

Information Technology
Service Ticket Report
12/01/2024 - 12/31/2024

Created 12/01/24 - 12/31/24

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	5	0	0	0	0	1	2	3	4	0	2	3	1	0	0	0	2	1	1	2	0	2	3	1	33
Normal	22	6	4	3	0	11	19	36	38	0	7	8	58	28	8	17	76	11	30	38	6	11	23	32	492
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
Total	27	6	4	3	0	12	21	39	42	0	9	11	59	28	8	17	78	12	31	40	6	13	26	33	525

Closed 12/01/24 - 12/31/24

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
	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	
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	
Medium	Closed	5	0	0	0	1	3	3	4	0	2	3	1	0	0	0	2	1	1	2	0	2	3	1	34	
	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	
	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	
	Total	5	0	0	0	1	3	3	4	0	2	3	1	0	0	0	2	1	1	2	0	2	3	1	34	
Normal	Closed	26	4	6	6	7	8	33	22	0	6	4	112	59	24	14	107	18	32	49	9	33	24	53	646	
	Cancelled	0	0	0	0	0	1	1	0	0	1	1	3	1	0	1	0	0	1	0	0	0	0	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	
	Total	26	4	6	6	7	9	34	22	0	7	5	115	60	24	15	107	18	33	49	9	33	24	53	656	
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	
	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	
	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	
	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	
Total	Closed	31	4	6	6	8	11	36	26	0	8	7	113	59	24	14	109	19	33	51	9	35	17	54	680	
	Cancelled	0	0	0	0	0	1	1	0	0	1	1	3	1	0	1	0	0	1	0	0	0	0	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	
	Total	31	4	6	6	8	12	37	26	0	9	8	116	60	24	15	109	19	34	51	9	35	17	54	690	

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	3	0	0	0	0	9	3	0	0	2	0	0	1	0	0	0	0	18
I. T. Tech	17	4	5	5	0	5	11	31	20	0	9	8	93	37	23	15	71	18	26	43	6	26	12	25	510
Oasis Support	14	0	1	1	0	2	1	3	6	0	0	0	3	3	1	0	5	1	2	2	1	4	4	3	57

Information Technology
Service Ticket Report
12/01/2024 - 12/31/2024

Open as of 12/31/24

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	1	0	0	0	0	0	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	0
	On Hold	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	3
	Total	0	0	0	0	0	0	0	1	0	0	0	1	0	1	0	1	0	0	0	0	1	0	0	0	5
Normal	Open	14	3	0	0	0	38	3	8	6	0	19	12	25	31	5	2	179	1	1	1	35	15	79	77	554
	Pending	0	0	0	0	0	1	2	1	12	0	1	5	6	5	1	3	3	0	2	2	0	1	0	1	46
	On Hold	3	0	0	0	0	8	19	21	60	0	8	4	54	42	18	32	85	1	0	1	2	0	5	4	367
	Total	17	3	0	0	0	47	24	30	78	0	28	21	85	78	24	37	267	2	3	4	37	16	84	82	967
Project	Open	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
	Total	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3
Total	Open	14	0	0	0	0	38	3	9	6	0	19	12	25	31	5	2	179	1	1	1	36	15	80	77	554
	Pending	0	0	0	0	0	1	0	1	0	0	1	5	6	5	1	3	3	0	2	2	0	1	0	1	32
	On Hold	4	0	0	0	0	8	20	21	60	0	8	5	54	43	18	33	85	1	0	1	2	0	5	4	372
	Total	18	3	0	0	0	47	25	31	78	0	28	22	85	79	24	38	267	2	3	4	38	16	85	82	975

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
2024	382	64	63	34	0	251	305	514	482	8	202	173	979	444	312	181	853	310	473	474	142	423	389	319	7777
2023	342	73	26	20	0	301	303	516	560	6	189	230	970	471	343	247	1570	215	399	410	122	394	316	311	8334
2022	321	11	20	14	0	297	208	370	390	5	246	218	791	335	290	265	1161	220	292	303	126	213	250	289	6635
2021	351	30	31	3	3	244	245	349	261	17	212	219	681	351	304	278	467	229	163	178	150	201	287	260	5514