)
Chemical Eng. & Biotechnology	114	(0.6%)	110	(0.5%)	2,730	(0.2%)	2,856	(0.2%)
Computer Science	196	(1.0%)	218	(1.1%)	5,693	(0.5%)	14,240	(1.1%)
Engineering	318	(1.6%)	339	(1.7%)	9,697	(0.8%)	14,786	(1.1%)
Judge Business School	214	(1.1%)	206	(1.0%)	6,297	(0.5%)	7,029	(0.5%)
Other	1	(0.0%)	1	(0.0%)	6	(0.0%)	7	(0.0%)
TECHNOLOGY	843	(4.2%)	874	(4.3%)	24,423	(2.1%)	38,918	(3.0%)
Biochemistry	61	(0.3%)	65	(0.3%)	1,932	(0.2%)	5,578	(0.4%)
Clinical Veterinary Medicine	281	(1.4%)	314	(1.5%)	31,403	(2.7%)	32,793	(2.5%)
Experimental Psychology	22	(0.1%)	24	(0.1%)	331	(0.0%)	451	(0.0%)
Genetics	19	(0.1%)	25	(0.1%)	322	(0.0%)	1,265	(0.1%)
Gurdon Institute	1	(0.0%)	1	(0.0%)	4	(0.0%)	10	(0.0%)
Pathology	25	(0.1%)	24	(0.1%)	342	(0.0%)	317	(0.0%)
Pharmacology	20	(0.1%)	22	(0.1%)	499	(0.0%)	689	(0.1%)
Physiology, Dev. & Neurosci.	49	(0.2%)	42	(0.2%)	842	(0.1%)	1,434	(0.1%)
Plant Sciences	30	(0.1%)	34	(0.2%)	397	(0.0%)	764	(0.1%)
Zoology	39	(0.2%)	41	(0.2%)	662	(0.1%)	691	(0.1%)
Other	6	(0.0%)	10	(0.0%)	149	(0.0%)	210	(0.0%)
BIOLOGICAL SCIENCES	553	(2.7%)	602	(3.0%)	36,883	(3.1%)	44,202	(3.4%)

Clinical Biochemistry	9	(0.0%)	5	(0.0%)	209	(0.0%)	70	(0.0%)
Clinical Neurosciences	27	(0.1%)	28	(0.1%)	372	(0.0%)	705	(0.1%)
Clinical Students	456	(2.3%)			53,470	(4.5%)		
Haematology	7	(0.0%)	10	(0.0%)	106	(0.0%)	197	(0.0%)
Institute of Medical Research	3	(0.0%)	4	(0.0%)	6	(0.0%)	21	(0.0%)
Institute of Public Health	12	(0.1%)	13	(0.1%)	203	(0.0%)	278	(0.0%)
Medical Genetics	4	(0.0%)	4	(0.0%)	26	(0.0%)	15	(0.0%)
Medicine	26	(0.1%)	34	(0.2%)	294	(0.0%)	886	(0.1%)
Obstetrics & Gynaecology	1	(0.0%)	2	(0.0%)	3	(0.0%)	27	(0.0%)
Oncology	24	(0.1%)	29	(0.1%)	850	(0.1%)	429	(0.0%)
Paediatrics	1	(0.0%)	3	(0.0%)	2	(0.0%)	40	(0.0%)
Psychiatry	13	(0.1%)	17	(0.1%)	236	(0.0%)	303	(0.0%)
Public Health & Primary Care	2	(0.0%)	2	(0.0%)	10	(0.0%)	2	(0.0%)
Radiology	4	(0.0%)	3	(0.0%)	42	(0.0%)	6	(0.0%)
Surgery	6	(0.0%)	6	(0.0%)	73	(0.0%)	36	(0.0%)
Other	66	(0.3%)	537	(2.6%)	1,519	(0.1%)	66,607	(5.1%)
CLINICAL MEDICINE	661	(3.3%)	697	(3.4%)	57,421	(4.9%)	69,622	(5.3%)
Business Research	1	(0.0%)	1	(0.0%)	21	(0.0%)	8	(0.0%)
CARET	4	(0.0%)	5	(0.0%)	111	(0.0%)	167	(0.0%)
CRASSH	1	(0.0%)	0	(0.0%)	4	(0.0%)	0	(0.0%)
Continuing Education	2	(0.0%)	4	(0.0%)	42	(0.0%)	83	(0.0%)
English and Applied Linguistics	61	(0.3%)	60	(0.3%)	6,827	(0.6%)	3,659	(0.3%)
International Studies	0	(0.0%)	14	(0.1%)	0	(0.0%)	424	(0.0%)
Language Centre	4	(0.0%)	4	(0.0%)	23	(0.0%)	74	(0.0%)
Latin-American Studies	28	(0.1%)	19	(0.1%)	2,437	(0.2%)	1,222	(0.1%)
South Asian Studies	7	(0.0%)	1	(0.0%)	668	(0.1%)	1	(0.0%)
University Computing Service	2,850	(14.2%)	2,874	(14.1%)	44,014	(3.7%)	47,079	(3.6%)
University Library	29	(0.1%)	32	(0.2%)	850	(0.1%)	1,526	(0.1%)
Other	4	(0.0%)			69	(0.0%)		
OTHER GB INSTITUTIONS	2,993	(14.9%)	3,014	(14.8%)	55,091	(4.7%)	54,243	(4.1%)
Administrative Offices	52	(0.3%)	42	(0.2%)	4,840	(0.4%)	1,642	(0.1%)
Cambridge Assessment	1	(0.0%)	0	(0.0%)	1	(0.0%)	0	(0.0%)
Careers Service	1	(0.0%)	1	(0.0%)	218	(0.0%)	7	(0.0%)
Fitzwilliam Museum	7	(0.0%)	9	(0.0%)	191	(0.0%)	85	(0.0%)
Sports & Physical Education	1	(0.0%)	1	(0.0%)	86	(0.0%)	362	(0.0%)
University Centre	7	(0.0%)	13	(0.1%)	1,015	(0.1%)	1,551	(0.1%)
Other	10	(0.0%)	11	(0.1%)	84	(0.0%)	49	(0.0%)
COUNCIL INSTITUTIONS	79	(0.4%)	77	(0.4%)	6,435	(0.5%)	3,696	(0.3%)
Societies	1	(0.0%)	3	(0.0%)	2	(0.0%)	13	(0.0%)
Students in non-University Insts	116	(0.6%)	109	(0.5%)	2,088	(0.2%)	2,539	(0.2%)
MISCELLANEOUS	117	(0.6%)	112	(0.5%)	2,090	(0.2%)	2,552	(0.2%)
TOTAL UNIVERSITY	10,469	(52.0%)	10,544	(51.7%)	471,631	(40.0%)	541,766	(41.4%)

TABLE 19(C) - COLLEGE PUBLIC WORKSTATION FACILITY USE

	Users				Sessions			
Christ's	379	(1.9%)	382	(1.9%)	28,751	(2.4%)	33,154	(2.5%)
Churchill	203	(1.0%)	222	(1.1%)	7,380	(0.6%)	8,090	(0.6%)
Clare	445	(2.2%)	452	(2.2%)	44,873	(3.8%)	53,056	(4.1%)
Clare Hall	7	(0.0%)	7	(0.0%)	164	(0.0%)	285	(0.0%)
Corpus Christi	99	(0.5%)	96	(0.5%)	2,933	(0.2%)	2,869	(0.2%)
Darwin	4	(0.0%)	3	(0.0%)	14	(0.0%)	6	(0.0%)
Downing	350	(1.7%)	361	(1.8%)	14,143	(1.2%)	15,756	(1.2%)
Emmanuel	472	(2.3%)	491	(2.4%)	28,730	(2.4%)	37,173	(2.8%)
Fitzwilliam	447	(2.2%)	448	(2.2%)	38,018	(3.2%)	40,551	(3.1%)
Girton	457	(2.3%)	461	(2.3%)	48,822	(4.1%)	50,774	(3.9%)
Gonville and Caius	508	(2.5%)	509	(2.5%)	38,071	(3.2%)	41,247	(3.1%)
Homerton	560	(2.8%)	573	(2.8%)	35,407	(3.0%)	43,121	(3.3%)
Hughes Hall	48	(0.2%)	55	(0.3%)	2,781	(0.2%)	2,605	(0.2%)
Jesus	201	(1.0%)	220	(1.1%)	5,765	(0.5%)	7,462	(0.6%)
King's	374	(1.9%)	392	(1.9%)	31,361	(2.7%)	33,088	(2.5%)
Lucy Cavendish	87	(0.4%)	70	(0.3%)	4,716	(0.4%)	5,015	(0.4%)
Magdalene	129	(0.6%)	130	(0.6%)	5,551	(0.5%)	5,332	(0.4%)
Murray Edwards	349	(1.7%)	367	(1.8%)	25,153	(2.1%)	29,450	(2.2%)
Newnham	348	(1.7%)	373	(1.8%)	25,344	(2.2%)	31,653	(2.4%)
Pembroke	153	(0.8%)	171	(0.8%)	3,671	(0.3%)	6,246	(0.5%)
Peterhouse	247	(1.2%)	243	(1.2%)	25,297	(2.1%)	26,473	(2.0%)
Queens'	385	(1.9%)	416	(2.0%)	19,437	(1.6%)	22,839	(1.7%)
Robinson	359	(1.8%)	363	(1.8%)	23,962	(2.0%)	27,192	(2.1%)
St Catharine's	426	(2.1%)	421	(2.1%)	36,514	(3.1%)	31,942	(2.4%)
St Edmund's	80	(0.4%)	84	(0.4%)	3,642	(0.3%)	4,363	(0.3%)
St John's	518	(2.6%)	518	(2.5%)	41,631	(3.5%)	42,636	(3.3%)
Selwyn	331	(1.6%)	322	(1.6%)	21,014	(1.8%)	22,644	(1.7%)
Sidney Sussex	318	(1.6%)	337	(1.7%)	33,096	(2.8%)	32,859	(2.5%)
Theological Federation	19	(0.1%)	26	(0.1%)	494	(0.0%)	403	(0.0%)
Trinity	704	(3.5%)	717	(3.5%)	66,307	(5.6%)	61,263	(4.7%)
Trinity Hall	365	(1.8%)	360	(1.8%)	25,676	(2.2%)	31,291	(2.4%)
Wolfson	156	(0.8%)	126	(0.6%)	11,975	(1.0%)	11,214	(0.9%)
Other	86	(0.4%)	84	(0.4%)	4,866	(0.4%)	5,399	(0.4%)
COLLEGES	9,614	(47.8%)	9,800	(48.1%)	705,559	(59.9%)	767,451	(58.6%)

