Minidoka County School District – Technology Department

Board Report (One-Page)   Reporting Window: Sep 15 – Oct 15, 2025

Executive Summary

Tickets Submitted: 443   Tickets Closed: 408   Tickets Open: 35
Closure Rate: 92%   Avg Response Time: 5.4 hrs   Avg Resolution Time: 1.1 days

Operational Highlights

Email security since Sep 1: blocked 7,000+ phishing attempts; avg ~162 high-risk emails flagged per day
Plan to extend lifecycle by rotating older equipment more gradually to reduce costs.
Repurposing an older server with additional drives to expand camera backups (longer retention).
Team member upskilled in PowerSchool —improving configuration and ongoing support coverage.
Transitioning ISEE processes to the Business Department; partnering on training and adoption.
Printer cycle swap proceeding under contract.

Service Desk Snapshot (Sep 15 – Oct 15, 2025)

Avg response time: 5.4 hrs
Avg resolution time: 1.1 days
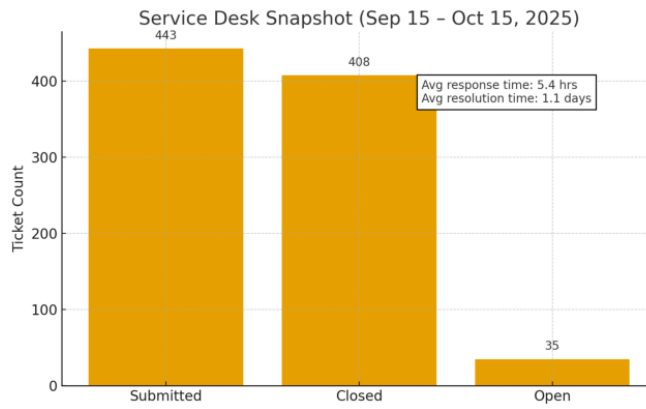
Service Desk Performance

Submitted: 443 | Closed (Resolved + Canceled): 408 | Open: 35 | Avg Response: 5.4 hrs |

Avg Resolution: 1.1 days

Observations & Actions

1) Auto-nudge requestors after 48 hours idle to reduce "Waiting on Requestor."
2) Track vendor escalations; target < 5 business days to first ETA.
3) Maintain response-time guardrail (< 6 hours) during peak days.

Upcoming Focus (next board cycle)

Complete staged device migrations; update staff training materials.
Implement quick-close workflow for duplicate-symptom tickets.

Note: Pipeline measures reflect time in each stage and may differ from overall KPI timing.