COMPUTER REPAIR REPORT
RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server	1	8.h
* Maintenance of server	112	12.59h
* Repair of server	8	14.h
* Software installation or repair	2	16.h
* Upgrade of server hardware/software	1	24.h
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment	8	15.5h
* Repair of Network cabling/LAN equipment	28	19.64h
3. WVEIS		
Work Station		
* Installation of hardware/software	221	7.98h
* Maintenance of communication software	56	23.18h
* Repair of hardware/software	249	8.h
* Upgrade of hardware/software	3	24.h
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	682	1.d
* Maintenance of hardware/software	254	.62d
* Repair of hardware/software	503	.92d
* Upgrade of hardware/software	129	.76d
5. PRINTERS		
* Installation	15	.83d
* Maintenance	3	.67d
* Repair	38	.75d
6. PERIPHERALS		
* Installation	1	.02d
* Maintenance	1	.02d
* Repair	10	1.25d
7. Non Standard Repairs (NOTE #1)	101	.24d

REPORTING PERIOD: From: 07/01/13 To 09/30/13
(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