



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

<u>Applications</u>	<u>this month</u>	<u>Aug-98</u>	<u>% change</u>
AS/400 applications	8,218	10,497	-22%
CIN AHL	135	232	-42%
Biosis	534	499	7%
Clinical Reporting System (CRS)	519	368	41%
accesses per user per month	6.5	5.0	30%
Current Contents*	778	1,209	-36%
Electronic mail (# messages sent)	3,437,969	568,329	505%
messages per user per day	14.7	3.0	391%
HealthSTAR	186	191	-3%
MEDLINE	16,089	13,935	15%
searches per active user per month	3.4	5.7	-41%
Psychinfo	1,132	913	24%
Remote access (median users/day)	499	285	75%
Medical Center World Wide Web			
Medical Center home page	118,522	80,248	48%
Hospital home page	19,945	5,789	245%
School of Medicine home page	24,136	12,397	95%
Medical Library home page	16,444	9,884	66%

\*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	3,716	-3%
Calls per day	169	-8%
% of ITS-Med clients using Help Desk	39%	-3%
# of Yale affiliates using Web page	1,176	-23%
% of calls rolling over to answering service	0.0%	0%

<u>Types of calls</u>	<u>this month</u>	<u>change from 90 day average</u>
Call transfer	442	3%
Complaint	22	29%
Information request	906	7%
ITS-Med Services	143	-14%
Remote Access	112	3%
Netscape Mail	99	36%
Problem report	1368	-1%
Netscape Mail	210	7%
Operating System	148	1%
Eudora	135	5%
Printer	120	-9%
Status inquiry	160	-4%
Project X	404	-23%
Departments overcalling	ITS-Med, Internal Medicine, Financial Affairs	
Departments undercalling	Child Study Center, Nursing, MB&B, Ophthalmology	

<u>NetMenu workstations</u>	<u>this month</u>	<u>Library # of connections</u>	<u>Aug-98</u>	<u>% change</u>
<b>Total</b>	<b>35,509</b>		<b>5,472</b>	<b>549%</b>
connections from Library	95%			
connections from outside Library	5%			

<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 7/99	1,700	7,523
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 subscribing to:</u>	<u>this month</u>	<u>change from last month</u>
Core network service - Windows	3,488	0%
Core network service - Macintosh	1110	0%
Printer connection	726	0%
other machine-only connection	56	-85%
On-campus dial-up service	126	6%
Basic network service	207	6%
ADSM	33	38%
Scheduling	1,372	0%
Remote access	1,566	4%
Workgroup computing	143	20%
Additional email account	730	5%

<u>Work orders</u>	<u>this month</u>	<u>change from 90 day average</u>	<u>Turnaround met this month</u>	<u>change from last month</u>
Tasks added	1325	-3%	-	-
Tasks completed	1258	-9%	94%	-4%
Delayed work orders	328	59%	-	-
Billable work orders	68%	-1%	-	-
Normal priority	84%	2%	95%	-5%
Emergency priority	16%	-11%	99%	0%
Problem reports	222	22%	99%	-1%
Operating system	64	45%	100%	0%
Printer	41	11%	100%	0%
Network access problem	35	-10%	100%	0%
New services	564	33%	96%	-4%
Netscape mail	78	10%	95%	-5%
Move	74	19%	100%	0%
Remote access	69	23%	98%	-2%
Service cancellations	64	300%	100%	0%
Departments over-ordering	Facilities, OPS, ITS-Med, Surgery, Student Affairs			
Departments under-ordering	Nursing, Psychiatry, Internal Medicine			

<u>Hospital NetMenu</u>	<u>this month</u>	<u>Aug-98</u>	<u>% change</u>
<b>Total</b>	<b>35,764</b>	<b>38,271</b>	<b>-7%</b>

## Overall usage for selected databases

	<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>	<u>Jul-99</u>	<u>Aug-99</u>
<b>Summary</b>															
<b>AS/400 applications</b>	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	9,320	8,218
<b>Clinical Reporting System (CRS)</b>	561	314	368	372	345	554	310	563	251	498	395	466	524	471	519
<b>OVID sessions</b>	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	17,844	16,089
<b>Medical Center Web server</b>	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	2,215,143	2,468,666
<b>Electronic mail messages sent</b>	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	3,047,125	3,437,969

