

COMPUTER REPAIR REPORT

RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server	8	1.97h
* Maintenance of server	52	.92h
* Repair of server	1	1.h
* Software installation or repair		
* Upgrade of server hardware/software		
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment	1	2.h
* Repair of Network cabling/LAN equipment	4	12.h
3. WVEIS		
Work Station		
* Installation of hardware/software	9	1.14h
* Maintenance of communication software	9	.25h
* Repair of hardware/software	2	2.75h
* Upgrade of hardware/software	1	2.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	868	.82d
* Maintenance of hardware/software	244	.61d
* Repair of hardware/software	504	.58d
* Upgrade of hardware/software	44	.33d
5. PRINTERS		
* Installation	10	.19d
* Maintenance	4	.02d
* Repair	11	.43d
6. PERIPHERALS		
* Installation	120	.33d
* Maintenance	4	.8d
* Repair	3	.39d
7. Non Standard Repairs (NOTE #1)		
	123	.06d

REPORTING PERIOD: From: 04/01/14 To 06/30/14

(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