Information Technology Services - Medicine
Monthly Report
September 1997

Highlights and milestones

- The ITS-Med Staff Database is in beta test.

- The Grants and Contracts Reporting System is in beta test.

- Administrative Systems began its Year 2000 application analysis.

- Web access of Remedy was tested successfully.

- Client Support named Laurie Cagnetta ITS-Med's Macintosh Coordinator.

- ITS-Med Storm 2, a concerted effort to improve turnaround time, began.

- Client Support rolled- out Norton Anti-Virus for NT 4.0, Netscape Communicator 4.01, and Hummingbird.

- The roll-out of DHCP was initiated.

- Technology Evaluation and Planning completed the OFA Client Installation Procedures for Project X.

- Technology Evaluation and Planning completed a consolidation of Macintosh File Services.

- The number of work order status inquiries to the Help Desk decreased by 23% from August to September.

- The Help Desk received 45% more reports of problems with email and scheduling software from August to September.

- The number of callers to the Help Desk increased by 13% since last month; the number of Yale affiliates visiting the ITS-Med web site increased by 48%.

- Use of all major information resources continues to increase from one year ago.

- The turnaround time for new network connections decreased by one week from August to September, due to a 19% decrease in turnaround time from Telecommunications.

Information Technology-Medicine Monthly Report
September 1997

Applications

Type of application	this month	Sep-96	% change
AS/400 applications	10,164	-	-
CINAHL	468	165	184%
Core Biomedical Collection	1,639	463	254%
Clinical Reporting System (CRS)	597	434	38%
accesses per user per month	8	8	-4%
Current Contents	4,817	2,167	122%
Electronic mail (# messages sent)*	690,176	364,477	89%
messages per user per day	3.5	2.3	53%
HealthSTAR	433	170	155%
MEDLINE	17,676	13,163	34%
searches per active user per mor	7.6	5.8	31%
Medical Center World Wide Web			
Medical Center home page	51,428	7,069	628%
Hospital home page	1,847	804	130%
School of Medicine home page	10,424	3,165	229%
Medical Library home page	14,064	6,300	123%

Usage for email.med.yale.edu and estimated usage within MS Mail post offices was added to total usage as of 8/97.

Background information

	Hospital	Schools of Medicine & Nursing
Personal computers as of 11/96	2,200	7,000
Electronic mail users as of 7/97	1,000	5,492
Networked computers as of 9/97	1,575	3,343
Full-time faculty, 1996-97	-	1,370
Medical & graduate students, 1996-97	-	1,155
Residents & postdocs, 1996-97	440	1,090
Full-time staff, 1996-97	3,625	2,230
Nursing staff, 1996-97	1,312	-
Number of beds, 1996-97	900	-

System outages

    none

Help Desk

	this month	change from last month
Total calls	3071	4%
Calls resolved	64%	-17%
Calls per day	146	4%
% of ITS-Med clients using Help	39%	39%
# of callers	1295	13%
# of Yale affiliates using Web pag	739	48%
Departments accounting for 5%	Internal Medicine	
or more of all calls	Surgery	
	Office of Professional Services	
	EPH Pediatrics	

Type of call	# of calls this month	change from last month	resolved by Help Desk this month	change from last month	resolved next day this month	change from last month
New order	481	1%	31%	3%	32%	28%
Network	472	10%	49%	-22%	81%	7%
PC/printer	467	22%	37%	-8%	69%	-10%
Info	324	-5%	59%	-26%	95%	-1%
Call transfer	259	-18%	57%	-26%	98%	-2%
Status queries	202	-23%	64%	-9%	90%	11%
Email/Scheduli	364	45%	58%	-15%	72%	-13%
Admin systems	117	16%	46%	-8%	80%	8%
Billing	90	8%	39%	-35%	65%	48%

Network installations

	this month	change from last month
# of new network connects	33	-3%
median days from order to install	43	-14%
days for Telecom install	13	-19%
days for Desktop Support insta	29	4%

