

Information Technology Services - Medicine

Monthly Report

September 1999

Highlights and milestones

- ITS-Med's unveiled its new web site: its.med.yale.edu
- More than 800 faculty and staff attended the ITS-Med Expo on September 29. It was our first major showcase of computing and media services.
- The Y2K Steering Committee required all departments to complete a Y2K contingency plan and sign a Y2K readiness statement.
- Project X calls to the Help Desk decreased by 42% from August, which was 23% lower than July.
- Ninety-four percent of work orders were completed within the new turnaround limits: 24 hours for the Help Desk, one week for Desktop Support and five days for new account creations.



Information Technology Services-Medicine Monthly Report
September 1999

Sandr, please update

| <u>Applications</u> | <u>this month</u> | <u>Sep-98</u> | <u>% change</u> |
|------------------------------------|-------------------|---------------|-----------------|
| AS/400 applications | 7,798 | 10,613 | -27% |
| CINAHL | 307 | 486 | -37% |
| Biosis | 580 | 1289 | -55% |
| Clinical Reporting System (CRS) | 387 | 372 | 4% |
| accesses per user per month | 5.2 | 6 | -13% |
| Current Contents* | 838 | 1,485 | -44% |
| Electronic mail (# messages sent) | 3,498,625 | 772,938 | 353% |
| messages per user per day | 15.5 | 7.0 | 121% |
| HealthSTAR | 186 | 254 | -27% |
| MEDLINE | 19,131 | 17,604 | 9% |
| searches per active user per month | 3.6 | 5.7 | -36% |
| Psychinfo | 1,652 | 1,306 | 26% |
| Remote access (median users/day) | 552 | 312 | 77% |
| Medical Center World Wide Web | | | |
| Medical Center home page | 125,703 | 79,084 | 59% |
| Hospital home page | 21,252 | 6,684 | 218% |
| School of Medicine home page | 24,136 | 13,310 | 81% |
| Medical Library home page | 17,963 | 11,664 | 54% |

*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 | 3,960 | 7% |
| Calls per day | 189 | 12% |
| % of ITS-Med clients using Help Desk | 40% | 3% |
| # of Yale affiliates using Web page | 1,358 | 15% |
| % of calls rolling over to answering service | 0.3% | 0% |

| <u>Types of calls</u> | <u>this month</u> | <u>change from 90 day average</u> |
|--------------------------|---------------------------------|-----------------------------------|
| Call transfer | 437 | -1% |
| Complaint | 27 | 23% |
| Information request | 983 | 8% |
| ITS-Med Services | 287 | 59% |
| Remote Access | 237 | 112% |
| Netscape Mail | 68 | -31% |
| Problem report | 1640 | 20% |
| Netscape Mail | 234 | 11% |
| Remote Access | 183 | 87% |
| Operating System | 148 | 0% |
| Network Access | 142 | 46% |
| Status inquiry | 174 | 9% |
| Project X | 235 | -42% |
| Departments overcalling | Internal Medicine, EPH, ITS-Med | |
| Departments undercalling | OPS | |

| <u>NetMenu workstations</u> | <u>this month</u> | <u>Library # of connections</u> | <u>Sep-98</u> | <u>% change</u> |
|----------------------------------|-------------------|---------------------------------|---------------|-----------------|
| Total | 34,678 | | 14,052 | 147% |
| connections from Library | 95% | | | |
| connections from outside Library | 5% | | | |

| <u>Background information</u> | <u>Hospital</u> | <u>Schools of Medicine & 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 9/99 | 1,700 | 4,781 |
| 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 | 3,542 | 2% |
| Core network service - Macintosh | 1117 | 1% |
| Printer connection | 726 | 0% |
| other machine-only connection | 58 | 4% |
| On-campus dial-up service | 128 | 2% |
| Basic network service | 500 | 142% |
| ADSM | 152 | 361% |
| Scheduling | 1,417 | 3% |
| Remote access | 1,654 | 6% |
| Workgroup computing | 138 | -3% |
| Additional email account | 788 | 8% |

| <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 | 1246 | -6% | - | - |
| Tasks completed | 1236 | -2% | 94% | 1% |
| Delayed work orders | 243 | -26% | - | - |
| Billable work orders | 71% | 4% | - | - |
| Normal priority | 79% | -6% | 99% | 5% |
| Emergency priority | 21% | 31% | 99% | 0% |
| Problem reports | 281 | 27% | 100% | 1% |
| Operating system | 67 | 5% | 100% | 0% |
| Printer | 58 | 41% | 100% | 0% |
| Network access problem | 56 | 60% | 100% | 0% |
| New services | 301 | 7% | 100% | 1% |
| Netscape mail | 93 | 19% | 100% | 5% |
| Reconfigure machine | 52 | 8% | 100% | 0% |
| Install machine | 46 | 24% | 100% | 0% |
| Service cancellations | 38 | -41% | 100% | 0% |
| Departments over-ordering | Facilities, OPS | | | |
| Departments under-ordering | Psychiatry, Nursing | | | |

