

Information Technology
Service Ticket Report
12/01/2025 - 12/31/2025

Created 12/01/25 - 12/31/25

Ticket Type		DO	AdultEd	SDDO-PDC	PLC	B&G	CES	DES	DHS	DIS	ERHS	EVES	FES	FHS	FIS	RES	SES	SMS	SSES	SSHS	SSMS	SVS	YES	YHS	YIS	Total
Urgent		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
High		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medium		3	0	1	0	0	1	1	1	3	0	2	0	2	5	1	2	1	0	1	0	2	2	3	1	32
Normal		15	3	4	1	0	16	14	34	15	0	7	15	51	15	14	19	48	6	20	34	8	14	12	27	392
Project		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total		18	3	5	1	0	17	15	35	18	0	9	15	53	20	15	21	49	6	21	34	10	16	15	28	424

Closed 12/01/25 - 12/31/25

Ticket Type		DO	AdultEd	SDDO-PDC	PLC	B&G	CES	DES	DHS	DIS	ERHS	EVES	FES	FHS	FIS	RES	SES	SMS	SSES	SSHS	SSMS	SVS	YES	YHS	YIS	Total
Urgent	Closed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
High	Closed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medium	Closed	5	0	0	0	0	1	1	3	3	0	2	0	1	5	1	2	1	0	2	0	2	4	3	1	37
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	5	0	0	0	0	1	1	3	3	0	2	0	1	5	1	2	1	0	2	0	2	4	3	1	37
Normal	Closed	24	3	4	0	0	31	28	41	27	0	9	14	39	20	21	10	27	9	29	39	5	15	11	22	428
	Cancelled	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	0	7
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	24	3	4	0	0	34	28	41	27	0	9	14	39	20	22	10	30	9	29	39	5	15	11	22	435
Project	Closed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Closed	29	3	4	0	0	32	29	44	30	0	11	14	40	25	22	12	28	9	31	39	7	19	14	23	465
	Cancelled	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	0	3	0	0	0	0	0	0	0	7
	Resolved	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	29	3	4	0	0	35	29	44	30	0	11	14	40	25	23	12	31	9	31	39	7	19	14	23	472

Closed by Site/District Tech

Technician Type		DO	AdultEd	SDDO-PDC	PLC	B&G	CES	DES	DHS	DIS	ERHS	EVES	FES	FHS	FIS	RES	SES	SMS	SSES	SSHS	SSMS	SVS	YES	YHS	YIS	Total
Site Tech		0	0	0	0	0	0	0	0	0	0	0	1	3	1	2	1	1	0	0	0	1	1	6	0	17
I. T. Tech		23	3	4	0	0	33	20	40	28	0	10	12	31	24	20	11	28	8	30	39	6	17	6	20	413
Oasis Support		6	0	0	0	0	1	5	4	2	0	1	1	6	0	1	0	2	1	1	0	0	1	2	0	34

Open as of 12/31/25

Ticket Type		DO	AdultEd	SSDO-PDC	PLC	B&G	CES	DES	DHS	DIS	ERHS	EVES	FES	FHS	FIS	RES	SES	SMS	SSES	SSHS	SSMS	SVS	YES	YHS	YIS	Total
Urgent	Open	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	On Hold	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
High	Open	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	On Hold	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Medium	Open	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	3
	Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	On Hold	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	3
Normal	Open	12	2	1	1	0	67	10	7	8	0	31	49	99	186	19	20	596	1	1	1	45	96	51	142	1445
	Pending	0	0	0	0	0	1	0	5	4	0	1	1	13	4	1	1	11	0	0	1	2	0	0	0	45
	On Hold	3	1	0	0	0	2	46	53	98	0	4	1	23	18	31	37	58	0	3	1	0	2	0	1	382
	Total	15	3	1	1	0	70	56	65	110	0	36	51	135	208	51	58	665	1	4	3	47	98	51	143	1872
Project	Open	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3
	Pending	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	On Hold	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Total	2	0	0	0	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	6
Total	Open	12	0	2	1	0	68	11	7	8	0	31	49	100	187	19	20	596	1	1	1	46	96	51	142	1449
	Pending	0	0	0	0	0	1	0	5	0	0	1	1	13	4	1	1	11	0	0	1	2	0	0	0	41
	On Hold	5	0	0	0	0	3	46	53	98	0	4	1	23	18	31	37	58	0	3	1	0	2	0	1	384
	Total	17	3	2	1	0	72	57	65	110	0	36	51	136	209	51	58	665	1	4	3	48	98	51	143	1881

Yearly Closed Comparison	DO	AdultEd	SSDO-PDC	PLC	B&G	CES	DES	DHS	DIS	ERHS	EVES	FES	FHS	FIS	RES	SES	SMS	SSES	SSHS	SSMS	SVS	YES	YHS	YIS	Total
2025	433	91	65	21	1	255	304	404	398	3	162	170	578	316	291	208	527	267	494	481	106	283	336	382	6576
2024	391	66	63	34	0	265	325	554	591	8	207	192	1056	482	317	200	1053	312	475	479	152	438	421	386	8467
2023	342	73	26	20	0	311	303	575	606	6	235	243	1020	499	346	249	1669	215	399	410	136	405	327	334	8749
2022	354	11	21	18	0	313	226	385	451	5	267	245	853	374	323	313	1334	236	309	330	138	232	275	315	7328