NEA DATA BANK COMPUTER PROGRAM SERVICE (CPS)
TASKS AND DUTIES OF THE CPS LIAISON OFFICERS

1. Why are Liaison Officers (LO) nominated?

The purpose of having Liaison Officers is to promote and simplify good collaboration between users and the Computer Program Service (CPS) of the NEA Data Bank. The LO are the main person of contact between their establishment and the CPS. They are asked to transmit to users the information they receive from the CPS. To ensure efficient collaboration between the CPS and the nominated establishment, the establishment should nominate an experienced member of its staff to act as its liaison officer. The LO are responsible for their establishment only, defined by the affiliation and the geographical location. One LO cannot cover multiple geographical sites of one institution.

2. Liaison officers' role for ensuring a good CPS packages' distribution.

All requests originating from a given establishment pass through the LO. A request can be initiated online either by the LO or by the end-user. In the latter case, LOs are asked to validate, or not, the request. LOs shall validate requests complying with the distribution rules (i.e. the end-user belongs to their establishment, a detailed intended use is provided…). After final validation by the CPS, the package is sent to the LO, either online or on a physical media (depending on the end-user's choice) who is responsible for making this package available to the end-user.

3. Liaison officers' role for keeping CPS aware of their establishment's programs development.

To continue to function well, the CPS needs the cooperation of its beneficiaries. Especially, to maintain an up-to-date and attractive computer programs collection, contributions from nominated establishments are greatly appreciated. Therefore, CPS would very much appreciate that LOs transmit to CPS the abstracts, descriptions and packages of those programs developed at their establishment with the potential of being released to the scientific community. It also applies for updated or modified version of computer programs already submitted to CPS.

4. Liaison officers' role for providing users' feedback to CPS.

LOs should forward to CPS all requests from their establishments for additional information, descriptions or computer program packages. Contacts between CPS and the individual establishments should normally be made through the LOs. This avoids unnecessary contact between CPS and individual users. Moreover, CPS might send out surveys to better understand and assess users' needs and satisfaction: cooperation from LOs will be greatly appreciated.

5. Liaison officers' role for Data Bank visibility.

LOs are responsible for sharing all CPS related information they receive to their establishment's staff and interested parties (including courses announcement, news on the CPS collection …).

6. Data Bank responsibility.

Although program authors and CPS make every effort to ensure that all program material is accurate, it should be understood that no guarantee of accuracy can be given or implied by any source with regard to information or statements contained in such material. CPS and authors can accept no responsibility for any damage resulting from the use of the material it provides.

7. Liaison officers' replacement.

Whenever LOs wish to relinquish their position as such or become unable to continue in this office, the CPS should be informed as soon as possible of the successor.

The liaison officer agrees to adhere to the established rules and returns a signed copy of this page to the NEA Data Bank CPS. (Revision: 18 December 2018)