The User & User Administration at Cambridge

Al Kitching

Working together for excellence in education, research and operations through Information Services
User Admin: Who are we?

Service operations

- Al Kitching
- Michelle Hollins
- Ujjwal Das
- Service Desk
Cambridge – a Collegiate University

- University only: 25,500
- College linked: 21,500
- Course ids: 7,000
- Visitors: 9,500
- Colleges: 31
- Museums: 8
- Theo. Federation: 11
Cambridge computing accounts

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email addresses:</td>
<td>~150,000</td>
</tr>
<tr>
<td>Active CRSids:</td>
<td>63,000</td>
</tr>
<tr>
<td>Hermes accounts:</td>
<td>47,000</td>
</tr>
<tr>
<td>Raven:</td>
<td>51,500</td>
</tr>
<tr>
<td>Raven for Life:</td>
<td>55,000</td>
</tr>
<tr>
<td>DS accounts:</td>
<td>46,500</td>
</tr>
</tbody>
</table>
What else?

- Managed Mailing Lists
- TLS Certificates
- CamCORS
- Streaming Media Service
- Managed Mail Domains
- Falcon Sites
- Managed Wikis
- Lookup Data
The user

- Common Registration Scheme Identifier – CRSid
- Core services:
  - Raven = Authentication
  - Hermes = Central e-mail service
  - Desktop Services = Central filestore, printing, managed clusters, Windows/Linux/Mac
  - WiFi – eduroam & UniOfCam
  - Other services by request – SMS, mailing lists, MWS, etc.
jackdaw.cam.ac.uk

- Over 600,000 CRSids
- Pre-arrival registration
- Institutional affiliation records
- Shibboleth attributes derived here
- Falcon CMS
- Managed Wikis
- Managed Web Server
- IP Register
- CERT database
- Datafeeds – CHRIS, CamSIS, Card, Lookup
How do we know about arrivals?

- Data Feeds
- Pre-arrival registration
- Form R1
- Unmanaged nodes....
Pre-arrival registration

Details of Person to be Registered

Please use this form to provide details of the person to registered. Items marked with a "*" are required.

If the person has ever been in the University before (in any capacity), he or she may have already been registered with the Computing Service - if so, it would be helpful if you could provide the CrsID they then used. The person may have been using a different surname when last here. In this case, the previous surname would also be useful.

<table>
<thead>
<tr>
<th>Institution</th>
<th>Standing</th>
<th>Acad title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Forenames</th>
</tr>
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<tbody>
<tr>
<td>Gender</td>
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<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Starting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaving</td>
</tr>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>College</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Accounts</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Previously in the University</th>
<th>CrsID</th>
</tr>
</thead>
</table>

Please check the above details carefully before pressing 'Request registration'. You will not be able to make changes after the request is queued.

Request registration  Clear form  Give up
Account collection 2013-14
Online account collection – Michaelmas 2013 v 2014

![Graph showing account collection over time for different categories: M 2014 UGs, M 2014 PGs, 2013-4 Undergraduates, 2013-4 Postgraduates.]
How do we know about leavers?

- Data feeds
- People & institutions tell us
- Unmanaged nodes…
- Interrogate Jackdaw
<table>
<thead>
<tr>
<th>Month</th>
<th>Warned</th>
<th>Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>850</td>
<td>812</td>
</tr>
<tr>
<td>November</td>
<td>1,787</td>
<td>1,600</td>
</tr>
<tr>
<td>Early January</td>
<td>100</td>
<td>66</td>
</tr>
<tr>
<td>Late January</td>
<td>775</td>
<td>770</td>
</tr>
<tr>
<td>February</td>
<td>1280</td>
<td>1900</td>
</tr>
<tr>
<td>March</td>
<td>610</td>
<td>556</td>
</tr>
<tr>
<td>April</td>
<td>497</td>
<td>539</td>
</tr>
<tr>
<td>May</td>
<td>568</td>
<td>483</td>
</tr>
</tbody>
</table>
Requests processed per year

The number of certificate requests processed under the scheme each year. Note that the final bar is normally an under-representation since it is based on period-to-date figures.
Our approach

- Eligibility for accounts
- Account collection problems
- Forgotten passwords
- Confused users
- Account security
- Access to resources
- Summer school tickets
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