

Growing benefits of EUCS Managed Desktop

Laptop Loan Service takes to the airwaves

The University Library and Computing Services are pleased to announce the introduction of a pilot service designed to enhance the provision of computing facilities within the Libraries of the University.

From 12th April, students in the Main Library, George Square, will be able to borrow a laptop computer for use within the Library building for up to three hours per day. Configured and managed by the EUCS Managed Desktop, these laptops incorporate all of the latest technologies, including wireless communication.

The Main Library is one of many buildings in the University that have multiple wireless access points, giving students greater flexibility in their study patterns and freeing them from the 'fixed' open-access lab PCs.

Initially there will be ten laptops for loan. Students must register with the Library to use the service, and thereafter will be able to book online each time they wish to borrow a computer. The loan hours will be from 10AM to 1PM and 3PM to 6PM. The periods of time in-between will be used to refresh and recharge the systems.

For more information on this service, please check the Laptop Loan Service home page at http://www.lib.ed.ac.uk/services/laptop_loans.html

Graham Newton (EUCS), Pam Clouston (EUL)



EUCS Managed Desktop passes 3,000



On 17th March 2004, the 3,000th Windows XP Professional installation was delivered by EUCS Managed Desktop. Take-up of the build service has been across the board, with Schools from all Colleges benefiting.

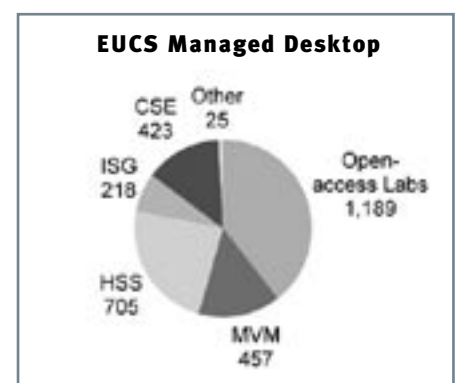
The current distribution of PCs built using the EUCS Managed Desktop is shown in the chart on the right.

For further information on how you can benefit from using the EUCS Managed Desktop, please contact your support team.

Graham Newton (EUCS)

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More on the Managed Desktop

EUCS Managed Desktop Technical Forum

The EUCS Desktop Services Team hosts monthly technical sessions for all Computing Officers from all Colleges. The sessions normally discuss in-depth issues relating to the use of the EUCS Managed Desktop and the technologies behind the service. Previous forums have discussed such issues as security filtering for Group Policy Objects.

The forums usually last two hours and are announced via a mailing list. For information on how to subscribe to this list, please see our development pages at <https://adelie.ucs.ed.ac.uk/dstwiki/>

Graham Newton (EUCS)

Standard Life interest in PIE

Computing representatives from Standard Life recently visited the EUCS Desktop Services Team to find out about the 'Pre-Installation Environment' (PIE) system developed in-house by EUCS. The visitors were particularly impressed with the flexibility and network-centralised control. An additional attraction was the absence of per-workstation licence costs as seen with proprietary build software such as Ghost. For information on PIE, please see the PIE home page at <http://pie.ucs.ed.ac.uk/>

James Jarvis, Graham Newton (EUCS)

Laptop Helpdesk

The EUCS Student Support Team will be running an experimental Laptop Helpdesk in the Learning and Resource Centre on one afternoon a week during the Summer term. Increasing numbers of students now have their own laptop computers which they can use in buildings which have wireless connections to the network – especially in libraries where they can type their notes directly while consulting books and journals.

Access to the wireless network from a student's own laptop usually goes smoothly, but in some cases complex problems occur. The Laptop Helpdesk will be staffed by people (including postgraduate students) who themselves have and use wireless laptops, with experts from different sections of Computing Services on call if needed.

Students who have problems with a laptop can still call at the usual Student IT Support Helpdesk in the Learning and Resource Centre between 12 noon and 7PM for help and advice. However if the problem turns out to be a complex one they may be offered an appointment at the next Laptop Helpdesk. We would be pleased to receive feedback on how well this new service works.