### Details: AS/400 applications

Animal Care and Use Committee	129	83	129	124	136	169	141	57	164	55	74	52	76	22	29
Business Management Systems	123	115	105	120	122	100	106	96	89	109	106	97	99	63	51
Clinical G/L Interface	23	26	18	10	10	14	2	18	8	0	10	2	10	50	11
Clinical Information	3	3	5	4	0	1	0	4	1	0	5	1	1	1	0
Clinical Information - Reports	4	3	3	1	2	0	1	1	1	0	5	0	3	5	1
Diagnostic Laboratory	259	350	275	216	286	229	218	309	226	300	275	209	223	216	237
Graduate and Continuing Education	69	65	53	60	72	58	48	59	65	87	69	61	70	44	54
Grants and Contracts	325	388	338	372	442	396	295	380	375	416	405	362	365	310	214
Grants and Contracts - Reports	18	10	21	32	125	59	27	28	25	11	34	21	33	2	2
Human Investigation Committee	82	69	67	82	70	66	88	105	111	99	103	92	108	23	22
Human Resources (CHR) - Inquiry	55	68	65	67	43	41	41	52	69	44	12	2	3	3	
Human Resources (CHR) - Merit	1,209	301	58	62	48	35	22	14	32	46	606	1950	885	302	37
Human Resources (CHR) - Reports	27	12	1	4	0	0	0	2	7	1	37	45	56	8	2
Human Resources - General	52	35	27	47	53	37	29	29	34	28	55	49	98	32	17
Human Resources - Inquiry	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	2,984	2,889
Human Resources - Profiles	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	4,356	3,650
Human Resources - Reports	178	188	297	214	167	144	170	286	212	216	252	207	223	212	146
Internal Medicine	6	19	13	12	31	17	57	56	25	3	6	0	2	1	10
MED5 - Reports	1	2	3	1	2	1	2	7	1	1	1	0	2	1	2
Office of Public Information	-	-	-	-	-	-	11	10	25	11	7	56	26	16	28
Physician Associates Program	3	5	0	1	19	15	20	40	28	33	13	2	4	6	11
Space Inventory System	23	15	76	179	68	63	35	44	32	79	140	128	89	72	53
Student Research	57	7	38	13	43	7	5	66	21	36	42	7	8	23	21
Student Systems	484	409	479	322	285	132	313	356	340	396	348	336	385	414	393
Support Services	137	175	161	179	173	141	131	117	207	159	139	137	183	52	39
System Administration	213	100	162	152	139	72	150	106	176	306	530	265	180	58	214
Yale Animal Resource Center	262	323	295	293	298	272	286	281	231	138	106	91	65	41	78
Other/Miscellaneous	6	2	7	8	17	0	3	6	2	8		16	12	3	7

### Details: OVID

Biosis		559	499	1,289	945	919	1,363	714	890	896	923	585	682	612	534	
CINAHL		194	150	312	472	390	216	238	296	352	377	272	252	217	135	
Compendex		158	90	162	141	122	89	221	182	207	142	144	126	119	111	
Curent Contents			1,281	1,209	1,485	2,289	1,012	884	1,179	1,167	1,211	1,003	800	967	882	778
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	4,507	3,754	
HAPI		35	24	71	81	76	23	44	58	77	80	51	93	51	37	
HealthStar		285	191	254	390	397	254	303	320	317	413	198	166	197	186	
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	5,191	4,814	
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	6,326	6,027	
PsychInfo		925	913	1,306	1,868	2,163	1,495	1,328	1,466	1,926	2,987	1,375	1,181	1,323	1,132	
access method: telnet sessions	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	3,797	3,436	
access method: Web sessions	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	13,615	12,335	
access method: Z39.50	628	591	552	417	371	646	353	525	495	653	562	427	535	475	374	

# Medical Center Web usage report, August 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
School of Medicine	School of Medicine
Desktop Support	Child Study Center
EPH Library	Desktop Support
SIR database electronic journals	Medical Library's search page
Keck DNA sequencing database	Keck DNA sequencing database
Find a person	Server search
Server search	Computer Resource Lab

