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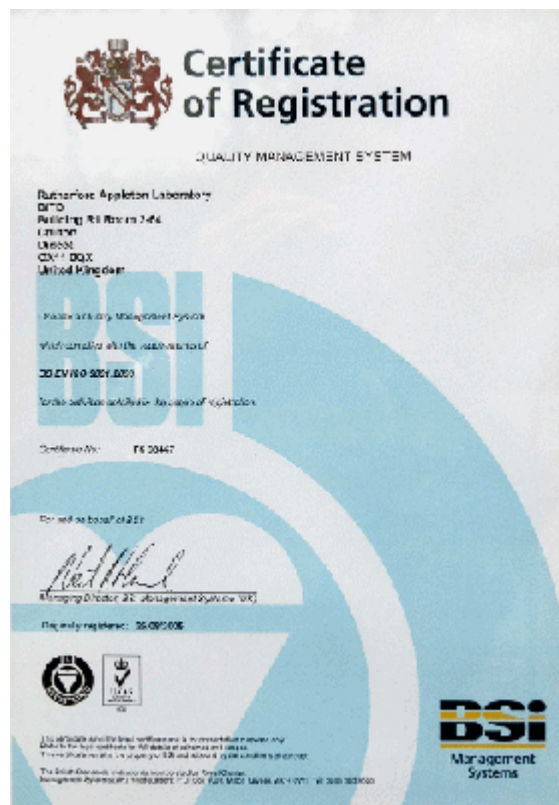
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1. BSI ACCREDITATION

Quality – Why is it so important?

In today's competitive IT market you can no longer expect any organisation to hand you their business based on customer loyalty or past service provision alone. That is why every good service provider should be able to demonstrate that they operate a Quality Management System. A good QMS correctly implemented will provide the foundation to gain the best from its staff and systems. It should add tangible value in the form of standards, policies and compliance to its service. Most importantly it should bring with it continuous improvement for the benefit of all users. All the attributes that demonstrate a service is providing good value for money within a well managed environment.

It was my belief that JISCmail should seek to attain such an industry standard. So last year I set about this task, preparing the necessary procedures and engaging with the team for a full integration of a QMS service and the necessary procedures required for JISCmail to become registered for BS EN ISO 9001:2000 with the British Standards Institution (BSI). The first successful certification took place in August 2005, followed by a second audit on the 16 February 2006.



BS EN ISO 9001:2000 is the internationally recognised standard for Quality Management Systems

Penny Windebank
JISCmail

Reminder

List owners should never add anyone to their list(s) without first gaining their permission to do so.



2. QUESTIONS AND ANSWERS

On the JISCmail Web Page under Help/List Owners you will find a section on Questions and Answers.

It is designed to cover some of the more specific questions that we get asked, that are not necessarily covered in other "List Owners" pages.

Each question has a link to the answer.



Email Addresses and Passwords

- Why does LISTSERV® say I'm not an owner?
- My email address has changed - what shall I do?
- Can I use my home email to be a list owner?

Inappropriate Use of the List

- How can I stop junk mail (spam) reaching my list?
- Are people allowed to send adverts and promotional message to my list?
- Someone has sent an undesirable message to my list - what should I do?
- Can I read messages before they reach the list?
- Does JISCmail monitor all the messages sent to lists?

Helping List Members

- Why are people having difficulty leaving my list?

- How do I encourage people to talk more?
- Can I stop people sending attachments/HTML to my list?

Being a List Owner

- Can I hand my list over to someone else?
- Can I have more than one list owner?
- I am going on holiday for a month - can I suspend mail from my list?
- Why am I not receiving messages posted to my list?

On the Web

- Can I remove a message from the archives?
- Can I create my own web pages?
- Can I have a link from JISCmail to my own website?

Error Messages

- I am receiving over 100 messages per day. What should I do?

TIP

Moving Jobs? Need to change your email address? Whilst still using the old email address, send the following command to listserv@jiscmail.ac.uk

```
change listname new-email
--
```

or (for multiple lists)

```
change * new-email
--
```



3. NEIGHBOURHOOD 'GEM'



Image Provider - Diamond Light Source Ltd

The JISCmail team is employed by CCLRC (The Council for the Central Laboratory of the Research Councils), and based at The Rutherford Appleton Laboratory in Southern Oxfordshire. Our members come from all corners of the United Kingdom and Worldwide and cover many disciplines within Education and Research

One of our members is actually based right on our doorstep, just 300 yards away, within viewing distance of the JISCmail offices, using state of the art technology within an established scientific area.

On first sight of their premises, some would be forgiven for thinking that a huge spacecraft had just landed, but the large doughnut shaped futuristic building, the size of five football pitches (45,500 square metres), houses Diamond Light Source Ltd. This giant machine, called a synchrotron uses arrays of magnets, called insertion devices, to generate bright beams of synchrotron light. The experimental stations that this light is destined for can be described as a series of 'super microscopes'. Diamond is the largest UK-funded scientific facility to be built in over 30 years.

The facility, funded by CCLRC and The Wellcome Trust will eventually host up to 40 cutting edge research stations, supporting the life, physical and environmental sciences and will be ready for the user community to embark on experiments in the early part of 2007. Many members of this user community will be attached to Universities both UK and worldwide.