NetMenu workstations

Type of application	Library NetMenu # of connections this month	Sep-96	% change	Hospital NetMenu # of connections this month	Sep-96	% change
Medical Education	771	1,550	-50%	-	-	-
Bibliographic databases & sea	7,594	9,206	-18%	1,337	1698	-21%
Full text & factual databases	257	653	-61%	2,548	2677	-5%
Grant & research information	4	52	-92%	-	-	-
Clinical assistance	6	19	-68%	22	69	-68%
Email/news/networks	23,741	22,217	7%	9,936	6943	43%
Word processing & utilities	0	453	-100%	1,217	1147	6%
Hospital information systems	-	-	-	22,362	20409	10%
Procedure recorders	-	-	-	433	286	51%
Total	**32,373**	**34,150**	**-5%**	**37,855**	**33,229**	**14%**
connections per workstation	1,349	1,626	-17%	357	400	-11%

Overall usage for selected databases

	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97
Summary														
AS/400 applications	-	-	-	-	-	-	-	-	-	-	-	11,815	8,173	10,164
Clinical Reporting System (	425	434	548	392	348	633	742	572	730	620	551	490	495	597
Current Contents*	2,167	1,534	2,331	1,798	2,937	4,489	3,886	3,931	3,165	3,922	3,173	3,777	3,181	4,817
OVID databases	13,163	15,035	17,947	16,825	13,296	18,307	17,329	17,053	18,577	16,467	15,948	17,333	14,301	17,676
Medical Center Web server	223,670	240,165	303,126	372,135	347,928	431,339	459,226	543,310	623,284	654,313	604,198	682,546	705,680	768,257
Electronic mail messages se	364,477	322,377	456,571	492,880	422,342	621,590	595,748	564,961	572,553	464,333	364,215	384,559	546,536	690,176

Details: AS/400 applications

	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97
Animal Care and Use Commit	-	-	-	-	-	-	-	-	-	-	-	142	107	90
Business Management System	-	-	-	-	-	-	-	-	-	-	-	13	64	81
Clinical G/L Interface	-	-	-	-	-	-	-	-	-	-	-	-	4	15
Clinical Information	-	-	-	-	-	-	-	-	-	-	-	26	3	1
Clinical Information - Reports	-	-	-	-	-	-	-	-	-	-	-	-	-	5
Diagnostic Laboratory	-	-	-	-	-	-	-	-	-	-	-	379	174	298
Graduate and Continuing Edu	-	-	-	-	-	-	-	-	-	-	-	-	46	66
Grants and Contracts	-	-	-	-	-	-	-	-	-	-	-	92	225	324
Grants and Contracts - Report	-	-	-	-	-	-	-	-	-	-	-	-	38	83
Human Investigation Committ	-	-	-	-	-	-	-	-	-	-	-	-	74	109
Human Resources (CHR) - Inc	-	-	-	-	-	-	-	-	-	-	-	-	106	88
Human Resources (CHR) - Mc	-	-	-	-	-	-	-	-	-	-	-	-	62	51
Human Resources (CHR) - Re	-	-	-	-	-	-	-	-	-	-	-	-	4	11
Human Resources - General	-	-	-	-	-	-	-	-	-	-	-	-	58	61
Human Resources - Inquiry	-	-	-	-	-	-	-	-	-	-	-	-	2,029	2,525
Human Resources - Profiles	-	-	-	-	-	-	-	-	-	-	-	-	3,641	4,325
Human Resources - Reports	-	-	-	-	-	-	-	-	-	-	-	-	140	179
Internal Medicine	-	-	-	-	-	-	-	-	-	-	-	-	12	34
MED5 - Reports	-	-	-	-	-	-	-	-	-	-	-	-	6	2
Space Inventory System	-	-	-	-	-	-	-	-	-	-	-	82	232	264
Student Research	-	-	-	-	-	-	-	-	-	-	-	-	1	28
Student Systems	-	-	-	-	-	-	-	-	-	-	-	-	481	518
Support Services	-	-	-	-	-	-	-	-	-	-	-	408	216	233
System Administration	-	-	-	-	-	-	-	-	-	-	-	-	317	450
Yale Animal Resource Center	-	-	-	-	-	-	-	-	-	-	-	48	99	310
Other/Miscellaneous	-	-	-	-	-	-	-	-	-	-	-	7,330	34	13

