Minidoka County School District IT Department

Board Report - June 2025

. Forms and Processes being worked on:

- Onboarding/Exiting Employee & Student Processes and Procedures

 Working with HR and appropriate stakeholder on this This will
 continue into the Summer to make sure everything is in order
- Student Fines and Fees
 - Updates to the student device costs and device warranty and coverage forms still need discussed and updated.

. Device Pickup and New devices:

- End of Year pickup went smooth
- Fixing some of the older ones for use of testing next year
- Disposing of some due to age and condition
- Devices are stored until next year
- New devices are being assessed for the new year

. Adobe Pro Licenses:

• The State will be providing adobe creative cloud to all staff and students this upcoming year

. Ticket Status 5/12-6/11:

- 178/251 Closed/Open (Analytics Attached)
- Most of the remaining tickets are student device repairs from the end of the year.

All Activity

Explore ticket analytics filtered only by your permission level

○ Please wait - Exporting PDF...

Ticket Resolution Over Time (clased tick 🂐 2.4 days 178 Closed tickets
 New tickets Response time (avg) for all ticket statuses 1.9 days - 73 Tickets still open 1 waiting on requestor olution time (avg.) Jun 6, 2025 Jun 10, 2025 May 21, 2025 May 23, 2025 May 25, 2925 May 27, 2025 May 29, 2025 May 31, 2025 314 2, 2025 Jun 4, 2025 314 6, 2025 Pipeline Analysis () 🗸 3.1 days 4.1 days 👌 8.0 hrs All Tickets Aug, response time = 251 tickets = 28 still submitted Aug. In progress tim - 251 tickets - 45 still in progress Aug. resolution to = 168 resolved = 10 cancelled = 79 still open → 8.0 hrs In Progress Only Z 2.8 days Waiting on Requestor days Waiting on Vendor days 0 ticket Waiting on Department of Education Top Models (sorted by total) SLA Response Time SLA Resolution Time 10 minutes Dell Chromebook 3 ... Aug. time logged per ticket Dell Chromebook 3 . Tickets by Priority PowerSchool Dell Latitude 3310 Total Tickets Over Time Closed tickets
 First Apple iPad Dell Lotitude 3440 1D D 500 Google -Tickets Submitted For % Parts Used Quantity Parts Used Resolution Time Parts Used by days · Average resolution time in days 1111111111111 0 Jan 11, 2025 Jun 12, 2025 Top 10 Parts Used Top 10 Parts Used % Value Parts Used Value Parts Used · Value Parts Used by days 0 Jun 11, 2025 Jan 12, 2025 Top Issue Categories (sorted by total tickets) Reyboard / Trackpad / M . Issue not listed Display Resignation Power

Total tickets