

Minidoka County School District

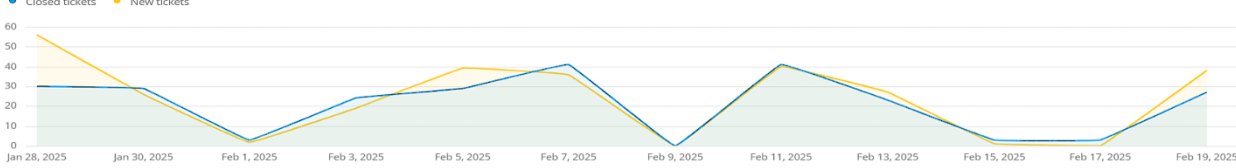
IT Department

Board Report - February 2025

- **New IT Director Onboarding continued:**
 - **Still Working through the kinks but getting better**
 - **Asset Inventory/Help Desk software License up - Looking for a new one**
 - **Network Infrastructure Overview and Assessment – Needs a lot of work**
 - **Onboarding/Exiting Employee & Student Processes and Procedures**
 - **PowerSchool Apps Instead of 3rd party Apps Discussion**
 - **Apple/Chromebook /Windows Device Discussion**
 - **Hardware/Warranty**
 - **Policy Overview and Updates**
 - **All technology and software requests come through IT for assessment, quoting, and through software committee for approval.**
- **Vape Detector Integration with Cameras**
 - **This is starting to wrap up.**
 - **Need to investigate getting students to not rip them out of the ceiling.**
 - **Ednetics on Site 2/28 for testing**
- **Intercom/Bell/ Server: Server Upgrades**
 - **This is very close to being done. We are waiting for Marshall to come out and install a piece of hardware to get it functioning the rest of the way, and configuring it to work with all the integrations**
 - **Still a few glitches they are tending to.**

- **Setting up Software, Application, and Analytics Committee**
 1. **Sean Boyer – IT Director**
 2. **Ellen A. – Student Services Director**
 3. **Daryl K. – Business Director**
 4. **Marina H. – As a Parent**
 5. **Heather H. – As Elementary Principal**
 6. **Sarah P. – CTE/High School**
 7. **Terry B. – DSC**
 8. **Possible Board Member?**
- **SWIS Integration – PowerSchool**
 - **This is still in process.**
- **AG Building Prep**
 - **I have reached out a few times and finally heard back after three weeks of silence on it. Quotes are currently in progress for the AG Build.**
- **Ticket Status:**
 - **253/286 Closed/Open (Analytics Attached)**

Ticket Resolution Over Time (closed tickets vs. newly submitted)

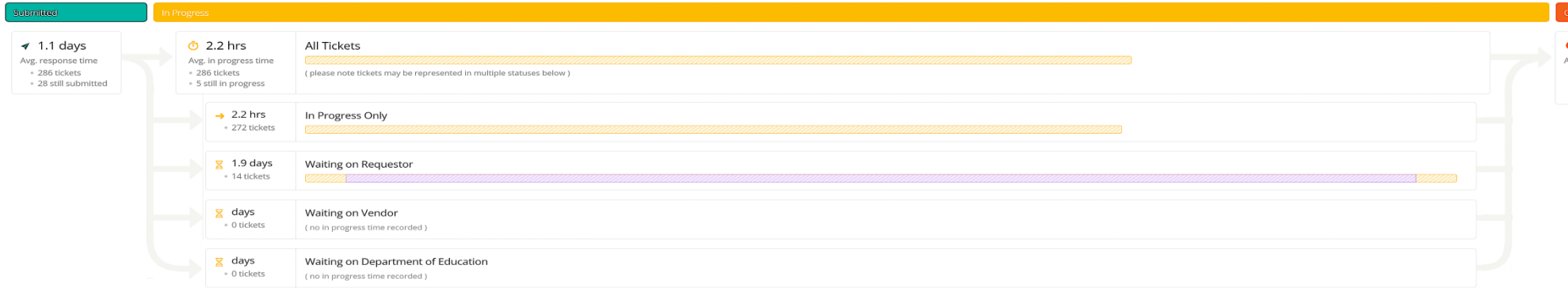


1.4 days
Resolution time (avg)

253
Tickets now closed
out of 286 submitted

33
Tickets still open
1 waiting on requestor

Ticket Pipeline Analysis (shows time spent in each status, along with ticket routing for all workflows)



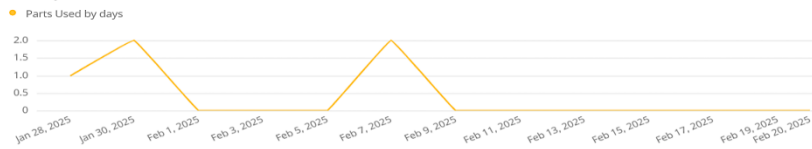
Top Models (sorted by total tickets)



% Parts Used



Quantity Parts Used



Top 10 Parts Used



0 minutes
Avg. time logged per ticket

Tickets by Priority



Tickets Submitted For



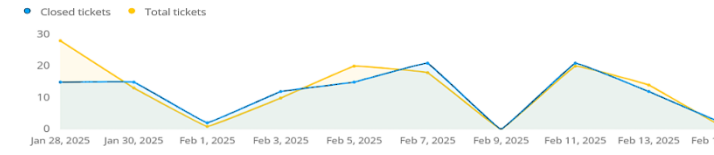
SLA Response Time

No data available

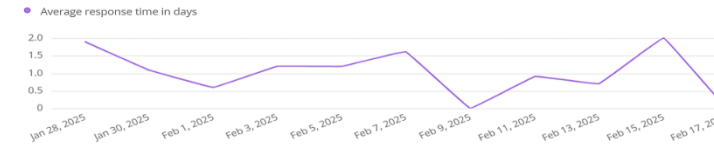
SLA Resolution Time

No data available

Total Tickets Over Time



Response Time



Resolution Time

