

Information Technology Services - Medicine

Monthly Report

September 1998

Highlights and milestones

- Inventory reports were distributed to Business Managers
- The new ADSM backup system was ordered
- Teresa Sommo and Julie Dowe updated and expanded PC and Mac public facilities for incoming students
- Joe Anastasio guided the AV renovation of Harkness Auditorium
- Photo and Graphics units of BMC successfully converted to all digital photography in assembling class photos for incoming med students etc
- The monthly report was re-designed to provide better management information
- 25% more calls were routed to the answer service in September than in the previous three months.
- New service orders increased by 19% and service cancellations decreased by 39%, compared to the previous three months.
- 93% of work orders were completed on time, an 11% improvement from August
- Thirty-one complaints were made to the Help Desk, an increased of 72% compared to the previous three months.



**Information Technology Services-Medicine Monthly Report
September 1998**

Applications

<u>Type of application</u>	<u>this month</u>	<u>Sep-97</u>	<u>% change</u>
AS/400 applications	10,613	10,164	4%
CINAHHL	486	469	4%
Biosis	1289	-	-
Clinical Reporting System (CRS)	372	597	-38%
accesses per user per month	6	8	-24%
Current Contents*	1,485	4,817	-69%
Electronic mail (# messages sent)**	579,704	517,632	12%
messages per user per day	3.1	3	1%
HealthSTAR	254	433	-41%
MEDLINE	17,604	17,676	0%
searches per active user per month	5.7	7	-16%
Psychinfo	1,306	-	-
Medical Center World Wide Web			
Medical Center home page	79,084	51,428	54%
Hospital home page	6,684	1,847	262%
School of Medicine home page	13,310	10,424	28%
Medical Library home page	11,664	14,064	-17%

*Basis version discontinued as of 7/98, automatic searches no longer included.
**email.med.yale.edu logs broken as of 8/98.

Help Desk calls

	<u>this month</u>	<u>change from 90 day average</u>
Total calls	2,988	9%
Calls per day	142	10%
% of ITS-Med clients using Help Desk	46%	6%
# of Yale affiliates using Web page	<i>not available for September</i>	
% of calls rolling over to answering service	10.4%	25%

Types of calls

Call transfer	291	-9%
Complaint	31	72%
Information request	714	14%
Remote Access	90	8%
Eudora	70	-21%
Network Access	45	25%
Netscape Mail	44	120%
Meeting Maker	38	0%
Problem report	1250	6%
Eudora	166	-12%
Operating System	139	13%
Printer	130	10%
Network Access Problem	126	22%
Remote Access	90	14%
Status inquiry	136	3%
Departments overcalling	ITS-Med, Surgery, OPS, Dean's Office, Fin. Affairs	
Departments undercalling	Anesthesiology, Nursing	

NetMenu workstations

<u>Type of application</u>	<u>Library # of connections</u>		<u>% change</u>
	<u>this month (MedMenu)</u>	<u>9/1/1997 (NetMenu)</u>	
Total	32,449	22,993	41%
connections from Library	84%		
connections from outside Library	16%		

Background information

Personal computers as of 8/98	2,100
Electronic mail users as of 8/98	1,700
Networked computers as of 9/98	1,700
Full-time faculty, 1997-98	-
Medical & graduate students, 1997-98	-
Residents & postdocs, 1997-98	440
Full-time staff, 1997-98	3,526
Nursing staff, 1997-98	1,659
Number of beds, 1997-98	900

Work orders

	<u>change from this month</u>
Tasks added	1246
Tasks completed	1236
Delayed work orders	96
Billable work orders	86.1%
Normal priority	752%
Emergency priority	289%
Problem reports	302
Operating system	70
Network access	61
IDX	25
Hardware (Mac or PC)	15
New services	638
Email conversion: MS Mail	89
Swap	79
Printer install	54
Remote access, other	47
IDX	43
Install machine	32
Eudora, other	30
Reconfigure for new user	30
Email conversion: Quickmail	21
Service cancellations	38
Departments over-ordering	Facilities, Surgery, OPS, Pediatrics, Cancer Center
Departments under-ordering	Internal Medicine, Psychiatry, Nursing, Anesthesiology

Network installations

	<u>this month</u>	<u>change from last month</u>
# of new circuits ordered	76	36%
# completed	11	-88%
# open orders	<i>not available</i>	
waiting for Telecomm	<i>not available</i>	
waiting for Desktop Support	<i>not available</i>	
median days from order to install	43	126%
days for Telecom install	25	108%
days for Desktop Support install	18	157%

