

DEPARTMENT OF THE ARMY
Corps of Engineers, Omaha District
215 North 17th Street
Omaha, Nebraska 68102-4978

DM 25-1-70

CEMRO-IM-PR

Memorandum
No. 25-1-70

1 October 1989

Information Management
MAINTENANCE FOR MICROCOMPUTERS, PERIPHERALS
AND LOCAL AREA NETWORK (LAN) EQUIPMENT

1. Purpose. This memorandum identifies policy and procedures for the maintenance of Omaha District microcomputer equipment, exclusively through contracting out.
2. Applicability. This memorandum is applicable to all Omaha District offices located at 215 North 17th Street, the Brandeis Building, 1624 Douglas Street, and the Executive Office Building, 16th & Douglas Streets, Omaha, NE 68102.
3. General. Effective immediately, maintenance of all microcomputer, peripheral and Local Area Network (LAN) equipment will be performed by outside vendors through contract maintenance. Personnel assigned to the Information Management Workstation Resource Center (WRC) (CEMRO-IM-CW) will no longer be providing routine maintenance support. The guidelines set forth in this memorandum will outline the procedures for initiating this new policy.
 - a. Contract maintenance will provide the following services:
 - (1) Installation of new hardware and software (excluding LAN equipment).
 - (2) Repair or replacement of microcomputer monitors, keyboards, central processing units and internal components.
 - (3) Repair or replacement of laser, dot matrix, and letter quality printers.
 - (4) Repair or replacement of LAN server and workstation monitors, keyboards, cpu's, internal components, and any other miscellaneous network hardware.
 - b. Vendor costs will be charged back to the functional area requesting the service.
 - c. Repair parts will be provided by the vendor unless the same or equal parts can be procured by the Corps at a more cost effective price. This determination will be made by WRC.

4. Procedures.

- a. Routine maintenance requests. The user will place all routine maintenance calls to the WRC Hotline, Extension 3137. The user must furnish a name, location (Room Number), office symbol, equipment type, serial number, cost accounting code and organization code, and a description of the problem. Based on the nature of the call, this request will be placed in the appropriate vendors in-box for pickup upon their arrival.

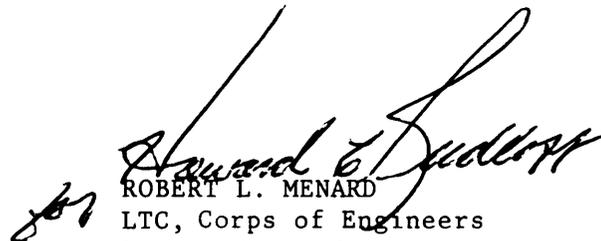
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b. Urgent maintenance requests. In the event the requirement is urgent, the same procedures apply as set forth as above; however, a call will be placed immediately to the vendor by WRC to respond at the earliest possible time. The vendor will then make contact with the user to obtain as much information about the problem as possible to assist them in their preparation to handle the request on a timely basis.

c. Local Area Networks (LAN). New LAN systems will be installed and configured by the contracted vendor from where the equipment was purchased. It is recommended that suspected LAN malfunctions be validated by the functional user's Network System Supervisor before a call is made to the hotline number. This will assist the WRC in the selection of the LAN vendor. Vendors who maintain LAN's are not the same ones who maintain other microcomputer equipment, therefore, it is important for the supervisors to differentiate whether it isa workstation or network problem.

d. New equipment/software installation. Upon requisition of new hardware equipment (with the exception of LAN systems), the WRC will contact the requestor and inquire whether they wish to install the new equipment/software themselves upon its arrival or have a vendor perform the installation. If it is the prerogative of the functional area to have a vendor install, WRC will make installation arrangements with a vendor who can perform the service at the most reasonable cost. This charge will be billed against the functional users account. If the functional area elects to perform their own installation, they will be notified upon arrival of said equipment.

FOR THE COMMANDER:


ROBERT L. MENARD
LTC, Corps of Engineers
Deputy Commander

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