

Information Technology
Service Ticket Report
08/01/2025 - 08/31/2025

Created 08/01/25 - 08/31/25

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		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		13	0	2	1	0	14	9	7	0	0	4	1	14	8	3	0	3	0	4	5	5	8	2	1	104
Normal		37	1	9	3	0	24	26	26	22	0	34	31	52	42	27	24	38	15	24	17	24	16	37	42	571
Project		0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Total		50	1	11	4	0	38	35	33	22	0	38	32	66	51	30	24	41	15	28	22	29	24	39	43	676

Closed 08/01/25 - 08/31/25

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	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	11	0	2	1	0	13	7	6	0	0	2	1	13	5	3	0	3	0	3	5	5	5	7	2	1	90
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2	
	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	11	0	2	0	0	13	7	6	0	0	2	1	13	6	3	0	3	0	3	5	5	8	2	1	91	
Normal	Closed	31	0	6	3	0	12	12	13	16	0	27	23	42	23	18	11	24	13	18	15	19	9	25	31	391	
	Cancelled	0	0	0	0	0	0	0	0	0	0	1	1	1	0	1	0	0	1	2	0	1	1	0	5	14	
	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	31	0	6	3	0	12	12	13	16	0	28	24	43	23	19	11	24	14	20	15	20	10	25	36	405	
Project	Closed	0	0	1	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	42	0	9	4	0	25	19	19	16	0	29	24	55	28	21	11	27	13	21	20	24	16	27	32	482	
	Cancelled	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	0	0	1	2	0	1	2	0	5	16	
	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	42	0	9	4	0	25	19	19	16	0	30	25	56	29	22	11	27	14	23	20	25	18	27	37	498	

Closed by Site/District Tech

[illegible]

Open as of 08/31/25

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	1	1	0	0	0	0	1	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	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
	Total	1	0	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4
Normal	Open	15	0	1	0	0	65	31	2	2	0	28	38	43	136	14	11	396	0	2	1	25	52	27	54	943
	Pending	0	0	0	0	0	1	0	5	5	0	1	3	18	1	1	1	0	0	0	0	2	0	0	1	40
	On Hold	3	0	0	0	0	3	31	42	93	0	4	3	25	28	35	31	70	3	0	2	0	0	0	0	373
	Total	18	0	1	0	0	69	62	49	100	0	33	44	86	165	50	43	467	3	2	3	27	52	27	55	1356
Project	Open	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	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	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Total	2	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4
Total	Open	15	0	1	0	0	65	32	3	2	0	28	38	44	137	14	11	396	0	2	1	25	52	27	54	947
	Pending	0	0	0	0	0	1	0	5	0	0	1	3	18	1	1	1	0	0	0	0	2	0	0	1	35
	On Hold	6	0	0	0	0	4	31	42	93	0	4	3	25	28	35	31	70	3	0	2	0	0	0	0	377
	Total	21	0	1	0	0	70	63	50	100	0	33	44	87	166	50	43	467	3	2	3	27	52	27	55	1364

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	290	59	41	16	1	161	184	231	235	1	101	113	370	186	178	124	365	185	267	277	67	195	215	271	4133
2024	210	44	36	25	0	149	199	241	327	6	123	101	629	278	199	98	617	176	275	276	85	251	270	143	4758
2023	179	42	16	14	0	178	187	286	309	3	109	129	561	280	198	140	1137	121	188	199	77	231	170	188	4942
2022	243	8	19	9	0	208	129	236	227	4	175	161	534	231	165	182	767	162	194	207	80	133	184	186	4444