TABLE 20 – 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
Economics	x		x
Education	x	x	
English (incl. RCEAL)	x	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
PPSIS	x		
Christ's	x		
Clare	x	x	x
Downing	x	x	
Emmanuel	x	x	
Fitzwilliam	x	x	x
Girton	x		x
Gonville & Caius	x	x	
Homerton	x		x
King's	x	x	x
Lucy Cavendish	x		x
Murray Edwards	x	x	
Newnham	x	x	x
Peterhouse	x	x	x
Queens'	x	x	x
Robinson	x	x	x
St Catherine's	x	x	x
St John's	x	x	
Selwyn	x		x
Sidney Sussex	x	x	x
Trinity	x	x	x
Trinity Hall	x	x	x
Wolfson	x		x

TABLE 21 - 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	925	920	9,504	10,697	1,960	1,013	13,339	11,449
Titan Teaching Room 1	1,515	1,560	8,204	8,920			2,136	2,965
Titan Teaching Room 2	1,275	1,016	5,646	6,285			1,136	1,111
Phoenix Teaching Room	1,007	1,011	6,366	7,326			1,015	1,120
Balfour Macintosh Room	789	647			4,311	2,694	2,082	1,807
Oriental Studies Basement		344		2,907		377		2,563
University Centre	750	998	9,833	11,918	1,298	887	4,870	4,297
Disability Resource Centre	21	24	100	453	233	144	12	125
Assistive Technology Room	9	7	22	25		8		
		<i>Total</i>	39675	48,531	7,802	5,123	24,590	25,437
<i>Managed Cluster locations</i>								
Archaeology	179	170	10,340	10,587	287	290	9,566	10,531
Chemistry	801	826	25,371	29,829	9,517	6,958	15,248	12,623
Clinical Medicine	549	730	44,117	58,052			3,284	3,475
Clinical Veterinary Medicine	362	390	25,125	29,779	2,188	9	7,729	10,540
Computer Laboratory	504	509	15,158	16,843			8,275	7,778
Economics	836	836	30,474	30,044			36,165	25,885
Education	1,505	1,491	27,517	28,316	2,603	2,242	22,389	18,985
English (incl. RCEAL)	1,039	1,101	33,748	35,382	6	12	14,730	12,997
Geography	486	488	13,670	12,492			22,986	20,330
History	646	695	9,814	11,669			2,212	2,541
Land Economy	772	736	21,556	21,083			34,187	28,711
Law	1,149	1,281	24,745	32,514			18,712	20,408
Mathematics	1,215	1,130	30,340	33,759			25,633	26,365
MML & Philosophy	1,119	1,199	38,344	39,141	2,153	1,208	19,186	13,891
Moore Library	926	963	22,405	26,442			1,762	1,894
Physics	556	559	7,487	9,686			1,245	1,899
PPSIS	709	664	11,760	13,100			10,379	10,233
<i>Managed Printing locations</i>								
Chemical Engineering							18,101	18,165
Experimental Psychology (Trial)							216	
		<i>Total</i>	391,971	438,718	16,754	10,719	272,005	247,251

TABLE 22 - 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	659	661	28,542	32,084			26,000	34,123
Clare	764	827	40,867	52,038	5,480	3,216	39,690	37,130
Downing	733	776	14,294	19,735	653	367	28,213	31,486
Emmanuel	761	831	27,810	38,036	606	683	51,486	59,444
Fitzwilliam	728	763	36,840	35,447	1,375	442	48,754	41,203
Girton	655	680	39,850	44,278			33,537	32,700
Gonville and Caius	876	981	39,748	44,127	1,217	599	36,130	43,217
Homerton	993	1,124	28,077	41,166	721		24,800	29,771
King's	1,180	1,225	40,875	46,189	3,445	977	39,025	37,412
Lucy Cavendish	209	169	4,939	5,337			9,168	6,923
Murray Edwards	538	569	23,667	28,892	260	94	30,085	36,125
Newnham	645	698	28,604	33,364	0	92	37,737	35,916
Peterhouse	427	385	24,303	29,224	1,033	494	17,787	23,465
Queens'	733	778	21,952	21,425	2,485	2,945	33,081	35,517
Robinson	1570	570	20,195	26,302	713	663	19,832	26,084
St Catharine's	757	713	38,055	34,030	1,533	1,073	53,375	43,129
St John's	1,069	1,121	48,129	54,626	3,151	2,058	42,448	39,001

Selwyn	514	601	17,927	24,205			21,509	26,445	
Sidney Sussex	523	543	32,107	33,730	209	287	35,509	33,948	
Trinity	1,337	1,372	61,857	62,881	6,630	3,728	67,870	68,164	
Trinity Hall	650	671	28,100	35,674	1,449	1,024	35,091	32,119	
Wolfson	726	677	38,320	37,021			46,936	46,630	
			<i>Total</i>	685,360	779,811	30,960	18,742	778,063	799,952

TABLE 23 – 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 Servers</i>				
Physics	56	92	1,949	2,540
Computer Laboratory	90	90	3,314	10,919
Computing Service	1,164	1,380	25,816	38,085
	<i>Total Sessions</i>		31,079	51,544
<i>Remote Storage Access</i>				
NetStorage web interface	1,225	1,262	12,845	14,771
WebDAV connections (no user data)			3,438	3,557
	<i>Total Sessions</i>		16,283	18,328

Software Sales

Table 24 shows totals of software sales items supplied by month. Tables 25(A) to 25(C) show software sales items supplied, by institution. General software (excluding media) and SunSpectrum items are shown separately. Table 26 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 2009-10; 2008-09 figures are in italics.

TABLE 24 -SOFTWARE ITEMS SUPPLIED BY MONTH

	General				SunSpectrum			
August	1,060	(5.2%)	874	(5.7%)	169	(85.0%)	150	(84.7%)
September	2,792	(13.6%)	1,085	(7.1%)	8	(4.0%)	8	(4.5%)
October	2,569	(12.5%)	4,132	(27.1%)	1	(0.5%)		
November	844	(4.1%)	1,084	(7.1%)				
December	3,814	(18.6%)	887	(5.8%)	7	(3.5%)	3	(1.7%)
January	710	(3.5%)	915	(6.0%)	3	(1.5%)	3	(1.7%)
February	756	(3.7%)	866	(5.7%)				
March	1,197	(5.8%)	982	(6.4%)	5	(2.5%)	6	(3.4%)
April	655	(3.2%)	1,503	(9.8%)	3	(1.5%)	4	(2.3%)
May	471	(2.3%)	1,052	(6.9%)	3	(1.5%)		
June	1,339	(6.5%)	897	(5.9%)			3	(1.7%)
July	4,291	(20.9%)	992	(6.5%)				
TOTAL FOR YEAR	20,498	(100.0%)	15,269	(100.0%)	199	(100.0%)	177	(100.0%)

TABLE 25(A) - SOFTWARE ITEMS SUPPLIED BY INSTITUTION

	General				SunSpectrum			
Arts & Humanities	297	(1.4%)	442	(2.9%)				
Humanities & Social Sciences	1,043	(5.1%)	702	(4.6%)				
Physical Sciences	1,782	(8.7%)	1,664	(10.9%)	58	(29.1%)	71	(40.1%)
Technology	3,712	(18.1%)	1,837	(12.0%)				
Biological Sciences	1,802	(8.8%)	1,815	(11.9%)	3	(1.6%)	4	(2.3%)
Clinical Medicine	1,625	(7.9%)	1,263	(8.3%)	94	(47.2%)	60	(33.9%)
Other GB Institutions	3,127	(15.3%)	1,082	(7.1%)	41	(20.6%)	39	(22.0%)
Council Institutions	2,345	(11.4%)	1,597	(10.5%)				
Societies	13	(0.1%)	10	(0.1%)				
TOTAL UNIVERSITY	15,746	(76.8%)	10,412	(68.2%)	196	(98.5%)	174	(98.3%)
COLLEGES	4,645	(22.7%)	4,679	(30.6%)	3	(1.5%)	3	(1.7%)
Affiliated Institutions	1	(0.0%)	19	(0.1%)				
Other external	106	(0.5%)	159	(1.0%)				
TOTAL EXTERNAL	4,752	(23.2%)	178	(1.1%)				
TOTAL	20,498	(100.0%)	15,269	(100.0%)	199	(100.0%)	177	(100.0%)

