

Information Technology
Service Ticket Report
05/01/2025 - 05/31/2025

Created 05/01/25 - 05/31/25

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		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		6	0	2	0	0	2	0	2	3	0	1	1	3	3	0	0	0	0	1	1	0	0	0	0	25
Normal		21	17	2	3	0	23	42	48	36	0	11	22	53	36	39	16	96	20	29	34	8	22	18	63	659
Project		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		29	17	4	3	0	26	42	50	39	0	12	23	57	39	39	16	96	20	30	35	8	22	18	63	688

Closed 05/01/25 - 05/31/25

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	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	2	0	0	1	0	1	2	0	1	1	4	2	0	0	0	0	1	2	0	1	0	0	23
	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	5	0	2	0	0	1	0	1	2	0	1	1	4	2	0	0	0	0	1	2	0	1	0	0	23
Normal	Closed	23	17	2	4	0	14	32	46	35	0	7	10	53	22	19	23	67	14	30	31	5	13	21	62	550
	Cancelled	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	1	4
	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	23	17	2	4	0	14	32	46	35	0	8	10	53	22	20	23	67	14	31	31	5	13	21	63	554
Project	Closed	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	1	0	0	0	3
	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	2	0	0	0	0	0	0	0	1	0	0	0	3
Total	Closed	28	17	4	4	0	15	32	47	37	0	8	11	59	24	19	23	67	14	31	33	6	14	21	62	576
	Cancelled	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	1	4
	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	28	17	4	4	0	15	32	47	37	0	9	11	59	24	20	23	67	14	32	33	6	14	21	63	580

Closed by Site/District Tech

Technician 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
Site Tech		0	0	0	0	0	1	8	2	0	0	1	0	8	4	1	5	3	0	2	3	0	0	3	3	44
I. T. Tech		24	16	4	3	0	11	12	43	22	0	7	8	38	18	11	13	47	13	29	30	3	9	16	46	423
Oasis Support		4	1	0	1	0	2	3	1	1	0	1	0	4	1	0	1	4	0	1	0	0	1	2	0	28

Information Technology
Service Ticket Report
05/01/2025 - 05/31/2025

Open as of 05/31/25

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	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	2
	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	1	0	0	0	0	0	0	1	0	0	0	2
Normal	Open	9	0	0	0	0	56	13	2	12	0	12	32	40	55	0	0	320	0	2	0	19	26	18	44	660
	Pending	1	0	0	0	0	1	0	5	4	0	1	3	3	1	0	1	1	0	1	0	0	0	0	1	23
	On Hold	2	0	0	0	0	3	49	41	63	0	5	3	38	26	42	40	70	7	3	5	2	0	0	0	399
	Total	12	0	0	0	0	60	62	48	79	0	18	38	81	82	42	41	391	7	6	5	21	26	18	45	1082
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	10	0	1	0	0	57	13	2	12	0	12	32	40	56	0	0	320	0	2	0	20	26	18	44	665
	Pending	1	0	0	0	0	1	0	5	0	0	1	3	3	1	0	1	1	0	1	0	0	0	0	1	19
	On Hold	4	0	0	0	0	3	49	41	63	0	5	3	38	26	42	40	70	7	3	5	2	0	0	0	401
	Total	15	0	1	0	0	61	62	48	79	0	18	38	81	83	42	41	391	7	6	5	22	26	18	45	1089

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	184	57	20	10	1	116	129	168	174	0	51	79	287	146	119	71	314	123	205	220	37	163	168	234	3076
2024	138	31	22	17	0	121	143	161	316	1	81	69	526	174	112	59	680	133	215	195	55	157	197	128	3731
2023	129	30	16	6	0	135	134	146	220	1	71	99	468	234	147	110	1071	79	147	104	61	113	131	143	3795
2022	134	3	10	2	0	126	78	153	161	2	94	86	317	134	101	119	611	111	151	128	57	97	125	126	2926