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 photgraphy 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 Type of application	this month	<u>Sep-97 % c</u>	hange
AS/400 applications	10,613	10,164	4%
CINAHL	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		change from
-	this month	90 day average
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	not available for Septe	mber
% 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
Departments undercalling	Anesthesiology, Nursin	g

Background information		Schools of		
	Hospital	Medicine & Nursing	ITS-Med clients	this montl
Personal computers as of 8/98	2,100	6,800	Core network service	4305
Electronic mail users as of 8/98	1,700	6,320	Basic service	(
Networked computers as of 9/98	1,700	4,394	Machine-only service	794
Full-time faculty, 1997-98	-	1,278	Email-only service	339
Medical & graduate students, 1997-98	-	1,118	On-campus dial-up service	112
Residents & postdocs, 1997-98	440	1,127	Virus protection	853
Full-time staff, 1997-98	3,526	2,267	Scheduling	849
Nursing staff, 1997-98	1,659	-	Remote access	134
Number of beds, 1997-98	900	-		

Work orders			Turnaround met				
	change from	change from		change from			
	this month	90 day average	this month	last month			
Tasks added	1246	-1%					
Tasks completed	1236	0%	93%	11%			
Delayed work orders	96	45%					
Billable work orders	86.1%	0%					
Normal priority	752%	-94%	97.3%	11%			
Emergency priority	289%	-98%	78.9%	10%			
Problem reports	302	-12%	99%	4%			
Operating system	70	4%	100%	4%			
Network access	61	0%	100%	2%			
IDX	25	67%	100%	10%			
Hardware (Mac or PC)	15	15%	100%	2%			
New services	638	19%	95%	17%			
Email conversion: MS Mail	89	-	100%	-			
Swap	79	32%	87%	18%			
Printer install	54	80%	100%	33%			
Remote access, other	47	0%	94%	12%			
IDX	43	39%	100%	15%			
Install machine	32	-20%	95%	20%			
Eudora, other	30	-3%	100%	28%			
Reconfigure for new user	30	76%	100%	52%			
Email conversion: Quickmail	21	-	92%	-			
Service cancellations	38	-39%	99%	8%			
Departments over-ordering	Facilities, Surgery, OPS	, Pediatrics, Cancer Cer	nter				
Departments under-ordering	Internal Medicine, Psyc	hiatry, Nursing, Anesth	esiology				

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

NetMenu workstations		Library			# of connections	
		# of connections		this month	Sep-97	% change
	this month				_	
Type of application	(MedMenu)	9/1/1997 (NetMenu)	% change	40,565	37,855	7%
Total	32,449	22,993	41%	372	361	3%
connections from Library	84%					
connections from outside Library	16%					

Net

Overall usage for selected databases

Summary AS/400 applications Clinical Reporting System (CRS) OVID sessions Medical Center Web server Electronic mail messages sent Details: AS/400 applications	10,696 578 18,707 921,490 866,832	8,299 516 17,768 827,327	7,127 484	10,249 595	8,984	9,831	9.730	9.772	12.915	14.459	10.407	10 (12	
Clinical Reporting System (CRS) OVID sessions Medical Center Web server Electronic mail messages sent	578 18,707 921,490	516 17,768	484	-, -	,	9,831	0.730	0 772	12 015	14.450	10 407	10 (12	
OVID sessions Medical Center Web server Electronic mail messages sent	18,707 921,490	17,768		595	,				12,915	14,459	10,497	10,613	10,852
OVID sessions Medical Center Web server Electronic mail messages sent	921,490		14.460		511	555	500	449	561	314	368	372	345
Electronic mail messages sent	921,490		14,468	18,931	19,258	20,620	20,905	15,843	16,120	16,859	13,935	17,604	20,025
	866,832		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
Details: AS/400 applications		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
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		,	,	,	223,007	212,000	502,771	211,007	111,217	1,2,005	norutun	norurun	not u tui
Details: OVID										550	400	1.000	<u></u>
Biosis										559	499	1,289	945
CINAHL										194	150	312	472
Compendex										158	90	162	141
Curent Contents	1 (20)	2 1 9 2	2.510	2.241	2 496	0.645	0.020		2.528	1,281	1,209	1,485	2,289
	1,639	2,183	2,519	2,241	2,486	2,645	2,839		2,528	3,028	2,079	2,790	1,763
Full-Text Journal Collections HAPI											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

