

## What support can I expect for my PC?

IT services endeavors to support the PCs of its users to the best of its abilities. The primary purpose of this support is to ensure that desktop PCs are able to support the business function for which they were acquired. In this respect the Personal Computer should not be considered 'Personal' at all, it is simply a tool designed to help its user perform their job effectively.

In order to ensure that PCs remain in a functioning condition for most of their lifetime there are certain user requirements that need to be met. The bulk of these revolve around the user of the PC not altering or otherwise interfering with the configuration of the device.

In order to minimise the amount of PC downtime we would ask that while users are still able to customize their PCs that they refrain from the following common sources of problems:

Please do not download software from the Internet and never install software so acquired without the approval of your line manager. Such actions cause most of the virus infections and machine corruptions we suffer in the University, this includes such things as screen savers, games, utilities etc.

Please do not install software from floppy disk or CD that does not have the approval of your line manager. Unlicensed software makes the University liable for prosecution and again is a prime source of virus infection.

Please do not delete files or otherwise move or rename files on your PC that you did not put there in the first place.

Where shared data areas have been created to facilitate the sharing of documents within a department, we would ask that such areas not be used for anything else. I.e. Not as a method of copying games, screen savers or any non-work related material between PCs. It would also be most helpful if such areas did not become a dumping ground for old out of date information that is no longer required.

We hope that by following these guidelines that the amount of time lost while PCs are being 'fixed' can be reduced and that we can all concentrate on more important matters. It has to be said that the bulk of users supported by IT Services do not cause problems as outlined above.