Details: Current Contents

	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97
Current Contents total	2,167	1,534	2,331	1,798	2,937	4,489	3,886	3,931	3,165	3,922	3,173	3,777	3,181	4,817
Ovid version	-	-	-	-	1,633	2,413	2,181	2,227	2,372	2,410	2,082	2,270	2,050	2,586
Basis version, automatic sear	-	-	-	-	1,108	1,787	1,476	1,483	756	1,512	1,091	1,507	1,131	2,231

Details: Electronic mail

	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97
Electronic mail total*	364,477	322,377	456,571	492,880	422,342	621,590	595,748	564,961	572,553	464,333	364,215	384,559	546,536	690,176
PMDF	364,477	322,377	456,571	492,880	422,342	621,590	595,748	564,961	572,553	464,333	364,215	384,559	430,538	566,019
email.med.yale.edu	-	-	-	-	-	-	-	-	-	-	-	-	115,998	124,157

Usage for email.med.yale.edu and estimated usage within MS Mail post offices was added to total usage as of 8/97.

Details: OVID

	Aug-96	Sep-96	Oct-96	Nov-96	Dec-96	Jan-97	Feb-97	Mar-97	Apr-97	May-97	Jun-97	Jul-97	Aug-97	Sep-97
1966-75 search sets	5,243	5,101	4,805	5,091	3,823	5,349	5,818	5,752	5,530	5,545	4,678	5,165	3,646	5,213
1976-85 search sets	19,270	20,888	19,234	18,694	15,755	20,618	21,255	22,001	21,843	22,084	17,707	20,593	17,346	18,059
1986-89 search sets	27,276	30,458	29,425	27,587	23,185	31,520	29,664	30,687	29,999	30,913	29,454	31,317	26,603	29,891
1990-present search sets	79,185	100,386	106,766	96,388	76,264	102,575	105,377	96,592	99,365	107,291	104,569	115,069	95,855	112,850
Core Biomedical Collection se	2,351	2,520	2,043	1,870	1,912	2,197	1,841	1,960	2,152	1,737	1,818	1,249	1,436	3,021
HealthStar search sets	1,077	2,488	3,945	3,709	2,129	2,301	4,321	2,247	3,502	2,843	1,825	1,514	1,215	2,754
nursing search sets	1,075	2,828	3,795	3,543	1,972	2,904	3,645	2,703	3,175	2,740	2,596	2,358	1,592	3,120
access method: telnet sessions	-	-	-	-	11,725	15,781	14,668	13,785	14,558	12,716	11,825	12,688	10,283	12,412
access method: Web sessions	-	-	-	-	1,381	2,325	2,231	2,900	3,672	3,471	3,847	4,323	3,731	4,864
access method: Z39.50	-	-	-	-		215	434	363	323	284	280	327	296	407

Medical Center Web usage report, September 1997

Top 10 pages accessed by Yale users

this year	last year
Medical Center	Medical Center
Medical Library	Medical Library
MedMenu	MedMenu
School of Medicine	Server search
Desktop Support	School of Medicine
Medical Library's Internet search page	Medical Library's Internet search page
Server search	Desktop Support
Scientific Affairs and Grant & Contract Administration	Academic departments page
Medical Library's other Yale sites page	Index of Web pages
Schedule page for Human Anatomy & Development	Library's Selected Internet Resources

Top 10 pages accessed by external users

this year	last year
Center for Advanced Instructional Media	Center for Advanced Instructional Med
Medical Center page	Server search
School of Medicine	School of Medicine
School of Medicine's admissions viewbook	Medical Center page
Server search	School of Medicine's admissions viewb
Medical Library	Medical Library
Academic departments page	Yale Journal of Biology and Medicine
Child Study Center's Autism page	Child Study Center's Autism/PDD Clin
Library's Selected Internet Resources	Academic departments page
Yale-New Haven Hospital	Epidemiology & Public Health

