**Q3 KPI Report: [1st July-30th September 2024]**

**1. Service and Repair of Computers in Commercial**

**Summary:**  
All scheduled service and repair tasks for computers in the commercial sector have been completed. This included addressing hardware and software issues to ensure optimal performance and reliability.

**Details:**

* **Types of Issues Addressed:** dusty monitors and keyboards
* **Actions Taken:** carried out blowing the computers and also cleaning the monitor and keyboards using the cleaning foam and cloth.
* **Outcome:** improved performance.

**Pictures:**

**2. Weekly Check and Report on Phones in Commercial**

**Summary:**  
Weekly checks on commercial phones were conducted to ensure all devices are functioning properly. Weekly reports were generated to track phone performance and identify any potential issues.

**Details:**

* **Attached a phone checklist**

**3. Service and Repair of Network Equipment in Commercial**

**Summary:**  
Service and repair tasks for network equipment in the commercial sector were completed as scheduled. This included addressing any connectivity issues and performing routine maintenance.

**Details:**

* **Types of Issues Addressed:** dusty network equipment e.g. the racks and switches
* **Actions Taken:** carried out maitainace by blowing the dust from the equipment and organizing the racks
* **Outcome:** improved network stability or performance

**Pictures:**  
[Insert pictures of the network equipment, if applicable]

**4. Labeling Cables in Racks for Biometric and APs**

**Summary:**  
Cables in racks for biometric systems and access points (APs) were labeled to ensure proper identification and organization. This helps in easier maintenance and troubleshooting in the future.

**Details:**

* **Number of Racks Labeled:** 02
* **Types of Systems Labeled:** Aps and network cables
* **Labeling Method Used:** I used the white tape
* **Outcome:** labeling has improved organization and maintenance

**Pictures:**  
[Insert pictures of labeled racks and cables, if applicable]

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