STANDARDS AND INSTRUCTIONS FOR THE USE OF THE MICROCOMPUTER SERVICE

Dear users of the cabd's microcomputing service:

In order to optimize this service, we have established some simple rules that we ask you to follow:

- The tasks that affect many users of the cabd have priority over those that affect individuals. therefore, please be understanding if sometimes your problem is not solved immediately.

- Computers that are not publicly owned (upo or csic), corporate equipment of the cabd, but that are used temporarily in the cabd, will have limited computer support to their configuration for internet access in the centre and to the installation of the software available in the service. in none of the cases will the hardware or software of these personal/temporary equipment be repaired.

- Support cannot be given to equipment that has become obsolete over time, and for which there are no parts/components for repair. this measure does not affect computers associated with scientific equipment (hplc, confocal, chemidoc, etc) however old they may be or general service equipment, which will continue to be fully supported (provided that spare parts continue to be available). the microcomputer service will decide whether a computer is obsolete on the basis of technical criteria.

- Before handing over a computer to the technical service for repair or updating, the user will be responsible for making a "backup copy" of the data he considers relevant, as well as copying any data he may need during the time the computer is being repaired. the microcomputer service will advise on the best way to make the backup if the user so requests.

- For the correct management of the service, it is essential that users send their requests through the tikas automated system, regardless of whether the technician has also been notified in person or whether the problem has already been solved as a matter of urgency. the incident manager helps us to be more effective.

Thank you very much for your cooperation.