COMPUTER REPAIR REPORT
RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server	1	1.5h
* Maintenance of server	61	.75h
* Repair of server		
* Software installation or repair		
* Upgrade of server hardware/software		
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment		
* Repair of Network cabling/LAN equipment	7	8.57h
3. WVEIS		
Work Station		
* Installation of hardware/software	35	2.62h
* Maintenance of communication software	60	.65h
* Repair of hardware/software	9	.61h
* Upgrade of hardware/software	1	1.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	2	8.h
4. COMPUTER WORK STATION		
* Installation of hardware/software	1132	.39d
* Maintenance of hardware/software	93	.18d
* Repair of hardware/software	234	.45d
* Upgrade of hardware/software	383	.43d
5. PRINTERS		
* Installation	9	.7d
* Maintenance	1	.02d
* Repair	14	.71d
6. PERIPHERALS		
* Installation	41	.18d
* Maintenance	1	.07d
* Repair	2	.52d
7. Non Standard Repairs (NOTE #1)	77	.03d

REPORTING PERIOD: From: 07/01/14 To 09/30/14
(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