Help Desk

Systems Support

Top 10 pages accessed by Yale users Top 10 pages accessed by external users this year last year this year last year Medical Center Medical Center Center for Advanced Instructional Media Center for Advanced Instructional Media MedMenu Medical Library Medical Center page Medical Center page School of Medicine Medical Library MedMenu School of Medicine's admissions viewbook School of Medicine School of Medicine School of Medicine School of Medicine's admissions viewbook Yale-New Haven Hospital Clinical Workstation EPH Library Desktop Support Server search Desktop Support Medical Library's Internet search page Medical Library Medical Library School course evaluations Server search Academic departments page Academic departments page Medical Library's search page Scientific Affairs and Grant & Contract Administration Server search Child Study Center's Autism page Computer Resource Lab Medical Library's other Yale sites page Biological and Biomedical Sciences Library's Selected Internet Resources Keck DNA sequencing database Schedule page for Human Anatomy & Development 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.

165

211

146

204

13%

3%

	<u>Sep-98</u>	Sep-97	% change		<u>Sep-98</u>	Sep-97	% change
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%	Immunobiolog	726	472	54%
Major resources				Internal Medicin	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 & Contrac Adminis	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%				

Details for NetMenu Medical Library usage September-98

ApplicationSep-98Sep-97% changeSep-98Sep-97% changeSep-98Sep-97% changeInternation	<u>% change</u> - - - 0% - - - -
Electronic textbooks4320-Neuron Model: Tutorial3250%HAPI26-Harrison's179Neuron Model: Current Clamp21100%HealthSTAR49-MAXX4-Neuron Model: Voltage Clamp10-HISTLINE16-Medical Letter on Drugs and Therap.71-Pathology Quizbank533-85%History of Science & Technology44	- - -
Harrison's179Neuron Model: Current Clamp21100%HealthSTAR49-MAXX4Neuron Model: Voltage Clamp10-HISTLINE16-Medical Letter on Drugs and Therap.71Pathology Quizbank533-85%History of Science & Technology44	- - -
MAXX4-Neuron Model: Voltage Clamp10-HISTLINE16-Medical Letter on Drugs and Therap.71Pathology Quizbank533-85%History of Science & Technology44	- - -
Medical Letter on Drugs and Therap. 71 - Pathology Quizbank 5 33 -85% History of Science & Technology 4 4	- - -
	- - -
Merck Manual 79 Perineum Quiz 4 2 100% HSTAT 8 -	-
SAM: Scientific Amer. Medicine 17 PreTest (7 different fields) 5 69 -93% ICD-9 13 -	-
SIR - Texts 41 Superhead 1 8 -88% Infection Control Manual 8 -	-
Stat!Ref 20 Thora Quiz 3 10 -70% INSPEC 8 -	
Williams-Obstetrics 21 - USMLE Step 1 3 34 -91% Internet Grateful Med 42 -	
USMLE Step 2 8 12 -33% IRIS 16 2	700%
Medical Education 416 771 -46% Wheter's Interactive Histology 1 10 - Law Library Catalog 10 -	-
Abdomen Quiz 6 37 -84% Material Safety Data Sheets 9 -	-
Anatomic Explorer 24 47 -49% Other resources 31,601 22,222 42% MedMenu information 143 -	_
Anatomic Explore T 6 49 -88% AIDSPrugs 11 1000% Microwedex 37 1	3600%
Animated Embryo 10 16 -38% AIDSLine/Drugs/Trials 16 1 1500% New England Journal of Medicine 37 8	363%
Annualed Emotyo1010-38%AIDSLifterDrugs Trials1011500%New Engrand Journal of Medicine578Brainstem313-77%AIDSTrials-ACTIS61500%NEXIS/LEXIS41586	383%
Brainstein S 15 -//% AIDSTRIAS-ACTIS 0 1 500% NEXIS/LEXIS 415 80 Brainstem Quiz 0 10 -100% Applied Science 5 NIH-Consensus-Dev-Statements 1 -	36370
	-
	-
Breath sounds 6 13 -54% Biography Index 18 NLM Locator 17 0	-
Cardiac Angio 0 15 -100% Biomed Email 12,279 12,144 1% NTIS 11 -	-
Cardiac Auscultation 5 17 -71% Biosis 41 40 3% OMIM 21 0	-
Cardiac Echo 2 12 -83% Books in Print 35 10 250% OSH-ROM 7 -	-
Cardiac MRI 0 3 -100% Britannica Online 26 13 100% OVID 8,100 4,943	64%
Cardiac Perfusion Imaging: SP 0 6 - Bulldog Access 25 18 39% Pantheon/Minerva 2,603 2,417	8%
Cardiac Perfusion Imaging: Pl 0 5 -100% Cancernet 18 - Patent Search 19 -	-
Cardiothoracic Image Quiz 0 12 -100% CIAO: Columbia Int'l Affairs Online 1 - Periodicals Contents Index 11 -	-
Cardiothoracic Imaging 1 11 -91% CINAHL 34 15 127% Phone Books 38 10	280%
Concise Atlas - Cardiothoracic12-50%Clinical Laboratory22Physican-Data133	333%
Concise Altas - Chest 2 6 -67% Cochrane 37 - - POPLINE 17 -	-
Concise Altas - Extremities 0 7 -100% Community of Science 84 1 8300% ProQuest-Direct 24 -	-
Concise Altas - Head & Neck 0 16 - Compendex 22 PsycINFO 51 144	-65%
Course evaluations 21 - Congressional Compass 7 - PubMed (NCBI) 130 -	-
Cranial Nerves 0 4 -100% CT CRISP 14 1 1300% Research Workstation 23 -	-
Educational Software 171 0 - Current Contents 42 40 5% Residents' Reprints 9 -	-
Embryo images 3 8 -63% Current Diagnoses 237 Selected Internet Resources (SIR) 781 0	-
EPS Review 1 10 -90% Diagnostic Imaging 15 Sociofile 3 -	-
Extremities Quiz 3 6 -50% Dissertation Abstracts 34 Statistical Abstract of the U.S. 1 -	-
Forebrain (Syracuse) 0 3 -100% Electronic Journals 1,370 8 17025% Surgical Pathology 17 -	
Gross Anatomy Review 71 65 9% Electronic Textbooks 554 TOXNET 12 -	-
HARP (Histological Anatomy Review) 1 26 -96% Entrez 22 5 340% UnCover 8 -	-
Head and Neuroanatomy Quiz 0 11 -100% EPIC 12 - Web of Science 152 105	45%
Head and verticitiation you? 0 11 -100% Effect 12 - - Web i Schlee 132 105 Head Quiz 1 8 -88% ERAS 14 - - WilsonWeb 9 -	4570
Histology Quizbank 0 18 -100% ERIC 19 9 111% Yale Library Catalog (OPAC) 3,404 2,163	57%
	3170
	-
HyperCELL 0 6 -100% Formulary Catalog 11 - - HyperCell 0 5 -100% FBEIDA 79 26 204%	
Interactive Brain Atlas 0 9 -100% GDB 8	
Interactive Respiratory Physiology 0 25 -100% GenBank 12 2 500%	
KINEMAGE 2 3 -33% GPO 13	
Lazy Eye 2 6 -67% Grant Resources 12	
MacBaby 3 31 -90%	
Microbiology Quizbank 10 15 -33%	
Neuroanatomy Review 17 11 55%	