Noel Millar (EUCS)


EUCS support for Linux

EUCS has until now been supporting releases of Red Hat Linux. Red Hat recently announced that it is withdrawing support for its free releases (Red Hat Linux 7.x, 8.x and 9). From the end of April Red Hat will no longer supply bug fixes and patches for these operating systems. Consequently EUCS is withdrawing support for these operating systems, though they will remain on our local distribution site (<http://linux.ed.ac.uk/>) for the foreseeable future.

EUCS will support the commercial Red Hat Linux release called Red Hat Enterprise Linux (RHEL), which comes in three flavours: workstation (WS), enterprise server (ES) and advanced server (AS). Red Hat's prices for education are shown at the website <http://www.redhat.com/solutions/industries/education/>.

These annual prices only include a subscription to the patching service. Individuals or Schools wishing to purchase RHEL can do so at this website using a credit card. Alternatively, for purchases over £500, a Purchase Order can be used; in this case go to the European website (<http://www.europe.redhat.com/>) and see the 'contact' information there. Media kits and commercial support contracts for email and telephone hotline support can also be purchased there.

The support life of the commercial Red Hat releases is five years, and EUCS would recommend this option for mission critical servers or where a high level of support is required. We recommend RHEL WS for normal desktop use. For server use, we recommend RHEL ES as the cost-effective option if you require email and telephone support. AS is very expensive, and only relevant for high end servers. If you are purchasing for a server without requiring telephone support, then the only options that Red Hat sell at the low academic prices are WS and AS.

 Alternatively, if cost is an issue or you need early access to the latest features, Red Hat sponsors a free community-supported operating system called Fedora Core (<http://fedora.redhat.com/>). This operating system will be developed and maintained by a group of volunteer Linux developers and has a six month life-cycle. EUCS would recommend this release for end-user desktop use where critical support cover is not required. EUCS has made available a local distribution mirror of Fedora, with installation and configuration instructions available at <http://www.ucs.ed.ac.uk/fmd/unix/platforms/linux/>

We recommend that all Linux systems are upgraded to either RHEL or Fedora Core by the end of April.

Keith Farvis, Graeme Wood (EUCS)

Control of incoming email, and future plans

At its meeting on 24th February the C&IT Committee approved a recommendation¹ from its new Security Working Party (SWP) to block email traffic except to known, secure mail servers. As the SWP report makes clear, the intention is not to block legitimate traffic but to prevent the propagation of spam (unsolicited mail) and for related security reasons. This action is a part of the implementation of the 'default deny' policy agreed by C&ITC some time ago².

Our intention is to compile a list of known email receivers and block incoming email connections to all other systems at the edge of EdLAN, the University network. We will use several sources of information to try to identify mail servers which genuinely need outside access—checking MX records in the DNS and records of network traffic, scanning the network for active mail listeners and, of course, consulting users. We do believe that most email from outside the University can be routed via the central mail relays which will reduce exposure of email servers, and this has the benefit of centralised virus scanning and spam reduction.

If you run a system that receives email directly from outwith Edinburgh, rather than via the central mail relays, please let us know (email network-support@ed.ac.uk, tel 504933). We expect to implement the change in the second half of April.

This is part of an ongoing plan to implement a 'default deny' policy whereby services run on University systems are inaccessible to outside users unless they are explicitly registered. We are likely to extend

this kind of control to World Wide Web services in the near future, since these have been another channel for security breaches of systems in the University. We will also be considering whether we can control outgoing mail except from known registered hosts, since this is currently a major route for virus infection. Apart from the 'good neighbour' aspect, failure to control this traffic is likely to bring the University into disrepute and may cause some organisations to blacklist us.

Sam Wilson & Scott Larnach (EUCS)

NetWare migration

There has been significant progress recently on planning the move from Novell NetWare to Windows and Active Directory as the supported PC networking infrastructure. Meetings were held recently with each of the Colleges to discuss any issues and concerns arising from this transition.

Full details of the migration project along with minutes from these meetings can be found on the project web pages at <http://www.ucs.ed.ac.uk/projects/natsg/>

In order to assist the move from NetWare to Windows, one interim NetWare replacement server per College has been ordered. These servers contain sufficient disk storage to accommodate the existing data currently stored on numerous NetWare servers operating within the Schools. These servers will be installed with Windows 2003 server and facility-managed by the Architecture Services Team in EUCS.