TABLE 25(B) - UNIVERSITY SOFTWARE ITEMS SUPPLIED

	General				SunSpectrum			
Architecture & History of Art	71	(0.3%)	271	(1.8%)				
Asian and Middle Eastern Studies	24	(0.1%)	36	(0.2%)				
Classics	44	(0.2%)	7	(0.0%)				
Divinity	42	(0.2%)	47	(0.3%)				
English	23	(0.1%)	8	(0.1%)				
Modern & Medieval Languages	19	(0.1%)	13	(0.1%)				
Music	31	(0.2%)	30	(0.2%)				
Philosophy	17	(0.1%)	30	(0.2%)				
Other	26	(0.1%)	0	(0.0%)				
ARTS & HUMANITIES	297	(1.4%)	442	(2.9%)				
Archaeology & Anthropology	195	(1.0%)	270	(1.8%)				
Economics	92	(0.4%)	22	(0.1%)				
Education	482	(2.4%)	84	(0.6%)				
History	4	(0.0%)	14	(0.1%)				
History & Philosophy of Science	39	(0.2%)	40	(0.3%)				
Land Economy	140	(0.7%)	156	(1.0%)				
Law Faculty	21	(0.1%)	33	(0.2%)				
PPSIS	6	(0.0%)	83	(0.5%)				
Other	64	(0.3%)	02	(0.0%)				
HUMANITIES & SOCIAL SCIENCES	1,043	(5.1%)	702	(4.6%)				
Applied Mathematics	117	(0.6%)	126	(0.8%)			4	(2.3%)
Astronomy	48	(0.2%)	34	(0.2%)				
Chemistry	286	(1.4%)	350	(2.3%)	12	(6.0%)	11	(6.2%)
Earth Sciences	103	(0.5%)	71	(0.5%)	3	(1.5%)	6	(3.4%)
Geography	255	(1.2%)	166	(1.1%)				
Isaac Newton Institute	5	(0.0%)	21	(0.1%)	6	(3.0%)	6	(3.4%)
Materials Science & Metallurgy	142	(0.7%)	154	(1.0%)	3	(1.5%)	3	(1.7%)
Physics	791	(3.9%)	647	(4.2%)	13	(6.5%)	41	(23.2%)
Pure Mathematics	16	(0.1%)	70	(0.5%)	21	(10.6%)		
Scott Polar Research	19	(0.1%)	15	(0.1%)				
Other	0	(0.0%)	10	(0.1%)				
PHYSICAL SCIENCES	1,782	(8.7%)	1,664	(10.9%)	58	(29.1%)	71	(40.1%)

Chemical Eng. & Biotechnology	93	(0.4%)	112	(0.7%)		
Computer Science	193	(0.9%)	155	(1.0%)		
Engineering	3,046	(14.9%)	684	(4.5%)		
Management Studies	369	(1.8%)	886	(5.8%)		
Other	11	(0.1%)	0	(0.0%)		
TECHNOLOGY	3,712	(18.1%)	1,837	(12.0%)		
Biochemistry	112	(0.5%)	254	(1.7%)	3	(1.5%) 4 (2.3%)
Clinical Veterinary Medicine	160	(0.8%)	103	(0.7%)		
Experimental Psychology	170	(0.8%)	178	(1.2%)		
Genetics	308	(1.5%)	135	(0.9%)		
Gurdon Institute	64	(0.3%)	1	(0.0%)		
Pathology	202	(1.0%)	132	(0.9%)		
Pharmacology	73	(0.4%)	73	(0.5%)		
Physiology, Dev. & Neurosci.	197	(1.0%)	198	(1.3%)		
Plant Sciences	99	(0.5%)	305	(2.0%)		
Zoology	347	(1.7%)	421	(2.8%)		
Other	70	(0.3%)	15	(0.1%)		
BIOLOGICAL SCIENCES	1,802	(8.8%)	1,815	(11.9%)	3	(1.5%) 4 (2.3%)
Clinical Biochemistry	64	(0.3%)	44	(0.3%)		
Clinical Neurosciences	51	(0.2%)	60	(0.4%)		
Haematology	27	(0.1%)	142	(0.9%)		
IT Support	215	(1.0%)	113	(0.7%)		
Institute of Medical Research	695	(3.4%)	388	(2.5%)	54	(27.1%) 22 (12.4%)
Institute of Public Health	11	(0.1%)	6	(0.0%)		
Medical Genetics	32	(0.2%)	7	(0.0%)		
Medicine	97	(0.5%)	208	(1.4%)		
Obstetrics & Gynaecology	27	(0.1%)	23	(0.2%)		
Oncology	37	(0.2%)	52	(0.3%)		
Paediatrics	16	(0.1%)	12	(0.1%)		
Psychiatry	225	(1.1%)	97	(0.6%)		
Public Health & Primary Care	93	(0.5%)	86	(0.6%)		
Radiology	33	(0.2%)	23	(0.2%)		
Surgery	2	(0.0%)	0	(0.0%)		
Other	0	(0.0%)	2	(0.0%)	40	(20.1%) 38 (21.5%)
CLINICAL MEDICINE	1,625	(7.9%)	1,263	(8.3%)	94	(47.2%) 60 (33.9%)
African Studies	2	(0.0%)	6	(0.0%)		
CARET	5	(0.0%)	7	(0.0%)		
CMI	0	(0.0%)	2	(0.0%)		
English and Applied Linguistics	47	(0.2%)	26	(0.2%)		
International Studies	0	(0.0%)	5	(0.0%)		
Language Centre	7	(0.0%)	29	(0.2%)		
Latin-American Studies	16	(0.1%)	2	(0.0%)		
South Asian Studies	5	(0.0%)	4	(0.0%)		
University Computing Service	2,892	(14.1%)	904	(5.9%)	25	(12.6%) 23 (13.0%)
University Library	153	(0.7%)	69	(0.5%)	16	(8.0%) 16 (9.0%)
Other	0	(0.0%)	28	(0.2%)		
OTHER GB INSTITUTIONS	3,127	(15.3%)	1,082	(7.1%)	41	(20.6%) 39 (22.0%)
Administrative Offices	1,589	(7.8%)	162	(1.1%)		
Careers Service	142	(0.7%)	2	(0.0%)		
Continuing Education	143	(0.7%)	54	(0.4%)		
Disability Resource Centre	0	(0.0%)	9	(0.1%)		
Fitzwilliam Museum	62	(0.3%)	25	(0.2%)		
Kettles Yard	4	(0.0%)	4	(0.0%)		
University Centre	0	(0.0%)	14	(0.1%)		
University Farm	0	(0.0%)	2	(0.0%)		
University Press	381	(1.9%)	1,315	(8.6%)		
Other	24	(0.1%)	10	(0.1%)		
COUNCIL INSTITUTIONS	2,345	(11.4%)	1,597	(10.5%)	0	(0.0%) 0 (0.0%)

SOCIETIES	13	(0.1%)	10	(0.1%)		
TOTAL UNIVERSITY	15,746	(76.8%)	10,412	(68.2%)	196	(98.5%) 174 (98.3%)

TABLE 25(C) - COLLEGE SOFTWARE ITEMS SUPPLIED

	General				SunSpectrum			
Christ's	23	(0.1%)	111	(0.7%)				
Churchill	8	(0.0%)	70	(0.5%)				
Clare	517	(2.5%)	432	(2.8%)				
Clare Hall	9	(0.0%)	39	(0.3%)				
Corpus Christi	31	(0.2%)	39	(0.3%)				
Darwin	191	(0.9%)	174	(1.1%)				
Downing	315	(1.5%)	325	(2.1%)				
Emmanuel	101	(0.5%)	250	(1.6%)				
Fitzwilliam	195	(1.0%)	80	(0.5%)				
Girton	8	(0.0%)	49	(0.3%)				
Gonville and Caius	22	(0.1%)	83	(0.5%)				
Homerton	147	(0.7%)	19	(0.1%)				
Hughes Hall	96	(0.5%)	27	(0.2%)				
Jesus	13	(0.1%)	109	(0.7%)				
King's	34	(0.2%)	125	(0.8%)	3	(1.5%)	3	(1.7%)
Lucy Cavendish	231	(1.1%)	177	(1.2%)				
Magdalene	29	(0.1%)	71	(0.5%)				
Murray Edwards	521	(2.5%)	519	(3.4%)				
Newnham	26	(0.1%)	18	(0.1%)				
Pembroke	232	(1.1%)	121	(0.8%)				
Peterhouse	137	(0.7%)	165	(1.1%)				
Queens'	316	(1.5%)	322	(2.1%)				
Robinson	38	(0.2%)	69	(0.5%)				
St Catharine's	126	(0.6%)	115	(0.8%)				
St Edmund's	171	(0.8%)	180	(1.2%)				
St John's	537	(2.6%)	240	(1.6%)				
Selwyn	168	(0.8%)	168	(1.1%)				
Sidney Sussex	160	(0.8%)	214	(1.4%)				
Theological Federation	81	(0.4%)	25	(0.2%)				
Trinity	75	(0.4%)	108	(0.7%)				
Trinity Hall	20	(0.1%)	117	(0.8%)				
Wolfson	67	(0.3%)	106	(0.7%)				
COLLEGES	4,645	(22.7%)	4,679	(30.6%)	3	(1.5%)	3	(1.7%)

