Minidoka County School District – Technology Department
Board Report

Reporting Window: November 10 – December 10, 2025

Executive Summary
- Tickets Submitted: 320
- Closed: 290
- Open: 30
- Avg. Response Time: 7.5 hours
- Avg. Resolution Time: 1.2 days
- Closure Rate: 91%

Operational Highlights
- Being down one employee continues to impact project timelines and ticket closures; we are eager to fill the position to restore normal operational capacity.
- Minico's server rebuilt last month remains fully operational with no reported glitches.
- Continued progress on Windows 10 to Windows 11 upgrades districtwide, moving in the right direction.
- Email security systems identified and blocked 16,000 malicious or abnormal emails over the past 30 days.
- Ag Building cameras are fully operational with the exception of one unit currently under vendor diagnostics.
- Report cards are complete and systems are ready for teachers to begin entering grades.

Service Desk Performance
- Avg. In-Progress Time: 2.5 hours
- Submitted → In Progress Avg: 1.1 days
- In Progress Only: 2.5 hours
- Waiting on Requestor: 1.1 days
- Waiting on Vendor: 0 days
- Waiting on Department of Education: 0 days

Upcoming Focus
- Support Human Resources through the onboarding of a new technology staff member once the position is filled.
- Maintain Windows 11 upgrade momentum across remaining devices.
- Resolve outstanding Ag Building camera issue once vendor returns diagnosis.
- Continue proactive email security monitoring and filtering.
- Prepare for semester-end technology needs and increased support demand.