The student home directory file servers currently on NetWare will

be moved to Windows Server 2003 in July this year. Each of the six servers will be taken out of service for one day, with the affected student accounts being suspended for the day in order to prevent the possibility of work being lost during the transition between operating systems. A detailed timetable will be published on the Architecture Team web pages at <http://www.ucs.ed.ac.uk/isd/archpub/>

An evaluation of prepayment printing solutions is ongoing, with the view to replacing the current GPAS system operating on NetWare. It is intended that a replacement product is purchased by the Summer with its implementation then being phased in over time. The GPAS system for students will not be replaced until Summer 2005, at which point it is intended to discontinue support for NetWare.

Architecture Services will be meeting further with School Computing Officers to ensure that there is as smooth a transition as possible during the migration of these services. For further information please contact us (email archteam@ed.ac.uk, tel 513246).

Garry Scobie (EUCS)

Banks don't do this!

You may have received email apparently from banks such as Barclays, Lloyds TSB and NatWest, asking you to confirm your bank account details.

Banks do not operate like this! The messages are coming from people who have faked the *From:* address and set up fraudulent websites to steal your money. Throw the message away—and if you know anyone who has been taken in by this scam, get them to contact their bank immediately to put things right.

Allan Digance (Finance)

¹ <http://www.ucs.ed.ac.uk/ucsinfo/cttees/citc/2004-02-24/paperC.html>

² <http://www.ucs.ed.ac.uk/ucsinfo/cttees/citc/2000-10-05/paperB.html>

New software versions

EUCS can now supply the following new versions:

eXceed 9.0 for Windows. If you already have a copy of eXceed, then you can upgrade by sending a GL220 for £20 to EUCS Purchasing, JCMB, The King's Buildings. New copies of eXceed 9 are £50 each and can be ordered in the same way. For information on eXceed 9, please see <http://www.hummingbird.com/products/nc/exceed/>

Maple 9.0 for Windows, Mac, Linux or Solaris. Schools which pay annually for Maple should email EUCS.Software.Service@ed.ac.uk to obtain the upgrade. If you bought a single copy, you can upgrade by paying another £25; please use the Personal Purchase Order form (available from EUCS Reception, Main Library, George Square, tel 503344) or a GL220 as appropriate. For information on Maple 9, please see <http://www.adeptsience.co.uk/products/mathsim/maple/>

SPSS 11.02 for the Mac. Current SPSS users paying the annual fee should email EUCS.Software.Service@ed.ac.uk to obtain the upgrade.

S-Plus 6.2 for Windows, Linux and Solaris. Schools and users paying the annual fee should email EUCS.Software.Service@ed.ac.uk to obtain the upgrade.

StarOffice 7. Purchase a CD from EUCS Reception, Main Library, George Square, price £2.35, cash only.

Charlotte Moon (EUCS)

Dictionair o the Scots Leid

This new online Dictionary of the Scots language was launched on 25th March. It combines 12 volumes of the Dictionary of the Older Scottish Tongue and all ten volumes of the Scottish National Dictionary.

See <http://www.dsl.ac.uk/dsl/>

Editor

New datasets added to Data Library holdings

The following datasets have been obtained from the UK Data Archive by the Data Library for use in research, learning and teaching:

- **British Crime Survey, 2000:** Teaching Dataset.
- **E-Living: Life in a Digital Europe: Wave 1, 2001.**
- **Labour Force Survey, 2002:** Teaching Dataset.
- **UEA-MORI Risk Survey, 2002** (Public perceptions of risk, science and governance).
- **ONS Omnibus Survey, April 2002** (non-core questions include: family change; step families; living apart together)
- **ONS Omnibus Survey, July 2002** (non-core questions include: local bus services; attitudes on developing countries; tobacco).
- **Scottish Church Attendance Census, 2002.**
- **Scottish Social Attitudes Surveys, 2001 & 2002.**
- **Millennium Cohort Study First Survey, 2001–2003** (new and corrected edition).
- **British Household Panel Survey: Waves 1–11, 1991–2002.**

The complete list of Data Library holdings can be viewed at <http://datalib.ed.ac.uk/holdings.html>

For further information please contact the Data Library (email datalib@ed.ac.uk).

