

EXECUTIVE SUMMARY

138

TICKETS SUBMITTED

114

CLOSED

24

OPEN

1.3 days

AVG. RESPONSE

1.7 days

AVG. RESOLUTION

83%

CLOSURE RATE

TREND NOTE

Service desk activity increased as the district approached the start of the school year, while the Technology Department maintained strong response and resolution times alongside device preparation, registration support, infrastructure projects, and new staff onboarding.

OPERATIONAL HIGHLIGHTS

- 1 Received and prepared incoming Windows devices for ninth-grade students, with devices configured and ready for student distribution.
- 2 Continued maintenance and restoration of district security camera systems, including Rhombus cloud cameras and existing ExacqVision IP and coax-based systems, to improve reliability and support student and staff safety.
- 3 Completed districtwide deployment of ParentSquare and distributed parent invitations, successfully reaching approximately 99.6% of district parents and guardians.
- 4 Continued planning for the Minico wireless and security expansion while working with vendors to address backordered components. The project will extend wireless coverage to the Field House and concession areas and provide additional camera coverage at the tennis courts.
- 5 Supported a smooth student registration process in PowerSchool, with approximately 87% of returning students registered for the upcoming school year.
- 6 Focused on completing summer technology projects and preparing for the return of staff and students, including ticket resolution, device configuration, email setup, PowerSchool access, and technology onboarding for new employees.

UPCOMING FOCUS

- 1 Complete student device distribution and provide technology support as schools begin the 2026-27 school year.
- 2 Support teachers, staff, and new employees with devices, accounts, classroom technology, and other beginning-of-year technology needs.
- 3 Continue monitoring student registration and PowerSchool systems as enrollment is finalized.
- 4 Continue the Minico wireless and security expansion as remaining equipment becomes available.
- 5 Maintain and improve district camera system reliability and continue transitioning sites toward the district's Rhombus cloud camera platform.

SERVICE DESK PERFORMANCE

Avg. In-Progress Time	3.6 hours
Submitted to In Progress Avg	1.5 days
Waiting on Requestor	3.8 days
Waiting on Vendor	0 days
Waiting on Department of Education	0 days

SERVICE DESK ANALYTICS SNAPSHOT

Analytics Explorer

JUL 14 - AUG 14

138

TICKETS SUBMITTED

114

TICKETS CLOSED

1.3 days

AVG. RESPONSE

1.7 days

AVG. RESOLUTION

24

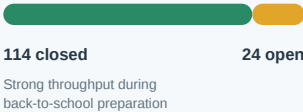
TICKETS OPEN

3.6 hours

AVG. IN PROGRESS



TICKET STATUS



BACK-TO-SCHOOL READINESS

99.6%

parents reached

87%

registered