COMPUTER REPAIR REPORT
RESA 6

Service	Service Calls	Average Turn Around time
1. NETWORK FILE SERVER		
* Installation of server		
* Maintenance of server	72	.67h
* Repair of server		
* Software installation or repair	2	1.13h
* Upgrade of server hardware/software		
2. LOCAL AREA NETWORK		
* Installation of cabling ends, and other LAN equipment	4	2.63h
* Repair of Network cabling/LAN equipment	9	17.94h
3. WVEIS		
Work Station		
* Installation of hardware/software	25	.8h
* Maintenance of communication software	15	.4h
* Repair of hardware/software	1	3.h
* 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	633	.88d
* Maintenance of hardware/software	92	.05d
* Repair of hardware/software	344	.51d
* Upgrade of hardware/software	506	.43d
5. PRINTERS		
* Installation	7	.49d
* Maintenance	4	.02d
* Repair	35	.54d
6. PERIPHERALS		
* Installation	26	.13d
* Maintenance	8	.53d
* Repair	21	.71d
7. Non Standard Repairs (NOTE #1)	138	.06d

REPORTING PERIOD: From: 01/01/15 To 03/31/15	
(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