Stuart Macdonald (EDINA)

Copyright guidelines



Changes to UK copyright law took effect on 31st October 2003.

Guidelines to help staff in museums, galleries, archives, libraries and information services have been published at <http://www.cilip.org.uk/committees/laca/directive.html>

The guidelines were commissioned by the Libraries and Archives Copyright Alliance (LACA) and the Museums Copyright Group (MCG), and *interpret* the law (they do not constitute legal advice).

Other information about the UK implementation of the European Copyright Directive and the Copyright (Visually Impaired Persons) Act 2002 is available at <http://www.cilip.org.uk/laca/>

Robin Rice (EDINA)

Web hosting extended to Internet Information Server

The EUCS Virtual Web Server Service has been extended to provide virtual web hosting using Microsoft's Internet Information Server v6 (IIS6) running on Windows Server 2003 Enterprise, in response to user interest and demand. The College of Medicine & Veterinary Medicine is already making significant use of it.

Access to the service is through existing staff and student Active Directory accounts. Users of Windows PCs connect to their web publishing area by mapping a drive to it; users of Mac OS X and Linux use their built-in SAMBA clients.

Active Server Pages (ASP) and ASP .Net applications may be run on this service but their use is not supported by EUCS. Similarly, EUCS does not support FrontPage Server Extensions 2002, but will enable them on a virtual server if requested.

Search facilities for virtual servers using either type of hosting will continue to be provided by our Ultraseek-based Web Search Service.

Further information about the Virtual Web Server Service can be found at <http://webhelp.ucs.ed.ac.uk/services/vservers/>

To enquire about access to this service please email w3hd@ed.ac.uk.

John Smith (EUCS)

Cabinet reshuffle

Peter Burnhill, Director of EDINA and the Data Library, has been appointed to the part-time post of interim Director of the new UK Digital Curation Centre, based in the National eScience Centre in South College Street (see <http://www.dcc.ac.uk/>).

John MacColl, the University's Sub-Librarian for Online Services, has taken up a 50% secondment to a management role in EDINA, at least until the end of 2004, to help cover for Peter's absence. There will be consequential changes in the management of the Library's Online Services Division for this period.

These shared responsibilities are likely to strengthen the existing bonds between the Library and EDINA and help to create new ones.

Alason Roberts (EUL)

EDINA Open Day

EDINA is a JISC-funded national datacentre which offers the UK tertiary education and research community networked access to a library of data, information and research resources. All EDINA services are available free of charge for academic use by members of subscribed institutions.

EDINA will hold its first open day, entitled *EDINA Exchange*, on 11th May 2004 at the National e-Science Centre. The morning session will focus on service and project developments, while parallel sessions in the afternoon will encourage discussion about service areas and support topics. The day will finish with a presentation on the JISC collection strategy.

Full details of this *free* event, including booking information, are at <http://www.edina.ac.uk/events/edinaexchange.shtml>

Peter Burnhill (EDINA)

eProcurement strategy coming along nicely

The **SciQuest** upgrade plan is progressing, although a little behind schedule. The Medicine and Veterinary Medicine procurement strategy group has been established and will assist in preparing for the full roll-out. Another university is visiting this month to see SciQuest in action.

HEeP/eFinancials has been tested successfully on the pilot HEeP website. Roll-out of stationery and related web-ordering is progressing, and you will soon be able to use these sites via the eProcurement tool within eFinancials.

The **eTender** service is about to be implemented, and will later include a buyer's profile for our Freedom of Information (FoI) obligations, letting suppliers know which tenders we are advertising in the Official Journal of the European Community. The procurement consortium recently hosted a demonstration of **eTendering** at Edinburgh.

Bids have been put forward to develop an FoI-compliant procurement process, and to appoint a procurement business process development manager to assist Schools and Support Units to gain the benefits of eProcurement, eAuction, ePrint and other related developments, such as purchasing cards and vendor appraisal. These are competing with other University priorities for resources and funding; we await the outcome with interest and will keep *BITs* readers informed.