| <u>Hospital NetMenu # of connections</u> | <u>this month</u> | <u>Sep-98</u> | <u>% change</u> |
|--|-------------------|---------------|-----------------|
| Total | 36,874 | 40,565 | -9% |

Overall usage for selected databases

| | <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> | <u>Sep-99</u> |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Summary | | | | | | | | | | | | | | | |
| AS/400 applications | 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 | 7,798 |
| Clinical Reporting System (CRS) | 314 | 368 | 372 | 345 | 554 | 310 | 563 | 251 | 498 | 395 | 466 | 524 | 471 | 519 | 387 |
| OVID sessions | 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 | 19,131 |
| Medical Center Web server | 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 | 2,800,123 |
| Electronic mail messages sent | 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 | 3,498,625 |

Details: AS/400 applications

| | | | | | | | | | | | | | | | |
|-----------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Animal Care and Use Committee | 83 | 129 | 124 | 136 | 169 | 141 | 57 | 164 | 55 | 74 | 52 | 76 | 22 | 29 | 62 |
| Business Management Systems | 115 | 105 | 120 | 122 | 100 | 106 | 96 | 89 | 109 | 106 | 97 | 99 | 63 | 51 | 68 |
| Clinical G/L Interface | 26 | 18 | 10 | 10 | 14 | 2 | 18 | 8 | 0 | 10 | 2 | 10 | 50 | 11 | 0 |
| Clinical Information | 3 | 5 | 4 | 0 | 1 | 0 | 4 | 1 | 0 | 5 | 1 | 1 | 1 | 0 | 0 |
| Clinical Information - Reports | 3 | 3 | 1 | 2 | 0 | 1 | 1 | 1 | 0 | 5 | 0 | 3 | 5 | 1 | 0 |
| Diagnostic Laboratory | 350 | 275 | 216 | 286 | 229 | 218 | 309 | 226 | 300 | 275 | 209 | 223 | 216 | 237 | 238 |
| Graduate and Continuing Education | 65 | 53 | 60 | 72 | 58 | 48 | 59 | 65 | 87 | 69 | 61 | 70 | 44 | 54 | 56 |
| Grants and Contracts | 388 | 338 | 372 | 442 | 396 | 295 | 380 | 375 | 416 | 405 | 362 | 365 | 310 | 214 | 168 |
| Grants and Contracts - Reports | 10 | 21 | 32 | 125 | 59 | 27 | 28 | 25 | 11 | 34 | 21 | 33 | 2 | 2 | 0 |
| Human Investigation Committee | 69 | 67 | 82 | 70 | 66 | 88 | 105 | 111 | 99 | 103 | 92 | 108 | 23 | 22 | 9 |
| Human Resources (CHR) - Inquiry | 68 | 65 | 67 | 43 | 41 | 41 | 52 | 69 | 44 | 12 | 2 | 3 | 3 | | 3 |
| Human Resources (CHR) - Merit | 301 | 58 | 62 | 48 | 35 | 22 | 14 | 32 | 46 | 606 | 1950 | 885 | 302 | 37 | 21 |
| Human Resources (CHR) - Reports | 12 | 1 | 4 | 0 | 0 | 0 | 2 | 7 | 1 | 37 | 45 | 56 | 8 | 2 | 4 |
| Human Resources - General | 35 | 27 | 47 | 53 | 37 | 29 | 29 | 34 | 28 | 55 | 49 | 98 | 32 | 17 | 23 |
| Human Resources - Inquiry | 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 | 2,446 |
| Human Resources - Profiles | 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 | 3,544 |
| Human Resources - Reports | 188 | 297 | 214 | 167 | 144 | 170 | 286 | 212 | 216 | 252 | 207 | 223 | 212 | 146 | 159 |
| Internal Medicine | 19 | 13 | 12 | 31 | 17 | 57 | 56 | 25 | 3 | 6 | 0 | 2 | 1 | 10 | 0 |
| MED5 - Reports | 2 | 3 | 1 | 2 | 1 | 2 | 7 | 1 | 1 | 1 | 0 | 2 | 1 | 2 | 1 |
| Office of Public Information | - | - | - | - | - | 11 | 10 | 25 | 11 | 7 | 56 | 26 | 16 | 28 | 19 |
| Physician Associates Program | 5 | 0 | 1 | 19 | 15 | 20 | 40 | 28 | 33 | 13 | 2 | 4 | 6 | 11 | |
| Space Inventory System | 15 | 76 | 179 | 68 | 63 | 35 | 44 | 32 | 79 | 140 | 128 | 89 | 72 | 53 | 312 |
| Student Research | 7 | 38 | 13 | 43 | 7 | 5 | 66 | 21 | 36 | 42 | 7 | 8 | 23 | 21 | 31 |
| Student Systems | 409 | 479 | 322 | 285 | 132 | 313 | 356 | 340 | 396 | 348 | 336 | 385 | 414 | 393 | 369 |
| Support Services | 175 | 161 | 179 | 173 | 141 | 131 | 117 | 207 | 159 | 139 | 137 | 183 | 52 | 39 | 10 |
| System Administration | 100 | 162 | 152 | 139 | 72 | 150 | 106 | 176 | 306 | 530 | 265 | 180 | 58 | 214 | 173 |
| Yale Animal Resource Center | 323 | 295 | 293 | 298 | 272 | 286 | 281 | 231 | 138 | 106 | 91 | 65 | 41 | 78 | 74 |
| Other/Miscellaneous | 2 | 7 | 8 | 17 | 0 | 3 | 6 | 2 | 8 | | 16 | 12 | 3 | 7 | 8 |

