

**Minidoka County School District**

# **IT Department**

Board Report - May 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**
  - **Policy Form for Electronic services**
    - **Student Forms and Policies are finished and will be added to registration.**
    - **Updates to the student device costs and device warranty and coverage forms still need discussed and updated.**
    - **District Appropriate Use of Electronic Services Handbook update is completed for staff**
    - **Staff Agreement form is completed.**
- **Old Equipment cleanup from schools and closets is underway.**
  - **Old servers are being removed**
  - **Old printers**
  - **Old towers**
- **Tyler Technologies Budget Software server Upgrade:**
  - **This upgrade was over 4/25 – 4/28**
  - **The Upgrade completed and everything seem to be running smoother again.**
  - **Small tweaks are being made here and there as glitches are being found.**
- **SWIS Integration – PowerSchool**
  - **This is still in process.**

## . **Ticket Status:**

- 298/331 Closed/Open (Analytics Attached)
- Quite a few of the remaining tickets are project-based camera issues that will be taken care of over summer.

Export ticket analysis filtered only by your personal level

Ticket Resolution Over Time (closed tickets only submitted)



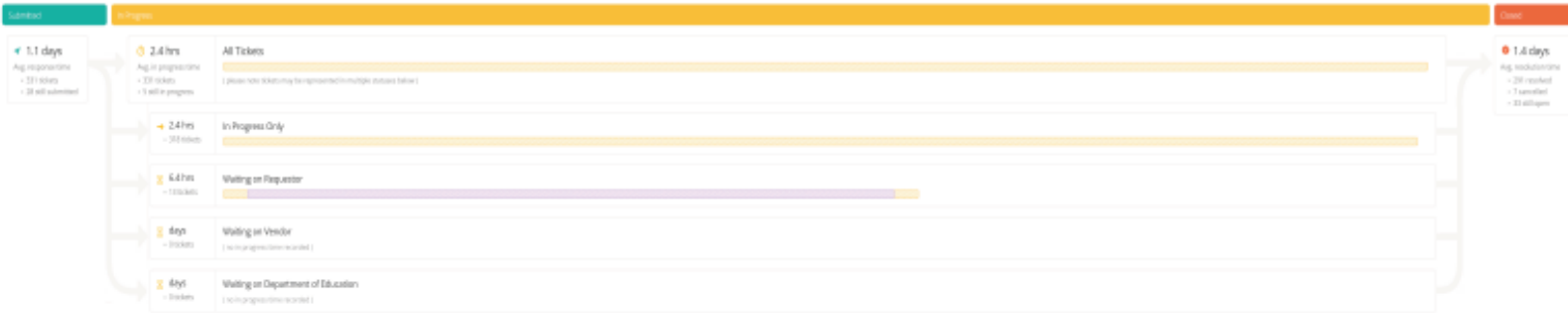
6.6 hours  
Response time (avg)  
for all ticket status

298  
Tickets now closed  
out of 321 submitted

1.1 days  
Resolution time (avg)

33  
Tickets still open  
0 waiting on requester

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



N Parts Used



Top 10 Parts Used



N Value Parts Used



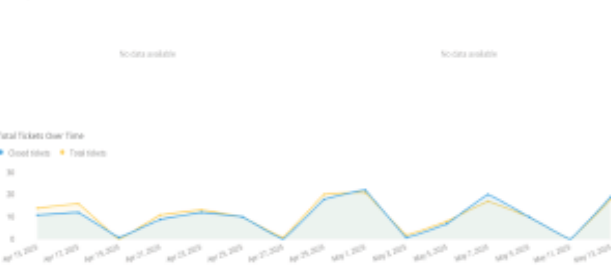
Value Parts Used



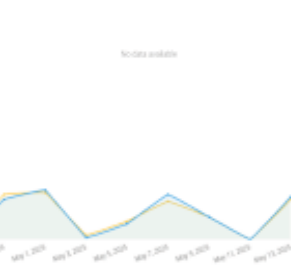
Top Issue Categories (sorted by total tickets)



SLA Response Time



SLA Resolution Time



Response Time



Resolution Time