The Procurement Office website is being redesigned, and it will soon be easier to find good procurement guidance and University-approved suppliers quickly.

For more information please contact procurement.office@ed.ac.uk.

Karen Bowman (Procurement)

BCS meeting this month

This year's Sidney Michaelson Memorial Lecture takes place at 3PM on **Sunday 11th April**, when Prof Nick Jennings of the University of Southampton will speak on *Building Automated Negotiators*.

This meeting takes place at the Apex International Hotel, 31-35 Grassmarket, Edinburgh. Further details are provided at <http://www.cce.hw.ac.uk/~bcsed/meets.htm>

David Muxworthy (BCS)

C&IT in the Science Festival

Physicists are developing a new kind of computer—a quantum computer—which offers the possibility of solving problems that existing computers can't handle.

Professor Andrew Steane of Oxford University describes the remarkable feature of quantum physics that allows two separated atoms to act as one, and ways of exploiting this. The talk is on Wednesday 7th April at 6PM in the Anatomy Lecture Theatre, University of Edinburgh Medical School, Teviot Place.

The Science Festival website is at <http://www.sciencefestival.co.uk/>

Nick Stroud (EUCS)



edinburgh
international
science
festival

Oxfam needs old hardware



Oxfam can raise funds by recycling certain used mobile phones, computer equipment and printer cartridges, and will pay for their collection.

Details are at http://www.oxfam.org.uk/what_you_can_do/recycle/

Robin Rice (EDINA)

Enhanced Streaming Media Services

Spring is in the air, and several enhancements to the streaming media service are now complete. They significantly extend the range of content that is available and will be of particular interest to local content and course developers.

Following the integration of the Windows Media service into the University's Active Directory system, we can now offer reliable and precise access control to any video and audio content hosted on this service. For example, access to a part of a video can be restricted to specific students, staff and PCs. Publishers benefit too, as they now have direct access to their publishing directory on the service file system via their AD account.

In collaboration with EDINA (<http://edina.ac.uk/>) and the Data Library, any video content from the collections of Education Media OnLine (EMOL, see <http://www.emol.ac.uk/>) can now be hosted and streamed for local viewing from the Windows Media service. The EMOL collections contain several hundred hours of high-quality video covering a wide range of subjects across many disciplines. For assistance with using EMOL films for coursework, contact the site representative at the Data Library (email R.Rice@ed.ac.uk). If you want to have EMOL content hosted for streaming please contact stream-media@ed.ac.uk.

The Educational Recording Agency Ltd (ERA, at <http://www.era.org.uk/>) has confirmed to us that under the terms of its licence, the streaming of video and audio programmes recorded off-air is permitted within the University's network for educational purposes. Any programme broadcast by terrestrial television and radio stations that are members of the ERA scheme can now be recorded and incorporated into online learning resources. This material too will be served in Windows Media format.

These developments enable the reliable and secure delivery of a wide range of video and audio content for teaching and learning across the University. For further details and demonstrations of the services described in this article see <http://webhelp.ucs.ed.ac.uk/services/media/news.html>

John Smith (EUCS)

Edinburgh students' use of computers in education

Over the past 13 years we have been studying the use of Information and Communication Technology by students at the University of Edinburgh. Most of this work has been focused on newly-arrived students (Freshers) but some more recent work has been done with established students in the middle and later years of their courses. In October 2003 we collected information from 1,300 Freshers, and in February 2004 from 600 students who were taking courses that made use of WebCT. The reports of our findings are available at

<http://www.flp.ed.ac.uk/freshers2003/surveyresults.pdf>

<http://www.flp.ed.ac.uk/webct/surveyresults.pdf>

These two reports are combined in a presentation for the Association for Learning Technology Conference (ALTC 2004) at

<http://www.flp.ed.ac.uk/ALTC2004/studentviews.pdf>

For the new students: ownership of PCs and Internet access continue to rise, with 75% owning a computer on arrival and 50% owning a laptop, especially high amongst female students and those from outwith Scotland. Their self-rated IT skills keep rising too, as does the frequency with which they use a computer and the Internet for study and for recreation, which for many is daily. New students regard IT as a very positive factor for their education.

