

General guidelines - PCs/peripherals resolution req.

1. All PCs and peripherals are covered under comprehensive AMC. The PCAMC contract is binding upon the AMC Engineers who are held accountable for maintaining uptime of the systems.
2. Every item covered in PCAMC is to be repaired / replaced with new and genuine peripherals / spare parts with minimum downtime with a provision for immediate stand-by replacement till final repair/replacement is completed, for which AMC contractor / engineers are bound by penalty clause in AMC contract.
3. It is mandatory for users to primarily raise online ticket through the Bioinformatics Online Ticketing System Link@ "http://www.cdfd.org.in/internal/int_services.html" or send email to 'pcamc' in case unable to access online ticketing system.
4. Please keep track of the online tickets raised and update the ticket/mail in case AMC engineer suggests PC format or opening of PC to check the internal parts. Please note that it is usually not recommended to format the PCs as the PCs contain customized data / software applications (scientific / non-scientific). Hence, please update the ticket/mail in case Engr suggests any of the above.
5. Once the problem is resolved, it is very important to close the call upon the satisfaction of the end user. Online tickets marked as 'Solved' by AMC Engrs

have to be ratified by end-users by marking same as 'Closed' with an optional comment / feedback on the Engr w.r.t resolution of the case.

6. For any instrument-connected PC issue, after raising ticket for such PC, the user is required to seek concurrence from Instrumentation section in order for AMC Engr to undertake repairs in coordination / presence of Instrumentation section since often times such PC may contain customized licensed instrument specific software and the instrument per se is covered under a separate AMC.
7. It may please be noted that online tickets / mails to pcamc are recorded as official requests. The AMC vendor is liable to pay penalty amount for all pending tickets and/or downtime as per the AMC contract. To evade the calculation of downtime; compulsion of supplying new genuine spare parts as replacement and to avoid penalty amount, PCAMC Engrs may sometimes prefer / suggest offline or unofficial work requests. Hence, it is recommended not to entertain such requests and users directly contacting AMC engineers on mobiles to raise/request resolution of issues (offline request) may also please be avoided as such calls do not get officially recorded as work orders and hence accountability of Engr and calculation of system downtime becomes difficult.
8. All users should be alert not to encourage any offline and unauthorized repairs / replacements which gives ample scope and possibility for unauthorized and unofficial replacements with old refurbished spare parts which though seemingly may resolve the immediate pending issue but may

recur later and also such unauthorized replacements downgrade the performance and the value of the PC / peripheral.

9. Please note that every user is accountable for the PC or peripheral allotted to him / her. In case of authorized replacements, the ticket/mail will be updated with authorized replacement part details which can be checked by the user prior to actual replacement. Any unauthorized act of opening the system by anyone must be reported to Bioinformatics section.
10. Please note that newly procured PCs come with purchase warranty period of at least a period of 3 years. Opening of such PCs for general troubleshooting is never recommended as their warranty will be void. Hence, users are requested not to allow opening of such computers.