TABLE 26 - SOFTWARE SALES BY PRODUCT

	Items			
Hummingbird eXceed	29	17	GenStat	107 58
Novell Netware	8	1	MathCAD	19 20
COMMUNICATIONS	37	18	Minitab	142 266
ARCInfo/ARCView	70	90	S-PLUS	9 69
Microsoft MapPoint	10		SAS	12 9
GEOGRAPHIC	80	90	SPSS	1,110 1,015
Adobe Creative Suite	283	434	SPSS Science Products	15 42
Adobe Illustrator	79	133	STATISTICS	1,414 1,479
Adobe Lightroom	29	28	Adobe Acrobat	517 601
Adobe Master Collection	32	20	Adobe InDesign	30 31
Adobe Photoshop	212	285	Corel WordPerfect	134 31
Adobe Productions Premium	2		EndNote	1,171 916
Corel Graphics Suite	600	369	Microsoft Publisher	5 5
Corel Paintshop Pro.	268	115	Microsoft Word	4 6
Imagine	7	5	Nuance PDF + Scan Suite	2 6
Microsoft PowerPoint	0	7	Sabon Font	10 20
Microsoft Visio	129	136	WORD & DOCUMENT PROCESSING	1,873 1,616
GRAPHICS & DRAWING	1,641	1,532	Adobe After Effects	0 2
Maple	47	44	Adobe Captivate	8 15
NAg Products	11	119	Adobe Contribute	10 4
MATHEMATICAL/LIBRARIES	58	163	Adobe Dreamweaver	115 113
Microsoft Office	2,775	2,984	Adobe Fireworks	12 3
OFFICE PACKAGES	2,775	2,984	Adobe Flash	5 11
Apple Maintenance	18	21	Adobe Premier	16 13
Microsoft Data Protection Manager	2	8	Adobe Soundbooth	0 6
Microsoft Desktop Optimisation	1,700		Adobe Web Suite	16 26
Microsoft Exchange Server	1,314	340	Anti-Virus College/Dept Media	3,090 3,497
Microsoft ISA Server	2	2	BBedit	0 5
Microsoft SharePoint Server	16	2	Camtasia	39
Microsoft SQL Server	91	74	Cisco VPDN	0 98
Microsoft System VM Manager	4		Dragon Naturally Speaking	70 92
Microsoft Windows Server 2003	4	0	Meeting Maker	8 9
Microsoft Windows Server 2008	1,625	1,780	Microsoft Expression Media	1 12
Microsoft Windows Vista	15	99	Microsoft Expression Web	0 7
Microsoft Windows XP	7	30	Microsoft OneNote	36 30
Microsoft Windows 7	791		Microsoft Outlook	7 7
PCounter	3	9	Microsoft TechNet Plus	1 0
OPERATING SYSTEMS/UTILITIES	5,692	2,365	National Instruments LabView	9 6
Microsoft Visual Basic	0	1	Origin Professional	16 30
Microsoft Visual FoxPro	2		SolidWorks	9 7
Microsoft Visual Studio	58	89	Symantec GHOST	267 196
PROGRAMMING LANGUAGES	60	90	TextHelp Read & Write Gold	0 2
FileMaker Pro	47	102	CD/DVD Duplication & Printing	2,941 501
Microsoft Access	4	37	MISCELLANEOUS	6,676 4,692
Microsoft Excel	1	4	TOTAL for Software	20,498 15,269
Microsoft Project	140	97	Sun Hardware maintenance	151 124
SPREADSHEETS, DATABASES AND PROJECT MANAGEMENT	192	240	(Total Number of machines)	
			Sun Software under maintenance	48 53
			(Licence, media & documentation)	
			SUNSPECTRUM	199 177
			TOTAL	20,697 15,446

Photographic and Illustration Service

Table 27 shows a breakdown of the work done by the Photographic and Illustration Service over the year.

Figures are for 2009-10; 2008-09 figures are in italics.

TABLE 27 – ITEMS PRODUCED OR PROCESSED

	Items	
Colour Transparency Service		
Film processed (rolls)	0	163
Slides from flat copy	328	10
Slide duplication	0	6
Digital output on film	86	107
Colour Print Service		
Film processed (rolls)	1,682	1,008
Prints produced	91,237	88,479
Single item scans	42,561	41,588
Photography Service		
Graduation photographs	12,032	10,286
Congregation commissions	1,465	1,535
Studio Images	164	
Copy Camera	1,326	57
Other commissions	35	48
Framing Service		
Picture/Certificate frames	2,453	2,490
Graphics and Illustration Service		
Posters (total)	1,985	1,961
Laminated posters	908	805
Mounting and Laminating	502	325

Printing and Reproduction Service

Table 28 shows a breakdown of work undertaken by the Printing and Reproduction Service. External work is charged for on a cost recovery basis.

Figures are for 2009-10; 2008-09 figures are in italics

TABLE 28 – IMPRESSIONS PRINTED

	Monochrome(,000s)		Colour(,000s)	
Internal Computing Service	42.8	31.5	19.3	23.9
User Documentation (charged)	6.3	8.1	0.0	0.0
User Documentation (free)	3.4	3.2	2.1	4.1
Course material	156.3	131.1	53.7	70.6
PandIS	32.9	26.6	2.6	2.8
Software Sales	21.6	10.1	0.0	1.2
Telecommunications	0.0	12.0	0.5	10.0
TOTAL COMPUTING SERVICE	263.3	222.6	78.2	112.7
EXTERNAL WORK	772.0	766.5	95.1	119.5
TOTAL	1,038.8	989.0	174.2	232.2

Hardware Maintenance

Table 29 shows the number of contract (including warranty) and non-contract repairs undertaken for different types of equipment. Tables 27(A) to 27(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 2009-10; 2000-09 figures are in italics.

TABLE 29 - EQUIPMENT REPAIRED BY TYPE

	Contract		Non-Contract	
	No	Hours	No	Hours
PCs	151	196	121	130
Apple Macintosh	42	44	53	59
Printers	72	71	47	59
Monitors	0	5	1	1
PC Laptops	1	1	314	316
Macintosh Laptops	34	36	84	96
Others	49	11	70	88
TOTAL	349	364	690	758

TABLE 30(A) - EQUIPMENT REPAIRED BY INSTITUTION

	Contract				Warranty				Non-Contract			
	No	Hours	No	Hours	No	Hours	No	Hours	No	Hours		
Arts & Humanities	0	0	0	0	9	9	16	20	28	33	51	68
Humanities & Social Sciences	1	0	1	0	18	29	34	55	54	83	95	153
Physical Sciences	40	72	87	149	17	42	35	81	66	82	129	162
Technology	0	0	0	0	15	26	42	68	26	33	29	41
Biological Sciences	48	27	131	79	18	19	31	34	80	93	127	148
Clinical Medicine	0	0	0	0	2	7	2	7	27	27	35	29
Other GB Institutions	31	38	57	67	92	26	186	48	155	102	229	137
Council Institutions	0	0	0	0	3	2	3	2	17	11	22	10
Societies	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL UNIVERSITY	120	137	276	295	174	160	349	315	435	464	717	748
COLLEGES	20	17	35	31	35	49	53	72	235	282	456	530
Affiliated Institutions	0	0	0	0	0	1	0	1	2	0	2	0
Other external	0	0	0	0	0	0	0	0	0	12	0	7
TOTAL EXTERNAL	0	0	0	0	0	1	0	1	2	12	2	7
TOTAL	140	154	311	326	209	210	402	388	690	758	1,175	1,285

TABLE 30(B) - UNIVERSITY EQUIPMENT REPAIRED

	Contract		Warranty		Non-Contract			
	No	Hours	No	Hours	No	Hours		
Architecture & History of Art	1	3	2	6	10	8	14	12
Classics					3	4	7	10
Divinity	1		1		1	5	2	22
English	1	3	2	7	7	3	18	8
Modern & Medieval Languages	3	2	5	4	2	4	5	8
Music	2		4		3	3	3	1
Asian and Middle Eastern Studies	1	1	2	3	1	5	1	6
Philosophy					1	1	1	1
ARTS & HUMANITIES	9	9	16	20	28	33	51	68

Archaeology & Anthropology	1		1		2	7	4	14	10	22	21	45
Economics												
Education					2	2	3	3	8	14	11	19
History					0	1	0	2	3	6	5	9
History & Philosophy of Science					5	6	9	9	9	3	19	16
Land Economy					4	1	7	2	4	4	6	5
Law Faculty					0	2	0	5	12	23	16	43
PPSIS					5	10	11	20	8	11	17	16
HUMANITIES & SOCIAL SCIENCES	1	0	1	0	18	29	34	55	54	83	95	153
Applied Mathematics					9	17	21	37	6	3	13	7
Astronomy									0	1	0	1
Chemistry	40	72	87	149	3	13	6	24	11	14	23	26
Earth Sciences					5	3	8	5	4	6	8	11
Geography					0	3	0	5	13	24	25	47
Materials Science & Metallurgy					0	2	0	4	20	25	41	53
Physics									8	5	15	9
Pure Mathematics									3	1	3	1
Scott Polar Research					0	4	0	6	1	2	1	6
Other									0	1	0	1
PHYSICAL SCIENCES	40	72	87	149	17	42	35	81	66	82	129	162
<i>Chemical Eng. and Biotechnology</i>									5	13	8	22
Computer Science					9	8	26	24	5	4	6	4
Engineering					4	13	11	33	6	7	5	4
Judge Business School					2	5	5	11	10	9	10	11
TECHNOLOGY					15	26	42	68	26	33	29	41
Biochemistry					1	5	1	10	13	9	16	10
Clinical Veterinary Medicine	46	26	128	78	5	2	8	3	14	8	22	13
Experimental Psychology	0	1	0	1	3	1	5	2	7	5	9	7
Genetics					0	1	0	2	3	5	11	21
Gurdon Institute												
Pathology					3	5	6	9	11	10	16	14
Pharmacology					0	1	0	1	4	0	6	0
Physiology, Dev. & Neurosci.	2	0	3	0					0	25	0	33
Plant Sciences					5	4	9	7	8	7	15	13
Zoology					1	0	2	0	19	24	31	37
BIOLOGICAL SCIENCES	48	27	131	79	18	19	31	34	80	93	127	148
Biomedical Services												
Clinical Biochemistry									0	2	0	1
Clinical Neurosciences									7	4	8	3
Haematology									2	0	2	0
Institute of Medical Research					0	2	0	2	2	3	4	5
Medical Genetics												
Medicine					2	3	2	3	12	5	13	5
Obstetrics & Gynaecology					0	1	0	1	0	2	0	2
Oncology												
Psychiatry					0	1	0	1	2	6	4	8
Public Health & Primary Care									1	0	2	0
Surgery									1	5	2	5
CLINICAL MEDICINE					2	7	2	7	27	27	35	29

