

Information Technology
Service Ticket Report
07/01/2025 - 07/31/2025

Created 07/01/25 - 07/31/25

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		1	0	0	0	0	1	2	3	1	0	3	0	4	4	0	0	0	0	0	0	0	5	0	0	24
Normal		35	0	6	0	0	7	4	15	0	0	4	4	18	5	3	6	6	7	3	1	2	1	5	1	133
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		36	0	6	0	0	8	6	18	1	0	7	4	22	9	3	6	6	7	3	1	2	6	5	1	157

Closed 07/01/25 - 07/31/25

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	2	0	0	0	0	3	3	4	2	0	4	0	5	5	0	0	0	1	3	0	0	5	0	0	37
	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	2	0	0	0	0	3	3	4	2	0	4	0	5	5	0	0	0	1	3	0	0	5	0	0	37
Normal	Closed	30	0	5	1	0	8	19	13	9	0	4	1	25	3	2	15	11	10	9	6	5	4	7	1	188
	Cancelled	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3
	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	0	5	1	0	8	19	14	10	0	4	1	25	3	2	15	11	11	9	6	5	4	7	1	191
Project	Closed	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
	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	33	0	5	1	0	11	22	17	11	0	8	1	30	8	2	15	11	11	12	6	5	9	7	1	226
	Cancelled	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3
	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	33	0	5	1	0	11	22	18	12	0	8	1	30	8	2	15	11	12	12	6	5	9	7	1	229

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	3	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	7
I. T. Tech		30	0	5	1	0	10	19	18	11	0	8	1	24	8	2	15	11	11	11	5	5	9	7	1	212
Oasis Support		3	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	1	1	1	1	0	0	0	8

Information Technology
Service Ticket Report
07/01/2025 - 07/31/2025

Open as of 07/31/25

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	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	2	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	4
	Total	2	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Normal	Open	13	0	0	0	0	60	18	6	69	0	27	37	44	123	7	4	389	0	2	1	23	51	18	50	942
	Pending	0	0	0	0	0	1	0	5	4	0	1	3	3	1	0	1	1	0	0	0	2	0	0	1	23
	On Hold	6	0	0	0	0	3	31	42	50	0	4	3	38	26	35	31	70	3	0	2	0	0	0	0	344
	Total	19	0	0	0	0	64	49	53	123	0	32	43	85	150	42	36	460	3	2	3	25	51	18	51	1309
Project	Open	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	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
	Total	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Total	Open	13	0	1	0	0	61	18	6	69	0	27	37	44	123	7	4	389	0	2	1	23	51	18	50	944
	Pending	0	0	0	0	0	1	0	5	0	0	1	3	3	1	0	1	1	0	0	0	2	0	0	1	19
	On Hold	10	0	0	0	0	3	31	43	50	0	5	3	38	26	35	31	70	3	0	2	0	0	0	0	350
	Total	23	0	1	0	0	65	49	54	123	0	33	43	85	150	42	36	460	3	2	3	25	51	18	51	1317

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	244	58	30	12	1	134	164	209	220	1	68	88	330	158	159	109	337	175	244	257	43	180	188	243	3652
2024	179	39	26	20	0	139	180	214	384	2	99	85	626	211	176	92	766	152	248	246	79	218	242	165	4588
2023	155	40	16	7	0	161	159	249	273	3	84	109	521	254	181	123	1113	101	172	179	76	194	154	179	4503
2022	190	5	13	5	0	156	93	169	180	4	137	101	386	154	124	134	658	125	168	142	65	112	146	139	3406