COMPUTER REPAIR REPORT
RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server	8	1.75h
* Maintenance of server	59	.99h
* Repair of server		
* Software installation or repair	1	.h
* Upgrade of server hardware/software	1	.5h
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment	14	9.07h
* Repair of Network cabling/LAN equipment	59	7.02h
3. WVEIS		
Work Station		
* Installation of hardware/software	39	.27h
* Maintenance of communication software	1	1.h
* Repair of hardware/software	15	1.13h
* Upgrade of hardware/software	4	1.75h
Router/Comm. Hardware/Service Provider		
* Phone company trouble calls		
* Installation hardware		
* Repair of cabling/hardware unique to WVEIS		
* Installation of router		
* Maintenance/ upgrade of router		
* Repair of router		
4. COMPUTER WORK STATION		
* Installation of hardware/software	916	.71d
* Maintenance of hardware/software	1007	.92d
* Repair of hardware/software	619	.64d
* Upgrade of hardware/software	11	.28d
5. PRINTERS		
* Installation	20	.56d
* Maintenance	11	.66d
* Repair	24	.87d
6. PERIPHERALS		
* Installation	8	.03d
* Maintenance	7	.58d
* Repair	4	.13d
7. Non Standard Repairs (NOTE #1)	104	.08d

REPORTING PERIOD: From: 01/01/14 To 03/31/14
(Submitted to State Superintendent on the 15th of month following end of quarter)

NOTE #1 Non-Standard Repairs - Any computer repairs which are delayed due to part availability ,shipping.

warranty or other services provided by a third party vendor as deemed appropriate by the