

Information Technology
Service Ticket Report
06/01/2025 - 06/30/2025

Created 06/01/25 - 06/30/25

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		0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
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		5	0	3	0	0	4	1	5	1	0	2	0	0	0	1	1	0	1	4	2	0	2	1	0	33
Normal		26	1	3	1	0	13	18	27	75	1	20	10	29	74	23	23	80	41	30	32	8	33	11	13	592
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		31	1	6	1	0	17	19	32	76	1	22	10	30	74	24	24	80	42	34	34	8	35	12	13	626

Closed 06/01/25 - 06/30/25

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	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	5	0	3	0	0	3	0	4	1	0	0	0	1	0	1	1	0	0	1	2	0	1	1	0	24
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
	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	0	3	0	0	3	0	4	1	0	0	0	1	0	1	1	0	0	1	2	1	1	1	0	25
Normal	Closed	24	2	3	1	0	8	24	29	40	1	8	8	25	7	50	23	41	44	30	33	5	6	15	20	447
	Cancelled	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	0	0	3	0	6
	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	24	2	3	1	0	8	24	29	40	1	9	8	25	8	50	23	41	45	30	33	5	6	18	20	453
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
	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	29	2	6	1	0	11	24	33	41	1	8	8	26	7	51	24	41	44	31	35	5	7	16	20	471
	Cancelled	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	1	0	0	1	0	3	0	7
	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	29	2	6	1	0	11	24	33	41	1	9	8	26	8	51	24	41	45	31	35	6	7	19	20	478

Closed by Site/District Tech

[illegible]

Information Technology
Service Ticket Report
06/01/2025 - 06/30/2025

Open as of 06/30/25

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	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	1	0	0	1	0	1	0	0	0	0	0	0	0	2	0	0	0	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	2	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
	Total	2	0	0	0	0	2	1	2	1	0	1	0	0	0	0	0	0	0	2	0	0	0	0	0	11
Normal	Open	15	0	0	0	0	61	27	5	71	0	28	34	46	121	6	6	389	0	4	2	24	53	19	50	961
	Pending	0	0	0	0	0	1	0	5	4	0	1	3	3	1	0	1	4	0	1	0	2	0	0	1	27
	On Hold	2	0	0	0	0	3	31	42	52	0	4	3	38	26	35	33	71	3	1	2	2	0	0	0	348
	Total	17	0	0	0	0	65	58	52	127	0	33	40	87	148	41	40	464	3	6	4	28	53	19	51	1336
Project	Open	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	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	3	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5
Total	Open	16	0	1	0	0	63	27	5	72	0	29	34	46	121	6	6	389	0	6	2	24	53	19	50	969
	Pending	0	0	0	0	0	1	0	5	0	0	1	3	3	1	0	1	4	0	1	0	2	0	0	1	23
	On Hold	6	0	0	0	0	4	32	44	52	0	4	3	38	26	35	33	71	3	1	2	2	0	0	0	356
	Total	22	0	1	0	0	68	59	54	128	0	34	40	87	148	41	40	464	3	8	4	28	53	19	51	1352

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
2025	209	58	25	11	1	122	147	197	213	1	59	87	312	151	157	96	326	167	233	253	38	170	181	242	3456
2024	168	35	26	20	0	132	173	203	380	1	93	82	602	200	151	85	749	147	242	240	62	183	223	146	4343
2023	149	36	16	6	0	152	156	198	267	2	76	103	495	242	173	120	1098	93	158	170	71	185	137	159	4262
2022	154	4	12	2	0	145	80	160	173	2	126	90	334	144	110	126	645	117	160	135	62	103	137	133	3154