

Information Technology
Service Ticket Report
09/01/2025 - 09/30/2025

Created 09/01/25 - 09/30/25

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	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	0	1	0	8	8	11	2	0	4	1	8	11	5	1	5	3	3	5	3	4	3	1	100
Normal	33	16	8	3	0	30	44	83	83	1	32	30	100	93	30	38	155	34	109	66	29	45	66	104	1232
Project	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	48	16	8	4	0	38	52	94	85	1	36	31	108	104	35	39	160	37	112	71	32	49	69	105	1334

Closed 09/01/25 - 09/30/25

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
	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
	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
	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
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
	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
	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
	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
Medium	Closed	13	0	0	1	0	6	9	11	2	0	8	1	11	13	5	1	5	3	3	5	4	3	2	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
	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
	Total	13	0	0	1	0	6	9	11	2	0	8	1	11	13	5	1	5	3	3	5	4	3	2	1
Normal	Closed	33	15	8	2	0	22	42	75	66	1	30	29	93	62	44	75	45	86	32	97	59	17	23	44
	Cancelled	0	0	0	0	0	0	0	1	0	0	0	2	1	1	0	2	0	2	0	0	0	1	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
	Total	33	15	8	2	0	22	42	76	66	1	30	29	95	63	45	45	88	32	99	59	17	24	50	46
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
	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
	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
	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
Total	Closed	46	15	8	3	0	28	51	86	68	1	38	30	104	75	49	46	91	35	100	64	21	26	52	45
	Cancelled	0	0	0	0	0	0	0	1	0	0	0	2	1	1	0	2	0	2	0	0	1	0	2	12
	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
	Total	46	15	8	3	0	28	51	87	68	1	38	30	106	76	50	46	93	35	102	64	21	27	52	47

Closed by Site/District Tech

Technician 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
Site Tech	0	0	0	0	0	0	0	0	0	0	0	1	16	10	0	7	4	0	3	3	5	3	3	3	58
I. T. Tech	41	15	7	3	0	27	44	84	66	1	22	29	86	62	50	39	83	35	94	60	16	22	49	38	973
Oasis Support	5	0	1	0	0	0	5	3	0	0	2	0	4	4	0	0	6	0	5	1	0	2	0	6	44

Information Technology
Service Ticket Report
09/01/2025 - 09/30/2025

Open as of 09/30/25

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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	3
	Total	1	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	5
Normal	Open	14	0	0	1	0	76	6	8	4	0	30	41	46	168	2	2	465	3	4	4	36	73	38	111	1132
	Pending	0	0	0	0	0	1	0	5	4	0	1	2	3	9	1	1	1	0	0	0	2	0	0	0	30
	On Hold	3	0	1	0	0	3	59	42	97	0	4	3	38	20	35	39	70	0	2	1	0	1	0	1	419
	Total	17	0	1	1	0	80	65	55	105	0	35	46	87	197	38	42	536	3	6	5	38	74	38	112	1581
Project	Open	2	0	0	0	0	0	0	0	0	0	0	0	0	1	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Total	4	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	6
Total	Open	16	0	0	1	0	77	7	8	4	0	30	41	46	169	2	2	465	3	4	4	36	73	38	111	1137
	Pending	0	0	0	0	0	1	0	5	4	0	1	2	3	9	1	1	1	0	0	0	2	0	0	0	26
	On Hold	6	0	0	0	0	4	59	42	97	0	4	3	38	20	35	39	70	0	3	1	0	1	0	1	423
	Total	22	0	2	1	0	82	66	55	105	0	35	46	87	198	38	42	536	3	7	5	38	74	38	112	1592

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	338	73	49	19	1	190	229	300	300	2	126	138	444	239	225	160	442	221	369	345	84	220	270	316	5100
2024	272	45	49	26	0	195	264	393	470	7	160	138	831	377	250	150	885	230	342	357	127	331	332	257	6488
2023	232	50	17	16	0	249	236	416	427	3	196	179	743	386	248	191	1325	158	240	237	103	307	230	261	6450
2022	269	11	19	11	0	245	168	293	281	4	204	178	654	268	230	215	879	188	243	249	101	161	211	223	5305