Details: OVID

| | | | | | | | | | | | | | | | |
|--------------------------------|-------|-------|-------|--------|--------|-------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Biosis | 559 | 499 | 1,289 | 945 | 919 | 1,363 | 714 | 890 | 896 | 923 | 585 | 682 | 612 | 534 | 580 |
| CINAHL | 194 | 150 | 312 | 472 | 390 | 216 | 238 | 296 | 352 | 377 | 272 | 252 | 217 | 135 | 307 |
| Compendex | 158 | 90 | 162 | 141 | 122 | 89 | 221 | 182 | 207 | 142 | 144 | 126 | 119 | 111 | 161 |
| 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 | 838 |
| Full-Text Journal Collections | 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 | 4,631 |
| HAPI | 35 | 24 | 71 | 81 | 76 | 23 | 44 | 58 | 77 | 80 | 51 | 93 | 51 | 37 | 72 |
| HealthStar | 285 | 191 | 254 | 390 | 397 | 254 | 303 | 320 | 317 | 413 | 198 | 166 | 197 | 186 | 250 |
| 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 | 5,247 |
| 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 | 6,541 |
| 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 | 1,652 |
| access method: telnet sessions | 6,909 | 5,910 | 7,270 | 6,862 | 5,033 | 3,830 | 4,503 | 4,296 | 5,996 | 5,604 | 4,408 | 3,985 | 3797 | 3436 | 3,574 |
| access method: Web sessions | 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 | 15,192 |
| access method: Z39.50 | 591 | 552 | 417 | 371 | 646 | 353 | 525 | 495 | 653 | 562 | 427 | 535 | 475 | 374 | 414 |

Medical Center Web usage report, September 1999

Top 10 pages accessed by Yale users

| <u>this year</u> | <u>last year</u> |
|----------------------------------|-------------------------------|
| Medical Center | Medical Center |
| MedMenu | MedMenu |
| EPH Library | Medical Library |
| Medical Library | School of Medicine |
| School of Medicine | EPH Library |
| Desktop Support | Desktop Support |
| SIR database electronic journals | School course evaluations |
| Find a person | Medical Library's search page |
| YSMInfo | Computer Resource Lab |
| Server search | Keck DNA sequencing database |

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 |
| School of Medicine's admissions viewbook | Yale-New Haven Hospital Clinical Workstation |
| Medical Library | Medical Library |
| Server search | Academic departments page |
| MedMenu | Server search |
| OB/GYN's HCG Reference Service | Biological and Biomedical Sciences |
| Child Study Center Developmental Disabilities Clinic | School of Medicine Heart Book |

