

COMPUTER REPAIR REPORT

RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server		
* Maintenance of server	120	.72h
* Repair of server	1	1.h
* Software installation or repair	2	8.h
* Upgrade of server hardware/software		
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment	6	8.h
* Repair of Network cabling/LAN equipment	3	8.h
3. WVEIS		
Work Station		
* Installation of hardware/software	7	.5h
* Maintenance of communication software	11	1.09h
* Repair of hardware/software	18	1.28h
* Upgrade of hardware/software		
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	439	.57d
* Maintenance of hardware/software	120	.13d
* Repair of hardware/software	304	.36d
* Upgrade of hardware/software	220	.38d
5. PRINTERS		
* Installation	9	1.d
* Maintenance	8	.3d
* Repair	13	.95d
6. PERIPHERALS		
* Installation	9	.2d
* Maintenance	11	.73d
* Repair	7	.64d
7. Non Standard Repairs (NOTE #1)	163	.07d

REPORTING PERIOD: From: 04/01/15 To 06/30/15

(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