

Information Technology
Service Ticket Report
04/01/2025 - 04/30/2025

Created 04/01/25 - 04/30/25

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		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		2	0	0	0	0	8	0	2	2	0	1	0	6	5	0	0	1	0	0	4	0	4	1	0	36
Normal		18	6	1	0	0	19	35	24	16	0	9	14	47	24	19	13	106	18	50	29	5	14	16	22	505
Project		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
Total		20	6	1	0	0	27	35	26	18	0	10	14	54	29	19	13	107	18	50	33	6	18	17	22	543

Closed 04/01/25 - 04/30/25

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	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	2	0	0	0	0	9	0	2	3	0	1	0	7	6	0	0	1	0	0	3	0	4	1	0	39
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	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	2	0	0	0	0	9	0	2	3	0	1	0	7	6	0	0	1	0	0	4	0	4	1	0	40
Normal	Closed	17	6	1	0	0	17	27	19	15	0	6	25	46	32	24	12	71	22	48	34	5	17	14	20	478
	Cancelled	1	0	0	0	0	0	0	0	0	0	1	1	2	1	0	0	1	0	1	0	0	0	1	0	9
	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	18	6	1	0	0	17	27	19	15	0	7	26	48	33	24	12	72	22	49	34	5	17	15	20	487
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	19	6	1	0	0	26	27	21	18	0	7	25	53	38	24	12	72	22	48	37	5	21	15	20	517
	Cancelled	1	0	0	0	0	0	0	0	0	0	1	1	2	1	0	0	1	0	1	1	0	0	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	0
	Total	20	6	1	0	0	26	27	21	18	0	8	26	55	39	24	12	73	22	49	38	5	21	16	20	527

Closed by Site/District Tech

Technician 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
Site Tech		0	0	0	0	0	3	4	0	0	0	1	1	5	2	0	4	3	0	2	1	1	0	2	0	29
I. T. Tech		15	6	1	0	0	23	16	20	18	0	6	21	44	24	24	8	58	18	44	35	4	20	9	18	432
Oasis Support		5	0	0	0	0	0	2	0	0	0	0	0	2	1	0	0	1	1	2	0	0	0	2	0	16

Information Technology
Service Ticket Report
04/01/2025 - 04/30/2025

Open as of 04/30/25

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	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	0	0	0	0	0	0	0	0	1	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	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Normal	Open	9	0	1	1	0	47	11	13	15	0	13	17	40	40	2	3	280	0	6	0	15	16	26	45	600
	Pending	0	0	0	0	0	1	0	5	4	0	1	3	4	1	0	1	1	0	1	0	0	0	1	1	24
	On Hold	3	0	0	0	0	3	46	33	70	0	4	3	39	26	45	42	72	4	1	5	2	1	0	0	399
	Total	12	0	1	1	0	51	57	51	89	0	18	23	83	67	47	46	353	4	8	5	17	17	27	46	1023
Project	Open	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	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	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	2	0	0	0	0	0	0	0	0	0	0	0	3
Total	Open	9	0	1	1	0	47	11	13	15	0	13	17	42	40	2	3	280	0	6	0	16	16	26	45	603
	Pending	0	0	0	0	0	1	0	5	0	0	1	3	4	1	0	1	1	0	1	0	0	0	1	1	20
	On Hold	4	0	0	0	0	3	46	33	70	0	4	3	39	26	45	42	72	4	1	5	2	1	0	0	400
	Total	13	0	1	1	0	51	57	51	89	0	18	23	85	67	47	46	353	4	8	5	18	17	27	46	1027

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
2025	155	43	16	6	1	100	99	124	135	0	44	68	243	125	96	51	260	108	169	183	29	146	148	169	2518
2024	118	27	18	13	0	99	116	127	244	1	63	54	365	124	91	50	538	91	164	160	49	133	161	98	2904
2023	110	26	8	4	0	100	115	126	190	0	55	81	345	177	128	85	893	69	114	95	52	92	100	120	3085
2022	121	2	8	1	0	95	65	121	131	2	74	78	268	115	90	104	479	92	115	110	47	86	103	111	2418