

Minidoka County School District – Technology Department

Board Report

Reporting Window: February 15 – March 11, 2026

Executive Summary

- 1 Tickets Submitted: **224**
- 2 Closed: **201**
- 3 Open: **23**
- 4 Avg. Response Time: **5.7 hours**
- 5 Avg. Resolution Time: **7.7 hours**
- 6 Closure Rate: **90%**

Trend Note: Service desk performance improved this month with significantly faster response and resolution times while supporting a steady volume of support requests.

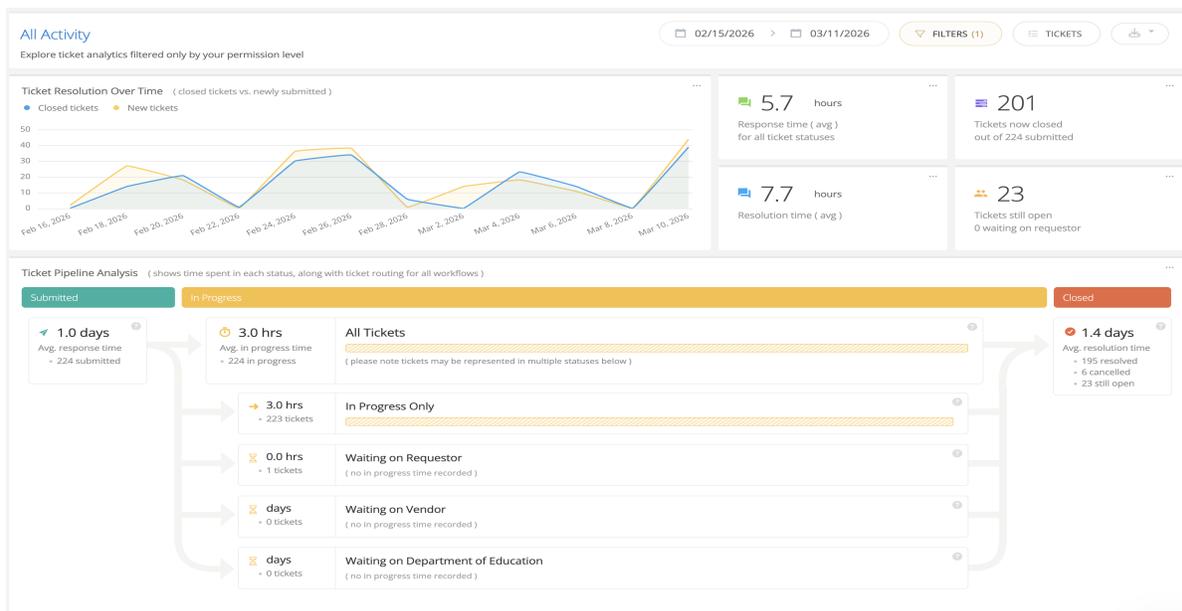
Operational Highlights

- 1 Rupert Elementary devices verified and prepared to ensure 100% readiness for NWEA testing.
- 2 College SAT testing devices and spare units prepared for the SAT administration on March 13.
- 3 Technology department rebuilding and updating the Kindergarten Registration form.
- 4 Continued migration from FileWave to Microsoft Intune MDM.
- 5 Ongoing asset management review of aging and surplus devices for repurposing or resale.
- 6 Continued Windows 11 deployment and device readiness efforts across the district.

Service Desk Performance

- 1 Avg. In-Progress Time: **3.0 hours**
- 2 Submitted → In Progress Avg: **1.0 days**
- 3 Waiting on Requestor: **0.0 hours**
- 4 Waiting on Vendor: **0 days**
- 5 Waiting on Department of Education: **0 days**

Service Desk Analytics Snapshot



Upcoming Focus

- 1 Continue Windows 11 rollout across remaining district devices.
- 2 Support NWEA and SAT testing technology readiness.
- 3 Maintain strong response times during spring testing season.
- 4 Continue migration from FileWave to Intune MDM.
- 5 Finalize updates to the Kindergarten Registration system.