| | <u>Sep-1999</u> | <u>Sep-1998</u> | <u>% change</u> |
|---|------------------|------------------|-----------------|
| Server total | 2,800,123 | 1,220,255 | 129% |
| Who connected | | | |
| Yale | 1,139,972 | 348,379 | 227% |
| other US educational institutions | 263,596 | 119,587 | 120% |
| US government & military | 16,861 | 11,674 | 44% |
| US commercial institutions | 410,865 | 228,587 | 80% |
| US non-profit organizations | 25,199 | 14,572 | 73% |
| Major online service providers | 240,862 | 142,673 | 69% |
| International | 248,945 | 271,267 | -8% |
| # of unique hosts connecting | 132,961 | 108,315 | 23% |
| Medical Center | 125,703 | 79,084 | 59% |
| Find a person | 4,481 | 2,726 | 64% |
| Find a physician | 1,274 | 988 | 29% |
| Community Service | 123 | 279 | -56% |
| Education | 1,188 | 859 | 38% |
| Patient Care | 554 | 410 | 35% |
| Research | 1,474 | 1,199 | 23% |
| School of Medicine | 24,136 | 13,310 | 81% |
| About the School | 768 | - | - |
| Admissions, School of Medicine | 2,352 | - | - |
| Alumni | 298 | - | - |
| Community programs | 322 | - | - |
| Departments | 4,379 | - | - |
| Development | 249 | - | - |
| Faculty | 1,230 | - | - |
| Libraries & computing | 673 | - | - |
| News & publications | 421 | - | - |
| Patient care | 416 | - | - |
| Research | 880 | - | - |
| YSMInfo | 4,212 | - | - |
| Major resources & service departments | | | |
| Admissions, School of Medicine | 1,003 | 554 | 81% |
| Business Center (Financial Operations) | 548 | - | - |
| CAIM | 5,569 | 4,949 | 13% |
| CAIM style manual | 82,991 | 82,855 | 0% |
| Center for Cell Imaging | 631 | 570 | 11% |
| Copy Center | 278 | 81 | 243% |
| Desktop Support | 4,820 | 3,187 | 51% |
| Emerging Infections Information Network | 1,521 | 1,463 | 4% |
| Help Desk | 385 | 165 | 133% |
| ITS-Med | 1,094 | - | - |
| ITS-Med Computing Services | 2,167 | 1,306 | 66% |
| ITS-Med Media Services | 772 | 439 | 76% |
| Medical Library | 17,963 | 11,664 | 54% |
| MedMenu | 42,833 | 24,272 | 76% |
| Scientific Affairs and Grant & Contrac Administration | 1,007 | 881 | 14% |
| Systems Support | 367 | 211 | 74% |
| Web Design & Development | 2192 | - | - |
| Yale Faculty Practice | 1,099 | 881 | 25% |
| Year 2000 | 556 | - | - |

| | <u>Sep-1999</u> | <u>Sep-1998</u> | <u>% change</u> |
|-------------------------------------|-----------------|-----------------|-----------------|
| Yale-New Haven Hospital | 21,252 | 6,684 | 218% |
| School of Nursing | 3,047 | 1,644 | 85% |
| Academic Departments** | | | |
| Anesthesiology | 321 | 269 | 19% |
| BBS | 1,653 | 1,690 | -2% |
| Boyer Center for Molecular Medicine | 895 | 842 | 6% |
| Cancer Center | 1,379 | 977 | 41% |
| Cell Biology | 1,007 | 1,061 | -5% |
| Cellular & Molecular Physiology | 649 | 392 | 66% |
| Child Study Center | 2,097 | 1,720 | 22% |
| Comparative Medicine | 143 | 173 | -18% |
| Dermatology | 894 | 1,144 | -22% |
| Diagnostic Radiology | 678 | 650 | 4% |
| Epidemiology & Public Health | 5,405 | 3,598 | 50% |
| Genetics | 1,065 | 849 | 25% |
| History of Medicine | 346 | 264 | 31% |
| Immunobiology | 963 | 726 | 33% |
| Internal Medicine | 1,005 | 876 | 15% |
| Laboratory Medicine | 857 | 446 | 92% |
| Neurobiology | 1,056 | 859 | 23% |
| Neurology | 1,022 | 781 | 31% |
| Neuroscience Program | 850 | 624 | 36% |
| Neurosurgery | 430 | 285 | 51% |
| Obstetrics & Gynecology | 902 | 361 | 150% |
| Ophthalmology | 934 | 596 | 57% |
| Orthopaedics & Rehabilitation | 744 | 275 | 170% |
| Pathology | 1,142 | 1,351 | -15% |
| Pediatrics | 895 | 591 | 51% |
| Pharmacology | 702 | 557 | 26% |
| Physician Associate Program | 1,162 | 1,311 | -11% |
| Psychiatry | 2,135 | 1,166 | 83% |
| Surgery | 109 | 185 | -41% |
| Therapeutic Radiology | 323 | 198 | 63% |

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

