

Information Technology
Service Ticket Report
03/01/2025 - 03/31/2025

Created 03/01/25 - 03/31/25

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		9	0	0	0	0	3	1	3	0	0	1	1	3	3	2	1	2	0	1	5	0	3	0	0	38
Normal		21	10	2	2	0	22	31	39	39	0	4	21	54	42	37	15	168	32	43	58	3	45	25	29	742
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		30	10	2	2	0	25	32	42	39	0	5	22	57	45	39	16	170	32	44	63	3	48	25	29	780

Closed 03/01/25 - 03/31/25

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	9	0	0	0	1	3	1	3	0	0	1	1	3	3	2	1	2	0	1	5	0	3	0	0	39
	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	9	0	0	0	1	3	1	3	0	0	1	1	3	3	2	1	2	0	1	5	0	3	0	0	39
Normal	Closed	29	11	1	2	0	8	22	124	152	0	10	20	66	37	18	12	97	29	42	50	20	50	41	118	959
	Cancelled	1	0	0	0	0	1	3	0	0	0	0	0	1	2	1	0	0	0	0	0	0	1	1	0	11
	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	30	11	1	2	0	9	25	124	152	0	10	20	67	39	19	12	97	29	42	50	20	51	42	118	970
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	38	11	1	2	1	11	23	127	152	0	11	21	69	40	20	13	99	29	43	55	20	53	41	118	998
	Cancelled	1	0	0	0	0	1	3	0	0	0	0	0	1	2	1	0	0	0	0	0	0	1	1	0	11
	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	39	11	1	2	1	12	26	127	152	0	11	21	70	42	21	13	99	29	43	55	20	54	42	118	1009

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	1	7	0	0	0	2	0	10	2	1	0	1	0	3	3	0	2	1	0	33
I. T. Tech		27	11	1	1	1	11	17	96	99	0	4	20	47	30	19	13	76	25	32	52	13	43	26	81	745
Oasis Support		12	0	0	1	0	0	2	4	4	0	2	0	3	2	1	0	1	1	2	0	1	1	5	1	43

Open as of 03/31/25

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	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	2
	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	1	0	0	0	0	0	0	0	1	0	0	0	2
Normal	Open	13	1	1	1	0	44	7	5	10	0	11	24	41	49	13	6	280	0	5	1	17	20	28	47	624
	Pending	0	0	0	0	0	1	0	5	1	0	0	3	4	1	0	1	1	1	1	0	0	0	1	1	21
	On Hold	3	0	0	0	0	3	42	33	89	0	5	3	39	27	43	43	69	8	2	3	2	0	0	0	414
	Total	16	1	1	1	0	48	49	43	100	0	16	30	84	77	56	50	350	9	8	4	19	20	29	48	1059
Project	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	Open	13	0	1	1	0	44	7	5	10	0	11	24	42	49	13	6	280	0	5	1	18	20	28	47	625
	Pending	0	0	0	0	0	1	0	5	0	0	0	3	4	1	0	1	1	1	1	0	0	0	1	1	20
	On Hold	4	0	0	0	0	3	42	33	89	0	5	3	39	27	43	43	69	8	2	3	2	0	0	0	415
	Total	17	1	1	1	0	48	49	43	100	0	16	30	85	77	56	50	350	9	8	4	20	20	29	48	1062

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	132	37	15	6	1	77	71	107	116	0	37	47	198	91	70	39	198	87	119	145	25	126	132	148	2024
2024	95	17	7	10	0	53	88	101	203	1	50	40	264	82	78	39	347	66	131	120	35	59	129	59	2074
2023	85	22	6	3	0	84	88	111	160	0	48	60	280	135	100	66	678	39	89	83	40	58	75	104	2414
2022	100	1	7	0	0	79	50	83	98	1	53	66	223	86	70	93	360	74	82	87	39	69	86	94	1901