

Minidoka County School District

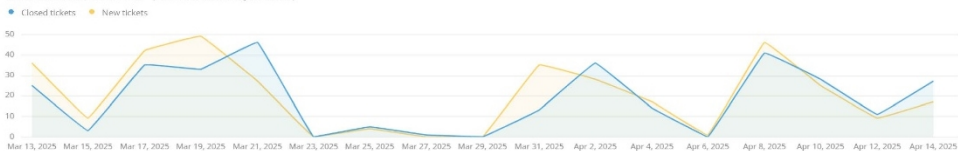
IT Department

Board Report - April 2025

- **Forms and Processes being worked on:**
 - **Onboarding/Exiting Employee & Student Processes and Procedures – Working with HR and appropriate stakeholder on this**
 - **Policy Form for Electronic services**
 - **Student Forms and Policies are finished**
 - **District Appropriate Use of Electronic Services Handbook update is completed for staff and students**
 - **Staff Agreement form needs finished**
- **Vape Detector Integration with Cameras**
 - **This is Completed and notifications are being created and working with the Camera system**
- **Tyler Technologies Budget Software server Upgrade:**
 - **This upgrade will be over 4/25 – 4/28**
 - **Glitches are creating issues for users when accessing the application from both the server side as well as through the web portal where paystubs and w-2's are located**
- **SWIS Integration – PowerSchool**
 - **This is still in process.**
- **AG Building Prep**
 - **Working with the AG Committee on this and maybe a few months before IT material and components are completely addressed for total functionality in the building**
- **Ticket Status:**
 - **318/348 Closed/Open (Analytics Attached)**

Explore ticket analytics filtered only by your permission level

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



1.1 days
Response time (avg)
for all ticket statuses

318
Tickets now closed
out of 348 submitted

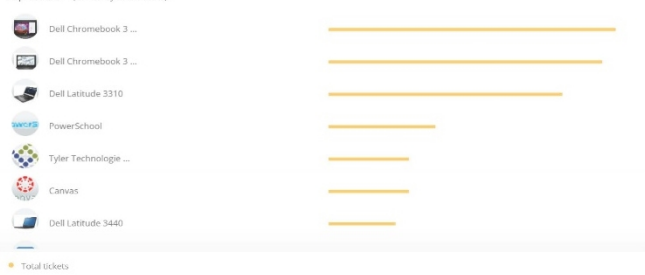
1.6 days
Resolution time (avg)

30
Tickets still open
4 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)



0 minutes
Avg. time logged per ticket

Tickets by Priority



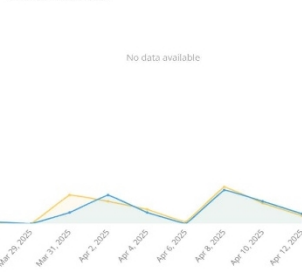
Tickets Submitted For



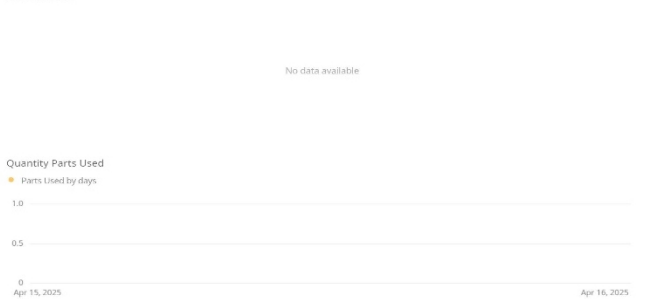
SLA Response Time



SLA Resolution Time



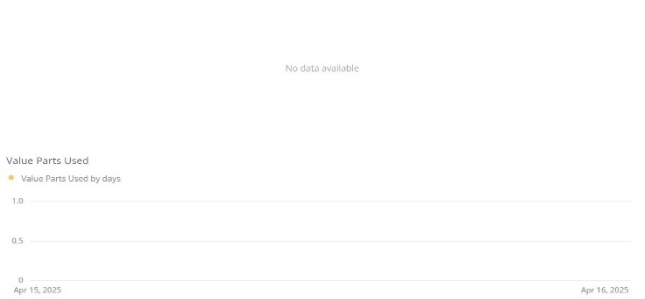
% Parts Used



Top 10 Parts Used



% Value Parts Used



Top Issue Categories (sorted by total tickets)

