

**Information Technology Services - Medicine  
Monthly Report  
June 1999**

**Highlights and milestones**

- The volume of Help Desk calls increased greatly in June, with a 23% increase compared to the past three months' average.
- The client/server release of the Human Investigations Committee system (HIC) was implemented.
- Several systems were converted in advance of the Project X implementation, including HIC, GPAS, and Student Affairs.
- The biannual ITS-Med satisfaction survey was completed (see <http://info.med.yale.edu/computing/research/reports/sat9904.pdf>)
- Network Applications Installer, which provides a single program for clients to install applications from our suite of network services, was developed.
- An Install Shield script was created, which obtains printer information for Project X participants. This tool will allow clients to have their printers setup with an Oracle Printer Queue without a site visit from a Desktop Support technician.



**Information Technology Services-Medicine Monthly Report  
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<u>Applications</u>	<u>this month</u>	<u>Jun-98</u>	<u>% change</u>
AS/400 applications	11,980	12,915	-7%
CINAHL	252	328	-23%
Biosis	682	1,291	-47%
Clinical Reporting System (CRS)	524	449	17%
accesses per user per month	8.5	7.0	21%
Current Contents*	967	2,455	-61%
Electronic mail (# messages sent)	1,188,417	777,328	53%
messages per user per day	6.1	4.0	52%
HealthSTAR	166	282	-41%
MEDLINE	16,687	16,120	4%
searches per active user per month	4.6	5.7	-20%
Psychinfo	1,181	-	-
Remote access (median users/day)	494	286	73%
Medical Center World Wide Web			
Medical Center home page	101,279	43,881	131%
Hospital home page	15,502	1,662	833%
School of Medicine home page	13,496	9,349	44%
Medical Library home page	13,717	14,102	-3%

\*Basis version discontinued as of 7/98, automatic searches no longer included.

<u>Help Desk calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Total calls	3,537	23%
Calls per day	161	12%
% of ITS-Med clients using Help Desk	40%	14%
# of Yale affiliates using Web page	1,520	-2%
% of calls rolling over to answering service	0.1%	0%

<u>Types of calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Call transfer	362	9%
Complaint	18	100%
Information request	700	16%
ITS-Med Services	164	56%
Remote Access	106	100%
Netscape Mail	50	9%
Problem report	1636	6%
Netscape Mail	204	-11%
Network Access	166	25%
Outage	159	11%
Printer	157	11%
Status inquiry	156	41%
Project X	210	-
Departments overcalling	Internal Medicine, Pediatrics, Psychiatry	
Departments undercalling	OPS, ITS-Med, ITS-Central, Child Study Center, HHMI	

<u>NetMenu workstations</u>	<u>Library</u>			<u>Hospital NetMenu</u>		
	<u>this month</u>	<u># of connections</u>	<u>% change</u>	<u>this month</u>	<u>Jun-98</u>	<u>% change</u>
<u>Type of application</u>	<u>(MedMenu)</u>	<u>June 1998 (NetMenu)</u>				
<b>Total</b>	<b>35,820</b>	<b>28,209</b>	<b>27%</b>	<b>38,863</b>	<b>3,518</b>	<b>1005%</b>
connections from Library	92%					
connections from outside Library	8%					

<u>Background information</u>	<u>Hospital</u>	<u>Schools of Medicine &amp; Nursing</u>
Personal computers as of 8/98	2,100	6,800
Electronic mail users as of 8/98	1,700	6,320
Networked computers as of 1/99	1,700	4,633
Full-time faculty, 1998-99	-	1,765
Medical & graduate students, 1998-99	-	869
Residents & postdocs, 1998-99	460	1,048
Full-time staff, 1998-99	3,440	2,332
Nursing staff, 1998-99	1,540	-
Number of beds, 1998-99	900	-

<u>ITS-Med clients</u>	<u>change from</u>	
	<u>this month</u>	<u>last month</u>
Core network service	4,565	-2%
Machine-only service	1,092	1%
Email-only service	648	5%
On-campus dial-up service	114	7%
Scheduling	1,367	3%
Remote access	1,457	3%
Workgroup computing	114	9%

