

Computing Service News Jan 10

<http://ucsnews.csx.cam.ac.uk/>

HEADLINES HEADLINES HEADLINES HEADLINE

IT facilities for groups and Institutions

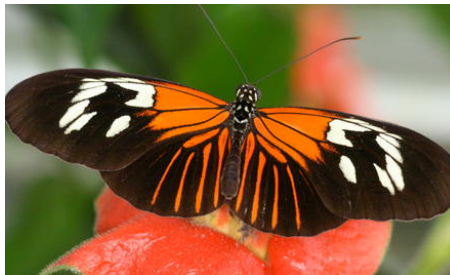
As well as providing IT resources to individual end users, the UCS offers a number of services primarily of use to Institutions or to research groups and other groups of users in the University. Some of these are outlined below; much more information is available at <http://www.cam.ac.uk/cs/instdadmin/>

Central services and coordination

Apart from some obvious central responsibilities such as the maintenance and security of the CUDN and the University mail system, the UCS provides a number of central facilities offering significant economies of scale, and which would be onerous or at best inefficient for local IT support staff to replicate. Some examples are:

- the DSpace digital repository (with the University Library)
- the Lapwing wireless network (including Lapwing/eduroam)
- the Lookup directory service
- the Streaming Media Service

In some instances the sole responsibility rests with the Computing Service, but many tasks are best coordinated centrally with the assistance of Departmental and College colleagues. The federation of management and reporting to institutions is a key feature in the design of UCS systems.



From the Managed Web Server:
<http://heliconius.zoo.cam.ac.uk/heliconius/>

Managed services

A set of UCS-hosted managed services (Managed Web Service, Managed Mail Domains, Managed Wiki Service and Managed Zone Service) is available to groups and institutions.

The Managed Cluster Service (for institutions) provides systems and applications support for PWF computer rooms for end users, who can then access a wide range of software, file storage and web publishing facilities.

All the managed services are intended to free up local IT support staff to focus on the needs of their particular users; they also benefit from the resilient infrastructure supporting the UCS data centre while making energy-efficient use of current technologies such as virtualisation.

Support for local IT staff and management

- The TechLink scheme encourages IT support staff to share experience and to continue to develop their skills; regular seminars are given by UCS experts.

- Institutional computing and IT committees can often benefit from an external perspective; the UCS is well placed to provide a University-wide view and is happy to nominate an appropriate representative, and to assist in recruitment of IT staff.
- A review and audit service covering all aspects of IT service provision and support is also available.
- UCS training courses can be customised to meet particular institutional needs.
- The Small Institution Support Service (SISS) addresses the needs of those groups in the University which cannot justify employing their own IT support person, but nonetheless require assistance and consultancy.

Shared resources for groups of users

At the level of individual research groups and other groups of users (including University Societies), we offer, in addition to the services listed above, shared resources such as mailboxes, group filespace and web space on the PWF, and email lists.



Computer Officers being briefed on security issues



UNIVERSITY OF
CAMBRIDGE

UCS

A roundup of the last quarter's news can be found at

<http://www.cam.ac.uk/cs/newsroundups/roundupjanuary2010.html>

Hot Topics

- Content management project for Research Initiative websites and others
- Increased quota on the Hermes mailstore
- CUDN NAT (Network Address Translation) Service
- Advice on cloud computing
- Closure of the Magpie dial-up service
- Windows systems : SMB-exploiting malware

Other News

- Update to the terms and conditions of the Lookup Directory Service
- "Dear User", or another attempt to get your email details
- Microsoft Ultimate Steal & Windows 7 Licensing
- New 'JANET Server Certificate Service' now in use
- Reading PDFs on PWF Windows
- Password changing on PWF Macintoshes

Features and Reports

- UCS IT Training Programme Lent 2010
- Kiosk mode access from the PWF
- Evening and weekend availability of PWF rooms
- IT exhibition 2009
- Security issues: Adobe and SSI/TLS
- Printing to PWF printers from Windows 7 machines

Contact List

University of Cambridge
Computing Service
New Museums Site
Pembroke Street
Cambridge CB2 3QH

Director: Dr I.J. Lewis
Email: reception@ucs.cam.ac.uk
Phone: 01223 334600
Fax: 01223 334679
Help Desk: helpdesk@ucs.cam.ac.uk
or 01223 334681

© 2010

The logo for the University of Cambridge Computing Service (UCS), consisting of the letters 'UCS' in a bold, blue, sans-serif font with a slight shadow effect.