# Minidoka County School District – Technology Department

**Board Report**
Reporting Window: December 10, 2025 – January 15, 2026

## Executive Summary

- Tickets Submitted: **383**
- Closed: **343**
- Open: **40**
- Avg. Response Time: **1.4 days**
- Avg. Resolution Time: **1.6 days**
- Closure Rate: **90%**

**Trend Note:** Ticket volume increased during the reporting window while response and resolution times remained consistent, indicating stable service desk performance amid higher demand.

## Operational Highlights

- Completed several longer-term technology projects improving stability and user experience.
- Deployed Vision School ERP onto new server infrastructure.
- Began loading Vision directly onto Windows devices for improved performance.
- Updated report cards to align with new student standards.
- Completed grade rollovers at all schools except the alternative high school.

## Service Desk Performance

- Avg. In-Progress Time: **2.4 hours**
- Submitted → In Progress Avg: **1.5 days**
- Waiting on Requestor: **1.1 days**
- Waiting on Vendor: **0 days**
- Waiting on Department of Education: **0 days**

## Service Desk Analytics Snapshot
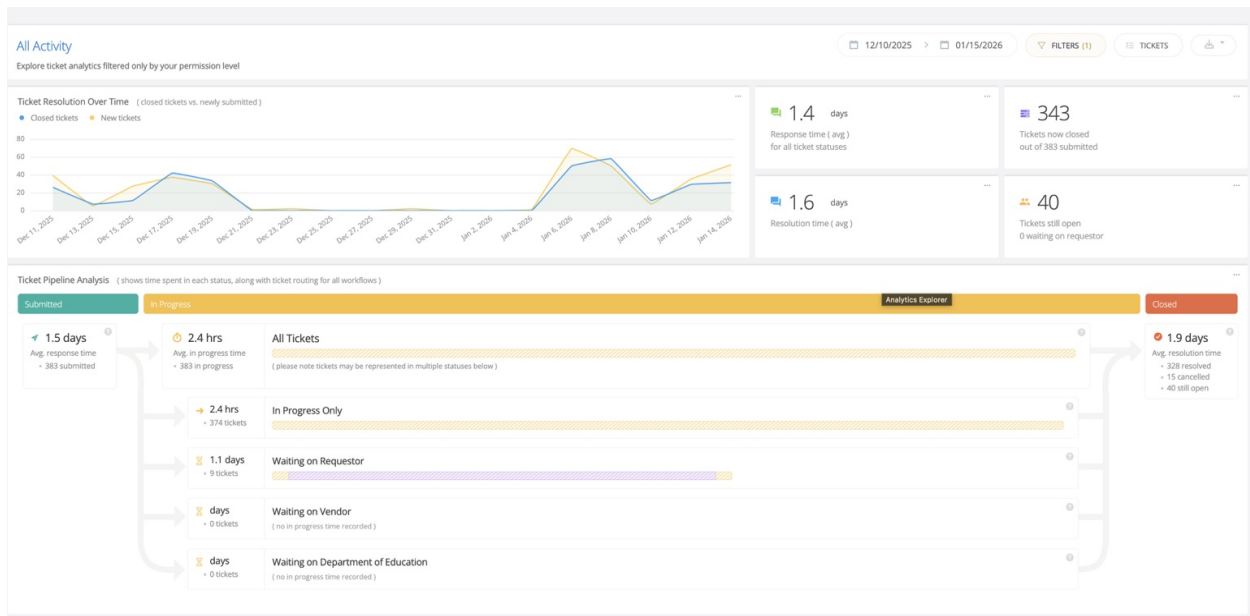


## Upcoming Focus

- Complete remaining grade rollover work at the alternative high school.
- Continue expanding direct Vision deployments on Windows devices.
- Maintain steady service desk response and resolution times.
- Advance additional longer-term infrastructure projects.