

COMPUTER REPAIR REPORT

RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server		
* Maintenance of server	51	1.15h
* Repair of server		
* Software installation or repair	1	8.h
* Upgrade of server hardware/software		
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment		
* Repair of Network cabling/LAN equipment	3	8.h
3. WVEIS		
Work Station		
* Installation of hardware/software	41	1.36h
* Maintenance of communication software	7	2.04h
* Repair of hardware/software	4	.81h
* Upgrade of hardware/software	3	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	490	.43d
* Maintenance of hardware/software	208	.4d
* Repair of hardware/software	288	.37d
* Upgrade of hardware/software	815	.34d
5. PRINTERS		
* Installation	1	.33d
* Maintenance		
* Repair	15	.51d
6. PERIPHERALS		
* Installation	14	.03d
* Maintenance	1	.02d
* Repair	4	.05d
7. Non Standard Repairs (NOTE #1)	109	.08d

REPORTING PERIOD: From: 10/01/14 To 12/31/14

(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