	<u>Aug-99</u>	<u>Aug-98</u>	<u>% change</u>
<b>Server total</b>	<b>2,468,666</b>	<b>1,040,921</b>	137%
<b>Who connected</b>			
Yale	984,596	257,460	282%
other US educational institutions	202,232	92,050	120%
US government & military	17,600	13,755	28%
US commercial institutions	385,215	241,535	59%
US non-profit organizations	21,451	12,390	73%
Major online service providers	248,299	120,372	106%
International	234,358	125,272	87%
<b># of unique hosts connecting</b>	<b>121,101</b>	<b>112,203</b>	8%
<b>Medical Center</b>	<b>118,522</b>	<b>80,248</b>	48%
Find a person	3,913	2,205	77%
Find a physician	1,152	896	29%
Community Service	348	273	27%
Education	1,079	868	24%
Patient Care	437	350	25%
Research	1,271	1,001	27%
<b>School of Medicine</b>	<b>24,136</b>	<b>12,397</b>	95%
About the School	903	-	-
Admissions, School of Medicine	2,262	-	-
Alumni	288	-	-
Community programs	299	-	-
Departments	4,399	-	-
Development	254	-	-
Faculty	1,377	-	-
Libraries & computing	609	-	-
News & publications	360	-	-
Patient care	425	-	-
Research	817	-	-
YSMInfo	2,411	-	-
<b>Major resources &amp; service departments</b>			
Admissions, School of Medicine	851	587	45%
Business Center (Financial Operations)	471	-	-
CAIM	5,280	4,669	13%
CAIM style manual	75,437	78,813	-4%
Center for Cell Imaging	526	427	23%
Copy Center	156	77	103%
Desktop Support	5,554	2331	138%
Emerging Infections Information Network	1,271	1,141	11%
Help Desk	397	224	77%
ITS-Med	966	1337	-28%
Media Services	396	322	23%
Medical Library	16,444	9,884	66%
MedMenu	43,173	39,214	10%
Scientific Affairs and Grant & Contrac Administration	841	763	10%
Systems Support	377	210	80%
Web Design & Development	2095	-	-
Yale Faculty Practice	1,031	882	17%
Year 2000	573	-	-

## 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's admissions viewbook
School of Medicine	School of Medicine
Biomedical Engineering	Yale-New Haven Hospital Clinical Workstation
School of Medicine's admissions viewbook	Medical Library
Medical Library	Academic departments page
Server search	Server search
MedMenu	Medical Library's Selected Internet Resources
OB/GYN's HCG Reference Service	Medical Library's search page

	<u>Aug-99</u>	<u>Aug-98</u>	<u>% change</u>
<b>Yale-New Haven Hospital</b>	<b>19,945</b>	<b>5,789</b>	245%
<b>School of Nursing</b>	<b>2,622</b>	<b>1,309</b>	100%
<b>Academic Departments**</b>			
Anesthesiology	298	336	-11%
BBS	1,680	1,148	46%
Boyer Center for Molecular Medicine	965	707	36%
Cancer Center	1,469	1,064	38%
Cell Biology	883	840	5%
Cellular & Molecular Physiology	638	308	107%
Child Study Center	1,817	2,863	-37%
Comparative Medicine	199	168	18%
Dermatology	892	1,204	-26%
Diagnostic Radiology	722	672	7%
Epidemiology & Public Health	5,173	2,646	96%
Genetics	1,038	805	29%
History of Medicine	346	364	-5%
Immunobiology	874	567	54%
Internal Medicine	1,071	987	9%
Laboratory Medicine	963	427	126%
Neurobiology	1,005	875	15%
Neurology	1,108	637	74%
Neuroscience Program	725	413	76%
Neurosurgery	453	245	85%
Obstetrics & Gynecology	817	385	112%
Ophthalmology	864	518	67%
Orthopaedics & Rehabilitation	623	147	324%
Pathology	1,022	1,659	-38%
Pediatrics	951	644	48%
Pharmacology	718	385	86%
Physician Associate Program	1,069	1,057	1%
Psychiatry	1,786	1,253	43%
Surgery	128	238	-46%
Therapeutic Radiology	332	147	126%

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