	Sep-97	Sep-96	% change
Server total	**768,257**	**240,165**	**220%**
Who connected			
Yale	203,046	44,518	**356%**
other US educational institutions	88,158	39,017	**126%**
US government & military	9,315	2,829	**229%**
US commercial institutions	155,236	45,473	**241%**
US non-profit organizations	8,238	1,986	**315%**
Major online service providers	77,213	24,009	**222%**
International	99,730	35,955	**177%**
# of unique hosts connecting	**73,252**	**37,682**	**94%**
Medical Center	**51,428**	**8,602**	**498%**
Yale-New Haven Hospital	**1,847**	**844**	**119%**
School of Medicine	**10,424**	**3,906**	**167%**
School of Nursing	**1039**	**448**	**132%**
Major resources			
School's organizational chart	55	123	**-55%**
Computing page	764	192	**298%**
Core research facilities page	222	229	**-3%**
Education page	262	303	**-14%**
Emerging Infections Information Network	2,305	728	**217%**
Medical Library	14,064	3,845	**266%**
MedMenu	7749	1743	**345%**
Scientific Affairs and Grant & Contrac Ad	1,175	348	**238%**
School of Medicine application	653*	586	**11%**
Yale Faculty Practice	696	-	-
Service departments			
Academic Computing	102	75	**36%**
Biomedical Communications	342	327	**5%**
C/AIM	2,265	3,470	**-35%**
Center for Cell Imaging	469	153	**207%**
Copy Center	40	-	-
Desktop Support	1579	442	**257%**
Help Desk	146	-	-
Systems Support	204	46	-
Technology Operations	358	-	-

	Sep-97	Sep-96	% change
Academic Departments**			
Anesthesiology	439	238	**84%**
BBS	932	-	-
Boyer Center for Molecular Medicine	553	188	**194%**
Cancer Center	667	269	**148%**
Cell Biology	862	319	**170%**
Cellular & Molecular Physiology	454	135	**236%**
Child Study Center	665	-	-
Comparative Medicine	113	38	**197%**
Dermatology	550	364	**51%**
Diagnostic Radiology	588	350	**68%**
Epidemiology & Public Health	2348	1127	**108%**
Genetics	681	250	**172%**
History of Medicine	159	67	**137%**
Immunobiology	472	-	-
Internal Medicine	486	214	**127%**
Laboratory Medicine	361	76	**375%**
Neurobiology	696	430	**62%**
Neurology	438	199	**120%**
Neuroscience Program	458	50	**816%**
Neurosurgery	204	-	-
Obstetrics & Gynecology	254	232	**9%**
Ophthalmology	660	352	**88%**
Orthopaedics & Rehabilitation	225	71	**217%**
Pathology	1,008	378	**167%**
Pediatrics	340	92	**270%**
Pharmacology	399	152	**163%**
Physician Associate Program	834	92	**807%**
Psychiatry	903	574	**57%**
Surgery	193	218	**-11%**
Therapeutic Radiology	132	-	-

*The application was converted to an Oracle-based application in May 1997.
The number reported is the number of unique users who registered for applications.

**Molecular Biochemistry & Biophysics and the Center for Medical Informatics
are not listed because they reside on other servers.

