



Information Technology Services - Medicine
Monthly Report
October 1999

Highlights and milestones

- Desktop Support & Systems Support completed the QuickMail conversion project.
- Over 100 business managers and departmental staff received Year 2000 training.
- The Copy Center printed the Quarterly Departmental Reports.
- The Help Desk, Systems Support and Desktop Support announced new turnaround goals of 24 hours, 5 days, and one week, respectively. They are meeting their new limits 94% of the time, compared to 85% last year (with easier goals).
- Over 4,000,000 email messages were sent



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<u>Applications</u>	<u>this month</u>	<u>Oct-1998</u>	<u>% change</u>
AS/400 applications	7,764	10,852	-28%
CINAHL	368	472	-22%
Biosis	730	945	-23%
Clinical Reporting System (CRS)	401	345	16%
accesses per user per month	6.7	5	22%
Current Contents*	756	2,289	-67%
Electronic mail (# messages sent)	4,012,738	899,060	346%
messages per user per day	17.2	4.7	263%
HealthSTAR	344	390	-12%
MEDLINE	20,935	20,025	5%
searches per active user per month	6.2	6.5	-5%
Psychinfo	2,209	1,868	18%
Remote access (median users/day)	560	333	68%
Medical Center World Wide Web			
Medical Center home page	135,059	91,408	48%
Hospital home page	19,871	6,684	197%
School of Medicine home page	26,295	14,541	81%
Medical Library home page	19,983	11,758	70%

*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	4,081	3%
Calls per day	194	3%
% of ITS-Med clients using Help Desk	40%	0%
# of Yale affiliates using Web page	1,111	-18%
% 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	493	13%
Complaint	9	-67%
Information request	1087	11%
ITS-Med Services	179	-38%
Remote Access	179	-24%
Netscape Mail	91	34%
Problem report	1668	2%
Remote access	246	34%
Netscape Mail	209	-11%
Network access	156	10%
Eudora	148	17%
Operating system	144	-3%
Status inquiry	185	6%
Project X	210	-11%
Departments overcalling	Internal Medicine, Dermatology	
Departments undercalling	OPS, Child Study Center, MB&B	

<u>NetMenu workstations</u>	<u>this month</u>	<u>Library # of connections</u>	<u>Oct-1998</u>	<u>% change</u>
Total	39,159		40,205	-3%
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	3,619	2%
Core network service - Macintosh	1,129	1%
Printer connection	731	1%
other machine-only connection	60	3%
On-campus dial-up service	131	2%
Basic network service	591	18%
ADSM	216	42%
Scheduling	1,466	3%
Remote access	1,828	11%
Workgroup computing	139	1%
Additional email account	904	15%

<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	1623	30%	-	-
Tasks completed	1571	27%	94%	0%
Delayed work orders	341	40%	-	-
Billable work orders	69%	-3%	-	-
Normal priority	84%	6%	100%	0%
Emergency priority	15%	-29%	99%	0%
Problem reports	279	18%	100%	0%
Operating system	62	5%	100%	0%
Printer	62	-5%	100%	0%
Network access problem	36	-29%	100%	0%
New services	255	-15%	100%	0%
Install machine	53	-32%	100%	0%
Swap machines	46	-4%	100%	0%
Reconfigure machine	38	3%	100%	0%
Service cancellations	44	16%	100%	0%
Departments over-ordering	Orthopaedics & Rehabilitation, Facilities, EPH, ITS-Med			
Departments under-ordering	Internal Medicine, Pediatrics			

<u>Hospital NetMenu</u>	<u>this month</u>	<u>Oct-1998</u>	<u>% change</u>
# of connections	39,114	40,205	-3%

Overall usage for selected databases

	<u>Sep-1998</u>	<u>Oct-1998</u>	<u>Nov-1998</u>	<u>Dec-1998</u>	<u>Jan-1999</u>	<u>Feb-1999</u>	<u>Mar-1999</u>	<u>Apr-1999</u>	<u>May-1999</u>	<u>Jun-1999</u>	<u>Jul-1999</u>	<u>Aug-1999</u>	<u>Sep-1999</u>	<u>Oct-1999</u>
Summary														
AS/400 applications	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	7,764
Clinical Reporting System (CRS)	372	345	554	310	563	251	498	395	466	524	471	519	387	401
OVID sessions	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	20,935
Medical Center Web server	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	2,913,269
Electronic mail messages sent	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	4,012,738

