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)

All Activity

☐ 03/12/2025 → ☐ 04/15/2025

Explore ticket analytics filtered only by your permission level





Tickets now closed out of 348 submitted -- 30

318

Tickets still open 4 waiting on requestor

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

| 1.3 days | 💿 6.4 hrs | All Tickets | | 🥝 2.1 days |
|---|--|---|--|---|
| Avg, response time = 348 tickets = 17 still submitted | Avg. in progress time • 348 tickets • 13 still in progress | (piene retr tickets may be represented in multiple statuses below) | | Avg, resolution time = 306 resolved = 12 cancelled = 30 still open |
| | → 6.4 hrs • 314 tickets | In Progress Only | | |
| | 2.6 days • 34 tickets | Walting on Requestor | | |
| | days • 0 tickets | Walting on Vendor (no in progress time recorded) | | |
| | days • 0 tickets | Walting on Department of Education (no in progress time recorded) | | |

| Top Models (sorted by total tickets) Dell Chromebook 3 | | Iminutes Avg. time logged per ticket | SLA Response Time | SLA Resolution Time |
|---|--------------|--|--|--|
| Dell Chromebook 3 | | | No data available | No data available |
| Dell Latitude 3310 | | Tickets by Priority | | |
| PowerSchool Tyler Technologie Onvas | | | Total Tickets Over Time Closed tickets Total tickets 30 20 10 | |
| Dell Latitude 3440 | | | a substitution and a substitutio | we that we will be and we will be all a state of a stat |
| Total tickets | | Tickets Submitted For | | the set of the set of the set |
| % Parts Used | | - | Response Time Average response time in days | |
| No data | available | - | 1.5 | |
| | | | 0 Mar 2025 | Apr 2025 |
| Quantity Parts Used Parts Lised by days 1.0 | | | Resolution Time Average resolution time in days 4 | |
| 0.5 | | | 2 | |
| 0 Apr 15, 2025 | Apr 16, 2025 | | 0 Mar 2025 | Apr 2025 |
| Top 10 Parts Used | | | | |

Top 10 Parts Used

% Value Parts Used

Value Parts Used Value Parts Used by days 1.0 0.5 0 Apr 15, 2025 Top Issue Categories (sorted by total tickets) Issue Not Listed Display Power Keyboard / Trackpad / M .. Application / Operating ... Account and Password Website Filtering Reque ..

Apr 16, 2025

Total tickets