OLIVETTI PC QUESTIONNAIRE

1. What is this questionnaire for? It is part of the audit being done just now of Management Information Systems in use at CERN. At present, the ways in which IBM PCs, Olivetti PCs and Apple PCs (ie McIntosh etc.) are being used at CERN are not very clear. Equally, we suspect that users have problems that could probably be handled more effectively if we knew something specific about them. Therefore we are trying to contact all 'owners' or 'users' of these PCs to assemble as much of this information as we can.

2. To be of as much use as possible, we would like to make this information as public as possible. If you for any particular reason want the information you supply to be confidential, please say so. C.Curran plans to make a data base of this public information available under VM, Wylbur and VMS as soon as possible.

3. If you want someone to come along and fill out this information for you (for example, you may not be sure what we mean!) then please contact your MIS Task Force divisional representative: ________________

4. If you have many similar machines, just fill out one form and list the serial numbers and locations of the others.

J.Ferguson/A.Berglund

1) What is the serial number of your machine (or machines, if similar)?

When was it installed? How long have you used PCs?

2) What type of machine do you have, i.e. M24, etc?

3) Where is it to be found?

In office? In lab? At home? (in France? in Switzerland?)

Building.... Room....... Telephone...

4) What options or adapters are installed in it?

Memory (256,512K etc.)?

Hard disk drive 10/20 Mbyte?

Floppy drives? 1? 2? 360K or 1.2M?

Type of display?

Other adapters (ie Async. communications)?
If you have got this far, we should now have a quite good idea of the hardware you have installed on your machine at the moment. However, we would like also to know what software packages you are using. You may also occasionally need information, advice, or ‘support’ of one type or another. This final series of questions should help us to understand more about user’s problems or ideas in these areas.

5) What SYSTEM do you use? IBM PC – DOS 1.0, 2.0, 2.1, 3.0, 3.1, Xenix ?

6) Applications  % (approx) of time  Package names

Machine NOT in use
Administrative
Word processing
Spreadsheet (Lotus 123 etc.)
Databases
Statistics
Graphics
Programming languages
Technical/scientific
Terminal emulation

Others (including your own applications)

Language version of programs: English?  French?  Other?

How much time do you use your PC?  (hours per week)

7) Applications you may have tried and found particularly GOOD or BAD...

8) Applications you already use or might LIKE to use, for which you feel that a site – wide licence agreement should be negotiated?

9) Communications to other systems (if any)?

Via INDEX (if so, using what program: AMBASS, KERMIT, etc.)?

Via a modem? IRMA card? PC NET? IBM Token Ring?
By some other means?

10) Support and reliability..hardware and software.

How do you get information or advice on products?

How do you obtain them?

How long does this take? (shortest, longest delays)

Have you had hardware faults?
How did you get repairs done? (details welcome!)
Were you satisfied with the service?

Your name, or mailing address:
Do you want this information to remain confidential?  YES / NO