For established students: they are using IT regularly and frequently, many daily. Those with their own computers also use University computers often, contradicting the view that increased ownership might allow lower levels of University provision. Like new students, established students value IT for their studies, and many choose to use it for themselves independently of the expectations or requirements of their courses. This is especially true for research and investigations to extend their studies or to prepare assignments. Particularly valued are lecture notes and Powerpoint presentations online, plus links to further reading, e-journals and e-reserves. The students express concern about having to print documents at their own expense and about problems with access to University systems from off-campus.

Very similar findings have been reported by EUSA, and this is reflected in its paper on *Academic Facilities & Services*. EUSA has expressed a view that is reinforced by our findings, that students see the use of e-learning not as a replacement for face-to-face teaching, but as a supplement to it. The implications of this need to be debated more widely as the use of e-learning increases.

Details of our other surveys can be found at:

<http://www.intermedia.uib.no/seusiss/>

<http://www.spotplus.odl.org/>

Hamish Macleod (TLA)

Jeff Haywood (MALTS)

e-Learning Forum 2004

'E-Learning @ Edinburgh: the 2nd annual conference' will take place in the JCMB lecture theatres at The King's Buildings on **27th May**.

The Forum will be opened by The Principal and will include a wide range of presentations on current e-Learning activities, and looking at future directions and options.

All interested staff will be welcome, with a lot more space available than at last year's inaugural Forum. Please make a note of the date and look out for details in the next issue of *BITs*.

Nora Mogey, Jo Hamill (ISG)

Learning and Teaching Forum: Teaching and Learning Online

Thursday 3rd June 2004, 1.30–4.30pm
John McIntyre Centre, Pollock Halls

eLearning involves—but is not exclusively defined by—the act of putting learning materials online. Technology can be used to stimulate and facilitate active learning by students, and the process of teaching can be defined to include devising and designing good tasks.

Virtual learning environments (VLEs) provide us with a set of tools with which students and teachers can participate together in active learning tasks.

This Forum will provide an opportunity to see a range of tools made available within VLEs. Examples will be provided using WebCT, although the approaches and methodologies apply equally well using other systems. The techniques discussed should therefore be relevant to anyone who is using or evaluating online learning.

For more information visit the website at <http://www.tla.ed.ac.uk/services/LTforums/ltonline.htm>

Mary McCulloch (TLA Centre)

Netskills course offer

Netskills is presenting one of its 'Full Monty' events, running four consecutive days of e-Learning training in April in Newcastle:

20th April:

e-Learning: Applying Key Design Concepts with VLEs

21st April:

e-Learning: Content Solutions for VLEs

22nd April:

e-Learning: Assessment and Communications with VLEs

23rd April:

Detecting and Deterring Plagiarism

The workshops have been subsidised by the JISC for participants from HE and FE: the e-Learning ones cost £60 each, and the Plagiarism one £65.

Each one-day workshop includes:

- A workbook and information pack, including reference materials.
- Presentations with demonstrations of practical applications.
- Access to a high-specification PC with fast Internet connection for each person.
- Hands-on practical experience and online exercises.
- Professional help at every stage, from friendly and knowledgeable staff.
- A buffet lunch plus morning and afternoon refreshments.

For full details see <http://www.netskills.ac.uk/workshops/special/>

Professional Development

These workshops count towards the Netskills/BTEC Professional Development Certificate (PDC) in e-Learning. For more information on these accreditation schemes, see <http://www.netskills.ac.uk/accreditation/>

Wilma Alexander (MALTS)

It just got easier to make online quizzes and tests

WebCT includes a quiz tool which works very nicely, but everyone who has tried it would probably agree that it can be a bit cumbersome to create and set up quizzes or self assessments using WebCT.

Respondus is a piece of software which works alongside WebCT to make the creation of test questions much simpler.

Respondus is an easy-to-use Windows-based (sorry to non PC users) tool for creating and managing exams. The questions and tests are created in Respondus and can then be printed to paper or published directly into WebCT (other VLEs should be possible if they work to interoperability standards).

