Help Desk Management System Package

Parts List

This document contains the *parts listing* for the entire HDMS package. The file-extension conventions that are being followed by the author is follows:

`.w4w`	A Microsoft Word for Windows document. Documentation is included in this format so that modifications can be made to reflect local changes. Note, however, that any modifications must abide by the conditions set forth in the *Notice, Disclaimer, and Coditions of Use* document contained in this package.
`.ps`	A printable Adobe PostScript file produced with Microsoft Word for Windows.

The package itself comes in UNIX's `tar` format. Because we are a Network Operations Department, we are extremely *well connected.* As a result, having Word for Windows documents on a UNIX box doesn't matter because we can just FTP them to a PC where they belong. We hope that this doesn't present a problem for other users of HDMS. However, we have included a PostScript version of all documentation, so we have reduced the lowest common denominator to having a PostScript capable printer attached to your UNIX box. Unfortunately, this doesn't allow for alterations to be made to an existing document. If this is a problem for you, please contact us. We can't guarantee to fix the problem immediately, but based on the comments we receive, we may rethink the way we have packaged HDMS.