African Studies									1	0	1	0
CARET					0	2	0	4	0	5	0	9
Centre for Business Research									0	1	0	1
CRASSH	0	2	0	1								
English and Applied Linguistics					1	0	1	0	4	2	4	1
International Studies					0	1	0	1	0	3	0	5
Language Centre					0	2	0	3	1	3	2	7
Latin-American Studies									1	0	1	0
South Asian Studies									1	0	1	0
University Computing Service	5	1	6	1	88	21	181	40	142	86	209	110
University Library	26	35	51	65	2	0	3	0	5	2	11	4
OTHER GB INSTITUTIONS	31	38	57	67	92	26	186	48	155	102	229	137
Administrative Offices					1	1	1	1	4	5	4	4
Careers Service					1	0	1	0	1	0	1	0
Development Office									2	0	3	0
Disability Resource Centre									1	0	2	0
Estate Management					1	1	1	1	0	2	0	2
Fitzwilliam Museum									1	0	1	0
Health Services									0	1	0	1
Kettle's Yard									0	1	0	1
MISD									7	1	10	1
Sports & Physical Education												
University Centre									1	1	1	1
COUNCIL INSTITUTIONS					3	2	3	2	17	11	22	10
SOCIETIES												
TOTAL UNIVERSITY	120	137	276	295	174	160	349	315	435	464	717	748

TABLE 30(C) - COLLEGE EQUIPMENT REPAIRED

	Contract		Warranty		Non-Contract					
	No	Hours	No	Hours	No	Hours				
Christ's			1	2	1	3	12	10	14	11
Churchill							17	6	35	28
Clare							21	22	59	58
Clare Hall							0	10	0	13
Corpus Christi							7	9	10	10
Darwin			1	3	1	6	11	5	13	4
Downing			1	0	1	0	5	3	11	6
Emmanuel	18	13	31	23			3	13	6	22
Fitzwilliam			0	3	0	5	8	12	19	15
Girton			0	2	0	4	5	12	11	22
Gonville and Caius			0	2	0	4	0	8	0	8
Homerton							5	9	11	18
Hughes Hall							0	5	0	4
Jesus			1	1	2	2	12	3	15	5
King's							24	15	51	33
Lucy Cavendish							3	6	5	9
Magdalene							4	3	9	5
Murray Edwards							0	4	0	2
Newnham							0	6	0	8
Pembroke							8	9	11	14
Peterhouse							2	12	3	22
Queens'			0	1	0	1	13	10	17	13

Robinson										5	3	11	8
St Catharine's					2	2	3	4		9	8	13	12
St Edmund's					1	3	3	8		5	6	14	29
St John's					7	3	13	6		14	12	29	28
Selwyn					3	1	5	2		2	3	5	13
Sidney Sussex					2	1	4	1		3	2	7	5
Theological Federation					0	2	0	0		1	6	2	5
Trinity	2	4	4	8	14	19	17	21		18	21	40	38
Trinity Hall					0	4	0	5		0	9	0	13
Wolfson					2	0	3	0		17	11	35	27
COLLEGES	20	17	35	31	35	49	53	72		234	282	456	530

Support Calls

Table 31 shows the monthly totals of calls or 'tickets' dealt with by Computing Service support services. Tables 32(A) to 32(C) show the total number of support tickets and the number of users generating them by institution for the support services listed below, the figures for 2008-9 are also given for comparison.

Help Desk	General Technical Support
Mac	Apple Macintosh Support
PC	Windows PC Support
Network	Network Support
Telecom.	Telecommunications Support
Admin.	User Accounts Administration

Figures are for 2009-10; 2008-09 figures are in italics.

TABLE 31 - SUPPORT CALLS BY MONTH

	Help Desk		Mac		Total Tickets							
					PC		Network		Telecom.		Admin.	
August	333	<i>416</i>	24	<i>28</i>	21	<i>28</i>	62	<i>0</i>	475	<i>0</i>	283	<i>367</i>
September	313	<i>522</i>	60	<i>56</i>	22	<i>20</i>	43	<i>0</i>	594	<i>0</i>	291	<i>593</i>
October	470	<i>685</i>	57	<i>51</i>	26	<i>45</i>	63	<i>0</i>	540	<i>0</i>	413	<i>750</i>
November	339	<i>393</i>	45	<i>70</i>	34	<i>30</i>	67	<i>0</i>	422	<i>204</i>	297	<i>339</i>
December	282	<i>273</i>	17	<i>36</i>	34	<i>16</i>	52	<i>100</i>	218	<i>382</i>	271	<i>358</i>
January	448	<i>381</i>	38	<i>40</i>	32	<i>50</i>	61	<i>176</i>	381	<i>640</i>	279	<i>381</i>
February	330	<i>327</i>	49	<i>47</i>	36	<i>67</i>	66	<i>146</i>	296	<i>671</i>	259	<i>338</i>
March	340	<i>383</i>	48	<i>61</i>	37	<i>75</i>	57	<i>156</i>	318	<i>715</i>	211	<i>355</i>
April	281	<i>328</i>	28	<i>32</i>	34	<i>55</i>	45	<i>162</i>	326	<i>756</i>	192	<i>307</i>
May	271	<i>354</i>	35	<i>45</i>	23	<i>33</i>	55	<i>133</i>	305	<i>669</i>	200	<i>318</i>
June	283	<i>306</i>	33	<i>33</i>	22	<i>33</i>	87	<i>146</i>	280	<i>595</i>	299	<i>364</i>
July	383	<i>350</i>	35	<i>41</i>	28	<i>37</i>	60	<i>124</i>	255	<i>653</i>	435	<i>433</i>
TOTAL FOR YEAR	4,073	<i>4,718</i>	469	<i>540</i>	349	<i>489</i>	718	<i>1,143</i>	4,410	<i>5,285</i>	3,448	<i>4,903</i>

TABLE 32(A) – SUPPORT CALLS BY INSTITUTION

	Tickets				Users			
Arts & Humanities	676	(5.0%)	630	(4.6%)	379	(5.8%)	360	(5.4%)
Humanities & Social Sciences	1,453	(10.8%)	1,346	(9.9%)	719	(11.1%)	762	(11.3%)
Physical Sciences	1,315	(9.8%)	1,388	(10.2%)	735	(11.3%)	730	(10.9%)
Technology	1,133	(8.4%)	1,065	(7.8%)	464	(7.2%)	483	(7.2%)
Biological Sciences	1,333	(9.9%)	1,204	(8.8%)	586	(9.0%)	597	(8.9%)
Clinical Medicine	955	(7.1%)	939	(6.9%)	581	(9.0%)	569	(8.5%)
Other GB Institutions	378	(2.8%)	343	(2.5%)	202	(3.1%)	208	(3.1%)
Council Institutions	1,657	(12.3%)	1,702	(12.5%)	696	(10.7%)	767	(11.4%)
Miscellaneous	84	(0.6%)	90	(0.7%)	44	(0.7%)	42	(0.6%)
TOTAL UNIVERSITY	8,984	(66.8%)	8,707	(63.9%)	4,406	(68.0%)	4,518	(67.2%)
COLLEGES	4,222	(31.4%)	4,058	(29.8%)	1,929	(29.8%)	1,868	(27.8%)
Research Councils	201	(1.5%)	173	(1.3%)	127	(0.2%)	98	(1.5%)
Other external (world-wide)	51	(0.4%)	698	(5.1%)	17	(0.3%)	214	(3.2%)
TOTAL EXTERNAL	252	(1.9%)	871	(6.4%)	144	(2.2%)	335	(5.0%)
TOTAL	13,458	(100.0%)	13,636	(100.0%)	6,479	(100.0%)	6,721	(100.0%)

TABLE 32(B) - UNIVERSITY SUPPORT CALLS

	Tickets				Users			
Architecture & History of Art	44	(0.3%)	82	(0.6%)	35	0.5%)	13	(0.2%)
Asian and Middle Eastern Studies	96	(0.7%)	58	(0.4%)	57	(0.9%)	37	(0.6%)
Classics	85	(0.6%)	66	(0.5%)	33	(0.5%)	44	(0.7%)
Divinity	103	(0.8%)	97	(0.7%)	55	(0.8%)	58	(0.9%)
English	108	(0.8%)	109	(0.8%)	61	(0.9%)	63	(0.9%)
Modern & Medieval Languages	159	(1.2%)	151	(1.1%)	82	(1.3%)	98	(1.5%)
Music	45	(0.3%)	37	(0.3%)	33	(0.5%)	30	(0.4%)
Philosophy	36	(0.3%)	30	(0.2%)	23	(0.4%)	17	(0.3%)
ARTS & HUMANITIES	676	(5.0%)	630	(4.6%)	379	(5.8%)	360	(5.4%)
Archaeology & Anthropology	293	(2.2%)	271	(2.0%)	135	(2.1%)	165	(2.5%)
Economics	120	(0.9%)	85	(0.6%)	51	(0.8%)	49	(0.7%)
Education	249	(1.9%)	284	(2.1%)	142	(2.2%)	170	(2.5%)
History	134	(1.0%)	134	(1.0%)	77	(1.2%)	92	(1.4%)
History & Philosophy of Science	61	(0.5%)	73	(0.5%)	28	(0.4%)	31	(0.5%)
Land Economy	87	(0.6%)	62	(0.5%)	57	(0.9%)	46	(0.7%)
Law Faculty	226	(1.7%)	202	(1.5%)	99	(1.5%)	93	(1.4%)
PPSIS	279	(2.1%)	225	(1.7%)	126	(1.9%)	108	(1.6%)
Other	4	(0.0%)	10	(0.1%)	4	(0.1%)	8	(0.1%)
HUMANITIES & SOCIAL SCIENCES	1,453	(10.8%)	1,346	(9.9%)	719	(11.1%)	762	(11.3%)
Applied Mathematics	168	(1.2%)	146	(1.1%)	91	(1.4%)	78	(1.2%)
Astronomy	63	(0.5%)	59	(0.4%)	40	(0.6%)	30	(0.4%)
Chemistry	328	(2.4%)	377	(2.8%)	177	(2.7%)	172	(2.6%)
Earth Sciences	61	(0.5%)	145	(1.1%)	57	(0.9%)	91	(1.4%)
Geography	135	(1.0%)	137	(1.0%)	56	(0.9%)	76	(1.1%)
Isaac Newton Institute	17	(0.1%)	15	(0.1%)	3	(0.0%)	7	(0.1%)
Materials Science & Metallurgy	124	(0.9%)	133	(1.0%)	74	(1.1%)	73	(1.1%)
Physics	332	(2.5%)	294	(2.2%)	175	(2.7%)	136	(2.0%)
Pure Mathematics	34	(0.3%)	43	(0.3%)	26	(0.4%)	43	(0.6%)
Scott Polar Research	44	(0.3%)	27	(0.2%)	32	(0.5%)	18	(0.3%)
Other	9	(0.1%)	12	(0.1%)	4	(0.1%)	6	(0.1%)
PHYSICAL SCIENCES	1,315	(9.8%)	1,065	(7.8%)	735	(11.3%)	483	(7.2%)

