

3.1.6 You Need Service/Maintenance or General Information

Two of the main objectives of the Microcentre (MISX) are to help you get the maximum benefit from your computer system and to provide service and maintenance for the system. The Microcentre people are quite knowledgeable, so please feel free to call for any information you might need.

FASTFACTS

Microcentre Vital Statistics

Location: Information Systems Division – A-1

Hours of Operation:

Monday to

Friday:

8:00 – 16:30

Later hours arranged by request

Telephones:

Ken Mori – 995-1883

Francine Légaré – 996-3403

3.1.7 You Need Additional Software/Hardware

The Microcentre maintains its own budget for spare parts (boards, cards, drives, monitors, etc.), software and software upgrades, replacement of inoperative existing equipment, and the exercise of lease buy-out options.

Acquiring Software/Upgrades:

To receive software, simply drop us a memo. Several software packages are kept in stock and readily available; others must be ordered (there will be some delay).

As corporate customers, we have made arrangements with several big firms (WordPerfect, Lotus, Ashton-Tate) to ease the software upgrade process. It is Microcentre policy to upgrade to the latest versions, however, we DO take an orderly approach.

Acquiring New Equipment:

Like you, MIS is a yearly petitioner for funding, and of course, never seems to get enough. MIS prepares its budget in the fall for the following fiscal year, and asks users to submit their requests before September 30th for processing and digestion. Even though you may have submitted a request last year, resubmit it this year – long outstanding requests DO receive sympathetic consideration.

Inevitably, MIS is unable to satisfy all requests, so it maintains outstanding requests in a REQUESTS database – a kind of electronic backlog. If equipment is freed up for any reason, such as the introduction of COSICS, it is re-allocated according to information in this database.

“Priorization” of this list is based on a number of factors, including the justification for the request, sponsorship and support from management, and the date the request was received.