<u>Work orders</u>	<u>change from</u>		<u>Turnaround met</u>	
	<u>this month</u>	<u>90 day average</u>	<u>this month</u>	<u>change from last month</u>
Tasks added	1249	15%	-	-
Tasks completed	1238	9%	100%	5%
Delayed work orders	231	32%	-	-
Billable work orders	74%	-7%	-	-
Normal priority	77%	2%	100%	1%
Emergency priority	23%	-5%	99%	2%
Problem reports	356	11%	100%	1%
Network access problem	87	30%	100%	0%
Printer	74	4%	100%	0%
Operating system	68	-1%	100%	0%
New services	548	18%	100%	5%
Swap	91	26%	100%	2%
Meeting Maker	67	97%	100%	0%
Netscape Mail	65	14%	100%	25%
Move	56	19%	100%	0%
Service cancellations	18	-38%	100%	1%
Departments over-ordering	Facilities, Pediatrics, EPH			
Departments under-ordering	ITS-Central, OPS, Neurology, Nursing, Cell Biology			

## Overall usage for selected databases

	<u>May-98</u>	<u>Jun-98</u>	<u>Jul-98</u>	<u>Aug-98</u>	<u>Sep-98</u>	<u>Oct-98</u>	<u>Nov-98</u>	<u>Dec-98</u>	<u>Jan-99</u>	<u>Feb-99</u>	<u>Mar-99</u>	<u>Apr-99</u>	<u>May-99</u>	<u>Jun-99</u>
<b>Summary</b>														
<b>AS/400 applications</b>	9,772	12,915	14,459	10,497	10,613	10,852	7,888	7,192	9,816	9,065	10,420	11,139	11,901	11,980
<b>Clinical Reporting System (CRS)</b>	449	561	314	368	372	345	554	310	563	251	498	395	466	524
<b>OVID sessions</b>	15,843	16,120	16,859	13,935	17,604	20,025	20,100	13,798	16,111	17,081	20,834	22,139	18,639	16,687
<b>Medical Center Web server</b>	997,452	1,011,068	1,002,890	1,040,921	1,220,255	1,376,407	1,376,407	1,352,920	1,545,299	1,568,689	1,734,951	1,789,042	1,600,024	1,825,535
<b>Electronic mail messages sent</b>	534,291	437,247	434,778	319,685	440,303	505,721	729,689	740,751	723,701	835,904	866,009	938,255	828,686	668,485

### Details: AS/400 applications

Animal Care and Use Committee	137	129	83	129	124	136	169	141	57	164	55	74	52	76
Business Management Systems	70	123	115	105	120	122	100	106	96	89	109	106	97	99
Clinical G/L Interface	8	23	26	18	10	10	14	2	18	8	0	10	2	10
Clinical Information	11	3	3	5	4	0	1	0	4	1	0	5	1	1
Clinical Information - Reports	4	4	3	3	1	2	0	1	1	1	0	5	0	3
Diagnostic Laboratory	355	259	350	275	216	286	229	218	309	226	300	275	209	223
Graduate and Continuing Education	3	69	65	53	60	72	58	48	59	65	87	69	61	70
Grants and Contracts	70	325	388	338	372	442	396	295	380	375	416	405	362	365
Grants and Contracts - Reports	54	18	10	21	32	125	59	27	28	25	11	34	21	33
Human Investigation Committee	39	82	69	67	82	70	66	88	105	111	99	103	92	108
Human Resources (CHR) - Inquiry	252	55	68	65	67	43	41	41	52	69	44	12	2	3
Human Resources (CHR) - Merit	1,988	1,209	301	58	62	48	35	22	14	32	46	606	1950	885
Human Resources (CHR) - Reports	74	27	12	1	4	0	0	0	2	7	1	37	45	56
Human Resources - General	61	52	35	27	47	53	37	29	29	34	28	55	49	98
Human Resources - Inquiry	1,861	3,468	4,072	3,222	3,340	3,738	2,626	2,358	3,313	2,950	3,356	3,466	3,298	3,356
Human Resources - Profiles	3,415	5,699	7,614	4,579	4,698	4,463	3,193	2,633	3,974	3,608	4,482	4,293	4,415	5,415
Human Resources - Reports	253	178	188	297	214	167	144	170	286	212	216	252	207	223
Internal Medicine	0	6	19	13	12	31	17	57	56	25	3	6	0	2
MED5 - Reports	0	1	2	3	1	2	1	2	7	1	1	1	0	2
Office of Public Information	-	-	-	-	-	-	-	11	10	25	11	7	56	26
Physician Associates Program	16	3	5	0	1	19	15	20	40	28	33	13	2	4
Space Inventory System	64	23	15	76	179	68	63	35	44	32	79	140	128	89
Student Research	0	57	7	38	13	43	7	5	66	21	36	42	7	8
Student Systems	21	484	409	479	322	285	132	313	356	340	396	348	336	385
Support Services	386	137	175	161	179	173	141	131	117	207	159	139	137	183
System Administration	537	213	100	162	152	139	72	150	106	176	306	530	265	180
Yale Animal Resource Center	51	262	323	295	293	298	272	286	281	231	138	106	91	65
Other/Miscellaneous	42	6	2	7	8	17	0	3	6	2	8		16	12

