Minidoka County School District

IT Department

Board Report - March 2025

- **New IT Director Onboarding continued:**
  - **Still Working through the kinks but getting better**
  - **Asset Inventory/Help Desk software License up – This is renewed.**
  - **Network Infrastructure Overview and Assessment – Got a quote for infrastructure repair and setup**
  - **Onboarding/Exiting Employee & Student Processes and Procedures**
  - **Policy Form for Students update**
- **Vape Detector Integration with Cameras**
  - **This is starting to wrap up and training for administrators is Wednesday 3-12-25**
  - **Ednetics on Site 2/28 for testing and it is completed.**
- **Intercom/Bell/ Server: Server Upgrades**
  - **This is Complete.**
  - **Still a few glitches they are tending to.**
- **Setting up Software, Application, and analytics Committee – Members Confirm**
  1. **Sean Boyer – IT Director**
  2. **Ellen A. – Student Services Director**
  3. **Daryl K. – Business Director**
  4. **Marina H. – As a Parent**
  5. **Heather H. – As Elementary Principal**
  6. **Sarah P. – CTE/High School**
  7. **Terry B. – DSC Middle School**
  8. **Mr. Kent - Board Member**
- **SWIS Integration – PowerSchool**

    - **This is still in process.**
- # AG Building Prep
    - **Got A quote in for it and will be going over it will the AG Building Meeting Committee**
- # Ticket Status:
- 192/213 Closed/Open (Analytics Attached)

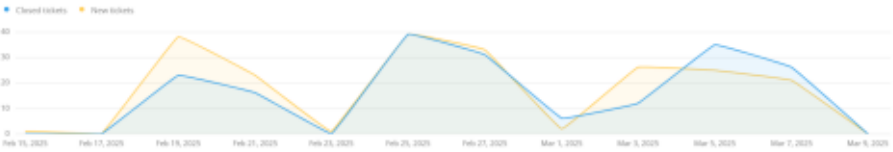
All Activity

Please wait - Exporting PDF ..

02/14/2025 › 03/10/2025

Explore ticket analytics filtered only by your permission level

Ticket Resolution Over Time (closed tickets vs. newly submitted)



1.1 days
Response time (avg) for all ticket statuses

192
Tickets now closed out of 213 submitted

1.3 days
Resolution time (avg)

21
Tickets still open Awaiting on requestor

Ticket Pipeline Analysis (shows time spent in each status, along with ticket routing for all workflows)

Top Models (sorted by total tickets)

0 minutes
Avg. time logged per ticket

SLA Response Time

No data available

SLA Resolution Time

No data available

Tickets by Priority

Total Tickets Over Time

% Parts Used

No data available

Tickets Submitted For

Response Time

Quantity Parts Used

Resolution Time

Top 10 Parts Used

No data available

Top 10 Parts Used

% Value Parts Used

No data available

Value Parts Used

Top Issue Categories (sorted by total tickets)