For more information visit their web site.

4. RSS AND JISCMAIL

Introduction

Most of you will have already heard about RSS and possibly many of you are already using it. The good news is that you can now take advantage of RSS with JISCmail lists and it's also easy to use. The present version of our system enables an RSS feed of the postings to your list, although this is not currently supported. The next release of LISTSERV, the software which JISCmail uses, will provide a fully supported RSS feed capability.

As an enhancement to our service, it's ultimately all part of the JISCmail goal to provide you with a range of options which enable you to communicate and collaborate in the way which best suits you.

What is RSS

RSS, which stands for Really Simple Syndication, is really a method of web sites pushing information to you, rather than you visiting those same sites and navigating through possibly a large number of pages of interest. The content can be straightforward text but can also include content such as photos, audio and video. All that is necessary is that the web



sites need to have the RSS functionality and you need to use a reader capable of handling RSS feeds. The readers can be either standard browsers with the ability to also handle RSS feeds or there are a number of separate RSS reader clients that need to be installed on your desktop like any other application package. Opera and Firefox are popular browsers which can handle RSS, and a number of plugins are available for Internet Explorer. The list of RSS client applications is growing all the time and already many are now sophisticated products that allow access to RSS alongside email, newsgroup, browser and blog functionality in one package. There are many good online introductions to RSS available. If you want to know more and perhaps select a good RSS reader, any search engine should help you find the information.

Using RSS with a JISCmail list

To obtain an RSS feed of postings from a public JISCmail list is extremely straightforward. In your RSS capable browser or reader, you just provide the address of the feed as <http://www.jiscmail.ac.uk/cgi-bin/webadmin?RSS&L=listname> where listname is the list you wish to receive the RSS feed from. Once your reader is connected to this feed, all the postings are then readable and as new postings are sent to the list, your reader will automatically receive a copy. Using RSS with private list requires your logon details. We suggest you contact our **Helpline** for advice.

Benefits

RSS is being offered as solution to the problem of gathering information relevant to you. Once you have subscribed to your chosen feeds, any new information is 'pushed' to you. It leaves you the option

of reading the article if it looks of interest. You can set up feeds to a wide variety of sources and from one application catch up on the information which is of interest to you, when you want to.

Volumes of email, especially on busy lists, can be a distraction and the alternatives may not meet your needs. Regular digests are maybe too infrequent and you may miss out on an urgent discussion. If your JISCmail subscriptions are set to nomail and you rely on visiting the web based archives, this requires you to make the effort to navigate there. If you are subscribed to a number of lists, some of which are very busy and some not, it can be difficult to stay on top of all discussions. To enable RSS feeds into one central reader could offer a convenient and time saving method of staying in touch with all your colleagues across a number of lists.

TIP

If you wish Listserv to link your name with your email address so that you no longer need to give your name when subscribing to a list, send the following command to listserv@jiscmail.ac.uk

```
REG(ister) Joan Smith
```

```
--
```

To remove the link to the email

```
REG off
```

```
--
```

For a change of name

```
REG off
```

```
REG Joan Jones
```

```
--
```



5. NEW FILES AREA ACCESS

OVERVIEW OF FILES AREA:

The new Files Area will improve both security and convenience of access by using the existing Listserv login mechanism. The current system of password protection is applied at web directory level and necessitates having a separate username/password which means that when a subscriber leaves a list they can still access the files area unless the password is changed. Changing the password can only be done by the JISCmail Helpline on request.

The new system works along with your message archives. If your message archives are set to "public" then your files area will be public and anyone will be able to access them. If the message archives are "private" then the user must be a current list subscriber and have a Listserv login account in order to access the files.

This is not only more secure but also more convenient for list owners and subscribers alike. Many JISCmail users take advantage of the ability to store their Listserv login in a cookie on their computer, which enables them to navigate around the list and message archive pages without having to manually log in all the time. The new Files Area will also work in this way.

OVERVIEW OF FILE STORE

The primary new feature in the updated File Store is the ability to create subdirectories and better organise your files. using file and directory rename and file move.

WATCHPOINTS

Users who use email commands, such as INDEX or GET, will not be able to access files in subdirectories. This is a limitation

in Listserv itself. In practise only a very small number of files get accessed this way but please bear this in mind when deciding to create subdirectories.

If you have uploaded an "index.htm" page into your files area it will be listed along with the rest of the files rather than appearing in the browser automatically. However, a template will be available via List Management|Templates which will enable you to achieve the same effect. The Helpline will be happy to assist in the conversion if requested.

If you have any questions please contact the **Helpline**

A Selection of JISCmail Statistics

	February	March
Active lists	5582	5636
Distributed messages	73046	80658
New lists set up	77	71
Unique subscribers	409519	412933
Spams detected	116399	823595
Viruses intercepted	1	0
Helpline queries	342	353

Contact details:

JISCmail,
Building R61 / Room 1.05,
CCLRC Rutherford Appleton
Laboratory,
Chilton, Didcot,
Oxfordshire, OX11 0QX
Tel 01235 446780
Fax 01235 446708



helpline@jiscmail.ac.uk