### Details: OVID

Biosis			559	499	1,289	945	919	1,363	714	890	896	923	585	682
CINAHL			194	150	312	472	390	216	238	296	352	377	272	252
Compendex			158	90	162	141	122	89	221	182	207	142	144	126
Curent Contents			1,281	1,209	1,485	2,289	1,012	884	1,179	1,167	1,211	1,003	800	967
Full-Text Journal Collections		2,528	3,028	2,079	2,790	1,763	7,050	1,785	3,515	4,090	6,931	8,265	6,464	6,666
HAPI			35	24	71	81	76	23	44	58	77	80	51	93
HealthStar			285	191	254	390	397	254	303	320	317	413	198	166
MEDLINE, current segment			8,172	6,552	7,768	7,466	6,468	4,927	6,004	6,163	6,782	6,316	5,132	5,149
MEDLINE back files			7,215	2,044	6,747	6,086	5,437	4,646	5,326	5,691	6,903	7,143	6,238	6,064
PsychInfo			925	913	1,306	1,868	2,163	1,495	1,328	1,466	1,926	2,987	1,375	1,181
access method: telnet sessions	7,597	7,330	6,909	5,910	7,270	6,862	5,033	3,830	4,503	4,296	5,996	5,604	4,408	3,985
access method: Web sessions	7,826	8,181	9,361	7,472	9,962	12,796	14,453	9,618	11,096	12,295	14,205	15,967	11,975	12,187
access method: Z39.50	432	628	591	552	417	371	646	353	525	495	653	562	427	535

# Medical Center Web usage report, June 1999

## Top 10 pages accessed by Yale users

<u>this year</u>	<u>last year</u>
Medical Center	Medical Center
MedMenu	MedMenu
Medical Library	Medical Library
Desktop Support	School of Medicine
School of Medicine	Desktop Support
EPH Library	School of Medicine course evaluations
Medical Library's electronic journals	CSO directory (find a person)
Find a person	Server search
Keck DNA Sequencing FTP access	Keck DNA sequencing database
Server search	Academic departments page

## 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
Yale-New Haven Hospital Clinical Workstation	Medical Center page
Medical Center page	School of Medicine
School of Medicine	Yale-New Haven Hospital Clinical Worksta
Medical Library	School of Medicine's admissions viewbook
School of Medicine's admissions viewbook	Medical Library
Server search	Server search
Academic departments page	Academic departments page
OB/GYN's HCG reference service	Child Study Center's Autism/PDD Clinic
Medical Library's Selected Internet Resources	MedMenu

	<u>Jun-99</u>	<u>Jun-98</u>	<u>% change</u>
<b>Server total</b>	<b>1,825,535</b>	<b>1,011,068</b>	<b>81%</b>
<b>Who connected</b>			
Yale	500,349	283,001	77%
other US educational institutions	145,976	94,487	54%
US government & military	18,851	13,950	35%
US commercial institutions	323,262	201,943	60%
US non-profit organizations	17,763	8,485	109%
Major online service providers	216,078	105,465	105%
International	242,662	124,594	95%
<b># of unique hosts connecting</b>	<b>113,052</b>	<b>86,134</b>	<b>31%</b>
<b>Medical Center</b>	<b>101,279</b>	<b>74,184</b>	<b>37%</b>
<b>Yale-New Haven Hospital</b>	<b>15,502</b>	<b>5,135</b>	<b>202%</b>
<b>School of Medicine</b>	<b>13,496</b>	<b>11,673</b>	<b>16%</b>
<b>School of Nursing</b>	<b>1,729</b>	<b>1,140</b>	<b>52%</b>
<b>Major resources</b>			
Admissions, School of Medicine	495	1,179	-58%
CAIM style manual	98,756	84111	17%
Computing page	1,249	1,116	12%
Core research facilities page	431	278	55%
Education page	272	277	-2%
Emerging Infections Information Network	1,259	1,375	-8%
Find a person	3,360	2,255	49%
Find a physician	1,230	775	59%
Medical Library	13,717	9,932	38%
MedMenu	37,943	35,604	7%
Mission: Community Service	376	168	124%
Mission: Education	1,013	717	41%
Mission: Patient Care	468	250	87%
Mission: Research	1,358	821	65%
Scientific Affairs and Grant & Contrac Adminis	1,303	829	57%
Yale Faculty Practice	1,137	727	56%
<b>Service departments</b>			
Biomedical Communications	457	344	33%
C/AIM	5,555	4,673	19%
Center for Cell Imaging	431	500	-14%
Copy Center	133	160	-17%
Desktop Support	5,388	2,149	151%
Help Desk	338	124	173%
Systems Support	394	190	107%