Details: AS/400 applications

Animal Care and Use Committee	124	136	169	141	57	164	55	74	52	76	22	29	62	53
Business Management Systems	120	122	100	106	96	89	109	106	97	99	63	51	68	61
Clinical G/L Interface	10	10	14	2	18	8	0	10	2	10	50	11	0	0
Clinical Information	4	0	1	0	4	1	0	5	1	1	1	0	0	0
Clinical Information - Reports	1	2	0	1	1	1	0	5	0	3	5	1	0	0
Diagnostic Laboratory	216	286	229	218	309	226	300	275	209	223	216	237	238	278
Graduate and Continuing Education	60	72	58	48	59	65	87	69	61	70	44	54	56	59
Grants and Contracts	372	442	396	295	380	375	416	405	362	365	310	214	168	164
Grants and Contracts - Reports	32	125	59	27	28	25	11	34	21	33	2	2	0	0
Human Investigation Committee	82	70	66	88	105	111	99	103	92	108	23	22	9	14
Human Resources (CHR) - Inquiry	67	43	41	41	52	69	44	12	2	3	3		3	0
Human Resources (CHR) - Merit	62	48	35	22	14	32	46	606	1950	885	302	37	21	50
Human Resources (CHR) - Reports	4	0	0	0	2	7	1	37	45	56	8	2	4	2
Human Resources - General	47	53	37	29	29	34	28	55	49	98	32	17	23	25
Human Resources - Inquiry	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	2,715
Human Resources - Profiles	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	3,361
Human Resources - Reports	214	167	144	170	286	212	216	252	207	223	212	146	159	148
Internal Medicine	12	31	17	57	56	25	3	6	0	2	1	10	0	9
MED5 - Reports	1	2	1	2	7	1	1	1	0	2	1	2	1	0
Office of Public Information	-	-	-	11	10	25	11	7	56	26	16	28	19	6
Physician Associates Program	1	19	15	20	40	28	33	13	2	4	6	11		0
Space Inventory System	179	68	63	35	44	32	79	140	128	89	72	53	312	187
Student Research	13	43	7	5	66	21	36	42	7	8	23	21	31	15
Student Systems	322	285	132	313	356	340	396	348	336	385	414	393	369	390
Support Services	179	173	141	131	117	207	159	139	137	183	52	39	10	18
System Administration	152	139	72	150	106	176	306	530	265	180	58	214	173	133
Yale Animal Resource Center	293	298	272	286	281	231	138	106	91	65	41	78	74	64
Other/Miscellaneous	8	17	0	3	6	2	8		16	12	3	7	8	12

Details: OVID

Biosis	1,289	945	919	1,363	714	890	896	923	585	682	612	534	580	730
CINAHL	312	472	390	216	238	296	352	377	272	252	217	135	307	368
Compendex	162	141	122	89	221	182	207	142	144	126	119	111	161	190
Curent Contents	1,485	2,289	1,012	884	1,179	1,167	1,211	1,003	800	967	882	778	838	756
Full-Text Journal Collections	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	5,801
HAPI	71	81	76	23	44	58	77	80	51	93	51	37	72	91
HealthStar	254	390	397	254	303	320	317	413	198	166	197	186	250	344
MEDLINE, current segment	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	5,634
MEDLINE back files	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	6,659
PsychInfo	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	2,209
access method: telnet sessions	7,270	6,862	5,033	3,830	4,503	4,296	5,996	5,604	4,408	3,985	3797	3436	3,574	3,373
access method: Web sessions	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	17,214
access method: Z39.50	417	371	646	353	525	495	653	562	427	535	475	374	414	379

