

Minidoka County School District - Technology Department

Board Report

Reporting Window: August 14 - September 18, 2026

Executive Summary

- 1 Tickets Submitted: **808**
- 2 Closed: **790**
- 3 Open: **18**
- 4 Avg. Response Time: **7.7 hours**
- 5 Avg. Resolution Time: **1.2 days**
- 6 Closure Rate: **97.8%**

Trend Note: The Technology Department supported a significant increase in service requests during the start of the school year while maintaining strong response and resolution times. Of 808 tickets submitted, 790 were closed, resulting in a 97.8% closure rate with only 18 tickets remaining open.

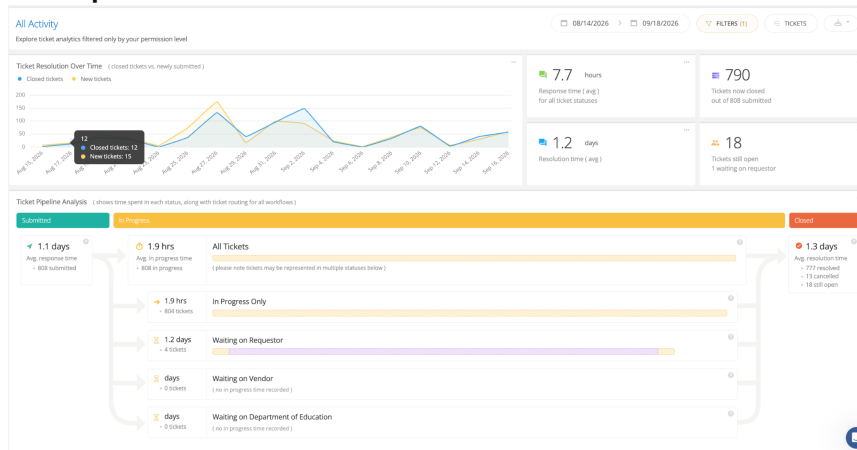
Operational Highlights

- 1 Successfully completed beginning-of-year student device distribution, including deployment of new devices for sixth- and ninth-grade students.
- 2 Standardized student device platforms by returning grades 6-8 to Chromebooks and maintaining a consistent platform for grades 9-12, improving application deployment, support, and state testing readiness.
- 3 Received positive feedback from middle school staff following the transition back to a consistent Chromebook environment for students and teachers.
- 4 Completed the Kindergarten iPad refresh and device swap, including deployment of updated applications and configurations for classroom readiness.
- 5 Deployed new point-of-sale (POS) technology to support district business operations.
- 6 Continued installation of the new Rhombus cloud camera system at Mt. Harrison, with more than half of the project completed; remaining work will continue as backordered components arrive.
- 7 Managed the substantial beginning-of-year service desk workload, closing 790 of 808 submitted tickets while maintaining an average response time of 7.7 hours.

Service Desk Performance

- 1 Avg. In-Progress Time: **1.9 hours**
- 2 Submitted -> In Progress Avg: **1.1 days**
- 3 Waiting on Requestor: **1.2 days**
- 4 Waiting on Vendor: **0 days**
- 5 Waiting on Department of Education: **0 days**

Service Desk Analytics Snapshot



Upcoming Focus

- 1 Continue resolving beginning-of-year technology needs while maintaining strong service desk response and resolution times.
- 2 Complete the remaining Mt. Harrison Rhombus camera installation as equipment becomes available.
- 3 Support schools with technology preparation and troubleshooting for upcoming state testing and instructional applications.
- 4 Continue optimizing student device management and application deployment across Chromebook, Windows, and iPad environments.
- 5 Continue reviewing district technology infrastructure, security systems, and device needs as the school year progresses.