Hospital NetMenu

	<u>this month</u>	<u>Sep-97</u>	<u>% change</u>
Total	40,565	37,855	7%
	372	361	3%

**Schools of
Medicine & Nursing**

	6,800
	6,320
	4,394
	1,278
	1,118
	1,127
	2,267
	-
	-

<u>ITS-Med clients</u>	<u>this month</u>
Core network service	4305
Basic service	0
Machine-only service	794
Email-only service	339
On-campus dial-up service	112
Virus protection	853
Scheduling	849
Remote access	134

Turnaround met

	<u>this month</u>	<u>change from last month</u>
	93%	11%
	97.3%	11%
	78.9%	10%
	99%	4%
	100%	4%
	100%	2%
	100%	10%
	100%	2%
	95%	17%
	100%	-
	87%	18%
	100%	33%
	94%	12%
	100%	15%
	95%	20%
	100%	28%
	100%	52%
	92%	-
	99%	8%

Overall usage for selected databases

	<u>Oct-97</u>	<u>Nov-97</u>	<u>Dec-97</u>	<u>Jan-98</u>	<u>Feb-98</u>	<u>Mar-98</u>	<u>Apr-98</u>	<u>May-98</u>	<u>Jun-98</u>	<u>Jul-98</u>	<u>Aug-98</u>	<u>Sep-98</u>	<u>Oct-98</u>
Summary													
AS/400 applications	10,696	8,299	7,127	10,249	8,984	9,831	9,730	9,772	12,915	14,459	10,497	10,613	10,852
Clinical Reporting System (CRS)	578	516	484	595	511	555	500	449	561	314	368	372	345
OVID sessions	18,707	17,768	14,468	18,931	19,258	20,620	20,905	15,843	16,120	16,859	13,935	17,604	20,025
Medical Center Web server	921,490	827,327	733,452	954,720	974,557	1,072,451	1,052,005	997,452	1,011,068	1,002,890	1,040,921	1,220,255	1,376,407
Electronic mail messages sent	866,832	764,292	667,759	788,285	883,649	875,834	1,103,450	949,851	777,328	772,938	568,329	782,760	899,060

Details: AS/400 applications

Animal Care and Use Committee	117	78	41	93	80	107	70	137	129	83	129	124	136
Business Management Systems	84	73	56	84	79	76	96	70	123	115	105	120	122
Clinical G/L Interface	9	6	9	7	3	0	10	8	23	26	18	10	10
Clinical Information	4	6	1	7	1	7	2	11	3	3	5	4	0
Clinical Information - Reports	5	2	2	3	2	0	3	4	4	3	3	1	2
Diagnostic Laboratory	281	297	194	226	232	272	287	355	259	350	275	216	286
Graduate and Continuing Education	64	49	52	60	53	60	64	3	69	65	53	60	72
Grants and Contracts	389	315	311	402	385	316	291	70	325	388	338	372	442
Grants and Contracts - Reports	19	57	37	59	38	13	15	54	18	10	21	32	125
Human Investigation Committee	84	93	70	75	89	91	86	39	82	69	67	82	70
Human Resources (CHR) - Inquiry	69	76	49	38	31	50	34	252	55	68	65	67	43
Human Resources (CHR) - Merit	21	43	15	45	24	19	340	1,988	1,209	301	58	62	48
Human Resources (CHR) - Reports		5	4	6	3	7	31	74	27	12	1	4	0
Human Resources - General	107	83	80	94	78	64	44	61	52	35	27	47	53
Human Resources - Inquiry	2,805	2,157	1,890	2,806	2,623	2,694	2,688	1,861	3,468	4,072	3,222	3,340	3,738
Human Resources - Profiles	4,975	3,376	3,185	4,820	3,753	4,400	4,052	3,415	5,699	7,614	4,579	4,698	4,463
Human Resources - Reports	218	231	140	312	310	262	244	253	178	188	297	214	167
Internal Medicine	36	53	90	74	27	4	1	0	6	19	13	12	31
MED5 - Reports	3	11	0	1	2	1	1	0	1	2	3	1	2
Physician Associates Program	3	47	43	27	55	14	21	16	3	5	0	1	19
Space Inventory System	66	61	45	41	23	39	29	64	23	15	76	179	68
Student Research	50	4	3	43	32	44	1	0	57	7	38	13	43
Student Systems	524	502	373	404	464	516	455	21	484	409	479	322	285
Support Services	151	177	78	93	97	140	148	386	137	175	161	179	173
System Administration	270	242	100	128	229	245	441	537	213	100	162	152	139
Yale Animal Resource Center	318	252	234	259	233	324	236	51	262	323	295	293	298
Other/Miscellaneous	24	3	25	42	38	66	40	42	6	2	7	8	17

