

Information Technology  
Service Ticket Report  
01/01/2025 - 01/31/2025

Created 01/01/25 - 01/31/25

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	11	5	0	0	0	3	3	3	7	0	5	0	11	5	0	4	2	0	1	0	0	5	1	3	69
Normal	41	14	6	3	0	36	18	33	45	0	11	34	71	28	31	16	123	26	31	48	9	42	21	39	726
Project	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
<b>Total</b>	<b>52</b>	<b>19</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>39</b>	<b>21</b>	<b>36</b>	<b>52</b>	<b>0</b>	<b>16</b>	<b>34</b>	<b>82</b>	<b>33</b>	<b>31</b>	<b>20</b>	<b>125</b>	<b>26</b>	<b>32</b>	<b>48</b>	<b>9</b>	<b>47</b>	<b>22</b>	<b>42</b>	<b>795</b>

Closed 01/01/25 - 01/31/25

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
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
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
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
Medium	Closed	9	5	0	0	2	3	3	6	0	5	1	9	6	0	4	2	0	1	0	0	4	1	3	64	
	Cancelled	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	4	
	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	
	<b>Total</b>	<b>9</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>9</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>68</b>	
Normal	Closed	34	14	6	3	0	55	41	37	36	0	66	25	93	39	15	15	184	27	30	47	9	45	56	35	912
	Cancelled	0	0	0	0	0	1	0	0	0	0	0	2	2	0	1	1	0	1	0	0	1	1	0	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	
	<b>Total</b>	<b>34</b>	<b>14</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>55</b>	<b>42</b>	<b>37</b>	<b>36</b>	<b>0</b>	<b>66</b>	<b>25</b>	<b>95</b>	<b>41</b>	<b>15</b>	<b>16</b>	<b>185</b>	<b>27</b>	<b>31</b>	<b>47</b>	<b>9</b>	<b>46</b>	<b>57</b>	<b>35</b>	<b>922</b>
Project	Closed	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
	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
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Total</b>	Closed	43	19	6	3	0	57	45	40	42	0	71	26	102	45	15	19	186	27	31	47	9	49	58	38	978
	Cancelled	0	0	0	0	0	1	1	0	1	0	0	2	2	0	1	1	0	1	0	0	3	1	0	14	
	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
	<b>Total</b>	<b>43</b>	<b>19</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>58</b>	<b>46</b>	<b>40</b>	<b>43</b>	<b>0</b>	<b>71</b>	<b>26</b>	<b>104</b>	<b>47</b>	<b>15</b>	<b>20</b>	<b>187</b>	<b>27</b>	<b>32</b>	<b>47</b>	<b>9</b>	<b>52</b>	<b>59</b>	<b>38</b>	<b>992</b>

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	3	2	0	0	4	2	5	1	1	4	3	1	0	1	1	8	4	0	40
I. T. Tech	28	17	6	3	0	46	36	32	36	0	62	21	71	36	14	14	150	25	23	35	6	24	22	25	732
Oasis Support	15	2	0	0	0	0	3	1	0	0	0	0	4	2	0	1	4	0	0	0	0	5	0	2	39

Information Technology  
Service Ticket Report  
01/01/2025 - 01/31/2025

Open as of 01/31/25

Ticket Type		DO	AdultEd	SDDO-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	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	2
	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	
	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	
	Total	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	2
Normal	Open	13	4	0	0	0	33	11	3	25	0	16	29	32	34	1	0	235	1	2	0	34	20	53	74	620
	Pending	0	0	0	0	0	1	0	5	5	0	1	5	7	4	1	1	2	0	2	1	0	0	0	1	36
	On Hold	4	0	0	0	0	7	18	12	49	0	6	4	54	42	20	32	82	2	0	2	2	0	5	4	345
	Total	17	4	0	0	0	41	29	20	79	0	23	38	93	80	22	33	319	3	4	3	36	20	58	79	1001
Project	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
	Total	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	Open	13	0	0	0	0	33	11	3	25	0	16	29	33	34	1	0	235	1	2	0	35	20	53	74	618
	Pending	0	0	0	0	0	1	0	5	0	0	1	5	7	4	1	1	2	0	2	1	0	0	0	1	31
	On Hold	5	0	0	0	0	7	18	12	49	0	6	4	54	42	20	32	82	2	0	2	2	0	5	4	346
	Total	18	4	0	0	0	41	29	20	79	0	23	38	94	80	22	33	319	3	4	3	37	20	58	79	1004

Yearly Closed Comparison	DO	AdultEd	SDDO-PDC	PLC	B&G	CES	DES	DHS	DIS	ERHS	EVES	FES	FHS	FIS	RES	SES	SMS	SSES	SSHS	SSMS	SVS	YES	YHS	YIS	Total
2025	50	19	6	3	0	35	29	32	38	0	22	12	57	30	19	16	54	27	33	47	9	45	50	34	667
2024	40	8	2	2	0	21	55	20	36	1	18	12	79	32	32	10	67	22	58	34	13	25	42	20	649
2023	26	7	4	0	0	23	20	43	44	0	17	20	81	25	39	19	202	12	29	22	11	18	19	29	710
2022	33	1	1	0	0	29	26	41	44	0	21	22	72	32	29	35	110	29	41	17	13	15	28	28	667