Details for NetMenu Medical Library usage

Application	total # of connections Sep-97	Sep-96	% change
Bibliographic databases			
and search tools	**7594**	**9206**	**-18%**
AIDSLINE	1	61	-98%
Biosis	40	56	-29%
Books in Print	10	24	-58%
CINAHL	15	31	-52%
Current Contents	40	76	-47%
ERIC	9	17	-47%
Eureka	3	10	-70%
Expanded Academic Index	12	20	-40%
Health Planning and Administration	5	11	-55%
InfoFinder	97	-	-
MEDLINE	4943	5415	-9%
NLM Locator	0	1	-100%
PsycINFO	144	152	-5%
Science Citation Index	105	147	-29%
Search term lookup	7	10	-30%
Yale Library Catalog (OPAC)	2163	2905	-26%
Yale Information Sources Directory	-	270	
Email/news/networks	**23741**	**22217**	**7%**
Biomed Email	12144	13775	-12%
Bulldog Access	18	46	-61%
MEDINFO (Yale-New Haven gopher)	0	0	-
NIH gopher	0	5	-100%
Pantheon/Minerva	2417	637	279%
World Wide Web	9141	7754	18%
YaleInfo	21	0	-
word processing & utilities (CRL)	**0**	**453**	**-100%**
Epi Info	0	2	-100%
Excel for Windows	0	24	-100%
Format disk	0	11	-100%
FTP for Windows	0	0	-
Health Risk Appraisal	0	0	-
Virus Scanner (F-PROT)	0	14	-
Wordperfect for Windows	0	402	-100%
Grant and research information	**4**	**52**	**-92%**
Annual grant deadlines	0	11	-100%
Community of Science	1	0	-
CT CRISP	1	25	-96%
IRIS	2	14	-86%
NIH Guide to Grants & Contracts	0	2	-100%
Clinical assistance	**6**	**19**	**-68%**
Coag Advisor	3	2	50%
DXplain	0	6	-100%
NIH Consensus Dev. Statement	0	0	-
Physician Data Query (PDQ)	3	11	-73%

Application	total # of connections Sep-97	Sep-96	% change
Full text and factual databases	**257**	**653**	**-61%**
AIDS/Trials/AIDSDrugs/DIRLINE	0	1	-100%
Academic Press Journals	16	-	-
American Journal of Medicine	16	33	-52%
American Journal of Obstetrics	2	-	-
American Journal of Surgery	8	5	60%
Annals of Internal Medicine	4	12	-67%
Archives of General Psychiatry	1	10	-90%
BMJ	2	5	-60%
Britannica Online	13	20	-35%
Canadian Medical Association Journal	0	0	-
Circulation	3	3	0%
Electronic Journals	8	0	-
Faculty Research Interests database	6	35	-83%
FREIDA	26	169	-85%
GenBank	2	24	-92%
History of Science & Technology	4	8	-50%
Journal of Biological Chemistry	5	16	-69%
Journal of Bone & Joint Surgery	1	6	-83%
Journal of Clinical Investigation	0	1	-100%
Journal of Molecular Biology	1	8	-88%
JAMA	6	13	-54%
Lancet	1	11	-91%
Legislate	0	1	-100%
Micromedex	1	22	-95%
MMWR	2	8	-75%
Network Entrez	5	4	25%
New England Journal of Medicine	8	19	-58%
NEXIS	86	118	-27%
Nucleic Acids Research	0	5	-100%
OMIM/GDB	0	6	-100%
OncoDisc	0	0	-
Pediatrics	4	9	-56%
Phone Books	10	51	-80%
Science	8	27	-70%
Scientific American Medicine Consult	3	3	0%
Yellow Pages	0	0	-
YNHH Nursing Organization and Practi	5	0	-
Medical Education	**771**	**1550**	**-50%**
Abdomen Quiz	37	45	-18%
Anatomic Explorer	47	134	-65%
Anatomic Explorer CT	49	90	-46%
Animated Embryo	16	46	-65%
Brainstem	13	25	-48%
Brainstem Quiz	10	0	-
Brainstorm	10	20	-50%

