

Information Technology  
Service Ticket Report  
3/01/2026 - 3/31/2026

Created 3/01/26 - 3/31/26

| 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          | 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          | 0 |
| Medium       |  | 7         | 0        | 1        | 0        | 0        | 2         | 1         | 3         | 3         | 0        | 1         | 2         | 2         | 3         | 5         | 3         | 0         | 0         | 0         | 3         | 3         | 0         | 0         | 1         | 40         |   |
| Normal       |  | 26        | 7        | 3        | 0        | 0        | 15        | 16        | 31        | 31        | 0        | 18        | 35        | 81        | 33        | 27        | 15        | 69        | 17        | 40        | 23        | 11        | 27        | 16        | 39        | 580        |   |
| 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>33</b> | <b>7</b> | <b>4</b> | <b>0</b> | <b>0</b> | <b>17</b> | <b>17</b> | <b>34</b> | <b>34</b> | <b>0</b> | <b>19</b> | <b>37</b> | <b>83</b> | <b>36</b> | <b>32</b> | <b>18</b> | <b>69</b> | <b>17</b> | <b>40</b> | <b>26</b> | <b>14</b> | <b>27</b> | <b>16</b> | <b>40</b> | <b>620</b> |   |

Closed 3/01/26 - 3/31/26

| 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>  | <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>  | <b>0</b>   |
| Medium       | Closed       | 6         | 0        | 1        | 0        | 0        | 2         | 1         | 3         | 2         | 0        | 1         | 2         | 2         | 2          | 4         | 3         | 0         | 0         | 0         | 3         | 1        | 0         | 0         | 1         | 34         |
|              | Cancelled    | 0         | 0        | 0        | 0        | 0        | 0         | 0         | 0         | 0         | 0        | 0         | 0         | 0         | 1          | 0         | 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          |
|              | <b>Total</b> | <b>6</b>  | <b>0</b> | <b>1</b> | <b>0</b> | <b>0</b> | <b>2</b>  | <b>1</b>  | <b>3</b>  | <b>2</b>  | <b>0</b> | <b>1</b>  | <b>2</b>  | <b>2</b>  | <b>3</b>   | <b>4</b>  | <b>3</b>  | <b>0</b>  | <b>0</b>  | <b>0</b>  | <b>3</b>  | <b>1</b> | <b>0</b>  | <b>0</b>  | <b>1</b>  | <b>35</b>  |
| Normal       | Closed       | 27        | 5        | 5        | 0        | 0        | 27        | 29        | 25        | 8         | 0        | 18        | 28        | 54        | 117        | 20        | 8         | 87        | 16        | 37        | 25        | 2        | 18        | 25        | 22        | 603        |
|              | Cancelled    | 0         | 0        | 0        | 0        | 0        | 0         | 0         | 1         | 0         | 0        | 0         | 0         | 3         | 0          | 0         | 0         | 0         | 1         | 0         | 0         | 0        | 2         | 0         | 3         | 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          |
|              | <b>Total</b> | <b>27</b> | <b>5</b> | <b>5</b> | <b>0</b> | <b>0</b> | <b>27</b> | <b>29</b> | <b>26</b> | <b>8</b>  | <b>0</b> | <b>18</b> | <b>28</b> | <b>57</b> | <b>117</b> | <b>20</b> | <b>8</b>  | <b>87</b> | <b>17</b> | <b>37</b> | <b>25</b> | <b>2</b> | <b>20</b> | <b>25</b> | <b>25</b> | <b>613</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         | 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          |
|              | <b>Total</b> | <b>0</b>  | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>1</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>1</b>   |
| <b>Total</b> | Closed       | 33        | 5        | 6        | 0        | 0        | 30        | 30        | 28        | 10        | 0        | 19        | 30        | 56        | 119        | 24        | 11        | 87        | 16        | 37        | 28        | 3        | 18        | 25        | 23        | 638        |
|              | Cancelled    | 0         | 0        | 0        | 0        | 0        | 0         | 0         | 1         | 0         | 0        | 0         | 0         | 3         | 1          | 0         | 0         | 0         | 1         | 0         | 0         | 0        | 2         | 0         | 3         | 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          |
|              | <b>Total</b> | <b>33</b> | <b>5</b> | <b>6</b> | <b>0</b> | <b>0</b> | <b>30</b> | <b>30</b> | <b>29</b> | <b>10</b> | <b>0</b> | <b>19</b> | <b>30</b> | <b>59</b> | <b>120</b> | <b>24</b> | <b>11</b> | <b>87</b> | <b>17</b> | <b>37</b> | <b>28</b> | <b>3</b> | <b>20</b> | <b>25</b> | <b>26</b> | <b>649</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   | 0   | 0   | 0   | 0    | 0    | 2   | 12  | 2   | 0   | 0   | 0   | 3    | 0    | 0    | 2   | 3   | 11  | 0   | 35    |
| I. T. Tech      |  | 29 | 5       | 6        | 0   | 0   | 21  | 24  | 28  | 7   | 0    | 16   | 28  | 38  | 116 | 24  | 11  | 76  | 14   | 32   | 25   | 1   | 14  | 13  | 23  | 551   |
| Oasis Support   |  | 4  | 0       | 0        | 0   | 0   | 1   | 5   | 1   | 3   | 0    | 1    | 0   | 4   | 2   | 0   | 0   | 3   | 0    | 0    | 2    | 0   | 3   | 1   | 1   | 31    |