Details: Electronic mail

Electronic mail total	866,832	764,292	667,759	788,285	883,649	875,834	1,103,450	949,851	777,328	772,938	568,329	782,760	899,060
PMDF	678,025	606,806	506,077	570,473	653,982	633,034	800,676	678,282	600,109	600,849	568,329	782,760	899,060
email.med.yale.edu	188,807	157,486	161,682	217,812	229,667	242,800	302,774	271,569	177,219	172,089	not avail*	not avail*	not avail*

*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

Biosis										559	499	1,289	945
CINAHL										194	150	312	472
Compendex										158	90	162	141
Current Contents										1,281	1,209	1,485	2,289
Full-Text Journal Collections	1,639	2,183	2,519	2,241	2,486	2,645	2,839		2,528	3,028	2,079	2,790	1,763
HAPI										35	24	71	81
HealthStar										285	191	254	390
MEDLINE, current segment										8,172	6,552	7,768	7,466
MEDLINE back files										7,215	2,044	6,747	6,086
PsychInfo										925	913	1,306	1,868
access method: telnet sessions	12,453	11,007	8,985	11,239	10,584	10,850	9,938	7,597	7,330	6,909	5,910	7,270	6,862
access method: Web sessions	5,863	6,503	5,205	7,367	8,272	9,486	10,760	7,826	8,181	9,361	7,472	9,962	12,796
access method: Z39.50	396	261	283	331	407	297	218	432	628	591	552	417	371

Medical Center Web usage report, September 1998

Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
Medical Center	Medical Center
MedMenu	Medical Library
Medical Library	MedMenu
School of Medicine	School of Medicine
EPH Library	Desktop Support
Desktop Support	Medical Library's Internet search page
School course evaluations	Server search
Medical Library's search page	Scientific Affairs and Grant & Contract Administration
Computer Resource Lab	Medical Library's other Yale sites page
Keck DNA sequencing database	Schedule page for Human Anatomy & Development

Top 10 pages accessed by external users

<u>this year</u>	<u>last year</u>
Center for Advanced Instructional Media	Center for Advanced Instructional Media
Medical Center page	Medical Center page
School of Medicine's admissions viewbook	School of Medicine
School of Medicine	School of Medicine's admissions viewbook
Yale-New Haven Hospital Clinical Workstation	Server search
Medical Library	Medical Library
Academic departments page	Academic departments page
Server search	Child Study Center's Autism page
Biological and Biomedical Sciences	Library's Selected Internet Resources
School of Medicine Heart Book	Yale-New Haven Hospital

Note: A disk space shortage destroyed the usage data for 9/20-9/30. Usage is estimated based on the first 18.5 days of the month.

