Minidoka County School District – Technology Department

Board Report

Reporting Window: January 10 – February 15, 2026

Executive Summary

- Tickets Submitted: **450**
- Closed: **426**
- Open: **24**
- Avg. Response Time: **1.1 days**
- Avg. Resolution Time: **1.4 days**
- Closure Rate: **95%**

Trend Note: Performance improved this month with faster response and resolution times despite sustained high ticket volume.

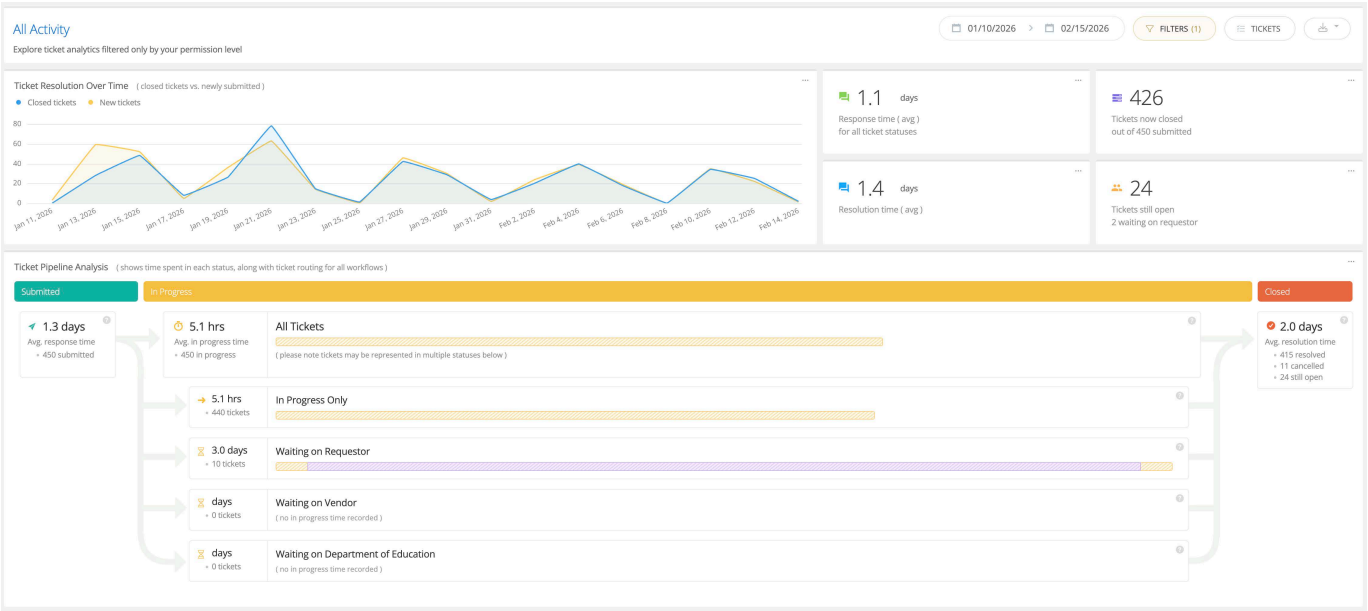
Operational Highlights

- Continued districtwide Windows 11 deployment and MacOS/iPadOS 26 deployment for increased security.
- Maintained 95% closure rate while supporting increased service demand.
- Infrastructure and cybersecurity systems remained stable with no major disruptions.
- Optimized Vision ERP deployments to improve reliability and staff experience.
- Advanced asset management review of aging and surplus devices for repurposing or resale to support additional student and staff technology purchases.

Service Desk Performance

- Avg. In-Progress Time: **5.1 hours**
- Submitted → In Progress Avg: **1.3 days**
- Waiting on Requestor: **3.0 days**
- Waiting on Vendor: **0 days**
- Waiting on Department of Education: **0 days**

Service Desk Analytics Snapshot



Upcoming Focus

- Continue Windows 11 rollout to remaining devices.
- Maintain sub-1.5 day resolution performance amid elevated demand.
- Reduce aging “Waiting on Requestor” tickets through structured follow-up.
- Sustain proactive infrastructure planning ahead of spring testing.
- Intiating migration from FileWave to Intune to reduce costs while maintaining comparable device management capabilities