

Information Technology
Service Ticket Report
11/01/2025 - 11/30/2025

Created 11/01/25 - 11/30/25

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		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
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		9	0	3	0	0	1	1	4	1	0	2	0	1	2	1	0	1	0	1	0	1	2	1	1	32
Normal		28	6	3	1	0	14	30	32	32	1	13	12	60	22	19	10	65	17	31	35	6	36	25	37	535
Project		0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Total		38	6	6	1	0	16	31	36	33	1	15	12	61	24	20	10	66	17	32	35	7	38	26	38	569

Closed 11/01/25 - 11/30/25

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	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
	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	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
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	10	0	3	0	0	1	3	3	1	0	2	0	1	3	1	1	2	0	1	0	0	4	1	1	38
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	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	10	0	3	0	0	1	3	3	1	0	2	0	1	3	2	1	2	0	1	0	0	4	1	1	39
Normal	Closed	23	5	3	1	0	24	33	24	29	1	12	13	53	21	24	20	31	14	32	29	4	17	29	19	461
	Cancelled	0	0	0	0	0	3	1	0	0	0	1	0	0	0	0	0	3	0	0	0	0	0	1	2	11
	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	23	5	3	1	0	27	34	24	29	1	13	13	53	21	24	20	34	14	32	29	4	17	30	21	472
Project	Closed	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
	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	35	5	6	1	0	25	36	27	30	1	14	13	54	24	25	21	33	14	33	29	4	21	30	20	501
	Cancelled	0	0	0	0	0	3	1	0	0	0	1	0	0	0	1	0	3	0	0	0	0	0	1	2	12
	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	35	5	6	1	0	28	37	27	30	1	15	13	54	24	26	21	36	14	33	29	4	21	31	22	513

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	0	0	0	0	0	0	0	7	2	1	0	1	2	0	0	0	2	13	2	30
I. T. Tech		25	5	6	1	0	25	31	25	28	1	12	13	42	22	25	20	31	11	26	26	3	18	16	20	432
Oasis Support		10	0	0	0	0	2	3	2	1	0	2	0	5	0	0	1	3	1	7	3	1	1	2	0	44

Open as of 11/30/25

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	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
Normal	Open	17	2	1	0	0	85	18	17	35	0	30	43	86	186	12	8	577	1	2	2	41	97	51	135	1446
	Pending	0	0	0	0	0	1	0	5	4	0	1	1	13	5	1	1	12	0	0	1	2	0	0	0	47
	On Hold	3	1	0	0	0	2	54	50	84	0	4	2	24	18	43	41	58	0	2	1	0	1	0	1	389
	Total	20	3	1	0	0	88	72	72	123	0	35	46	123	209	56	50	647	1	4	4	43	98	51	136	1882
Project	Open	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	3
	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	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
	Total	2	0	0	0	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	6
Total	Open	17	0	1	0	0	86	19	17	35	0	30	43	86	187	12	8	577	1	2	2	41	97	51	135	1447
	Pending	0	0	0	0	0	1	0	5	0	0	1	1	13	5	1	1	12	0	0	1	2	0	0	0	43
	On Hold	5	0	0	0	0	3	54	50	84	0	4	2	24	18	43	41	58	0	2	1	0	1	0	1	391
	Total	22	3	1	0	0	90	73	72	123	0	35	46	123	210	56	50	647	1	4	4	43	98	51	136	1888

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	409	88	61	21	1	238	277	365	371	3	154	160	541	295	273	197	505	258	464	437	102	267	323	361	6171
2024	366	61	59	29	0	257	315	525	559	8	200	184	998	445	307	187	996	301	448	440	147	417	404	340	7993
2023	314	66	20	17	0	295	283	544	529	3	228	227	902	455	309	216	1529	199	350	356	126	376	298	312	7954
2022	322	11	20	14	0	297	209	373	396	5	246	218	792	336	292	266	1162	220	292	303	128	213	255	290	6660