

Information Technology  
Service Ticket Report  
11/01/2024 - 11/30/2024

Created 11/01/24 - 11/30/24

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		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	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	0
Medium		9	0	2	0	0	1	3	2	3	0	2	7	5	4	0	2	2	0	0	0	0	0	8	0	0	50
Normal		39	7	3	3	0	17	19	46	38	0	15	14	78	40	14	8	79	26	30	29	7	33	29	37	611	
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	0
<b>Total</b>		<b>48</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>18</b>	<b>22</b>	<b>48</b>	<b>41</b>	<b>0</b>	<b>17</b>	<b>21</b>	<b>83</b>	<b>44</b>	<b>14</b>	<b>10</b>	<b>81</b>	<b>26</b>	<b>30</b>	<b>29</b>	<b>7</b>	<b>41</b>	<b>29</b>	<b>37</b>	<b>661</b>	

Closed 11/01/24 - 11/30/24

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	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	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	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	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
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	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	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	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Medium	Closed	9	0	2	0	0	2	2	3	4	0	1	7	5	4	0	3	3	0	0	0	0	0	9	0	0	54
	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	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	0
	<b>Total</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>54</b>
Normal	Closed	47	7	5	1	0	18	20	58	34	0	17	15	60	40	20	11	43	32	37	33	5	27	23	33	586	
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	1	4	
	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	
	<b>Total</b>	<b>47</b>	<b>7</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>18</b>	<b>20</b>	<b>58</b>	<b>34</b>	<b>0</b>	<b>17</b>	<b>15</b>	<b>62</b>	<b>40</b>	<b>20</b>	<b>11</b>	<b>43</b>	<b>32</b>	<b>37</b>	<b>33</b>	<b>5</b>	<b>27</b>	<b>24</b>	<b>34</b>	<b>590</b>	
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	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	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	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total</b>	Closed	56	7	7	1	0	20	22	61	38	0	18	22	65	44	20	14	46	32	37	33	5	36	23	33	640	
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	1	4	
	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	
	<b>Total</b>	<b>56</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>20</b>	<b>22</b>	<b>61</b>	<b>38</b>	<b>0</b>	<b>18</b>	<b>22</b>	<b>67</b>	<b>44</b>	<b>20</b>	<b>14</b>	<b>46</b>	<b>32</b>	<b>37</b>	<b>33</b>	<b>5</b>	<b>36</b>	<b>24</b>	<b>34</b>	<b>644</b>	

Closed by Site/District Tech

Technician 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
Site Tech		0	0	0	0	0	0	1	15	0	0	1	0	7	1	0	0	1	1	0	1	0	3	5	0	36
I. T. Tech		34	7	7	1	0	19	21	41	35	0	16	21	58	40	19	13	43	29	36	32	5	31	16	32	556
Oasis Support		21	0	0	0	0	1	0	5	3	0	1	1	2	3	1	1	2	2	1	0	0	2	3	2	51

Information Technology  
Service Ticket Report  
11/01/2024 - 11/30/2024

Open as of 11/30/24

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	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	1	0	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0	5
	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	1	0	0	0	1	0	0	0	0	0	0	0	2
	Total	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	1	2	0	0	7
Normal	Open	16	2	2	1	0	39	7	9	7	0	20	10	32	23	4	5	165	2	1	2	38	43	96	101	625
	Pending	1	0	0	0	0	1	2	1	11	0	1	5	5	4	1	3	3	0	2	1	0	2	0	1	44
	On Hold	2	0	0	0	0	8	18	21	63	0	10	4	59	46	21	32	88	1	4	6	2	0	4	4	393
	Total	19	2	2	1	0	48	27	31	81	0	31	19	96	73	26	40	256	3	7	9	40	45	100	106	1062
Project	Open	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Total	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3
Total	Open	16	0	2	1	0	39	7	10	7	0	20	10	32	23	4	5	166	2	1	2	39	45	97	101	629
	Pending	1	0	0	0	0	1	0	1	0	0	1	5	5	4	1	3	3	0	2	1	0	2	0	1	31
	On Hold	3	0	0	0	0	8	19	21	63	0	10	5	59	46	21	33	88	1	4	6	2	0	4	4	397
	Total	20	2	2	1	0	48	28	32	81	0	31	20	96	73	26	41	257	3	7	9	41	47	101	106	1072

Yearly Closed Comparison	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
2024	352	59	57	29	0	242	292	482	452	8	193	175	906	398	298	177	791	289	438	424	135	395	368	269	7229
2023	313	66	20	17	0	288	283	489	507	3	182	217	853	429	306	215	1468	199	350	356	115	367	292	292	7627
2022	321	11	20	14	0	297	208	370	390	5	246	218	791	335	290	265	1161	220	292	303	126	213	250	289	6635
2021	351	30	31	3	3	244	245	349	261	17	212	219	681	351	304	278	467	229	163	178	150	201	287	260	5514