COMPUTER REPAIR REPORT
RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server	1	24.h
* Maintenance of server	120	12.42h
* Repair of server	6	24.h
* Software installation or repair	15	20.h
* Upgrade of server hardware/software	11	24.h
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment	3	3.h
* Repair of Network cabling/LAN equipment	7	6.86h
3. WVEIS		
Work Station		
* Installation of hardware/software	99	8.h
* Maintenance of communication software	6	1.13h
* Repair of hardware/software	274	8.35h
* Upgrade of hardware/software	4	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	493	.82d
* Maintenance of hardware/software	313	.65d
* Repair of hardware/software	469	.89d
* Upgrade of hardware/software	26	.03d
5. PRINTERS		
* Installation	149	1.68d
* Maintenance	5	.02d
* Repair	38	.63d
6. PERIPHERALS		
* Installation	19	.22d
* Maintenance	8	.63d
* Repair	22	1.19d
7. Non Standard Repairs (NOTE #1)	103	.19d

REPORTING PERIOD: From: 10/01/13 To 12/31/13
(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