1   INTRODUCTION

Either you really are in doubt or the cover simply caught your attention. In either case, welcome to The External Affairs Micro Users Guide!

We certainly won't be able to answer all your questions or solve all your computing problems, but we will provide you with basic information about your computer system, including:

- How to operate the system and organize your disks and files,

- How to solve some of the more common problems, and

- How and where to get help when you need it.

In the process, we hope to help you obtain the maximum benefit from your microcomputer system.

This guide is composed of four main sections:

- THE LARGE PRINT (Operations),

- THE HELP! PAGES,

- HOW TO GET A COMPUTER, and

- THE FINE PRINT (Policy).

THE LARGE PRINT deals with the fundamental aspects of micro-computer usage. The DOS sub-section covers the most-required commands. Hard disks, although a wonderful convenience, are difficult to control, therefore some space is devoted to their care and feeding. Back-ups and the use of your tape drive are covered in this section as are data and physical security issues.

THE HELP! PAGES are set up in three sections. The first covers common problems you might have with your system, and describes some things you can do to solve these problems. This section also discusses who to see and where to go for your on-going supply and training needs. The second section discusses data conversion issues. Finally, the third section is a consolidated listing of people and places you can call for help, supplies or training.

HOW TO GET A COMPUTER discusses the acquisition process, from planning your requirements through requisitioning a system.

THE FINE PRINT delves into acquisition policy, user responsibilities, legal issues, standards, and security. The material dealing with acquisition and standards is drawn mainly from Circular Document No. 26/87, issued June 25, 1987.

As well, THE FINE PRINT places more than a little emphasis on the issues of electronic, physical, and data security. Further discussion of the importance of security may be found in Section 5.1, Background.

Complete information, however, on any aspect of the Department's computer policies may be obtained from **Information Services Division (MIS)**, which is responsible for policy development and for all computer acquisitions.