Details for NetMenu Hospital usage September-98

total # of connections				total # of co	onnections		
Application	<u>Sep-98</u>	<u>Sep-97</u>	<u>% change</u>	Application	<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%
				Merck Manual	43	74	-62%
Bibliographic databases and search tools	635	1,337	-53%	Micromedex	591	1,556	-35%
CINAHL	68	114	-40%	New England Journal of Medicine	123	189	-64%
Current Contents	-	4	-	Nursing Procedures Manual	-	6	-
Health Planning and Admin.	70	38	84%	Red Book on Pediatric Infections	12	33	-29%
HealthSTAR-OVID	0	1	-	Rosen's Emergency Medicine	30	42	-1%
MEDLINE	454	1,134	-60%	STAT!-Reference	79	80	34%
Yale Library Catalog (OPAC)	43	46	-7%	YNHH Formulary	-	2	-
				YNHH Documents	-	17	-
Word processing & utilities	1,424	1,217	17%	YNHH Physician Phone Book	55	41	-9%
Clinical Workstation locations	70	45	56%				
Format disk	26	26	0%	Email/news/networks	13,503	9,936	36%
Virus scan	24	42	-43%	Biomed Email	812	895	-9%
Wordperfect	1,304	1,104	18%	Find People at YNHH/Yale	-	10	-
				GroupWise Email	1,796	2247	-20%
Procedure recorders	268	433	-38%	Internet access	10,895	6784	61%
ED	77	80	-4%				
Medicine	53	72	-26%	Clinical Assistance	26	22	18%
Ob/Gyn	7	176	-96%	Coag Advisor	26	22	18%
Surgery	131	105	25%				