Chem. Eng. & Biotechnology	96	(0.7%)	181	(1.3%)	56	(0.9%)	99	(1.5%)
Computer Science	134	(1.0%)	141	(1.0%)	81	(1.3%)	80	(1.2%)
CPSL	31	(0.2%)	35	(0.3%)	16	(0.2%)	13	(0.2%)
Engineering	561	(4.2%)	485	(3.6%)	204	(3.1%)	197	(2.9%)
Judge Business School	307	(2.3%)	221	(1.6%)	106	(1.6%)	92	(1.4%)
Other	4	(0.0%)	2	(0.0%)	1	(0.0%)	2	(0.0%)
TECHNOLOGY	1,133	(8.4%)	1,065	(7.8%)	464	(7.2%)	483	(7.2%)
Biochemistry	216	(1.6%)	189	(1.4%)	104	(1.6%)	108	(1.6%)
Clinical Veterinary Medicine	283	(2.1%)	247	(1.8%)	65	(1.0%)	59	(0.9%)
Experimental Psychology	102	(0.8%)	101	(0.7%)	53	(0.8%)	58	(0.9%)
Genetics	61	(0.5%)	57	(0.4%)	45	(0.7%)	36	(0.5%)
Gurdon Institute	66	(0.5%)	51	(0.4%)	22	(0.3%)	20	(0.3%)
Pathology	118	(0.9%)	99	(0.7%)	55	(0.8%)	53	(0.8%)
Pharmacology	45	(0.3%)	63	(0.5%)	34	(0.5%)	35	(0.5%)
Physiology, Dev. & Neurosci.	200	(1.5%)	143	(1.0%)	72	(1.1%)	79	(1.2%)
Plant Sciences	91	(0.7%)	111	(0.8%)	59	(0.9%)	72	(1.1%)
Zoology	115	(0.9%)	111	(0.8%)	59	(0.9%)	58	(0.9%)
Other	36	(0.3%)	32	(0.2%)	18	(0.3%)	19	(0.3%)
BIOLOGICAL SCIENCES	1,333	(9.9%)	1,204	(8.8%)	586	(9.0%)	597	(8.9%)
Biomedical Services	27	(0.2%)	44	(0.3%)	8	(0.1%)	11	(0.2%)
Clinical Biochemistry	60	(0.4%)	69	(0.5%)	32	(0.5%)	39	(0.6%)
Clinical Neurosciences	103	(0.8%)	69	(0.5%)	65	(1.0%)	50	(0.7%)
Clinical Pathology	0	(0.0%)	1	(0.0%)	0	(0.0%)	1	(0.0%)
Haematology	18	(0.1%)	17	(0.1%)	14	(0.2%)	15	(0.2%)
Institute of Medical Research	102	(0.8%)	125	(0.9%)	55	(0.8%)	51	(0.8%)
Institute of Public Health	43	(0.3%)	33	(0.2%)	24	(0.4%)	12	(0.2%)
IT Support	37	(0.3%)	42	(0.3%)	14	(0.2%)	16	(0.2%)
Medical Genetics	9	(0.1%)	3	(0.0%)	8	(0.1%)	3	(0.0%)
Medicinal Chemistry	1	(0.0%)	1	(0.0%)	1	(0.0%)	1	(0.0%)
Medicine	121	(0.9%)	123	(0.9%)	74	(1.1%)	90	(1.3%)
Obstetrics & Gynaecology	13	(0.1%)	17	(0.1%)	8	(0.1%)	14	(0.2%)
Oncology	75	(0.6%)	53	(0.4%)	32	(0.5%)	31	(0.5%)
Paediatrics	11	(0.1%)	22	(0.2%)	8	(0.1%)	16	(0.2%)
Psychiatry	97	(0.7%)	86	(0.6%)	66	(1.0%)	59	(0.9%)
Public Health & Primary Care	41	(0.3%)	61	(0.4%)	33	(0.5%)	49	(0.7%)
Radiology	15	(0.1%)	7	(0.1%)	7	(0.1%)	7	(0.1%)
Surgery	26	(0.2%)	21	(0.2%)	20	(0.3%)	17	(0.3%)
Other	156	(1.2%)	145	(1.1%)	112	(1.7%)	87	(1.3%)
CLINICAL MEDICINE	955	(7.1%)	939	(6.9%)	581	(9.0%)	569	(8.5%)
African Studies	8	(0.1%)	9	(0.1%)	7	(0.1%)	6	(0.1%)
Business Research	4	(0.0%)	3	(0.0%)	3	(0.0%)	3	(0.0%)
CARET	44	(0.3%)	47	(0.3%)	23	(0.4%)	22	(0.3%)
Continuing Education	115	(0.9%)	50	(0.4%)	37	(0.6%)	28	(0.4%)
CRASSH	14	(0.1%)	8	(0.1%)	9	(0.1%)	7	(0.1%)
English and Applied Linguistics	42	(0.3%)	0	(0.0%)	24	(0.4%)	0	(0.0%)
International Studies	1	(0.0%)	31	(0.2%)	1	(0.0%)	28	(0.4%)
Language Centre	19	(0.1%)	31	(0.2%)	14	(0.2%)	19	(0.3%)
Latin-American Studies	18	(0.1%)	10	(0.1%)	10	(0.2%)	9	(0.1%)
South Asian Studies	9	(0.1%)	6	(0.0%)	8	(0.1%)	2	(0.0%)
University Library	104	(0.8%)	117	(0.9%)	66	(1.0%)	65	(1.0%)
Other	0	(0.0%)	31	(0.2%)	0	(0.0%)	19	(0.3%)
OTHER GB INSTITUTIONS	378	(2.8%)	343	(2.5%)	202	(3.1%)	208	(3.1%)

Administrative Offices	1,384	(%)	1,487	(10.9%)	583	(9.0%)	656	(9.8%)
Cambridge Assessment	9	(%)	1	(0.0%)	7	(0.1%)	1	(0.0%)
Careers Service	68	(%)	53	(0.4%)	23	(0.4%)	24	(0.4%)
Fitzwilliam Museum	81	(%)	70	(0.5%)	29	(0.4%)	26	(0.4%)
Health Services	25	(%)	22	(0.2%)	10	(0.2%)	22	(0.3%)
Kettle's Yard	14	(%)	9	(0.1%)	7	(0.1%)	5	(0.1%)
Facilities Management	44	(%)	38	(0.3%)	17	(0.3%)	15	(0.2%)
Sports & PE	9	(%)	13	(0.1%)	7	(0.1%)	9	(0.1%)
University Farm	3	(%)	3	(0.0%)	3	(0.0%)	3	(0.0%)
University Press	9	(%)	2	(0.0%)	2	(0.0%)	2	(0.0%)
Other	11	(%)	4	(0.0%)	8	(0.1%)	4	(0.1%)
COUNCIL INSTITUTIONS	1,657	(%)	1,702	(12.5%)	696	(10.7%)	767	(11.4%)
Societies	53	(0.4%)	29	(0.2%)	17	(0.3%)	19	(0.3%)
Students in non-University Insts.	31	(0.2%)	61	(0.4%)	27	(0.4%)	23	(0.3%)
MISCELLANEOUS	84	(0.6%)	90	(0.7%)	44	(0.7%)	42	(0.6%)
TOTAL UNIVERSITY	8,984	(66.8%)	8,707	(63.9%)	4,406	(68.0%)	4,518	(67.2%)

