

Information Technology
Service Ticket Report
10/01/2025 - 10/31/2025

Created 10/01/25 - 10/31/25

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	1	1	0	2
Medium		5	1	0	0	0	8	2	0	0	0	0	1	3	2	4	5	3	0	5	1	3	5	1	1	50
Normal		30	9	7	0	0	42	28	49	47	0	16	10	88	48	48	33	115	21	58	57	13	28	35	44	826
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		35	10	7	0	0	50	30	49	47	0	16	11	91	50	52	38	118	21	63	58	16	34	37	45	878

Closed 10/01/25 - 10/31/25

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	1	1	0	2
	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	1	1	0	2
Medium	Closed	5	1	0	0	0	11	3	0	0	0	0	1	3	1	4	4	2	0	5	1	3	3	2	1	50
	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	5	1	0	0	0	11	3	0	0	0	0	1	3	1	4	4	2	0	5	1	3	3	2	1	50
Normal	Closed	29	8	8	1	0	23	10	41	43	0	17	12	56	37	20	13	31	24	55	63	11	22	23	25	572
	Cancelled	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	3	1	1	0	0	2	1	1	13
	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	8	8	1	0	23	10	41	44	0	17	13	56	37	20	14	34	25	56	63	11	24	24	26	585
Project	Closed	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	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	36	9	8	1	0	34	13	41	43	0	17	13	59	38	24	17	33	24	60	64	14	26	26	26	626
	Cancelled	1	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	3	1	1	0	0	2	1	1	13
	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	37	9	8	1	0	34	13	41	44	0	17	14	59	38	24	18	36	25	61	64	14	28	27	27	639

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	0	0	0	0	0	0	2	7	0	0	7	1	1	1	2	2	3	0	2	28
I. T. Tech		22	9	8	1	0	30	10	36	36	0	13	11	46	37	23	10	30	19	53	56	10	17	23	20	520
Oasis Support		15	0	0	0	0	3	1	5	5	0	3	1	5	1	1	1	5	5	7	6	2	9	4	5	84

Open as of 10/31/25

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	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
	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	1	0	0	1	0	0	3
	Total	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	4
Normal	Open	16	1	0	0	0	96	20	12	18	0	33	45	73	183	28	4	542	1	6	1	39	79	52	122	1371
	Pending	0	0	0	0	0	1	0	5	4	0	1	2	13	5	1	1	12	0	0	2	2	0	0	0	49
	On Hold	3	1	1	0	0	2	49	49	89	0	4	1	25	18	35	50	58	0	2	1	0	1	0	1	390
	Total	19	2	1	0	0	99	69	66	111	0	38	48	111	206	64	55	612	1	8	4	41	80	52	123	1810
Project	Open	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
	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	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Total	2	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4
Total	Open	17	0	0	0	0	96	20	12	18	0	33	45	73	184	28	4	542	1	6	1	39	79	52	122	1372
	Pending	0	0	0	0	0	1	0	5	0	0	1	2	13	5	1	1	12	0	0	2	2	0	0	0	45
	On Hold	6	0	0	0	0	3	49	49	89	0	4	1	25	18	35	50	58	0	3	1	0	2	0	1	394
	Total	23	2	1	0	0	100	69	66	111	0	38	48	111	207	64	55	612	1	9	4	41	81	52	123	1818

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	372	83	55	20	1	216	248	340	344	2	140	148	499	279	248	178	476	246	433	410	97	249	296	341	5721
2024	310	54	52	27	0	241	293	466	511	8	185	166	934	408	272	174	953	272	410	404	142	386	379	315	7362
2023	273	59	18	16	0	275	266	483	473	3	211	201	835	420	286	201	1472	190	302	292	109	340	261	286	7272
2022	306	11	20	14	0	278	191	331	351	5	233	199	736	301	268	247	997	204	268	286	120	189	235	262	6052