Application	total # of connections Sep-97	Sep-96	% change
Breath sounds	13	31	-58%
Cardiac Angio	15	27	-44%
Cardiac Auscultation	17	33	-48%
Cardiac Echo	12	32	-63%
Cardiac MRI	3	20	-85%
Cardiac Perfusion Imaging: SP	6	3	100%
Cardiac Perfusion Imaging: Pl	5	4	25%
Cardiothoracic Image Quiz	12	22	-45%
Cardiothoracic Imaging	11	33	-67%
Concise Atlas - Cardiothoracic	2	10	-80%
Concise Atlas - Chest	6	14	-57%
Concise Altas - Extremities	7	0	-
Concise Altas - Head & Neck	16	0	-
Cranial Nerves	4	0	-
Embryo images	8	12	-33%
EPS Review	10	12	-17%
Extremities Quiz	6	32	-81%
Forebrain (Syracuse)	3	3	0%
Gross Anatomy Review	65	244	-73%
HARP (Histological Anatomy Review	26	47	-45%
Head and Neuroanatomy Quiz	11	0	-
Head Quiz	8	11	-27%
Histology Quizbank	18	90	-80%
Histology Video Review	13	42	-69%
HyperCELL	6	19	-68%
Hyperheart	5	26	-81%
Interactive Brain Atlas	9	11	-18%
Interactive Histology	0	2	-100%
Interactive Respiratory Physiology	25	3	733%
KINEMAGE	3	8	-63%
Lazy Eye	6	6	0%
MacBaby	31	16	94%
Microbiology Quizbank	15	95	-84%
Neuroanatomy Review	11	20	-45%
Neuron Model: Tutorial	2	3	-33%
Neuron Model: Current Clamp	1	3	-67%
Neuron Model: Voltage Clamp	0	2	-100%
Pathology Quizbank	33	98	-66%
Perineum Quiz	2	11	-82%
PreTest (11 different fields)	69	23	200%
Superhead	8	14	-43%
Thorax Quiz	10	17	-41%
USMLE Step 1	34	54	-37%
USMLE Step 2	12	20	-40%
Wheater's Interactive Histology	10	17	-41%

Details for NetMenu Hospital usage

Application	total # of connections			Application	total # of connections		
	Sep-97	**Sep-96**	**% change**		**Sep-97**	**Sep-96**	**% change**
Hospital information systems	**22362**	**20409**	**10%**	**Full text and factual databases**	**2548**	**2677**	**-5%**
CCSS	11906	10977	8%	AIDSDrugs/Trials/Line-Bioethic	3	-	-
ChartView	639	167	283%	Delineation of Clinical Privileges	28	209	-87%
Clinical laboratory	8932	8636	3%	Electronic Journals	5	-	-
Diagnostic Imaging	136	157	-13%	Harrison's	257	276	-7%
EPIC	547	175	213%	Infection Control Manual	5	-	-
Surgical Pathology	202	297	-32%	JCAHO Accreditation Manual	42	42	0%
				Little Brown Handbooks	168	175	-4%
Bibliographic databases and search tools	**1337**	**1698**	**-21%**	Merck Manual	74	84	-12%
CINAHL	114	157	-27%	Micromedex	1556	1405	11%
Current Contents	4	-	-	New England Journal of Medicine	189	205	-8%
Health Planning and Administration	38	56	-32%	Nursing Procedures Manual	6	-	-
HealthSTAR-OVID	1	-	-	Red Book on Pediatric Infections	33	31	6%
MEDLINE	1134	1421	-20%	Rosen's Emergency Medicine	42	61	-31%
Yale Library Catalog (OPAC)	46	64	-28%	STAT!-Reference	80	111	-28%
				YNHH Formulary	2	-	-
Word processing & utilities	**1217**	**1147**	**6%**	YNHH Documents	17	-	-
Clinical Workstation locations	45	84	-46%	YNHH Physician Phone Book	41	78	-47%
Format disk	26	34	-24%				
Virus scan	42	22	91%	**Email/news/networks**	**9936**	**6943**	**43%**
Wordperfect	1104	1007	10%	Biomed Email	895	793	13%
				Find People at YNHH/Yale	10	-	-
Procedure recorders	**433**	**286**	**51%**	GroupWise Email	2247	1094	105%
ED	80	-	-	Internet access	6784	5056	34%
Medicine	72	109	-34%				
Ob/Gyn	176	123	43%	**Clinical assistance**	**22**	**69**	**-68%**
Surgery	105	54	94%	Coag Advisor	22	69	-68%