TABLE 32(C) - COLLEGE SUPPORT CALLS

	Tickets				Users			
Christ's	88	(0.7%)	98	(0.7%)	57	(0.9%)	43	(0.6%)
Churchill	174	(1.3%)	124	(0.9%)	83	(1.3%)	62	(0.9%)
Clare	179	(1.3%)	175	(1.3%)	82	(1.3%)	72	(1.1%)
Clare Hall	82	(0.6%)	53	(0.4%)	40	(0.6%)	27	(0.4%)
Corpus Christi	92	(0.7%)	92	(0.7%)	46	(0.7%)	44	(0.7%)
Darwin	67	(0.5%)	75	(0.6%)	31	(0.5%)	31	(0.5%)
Downing	244	(1.8%)	178	(1.3%)	76	(1.2%)	64	(1.0%)
Emmanuel	127	(0.9%)	131	(1.0%)	64	(1.0%)	62	(0.9%)
Fitzwilliam	109	(0.8%)	176	(1.3%)	56	(0.9%)	72	(1.1%)
Girton	144	(1.1%)	132	(1.0%)	67	(1.0%)	72	(1.1%)
Gonville and Caius	148	(1.1%)	177	(1.3%)	76	(1.2%)	91	(1.4%)
Homerton	132	(1.0%)	92	(0.7%)	75	(1.2%)	61	(0.9%)
Hughes Hall	72	(0.5%)	81	(0.6%)	45	(0.7%)	43	(0.6%)
Jesus	156	(1.2%)	134	(1.0%)	79	(1.2%)	69	(1.0%)
King's	230	(1.7%)	184	(1.3%)	92	(1.4%)	89	(1.3%)
Lucy Cavendish	91	(0.7%)	59	(0.4%)	54	(0.8%)	39	(0.6%)
Magdalene	57	(0.4%)	68	(0.5%)	33	(0.5%)	42	(0.6%)
Murray Edwards	102	(0.8%)	87	(0.6%)	40	(0.6%)	41	(0.6%)
Newnham	95	(0.7%)	112	(0.8%)	49	(0.8%)	51	(0.8%)
Pembroke	105	(0.8%)	97	(0.7%)	56	(0.9%)	53	(0.8%)
Peterhouse	104	(0.8%)	106	(0.8%)	37	(0.6%)	33	(0.5%)
Queens'	117	(0.9%)	109	(0.8%)	55	(0.8%)	58	(0.9%)
Robinson	128	(1.0%)	160	(1.2%)	53	(0.8%)	55	(0.8%)
St Catharine's	184	(1.4%)	240	(1.8%)	82	(1.3%)	96	(1.4%)
St Edmund's	57	(0.4%)	44	(0.3%)	46	(0.7%)	40	(0.6%)
St John's	256	(1.9%)	302	(2.1%)	90	(1.4%)	124	(1.8%)
Selwyn	104	(0.8%)	93	(0.7%)	33	(0.5%)	30	(0.4%)
Sidney Sussex	119	(0.9%)	85	(0.6%)	46	(0.7%)	45	(0.7%)
Theological Federation	65	(0.5%)	37	(0.3%)	37	(0.6%)	27	(0.4%)
Trinity	253	(1.9%)	207	(1.5%)	99	(1.5%)	80	(1.2%)
Trinity Hall	122	(0.9%)	103	(0.8%)	37	(0.6%)	36	(0.5%)
Wolfson	139	(1.0%)	183	(1.3%)	62	(1.0%)	80	(1.2%)
Other	80	(0.6%)	64	(0.5%)	51	(0.8%)	36	(0.5%)
COLLEGES	4,222	(31.4%)	4,058	(29.8%)	1,929	(29.8%)	1,868	(27.8%)

Training

Table 33 lists the training courses provided by the Computing Service; in each case the figures show the number of half-day sessions a course was held on and the total number of people attending. For courses given more than once, attendances at each are counted separately. Tables 34(A) to 34(C) show how attendances at courses were distributed amongst institutions.

Figures are for 2009-10; 2008-09 figures are in italics.

TABLE 33 - TRAINING COURSES

	Sessions		Attendances	
Macintosh: Getting to Grips with MacOS X	3	3	17	30
PC Hardware Basics: Getting Right Inside		3		15
Windows: Keeping your PC Safe & Secure	1	1	6	2
PERSONAL COMPUTERS	4	7	23	47
Emacs Editor: Introduction	1	1	11	10
Linux: Installation	1	1	9	10
Unix: Building, Installing & Running Software	9	3	105	104
Unix: Introduction	8	5	174	222
Unix: Introduction to the Command Line Interface (Self-paced)	4		44	
Unix: Simple Shell Scripting for Scientists	12	3	150	180
Vi editor: Introduction	1	1	4	11
UNIX	36	14	497	537
C: Introduction for Those New to Programming	9	1	90	24
Fortran: Introduction to Modern Fortran	8	2	55	66
Object Oriented Programming: Introduction	1	1	8	11
Parallel Programming: Introduction to MPI	3	1	33	7
Parallel Programming: Options and Design	3	1	26	9
Program Design: Building Applications out of Several Progs.	1	1	5	2
Program Design: Help Programs Debug Themselves	2	1	11	9
Program Design: How Computers Handle Numbers	1	2	5	13
Programming Concepts: For Absolute Beginners	6	3	108	152
Python: Checkpointing	1	1	5	6
Python: Further Topics	6	3	70	92
Python: Introduction for Absolute Beginners	9	3	114	146
Python: Introduction for Programmers	3	3	45	46
Python: Operating System Access	2	1	14	6
Python: Regular Expressions	2	1	11	8
Scientific Computing: Introduction	1	1	7	11
Visual Basic: For Those New to Programming	2	1	28	36
PROGRAMMING & SCIENTIFIC COMPUTING	60	27	635	644

Email: Managing Your Messages and Saving Time	2	1	12	9
Google Analytics: An Introduction	1		20	
Web Authoring: Beyond the Basics	7	7	111	156
Web Authoring: Cascading Style Sheets & Tables	3	3	53	66
Web Authoring: Cascading Style Sheets Next Steps (Level 4)	6		56	
Web Authoring: Dreamweaver Introduction	6	3	80	63
Web Authoring: Further Cascading Style Sheets		1		12
Web Authoring: Introduction to HTML	7	7	145	172
Web Authoring: Web Graphics	3	3	21	27
Web Authoring: Web2.0 – Overview	1	1	13	11
Web Authoring: Writing for the Web	2	2	35	31
Web Authoring: XML Introduction	1	1	11	7
Web Site Management: Creating & Managing a Site	2	2	14	50
Web Skills for Researchers: Web of Knowledge	3	1	34	17
Web Skills for Researchers: Why Not to Google	1	1	20	15
WORLD-WIDE WEB & EMAIL	45	33	625	636
Access 2007: Fast Track	3	1	36	25
Access 2007: Further Use	6	3	82	84
Access 2007: Introduction	6	3	82	89
Excel 2007 for Beginners	15	5	126	165
Excel 2007: Introduction	1		17	
Excel 2007: Introduction (Self-paced)	2	3	15	47
Excel 2007: Advanced Part 1	2		38	
Excel 2007: Advanced Part 2	2		36	
Excel 2007: Analysing and Summarising Data	1		14	
Excel 2007: Analysing and Summarising Date (Self-paced)	1		14	
Excel 2007: Functions and Macros	1		22	
Excel 2007: Further Use	1	3	23	70
Excel 2007: Further Use (Self-paced)	2		36	
Excel 2007: Managing Data & Lists	1		11	
Excel 2007: Managing Data & Lists (Self-paced)	1		12	
Excel 2007: Top Ten Tips	1		14	
Filemaker Pro: Introduction	2	1	10	9
MySQL: Implementing a Relational Database Design	9		198	
Relational Database Design	3	1	38	10
SPREADSHEETS & DATABASES	60	20	824	499
CorelDraw: The Basics	1	1	8	9
EndNote for Computerised Bibliographies	10	9	173	206
EndNote: Customising Output Formats (Self-paced)	2		16	
Web (“lite”) version of EndNote (Self-paced)	1		3	
Illustrator: The Basics	1	3	16	63
InDesign: Getting Started	3	3	46	41
LaTeX: Introduction	4	3	98	163
Photoshop: Basic Techniques	6	6	127	143
Photoshop: Further Techniques	6	5	86	101
PowerPoint for Beginners: Quick Start	3	3	18	74
PowerPoint 2007 for Presentations: Fast Track Introduction	3	3	30	57
PowerPoint: Further Use	3	3	23	42
PowerPoint 2007: Top Ten Tips	1		12	
Word for Beginners	15	5	69	84
Word: Mastering Advanced Features	1	1	8	22
Word: Mastering Dissertations and Theses	3	2	63	40
Word: Moving from Word 2003 to Word 2007	3	2	24	29
Word: Taking Control of Document Design	4	1	30	7
Word 2007: Top Ten Tips	1		15	
WORD AND DOCUMENT PROCESSING	72	50	876	1,081

Mathematica: Basics	2	1	16	42
Mathematica: Basics (Self-paced)	2		5	
Mathematica: Graphics	1	2	5	13
Mathematica: Graphics (Self-paced)	2		3	
Mathematica: Linear Algebra	1	2	3	8
Matlab: Further Use	8	9	176	124
Matlab: Getting Started		7		147
Matlab: Graphics	1		16	
Matlab: Graphics (Self-paced)	1		13	
Matlab: Linear Algebra	1		11	
Matlab: Introduction for Absolute Beginners	3		39	
Mplus: Basics		1		8
R: Regression Analysis in R	4		84	
SPSS: Basic Part 1	3	5	58	94
SPSS: Basic Part 2	3	5	51	80
SPSS: Beyond the Basics	3	3	44	32
Stata: Introduction	8		104	
Stata for Regression Analysis	6	3	66	64
Stata: Basic Part 1		4		48
Stata: Basic Part 2		4		40
MATHEMATICAL AND STATISTICAL COMPUTING	49	46	694	700
Assistive Technology		18		18
Cisco CCNA for IT Supporters: Module 1	15		210	
Design and Typography Workshop		1		13
Dragon Voice Activation: Increase Productivity & Reduce RSI	2		7	
Dragon Voice Activation: How to Type by Speaking	1		1	
How to Give a Better Presentation	1		5	
IT Support Staff Only: McAfee ePolicy Orchestrator	1		16	
Project 2007: Scheduling a New Project	1		9	
RSI: Prevent Repetitive Strain Injury	1		3	
Screen Recording: Create Video Tutorials using Camtasia	1		13	
Visio 2007: Organisational, Gantt and Flowcharts	1		6	
Voicemail		23		140
Windows 2008 and Active Directory for IT Support Staff	6	1	42	25
Windows System Admin. Introduction for IT Support Staff	9	1	90	16
OTHER COURSES	39	44	402	212
TOTAL	365	241	4576	4,356