	<u>Jun-99</u>	<u>Jun-98</u>	<u>% change</u>
<b>Academic Departments**</b>			
Anesthesiology	229	319	-28%
BBS	1,205	989	22%
Boyer Center for Molecular Medicine	884	662	34%
Cancer Center	1,238	920	35%
Cell Biology	745	648	15%
Cellular & Molecular Physiology	461	277	66%
Child Study Center	1,667	1,581	5%
Comparative Medicine	169	149	13%
Dermatology	681	777	-12%
Diagnostic Radiology	614	618	-1%
Epidemiology & Public Health	3,755	2,379	58%
Genetics	745	719	4%
History of Medicine	252	177	42%
Immunobiolog	572	481	19%
Internal Medicin	860	614	40%
Laboratory Medicine	647	324	100%
Neurobiology	829	642	29%
Neurology	895	554	62%
Neuroscience Program	545	370	47%
Neurosurgery	343	231	48%
Obstetrics & Gynecology	616	399	54%
Ophthalmology	743	597	24%
Orthopaedics & Rehabilitation	460	200	130%
Pathology	990	1,314	-25%
Pediatrics	773	528	46%
Pharmacology	460	427	8%
Physician Associate Program	1,111	1,054	5%
Psychiatry	1,460	959	52%
Surgery	128	149	-14%
Therapeutic Radiology	250	144	74%

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



**Details for NetMenu Hospital usage  
June-99**

<u>Application</u>	<u>total # of connections</u>			<u>Application</u>	<u>total # of connections</u>		
	<u>Jun-99</u>	<u>Jun-98</u>	<u>% change</u>		<u>Jun-99</u>	<u>Jun-98</u>	<u>% change</u>
<b>Hospital information systems</b>	<b>23,367</b>	<b>23,453</b>	0%	<b>Full text and factual databases</b>	<b>4,837</b>	<b>2,601</b>	<b>86%</b>
CCSS	11,838	12,288	-4%	AIDS/Drugs/Trials/Line-Bioethic	15	-	-
ChartView	1,561	582	168%	Cochrane Library	14	-	-
Clinical laboratory	8,310	10,218	-19%	Current Diagnosis & Treatment texts	160	-	-
Clinical services	422	-	-	Delineation of Clinical Privileges	82	32	156%
Diagnostic Imaging	623	191	226%	EPIC	532	503	6%
Office services	543	-	-	Geriatric Medicine	5	-	-
Surgical Pathology	70	174	-60%	Harrison's	282	342	-18%
				Infection Control Manual	129	-	-
<b>Bibliographic databases and search tools</b>	<b>1,086</b>	<b>1,244</b>	<b>-13%</b>	JCAHO Accreditation Manual	39	17	129%
Cancernet	6	-	-	Journals	396	-	-
CINAHL	40	80	-50%	Laboratory Point of Care Testing Procedure	3	-	-
Current Contents	6	-	-	Little Brown Handbooks	88	187	-53%
Health Planning and Admin.	18	-	-	Material Safety Data Sheets	11	-	-
HealthSTAR-OVID	5	41	-	Medical Letter on Drugs & Therapies	23	-	-
MEDLINE	989	1,068	-7%	Merck Manual	85	78	9%
Yale Library Catalog (ORBIS)	22	55	-60%	Micromedex	475	1,071	-56%
				New England Journal of Medicine	37	165	-78%
<b>Word processing &amp; utilities</b>	<b>1,836</b>	<b>1,546</b>	<b>19%</b>	Nursing Procedures Manual	344	-	-
Clinical Workstation locations	36	52	-31%	OMIM	3	-	-
Electronic Signature (ESA)	816	-	-	Pharm InfoNet	34	-	-
Format disk	16	45	-64%	Pharmacy Antibiotic Information	3	-	-
Virus scan	4	32	-88%	Red Book on Pediatric Infections	33	37	-11%
Word for Windows	756	-	-	Rosen's Emergency Medicine	42	52	-19%
Wordperfect	208	1,417	-85%	STAT!-Reference	45	66	-32%
				Textbooks	431	-	-
<b>Procedure recorders</b>	<b>450</b>	<b>322</b>	<b>40%</b>	Virtual Hospital	16	-	-
				YNHH Documents	1,049	-	-