Information Technology  
Service Ticket Report  
3/01/2026 - 3/31/2026

Open as of 3/31/26

| 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    | 12 | 3       | 0        | 0   | 0   | 46  | 12  | 9   | 27  | 0    | 27   | 44  | 80  | 75  | 12  | 13  | 382 | 0    | 2    | 0    | 56  | 91  | 44  | 179 | 1114  |
|             | Pending | 0  | 0       | 0        | 0   | 0   | 1   | 0   | 6   | 4   | 0    | 1    | 2   | 15  | 4   | 1   | 1   | 11  | 0    | 0    | 0    | 1   | 0   | 0   | 0   | 47    |
|             | On Hold | 3  | 1       | 0        | 0   | 0   | 2   | 58  | 59  | 89  | 0    | 4    | 1   | 20  | 15  | 62  | 53  | 53  | 1    | 7    | 1    | 0   | 1   | 0   | 1   | 431   |
|             | Total   | 15 | 4       | 0        | 0   | 0   | 49  | 70  | 74  | 120 | 0    | 32   | 47  | 115 | 94  | 75  | 67  | 446 | 1    | 9    | 1    | 57  | 92  | 44  | 180 | 1592  |
| Project     | Open    | 1  | 0       | 0        | 0   | 0   | 1   | 1   | 0   | 0   | 0    | 0    | 0   | 0   | 1   | 0   | 0   | 0   | 0    | 0    | 0    | 0   | 0   | 0   | 0   | 4     |
|             | 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   | 3  | 0       | 0        | 0   | 0   | 2   | 1   | 0   | 0   | 0    | 0    | 0   | 0   | 1   | 0   | 0   | 0   | 0    | 0    | 0    | 0   | 0   | 0   | 0   | 7     |
| Total       | Open    | 13 | 0       | 0        | 0   | 0   | 47  | 13  | 9   | 27  | 0    | 27   | 44  | 80  | 76  | 12  | 13  | 382 | 0    | 2    | 0    | 56  | 91  | 44  | 179 | 1115  |
|             | Pending | 0  | 0       | 0        | 0   | 0   | 1   | 0   | 6   | 0   | 0    | 1    | 2   | 15  | 4   | 1   | 1   | 11  | 0    | 0    | 0    | 1   | 0   | 0   | 0   | 43    |
|             | On Hold | 5  | 0       | 0        | 0   | 0   | 3   | 58  | 59  | 89  | 0    | 4    | 1   | 20  | 15  | 62  | 53  | 53  | 1    | 7    | 1    | 0   | 1   | 0   | 1   | 433   |
|             | Total   | 18 | 4       | 0        | 0   | 0   | 51  | 71  | 74  | 120 | 0    | 32   | 47  | 115 | 95  | 75  | 67  | 446 | 1    | 9    | 1    | 57  | 92  | 44  | 180 | 1599  |

| 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 |
|--------------------------|-----|---------|----------|-----|-----|-----|-----|-----|-----|------|------|-----|-----|-----|-----|-----|-----|------|------|------|-----|-----|-----|-----|-------|
| 2026                     | 79  | 25      | 21       | 3   | 0   | 65  | 55  | 84  | 61  | 0    | 41   | 50  | 222 | 201 | 76  | 41  | 366 | 36   | 124  | 108  | 21  | 79  | 70  | 76  | 1904  |
| 2025                     | 141 | 37      | 15       | 7   | 1   | 78  | 91  | 108 | 145 | 0    | 38   | 48  | 202 | 95  | 91  | 53  | 199 | 92   | 125  | 149  | 26  | 127 | 135 | 149 | 2152  |
| 2024                     | 95  | 17      | 7        | 10  | 0   | 53  | 88  | 101 | 204 | 1    | 50   | 40  | 264 | 83  | 78  | 39  | 347 | 66   | 131  | 120  | 35  | 59  | 129 | 59  | 2076  |
| 2023                     | 85  | 22      | 6        | 3   | 0   | 84  | 88  | 111 | 160 | 0    | 46   | 60  | 280 | 135 | 100 | 66  | 678 | 39   | 89   | 83   | 41  | 58  | 75  | 104 | 2413  |