Information Technology
Service Ticket Report
1/01/2026 - 1/31/2026

Created 1/01/26 - 1/31/26

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		6	1	0	0	0	4	0	4	3	0	0	0	3	2	2	1	0	0	1	0	2	6	1	2	38
Normal		17	13	10	1	0	20	34	37	36	0	16	20	91	29	29	14	72	13	44	31	12	29	23	62	653
Project		0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total		23	14	10	1	0	25	34	41	39	0	16	20	94	31	31	15	72	13	45	31	14	35	24	64	692

Closed 1/01/26 - 1/31/26

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	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	6	1	1	0	0	4	0	4	2	0	0	0	4	2	2	1	0	0	1	0	1	6	1	2	38
	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	6	1	1	0	0	4	0	4	2	0	0	0	4	2	2	1	0	0	1	0	1	6	1	2	38
Normal	Closed	17	12	10	2	0	24	35	31	34	0	19	14	92	19	23	19	112	11	38	37	8	20	20	32	629
	Cancelled	0	0	0	0	0	0	0	1	0	0	1	1	1	0	0	1	0	2	0	0	1	1	0	1	10
	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	17	12	10	2	0	24	35	32	34	0	20	15	93	19	23	20	112	13	38	37	9	21	20	33	639
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	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
Total	Closed	23	13	11	2	0	28	35	35	36	0	19	14	96	21	25	20	112	11	39	37	9	26	21	34	667
	Cancelled	0	0	0	0	0	0	0	1	0	0	1	1	1	0	0	1	0	2	0	0	1	1	0	1	10
	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	13	11	2	0	28	35	36	36	0	20	15	97	21	25	21	112	13	39	37	10	27	21	35	677

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	3	8	0	1	4	0	1	1	0	1	5	1	0	25
I. T. Tech		20	12	10	2	0	25	27	35	31	0	17	12	85	21	22	16	107	8	34	26	9	20	18	33	590
Oasis Support		3	1	1	0	0	0	5	0	3	0	0	0	4	0	2	1	1	2	1	1	0	2	2	0	29

Information Technology
Service Ticket Report
1/01/2026 - 1/31/2026

Open as of 1/31/26

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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	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	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2
Normal	Open	12	3	1	0	0	63	7	6	5	0	27	54	88	198	7	14	522	1	3	0	48	103	53	168	1383
	Pending	0	0	0	0	0	1	0	5	4	0	1	1	13	4	1	1	12	0	0	1	1	0	0	0	45
	On Hold	2	1	0	0	0	2	46	57	89	0	4	1	20	15	46	35	57	1	4	1	0	2	0	1	384
	Total	14	4	1	0	0	66	53	68	98	0	32	56	121	217	54	50	591	2	7	2	49	105	53	169	1812
Project	Open	1	0	0	0	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	5
	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	3	0	0	0	0	3	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	8
Total	Open	13	0	1	0	0	65	8	6	6	0	27	54	88	199	7	14	522	1	3	0	48	103	53	168	1386
	Pending	0	0	0	0	0	1	0	5	0	0	1	1	13	4	1	1	12	0	0	1	1	0	0	0	41
	On Hold	4	0	0	0	0	3	46	57	89	0	4	1	20	15	46	35	57	1	4	1	0	2	0	1	386
	Total	17	4	1	0	0	69	54	68	99	0	32	56	121	218	54	50	591	2	7	2	49	105	53	169	1821

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
2026	18	12	10	2	0	17	28	34	33	0	17	13	86	21	19	16	93	11	39	37	9	25	19	31	590
2025	53	20	6	3	0	35	32	35	51	0	24	12	59	31	22	17	55	30	34	48	10	48	55	38	718
2024	40	8	2	2	0	21	55	21	57	1	18	12	79	32	32	10	67	22	58	34	14	26	42	23	676
2023	26	7	4	0	0	23	20	43	44	0	17	20	81	25	39	19	203	12	29	22	12	18	19	29	712