Prentice Centre
Bulletin

Mr Teakle
Prentice Centre

NUMBER 57   October 1995

CARMEL TAKES THE *CRISIS* OUT OF COMPUTING

Outsourcing* computer support provides a cost-effective, expert method of maintaining Local Area Networks (LANS), laboratories and desktop workstations.

To provide such support, the Facilities Management Group at the Prentice Centre has expanded to meet the evergrowing computer and communications needs of the University.

Former analyst/programmer, Carmel Hegarty was appointed Facilities Management Coordinator in February and has been busy responding to requests for this new service.

"Departments are beginning to realise how much it costs to maintain a computing lab.

"Computers and their users generally require a lot of support, such as trouble-shooting, on-site advice, analysing problems, and network connectivity issues."

According to Carmel several factors have made the computing environment extremely complex. These include the internet explosion, CDROM remote access, compatibility issues, LANS and security issues.

In some cases, Carmel said, academic staff monitor the labs in their 'spare time'.

"In the beginning, it probably wasn't such a large commitment. But these things tend to grow.

Carmel Hegarty
Facilities Management Coordinator

Because computing support can be so time-consuming, it may not leave a lot of time for research or teaching."

To combat this problem, some departments have employed a computing support person. While Carmel thinks this is a step in the right direction, a facilities management contract may be more beneficial, and in the long run, cheaper.

"In-house support staff may not be exposed to the gamut of computing issues that we run into every day. Because we're experienced in trouble-shooting, we can generally identify and isolate problems fairly quickly. When the occasional problem mystifies us, we speak to the Mac, PC or network expert in the Centre."

Some of the advantages of a facilities management contract with Prentice:

1. **Scheduled system maintenance reduces 'down time'.**
2. **Experts and specialists on call for problem solving and trouble shooting.**
3. **You don't need to solve the problem. Just tell us the symptoms and we will identify whether it's a hardware, software or network problem.**
4. **Advice on equipment purchases, upgrades, and latest releases.**

---

* if you think 'departmentally'— you'd call it *outsourcing*
if you think 'universally'— it's *insourcing*
if you think 'precisely' and like clunky buzzwords— it's *intrasourcing*

More Time on the Network

Do you have a modem account but need more connection time and want to login at peak periods?

Modem account upgrades are now available from the Prentice Centre. For $150 per year, you can have your weekly time threshold increased by 25 hours.

The banks on 3870-3227, 3871-1766 and 3365-4900 are funded centrally for the use of staff and students. Therefore, these banks can only be expanded as funding allows, not as demand dictates. With the growing interest in network access, demand has outstripped supply, resulting in congestion.

Some staff and students are prepared to fund the upgrade of their connection from other sources. So Prentice has installed a new modem bank for people who need priority access. As this bank is funded by its users, it can be expanded as the user base expands. Currently there are 31 **28.8K V.34** modems connected to this new number.

To upgrade your modem account, complete the **Network Access Upgrade Form** available from the Client Service Counter.

Computing and Video Courses

Computing Courses	Date	Time
Introduction to QuattroPro	Oct 10–Oct 12	1–4pm
WORD (Mac) — Stage II	Oct 11–Oct 13	1–4pm
Using NEWS	Oct 13	9–12am
WordPerfect Equations	Oct 13	9–12am
Introduction to Building Web Pages (PC)	Oct 13	1–4pm
Introduction to Building Web Pages (Mac)	Oct 16	9–12am
Introduction to EXCEL	Oct 16–Oct 18	1–4pm
Introduction to WordPerfect 5.1 (DOS)	Oct 16–Oct 19	1–4pm
WORD (Windows) — Stage II	Oct 18–Oct 20	9–12am
SAS — Stage II	Oct 19–Oct 20	9–12am
Introduction to PageMaker	Oct 23–Oct 26	1–4pm
WordPerfect (Windows) — Stage II	Oct 23–Oct 24	1–4pm
Introduction to Windows	Oct 25–Oct 27	9–12am
WordPerfect 5.1 (DOS) — Stage II	Oct 26–Oct 27	1–4pm
Introduction to Macintosh	Nov 2-Nov 3	9-12am
Using NEWS	Nov 6	1-4pm
Introduction to EXCEL (Mac)	Nov 7-Nov 9	1-4pm
Introduction to SAS	Nov 13-Nov 17	9-12am
Network Tools Overview	Nov 13	1-4pm
Introduction to WordPerfect (Windows)	Nov 14-Nov 17	1-4pm
Introduction to Windows	Nov 15-Nov 17	9-12am
Introduction to WORD (Mac)	Nov 15-Nov 17	1-4pm
Introduction to MSDOS*	Nov 20-Nov 23	9-12am
PageMaker (Mac) - Stage II	Nov 20-Nov 22	9-12am
Using telnet/ftp	Nov 20	1-4pm
WORD (Windows) - Stage II	Nov 21-Nov 23	1-4pm
Using Pine Mail	Nov 24	9-12am
EXCEL - Databases, Data Tables, Pivot Tables	Nov 24	1-4pm
Introduction to Building Web Pages (PC)	Nov 24	1-4pm
Introduction to EXCEL (Mac)	Nov 27-Nov 29	9-12am
Introduction to WordPerfect 5.1 (DOS)*	Nov 27-Nov 30	9-12am
Introduction to Building Web Pages (Mac)	Nov 27	1-4pm
Introduction to Building Web Pages (PC)	Nov 29	1-4pm
Using Archie/Web	Nov 30	1-4pm

* This course may not be continued in 1996 unless sufficient interest, so this maybe your LAST CHANCE!

Type **course** on dingo, UQVAX, or brolga for latest information on courses

Payment is required to attend all courses

The rate is $20 per 3 hour session for UQ staff and students and $60 per 3 hour session for all others.

Course Bookings and Payment

To enrol in any course, telephone **3365 4400**, email **help@cc.uq.edu.au** or come to **Client Service** on Level 2 (ground floor), Prentice Building, from 8·30 am to 4·30 pm.

Bookings must be confirmed by payment within 3 days, or before start of course. Payment can be made either by Requisition for Interdepartmental Services, cash, or personal cheque.

The UQ Price is only available to University of Queensland staff and students.

Please address all correspondence to *Course Bookings, Prentice Centre.*

SUPERCOMPUTING UPDATE

Myora, the Silicon Graphics ONYX Reality Engine, is the same type of computer which produced the special effects for Jurassic Park and Terminator II. It can be used to develop interactive graphics and animations using MATLAB and PATRAN3.

PATRAN3, also available on moreton and fraser, is compatible with a number of software packages. It works well with NASTRAN, a Finite Element analysis package.

Other software now installed include BIOSYM Discover and Insight II. With these programs simulated molecules can be visualised and rotated in real time.

Dmol, a quantum mechanics application useful for the simulation of molecules, clusters and aggregates, is now installed on fraser.

Models, animations and designs can also be recorded onto video for easy presentation.

For further information contact Wilfred Brimblecombe on ext. 53654 or Martin Nicholls on ext. 54023.

WWW Sites of Interest

Smithsonian Institute:
http://www.si.edu/

Hansard Internet Trial:
http://www.aph.gov.au/library/trialhom.html

Discovery Channel:
http://www.discovery.com/

Schonell Cinema program:
http://www.uq.oz.au/studentunion/schonell/home.html

Silicon Graphics Silicon Surf:
http://www.sgi.com/