	<u>Sep-98</u>	<u>Sep-97</u>	<u>% change</u>		<u>Sep-98</u>	<u>Sep-97</u>	<u>% change</u>
Server total	1,220,255	768,257	59%	Academic Departments**			
Who connected				Anesthesiology	269	439	-39%
Yale	348,379	203,046	72%	BBS	1,690	932	81%
other US educational institutions	119,587	88,158	36%	Boyer Center for Molecular Medicine	842	553	52%
US government & military	11,674	9,315	25%	Cancer Center	977	667	46%
US commercial institutions	228,587	155,236	47%	Cell Biology	1,061	862	23%
US non-profit organizations	14,572	8,238	77%	Cellular & Molecular Physiology	392	454	-14%
Major online service providers	142,673	77,213	85%	Child Study Center	1,720	665	159%
International	271,267	99,730	172%	Comparative Medicine	173	113	53%
# of unique hosts connecting	108,315	73,252	48%	Dermatology	1,144	550	108%
				Diagnostic Radiology	650	588	10%
Medical Center	79,084	51,428	54%	Epidemiology & Public Health	3,598	2348	53%
Yale-New Haven Hospital	6,684	1,847	262%	Genetics	849	681	25%
School of Medicine	13,310	10,424	28%	History of Medicine	264	159	66%
School of Nursing	1,644	1039	58%	Immunobiology	726	472	54%
Major resources				Internal Medicine	876	486	80%
Admissions, School of Medicine	554	653	-15%	Laboratory Medicine	446	361	23%
Computing page	1,306	764	71%	Neurobiology	859	696	23%
Core research facilities page	347	222	56%	Neurology	781	438	78%
Education page	313	262	19%	Neuroscience Program	624	458	36%
Emerging Infections Information Network	1,463	2,305	-37%	Neurosurgery	285	204	40%
Find a person	2,726	-	-	Obstetrics & Gynecology	361	254	42%
Find a physician	988	-	-	Ophthalmology	596	660	-10%
Medical Library	11,664	14,064	-17%	Orthopaedics & Rehabilitation	275	225	22%
MedMenu	24,272	7,749	213%	Pathology	1,351	1,008	34%
Mission: Community Service	279	-	-	Pediatrics	591	340	74%
Mission: Education	859	-	-	Pharmacology	557	399	40%
Mission: Patient Care	410	-	-	Physician Associate Program	1,311	834	57%
Mission: Research	1,199	-	-	Psychiatry	1,166	903	29%
Scientific Affairs and Grant & Contract Administration	881	1,175	-25%	Surgery	185	193	-4%
Yale Faculty Practice	881	696	27%	Therapeutic Radiology	198	132	50%
Service departments	0						
Biomedical Communications	439	342	28%				
C/AIM	4,949	2,265	119%				
Center for Cell Imaging	570	469	22%				
Copy Center	81	40	103%				
Desktop Support	3,187	1,579	102%				
Help Desk	165	146	13%				
Systems Support	211	204	3%				

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

**Details for NetMenu Hospital usage
September-98**

<u>Application</u>	<u>total # of connections</u>			<u>Application</u>	<u>total # of connections</u>		
	<u>Sep-98</u>	<u>Sep-97</u>	<u>% change</u>		<u>Sep-98</u>	<u>Sep-97</u>	<u>% change</u>
Hospital information systems	23,380	22,362	5%	Full text and factual databases	1,329	2,548	-48%
CCSS	12,262	11,906	3%	AIDS/Drugs/Trials/Line-Bioethic	-	3	-
ChartView	1,206	639	89%	Delineation of Clinical Privileges	18	28	-36%
Clinical laboratory	8,369	8,932	-6%	Electronic Journals	-	5	-
Diagnostic Imaging	83	136	-39%	Harrison's	259	257	-64%
EPIC	680	547	24%	Infection Control Manual	-	5	-
Electronic Signature (ESA)	717	-	-	JCAHO Accreditation Manual	15	42	-38%
Surgical Pathology	63	202	-69%	Little Brown Handbooks	104	168	-42%
Bibliographic databases and search tools	635	1,337	-53%	Merck Manual	43	74	-62%
CINAHL	68	114	-40%	Micromedex	591	1,556	-35%
Current Contents	-	4	-	New England Journal of Medicine	123	189	-64%
Health Planning and Admin.	70	38	84%	Nursing Procedures Manual	-	6	-
HealthSTAR-OVID	0	1	-	Red Book on Pediatric Infections	12	33	-29%
MEDLINE	454	1,134	-60%	Rosen's Emergency Medicine	30	42	-1%
Yale Library Catalog (OPAC)	43	46	-7%	STAT!-Reference	79	80	34%
Word processing & utilities	1,424	1,217	17%	YNHH Formulary	-	2	-
Clinical Workstation locations	70	45	56%	YNHH Documents	-	17	-
Format disk	26	26	0%	YNHH Physician Phone Book	55	41	-9%
Virus scan	24	42	-43%	Email/news/networks	13,503	9,936	36%
Wordperfect	1,304	1,104	18%	Biomed Email	812	895	-9%
Procedure recorders	268	433	-38%	Find People at YNHH/Yale	-	10	-
ED	77	80	-4%	GroupWise Email	1,796	2247	-20%
Medicine	53	72	-26%	Internet access	10,895	6784	61%
Ob/Gyn	7	176	-96%	Clinical Assistance	26	22	18%
Surgery	131	105	25%	Coag Advisor	26	22	18%