TABLE 34(A) - COURSE ATTENDANCES

	Attendances			
Arts & Humanities	192	(4.2%)	246	(5.6%)
Humanities & Social Sciences	546	(11.9%)	483	(11.0%)
Physical Sciences	833	(18.2%)	867	(19.8%)
Technology	502	(11.0%)	374	(8.5%)
Biological Sciences	497	(10.9%)	507	(11.6%)
Clinical Medicine	591	(12.9%)	465	(10.6%)
Other GB Institutions	339	(7.4%)	109	(2.5%)
Council Institutions	242	(5.3%)	162	(3.7%)
Miscellaneous	125	(2.7%)	240	(5.5%)
TOTAL UNIVERSITY	3867	(84.5%)	3,453	(78.7%)
COLLEGES	531	(11.6%)	782	(17.8%)
Affiliated Institutions	152	(3.3%)	77	(1.8%)
Other external	26	(0.6%)	75	(1.7%)
TOTAL EXTERNAL	178	(3.9%)	152	(3.5%)
TOTAL	4576	(100.0%)	4387	(100.0%)

TABLE 34(B) - UNIVERSITY COURSE ATTENDANCES

	Attendances			
Architecture & History of Art	41	(0.9%)	86	(2.0%)
Asian and Middle Eastern Studies	19	(0.4%)	34	(0.8%)
Classics	36	(0.8%)	8	(0.2%)
Divinity	31	(0.7%)	20	(0.5%)
English	22	(0.5%)	18	(0.4%)
Modern & Medieval Languages	33	(0.7%)	56	(1.3%)
Music	3	(0.1%)	21	(0.5%)
Philosophy	7	(0.2%)	2	(0.0%)
Other	0	(0.0%)	1	(0.0%)
ARTS & HUMANITIES	192	(4.2%)	246	(5.6%)
Archaeology & Anthropology	128	(2.8%)	123	(2.8%)
Economics	34	(0.7%)	23	(0.5%)
Education	50	(1.1%)	66	(1.5%)
Gender Studies	6	(0.1%)	0	(0.0%)
History	43	(0.9%)	8	(0.2%)
History & Philosophy of Science	9	(0.2%)	12	(0.3%)
Land Economy	106	(2.3%)	119	(2.7%)
Law	35	(0.8%)	33	(0.8%)
PPSIS	135	(3.0%)	94	(2.1%)
Other	0	(0.0%)	5	(0.1%)
HUMANITIES & SOCIAL SCIENCES	546	(11.9%)	483	(11.0%)
Applied Mathematics	118	(2.6%)	46	(1.0%)
Astronomy	58	(1.3%)	29	(0.7%)
Chemistry	207	(4.5%)	323	(7.4%)
Earth Sciences	84	(1.8%)	47	(1.1%)
Geography	64	(1.4%)	93	(2.1%)
Isaac Newton Institute	13	(0.3%)	7	(0.2%)
Materials Science & Metallurgy	55	(1.2%)	103	(2.3%)
Physics	200	(4.4%)	163	(3.7%)
Pure Mathematics	26	(0.6%)	30	(0.7%)
Scott Polar Research	7	(0.2%)	23	(0.5%)
Other	1	(0.0%)	3	(0.1%)
PHYSICAL SCIENCES	833	(18.2%)	867	(19.8%)
Chemical Eng. & Biotechnology	107	(2.3%)	90	(2.0%)
Computer Science	36	(0.8%)	14	(0.3%)
Engineering	207	(4.5%)	162	(3.7%)
Judge Business School	135	(3.0%)	88	(2.0%)
CPSL	10	(0.2%)	20	(0.5%)
Other	7	(0.2%)	0	(0.0%)
TECHNOLOGY	502	(11.0%)	374	(8.5%)

Biochemistry	166	(3.6%)	103	(2.3%)
Clinical Veterinary Medicine	21	(0.5%)	24	(0.5%)
Experimental Psychology	49	(1.1%)	42	(1.0%)
Genetics	12	(0.3%)	54	(1.2%)
Gurdon Institute	6	(0.1%)	27	(0.6%)
Pathology	42	(0.9%)	41	(0.9%)
Pharmacology	44	(1.0%)	16	(0.4%)
Physiology, Dev. & Neurosci.	75	(1.6%)	58	(1.3%)
Plant Sciences	21	(0.5%)	72	(1.6%)
Zoology	52	(1.1%)	61	(1.4%)
Other	9	(0.2%)	9	(0.2%)
BIOLOGICAL SCIENCES	497	(10.9%)	507	(11.6%)
Anaesthetics	10	(0.2%)	3	(0.1%)
Biomedical Services	0	(0.0%)	2	(0.0%)
Clinical Biochemistry	9	(0.2%)	11	(0.3%)
Clinical Neurosciences	41	(0.9%)	51	(1.2%)
Haematology	10	(0.2%)	7	(0.2%)
Institute of Medical Research	30	(0.7%)	49	(1.1%)
Institute of Metabolic Science	0	(0.0%)	7	(0.2%)
Institute of Public Health	34	(0.7%)	22	(0.5%)
Medical Genetics	7	(0.2%)	8	(0.2%)
Medical Sciences	27	(0.6%)	11	(0.3%)
Medical Workshops	0	(0.0%)	3	(0.1%)
Medicine	106	(2.3%)	40	(0.9%)
Obstetrics & Gynaecology	8	(0.2%)	4	(0.1%)
Oncology	34	(0.7%)	60	(1.4%)
Paediatrics	26	(0.6%)	2	(0.0%)
Psychiatry	144	(3.1%)	74	(1.7%)
Public Health & Primary Care	73	(1.6%)	77	(1.8%)
Radiology	15	(0.3%)	13	(0.3%)
Surgery	13	(0.3%)	6	(0.1%)
Other	0	(0.0%)	15	(0.3%)
CLINICAL MEDICINE	591	(12.9%)	465	(10.6%)
African Studies	0	(0.0%)	4	(0.1%)
Business Research	1	(0.0%)	2	(0.0%)
CARET	9	(0.2%)	5	(0.1%)
Continuing Education	32	(0.7%)	6	(0.1%)
CRASSH	1	(0.0%)	0	(0.0%)
English and Applied Linguistics	54	(1.2%)	6	(0.1%)
Language Centre	6	(0.1%)	8	(0.2%)
Latin-American Studies	2	(0.0%)	2	(0.0%)
University Computing Service	143	(3.1%)	23	(0.5%)
University Library	91	(2.0%)	53	(1.2%)
OTHER GB INSTITUTIONS	339	(7.4%)	109	(2.5%)
Administrative Offices	187	(4.1%)	107	(2.4%)
Cambridge Assessment	4	(0.1%)	14	(0.3%)
Careers Service	14	(0.3%)	7	(0.2%)
Counselling Service	1	(0.0%)		
Fitzwilliam Museum	31	(0.7%)	7	(0.2%)
Health Service	4	(0.1%)	5	(0.1%)
Kettle's Yard	1	(0.0%)	4	(0.1%)
University Centre	0	(0.0%)	10	(0.2%)
University Press	0	(0.0%)	8	(0.2%)
COUNCIL INSTITUTIONS	242	(5.3%)	162	(3.7%)
Staff (Non-University Insts.)	0	(0.0%)	6	(0.1%)
Staff (Unclassified)	24	(0.5%)	140	(3.2%)
Students in non-University Insts.	101	(2.2%)	94	(2.1%)

MISCELLANEOUS	125	(2.7%)	240	(5.5%)
TOTAL UNIVERSITY	3867	(84.5%)	3,453	(78.7%)

TABLE 34(C) - COLLEGE COURSE ATTENDANCES

	Attendances			
Christ's	15	(0.3%)	26	(0.6%)
Churchill	36	(0.8%)	18	(0.4%)
Clare	33	(0.7%)	28	(0.6%)
Clare Hall	1	(0.0%)	14	(0.3%)
Corpus Christi	22	(0.5%)	13	(0.3%)
Darwin	0	(0.0%)	15	(0.3%)
Downing	6	(0.1%)	42	(1.0%)
Emmanuel	23	(0.5%)	27	(0.6%)
Fitzwilliam	40	(0.9%)	16	(0.4%)
Girton	13	(0.3%)	11	(0.3%)
Gonville and Caius	24	(0.5%)	49	(1.1%)
Homerton	13	(0.3%)	9	(0.2%)
Hughes Hall	12	(0.3%)	12	(0.3%)
Jesus	31	(0.7%)	26	(0.6%)
King's	10	(0.2%)	29	(0.7%)
Lucy Cavendish	22	(0.5%)	3	(0.1%)
Magdalene	8	(0.2%)	26	(0.6%)
Murray Edwards	15	(0.3%)	23	(0.5%)
Newnham	15	(0.3%)	15	(0.3%)
Pembroke	13	(0.3%)	32	(0.7%)
Peterhouse	3	(0.1%)	12	(0.3%)
Queens'	0	(0.0%)	22	(0.5%)
Robinson	5	(0.1%)	29	(0.7%)
St Catharine's	5	(0.1%)	26	(0.6%)
St Edmund's	5	(0.1%)	9	(0.2%)
St John's	44	(1.0%)	69	(1.6%)
Selwyn	14	(0.3%)	16	(0.4%)
Sidney Sussex	17	(0.4%)	14	(0.3%)
Theological Federation	37	(0.8%)	23	(0.5%)
Trinity	18	(0.4%)	50	(1.1%)
Trinity Hall	22	(0.5%)	37	(0.8%)
Wolfson	9	(0.2%)	41	(0.9%)
COLLEGES	531	(11.6%)	782	(17.8%)