Medical Center Web usage report, October 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	EPH Library
School of Medicine	School of Medicine
ITS-Med computing services	Desktop Support
YSMInfo	MB&B midterm exam
Electronic Journals	Computer Resource Lab
Desktop Support	Medical Library's Internet search page
Find a person	Medical Library's search 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
MedMenu	Medical Center page
Medical Center page	School of Medicine's admissions viewbook
School of Medicine	School of Medicine
Yale-New Haven Hospital Clinical Workstation	Yale-New Haven Hospital Clinical Workstation
Office of Admissions	Child Study Center's Autism page
Medical Library	Medical Library
Server search	Academic departments page
Child Study Center Developmental Disabilities Clinic	Server search
EPH	Biological and Biomedical Sciences

	<u>Oct-1999</u>	<u>Oct-1998</u>	<u>% change</u>
Server total	2,913,269	1,376,407	93%
Who connected			
Yale	1,089,659	376,408	164%
other US educational institutions	251,557	149,004	54%
US government & military	16,712	11,131	37%
US commercial institutions	458,969	218,598	92%
US non-profit organizations	25,646	26,963	-13%
Major online service providers	248,932	200,003	14%
International	296,510	366,163	-26%
# of unique hosts connecting	144,178	127,876	3%
Medical Center	135,059	91,408	35%
Find a person	4,668	2,660	60%
Find a physician	1,403	972	32%
Community Service	551	231	118%
Education	1,420	1,132	14%
Patient Care	624	354	61%
Research	1,610	1,317	12%
School of Medicine	26,295	14,541	65%
About the School	856	-	-
Admissions, School of Medicine	2,676	-	-
Alumni	382	-	-
Community programs	312	-	-
Departments	4,744	-	-
Development	356	-	-
Faculty	1,513	-	-
Libraries & computing	853	-	-
News & publications	498	-	-
Patient care	515	-	-
Research	1,037	-	-
YSMInfo	7,303	-	-
Major resources & service departments			
Admissions, School of Medicine	1,035	387	144%
Business Center (Financial Operations)	606	-	-
CAIM	5,634	5,224	-2%
CAIM style manual	86,721	58,089	36%
Center for Cell Imaging	772	838	-16%
Copy Center	292	103	158%
Desktop Support	3,246	2,838	4%
Emerging Infections Information Network	1,817	1,629	2%
Help Desk	256	224	4%
ITS-Med	-	-	-
ITS-Med Computing Services	6,107	1,337	317%
ITS-Med Media Services	525	374	28%
Medical Library	19,983	11,758	55%
MedMenu	25,636	23,202	1%
Scientific Affairs and Grant & Contrac Administration	1,893	879	96%
Systems Support	654	402	48%
Web Design & Development	2,420	-	-
Yale Faculty Practice	1,133	783	32%
Year 2000	853	-	-

	<u>Oct-1999</u>	<u>Oct-1998</u>	<u>% change</u>
Yale-New Haven Hospital	19,871	6,684	171%
School of Nursing	3,146	1,825	57%
Academic Departments**			
Anesthesiology	306	312	-11%
BBS	1,893	1,574	10%
Boyer Center for Molecular Medicine	905	928	-11%
Cancer Center	1,623	1,139	30%
Cell Biology	1,089	1,200	-17%
Cellular & Molecular Physiology	1,015	343	170%
Child Study Center	2,052	1,873	0%
Comparative Medicine	191	233	-25%
Dermatology	904	853	-3%
Diagnostic Radiology	702	712	-10%
Epidemiology & Public Health	6,373	3,636	60%
Genetics	1,185	963	12%
History of Medicine	430	266	48%
Immunobiology	979	743	20%
Internal Medicine	1,153	796	32%
Laboratory Medicine	866	534	48%
Neurobiology	1,224	840	33%
Neurology	1,359	785	58%
Neuroscience Program	831	501	51%
Neurosurgery	577	321	64%
Obstetrics & Gynecology	1,006	424	116%
Ophthalmology	987	835	8%
Orthopaedics & Rehabilitation	800	385	90%
Pathology	1,288	1,623	-28%
Pediatrics	1,037	701	35%
Pharmacology	671	396	55%
Physician Associate Program	1,335	1,200	2%
Psychiatry	2,157	1,352	46%
Surgery	171	196	-20%
Therapeutic Radiology	414	143	165%

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

