



PERSONAL COMPUTER SOFTWARE SUPPORT

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INPUT

The issues and information presented here will be useful to all current and potential users of personal computers (PC's). Much of the presentation is focussed on the proper role of the MIS department. Data is based on a study of how a cross-section of medium and large organizations are dealing with PC software support issues. The best observed practices are described as well as recommendations for further improvements.

The issues to be covered include:

- o PC software vs. mainframe support issues.
- o User expectations of PC software support.
- o The pitfalls of user self-support.
- o The four levels of PC software support.
- o The kind and amount of resources required for PC software support.
- o "Market-oriented" strategies for financing the internal PC support function.
- o Steps in organizing a PC software support unit.