Tests or Quizzes can be created using a Windows environment, or moved from one e-Learning system to another. Whether you are a veteran of online testing or relatively new to it, Respondus should save you hours per test.

We are delighted that we won (yes, *won!*) a site licence, so we can now make Respondus available to any staff who wish to use it, completely free of charge. To download a copy, email webct@ed.ac.uk giving us a note of your School and your Universal Username and we'll send you the password.

You can get more information from <http://www.elearn.malts.ed.ac.uk/services/CAA/respondus.phtml>

Respondus provides details of question styles and options at <http://www.respondus.com/>

If there is sufficient interest we will consider setting up some training courses on making questions using Respondus; until then, have fun experimenting!

Nora Mogey (MALTS)

Public holidays this month

Computing Services will be observing two public holidays in April, for Good Friday on the 9th, and for the Edinburgh Spring Holiday on the 19th. Systems will be left to run unattended, and staffed services such as reception, support and resource centres will be closed.

All Library sites are closed on the 9th but open as usual on Easter Monday. All sites will be open on the 19th, though with reduced services.

Open-access computing labs will be closed on the 9th. Labs located in Library sites that are open will themselves be open on the 19th, though with reduced cover and supervision. The 24-hour labs (in the KB Centre and the Greenfield Suite) will of course be open throughout to students who have their matriculation card and a PIN.

Tricia Cairney (EUCS)

Hit and miss in searching the Web...

Go to <http://www.google.co.uk/>, enter 'internet research tools' into the box, click on the 'pages from the UK' button, then click on 'Google search'. You should be rewarded with the relevant page of *Library Online* in the top three of your results (it came in at number one for some time, but Google's results can vary a little, perhaps as relevance ranking algorithms evolve or other factors impinge).

Now try another search, this time substituting 'search' for 'research'. The results are dramatically different, and Edinburgh is nowhere in sight.

Search strategies and subject terminology are as important as they ever were, as is critical thinking. Lessons may also be learned for metadata assignment—or perhaps that should read 'cataloguing'?

Steve Scott (EUL)

Changes to Apple orders

Contract number: CU/UACG/Apple/0602

There has been an important change in the supply and servicing of Apple equipment in the University.

From 1st April, Scotsys can no longer act as an Education Agent for Apple in the Scottish HE market.

Scotsys has been supplying Scottish universities with Apple equipment for over 20 years, but are no longer able to do so. The company will however continue to offer training and consultancy services on Apple solutions, based on this long experience and the accumulation of wide ranging expertise.

The contacts for Apple are now as follows:

Higher Education General Sales Enquiries: 0800 912 0207

Business Account Manager: Richard Bennett (tel 0208 218 1539, email r.bennett@euro.apple.com)

Internal Account Manager: Brid Harrington (tel 0800 912 0207 ext 1712, email harrington.b@euro.apple.com)

After Sales Queries (including delivery and availability): 0870 876 0212, email uk.education@euro.apple.com

AppleCare, Warranty and Technical Queries: 0870 876 0753

To report Apple equipment 'Dead on Arrival' (*i.e.* hardware failure within 14 days of delivery): 0870 876 5495

Scotsys will continue to support the Scottish Higher Education market via our HE Account team, offering HP Solutions. Please contact Maureen Dolan for further details (email mdolan@scotsys.co.uk, tel 0845 606 2641).

Maureen Dolan (Scotsys)

Bulk deal for Mac OS X maintenance?

The normal arrangement for OS X maintenance licences includes the need for a three-year money-up-front commitment, as described at <http://www.apple.com/uk/software/volumelicensing/>

The HSS College is ready to order 650 OS X Maintenance licences, but there would be considerable savings if the University bought 1,000 licences: the charge could be paid in annual instalments, and the fee of around £16 per user would cover a free upgrade to OS X Panther.

If you would be interested in this offer, please let me know how many licences your School or College would require (email G.Kirkwood@ed.ac.uk). *Note* that I do not want orders at this time.

Gillian Kirkwood (EUCS)

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