

Information Technology  
Service Ticket Report  
2/01/2026 - 2/28/2026

Created 2/01/26 - 2/28/26

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	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		12	1	1	0	0	1	1	1	0	0	2	0	6	3	0	2	0	0	2	2	1	0	0	2	2	37
Normal		27	6	5	1	0	28	43	30	32	1	10	7	67	36	52	24	60	12	42	43	6	20	28	28	608	
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	0
<b>Total</b>		<b>39</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>29</b>	<b>44</b>	<b>31</b>	<b>32</b>	<b>1</b>	<b>12</b>	<b>7</b>	<b>73</b>	<b>39</b>	<b>52</b>	<b>26</b>	<b>60</b>	<b>12</b>	<b>44</b>	<b>45</b>	<b>7</b>	<b>20</b>	<b>28</b>	<b>30</b>	<b>645</b>	

Closed 2/01/26 - 2/28/26

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	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	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	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>	<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	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	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	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>	<b>0</b>
Medium	Closed	12	1	1	0	0	1	1	1	1	0	2	0	6	3	1	2	0	0	2	2	2	0	0	2	2	40
	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	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	0
	<b>Total</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>40</b>
Normal	Closed	24	7	4	1	0	27	14	28	29	0	10	12	85	27	36	11	187	13	47	41	8	40	36	28	32	746
	Cancelled	1	0	0	0	0	1	0	0	0	0	0	1	2	0	0	0	1	0	0	1	0	0	1	0	8	
	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	0
	<b>Total</b>	<b>25</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>28</b>	<b>14</b>	<b>28</b>	<b>29</b>	<b>0</b>	<b>10</b>	<b>13</b>	<b>87</b>	<b>62</b>	<b>36</b>	<b>11</b>	<b>188</b>	<b>13</b>	<b>47</b>	<b>42</b>	<b>8</b>	<b>40</b>	<b>36</b>	<b>29</b>	<b>32</b>	<b>754</b>
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	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	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	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>	<b>0</b>
<b>Total</b>	Closed	36	8	5	1	0	28	15	29	30	0	12	12	91	65	37	13	187	13	49	43	10	40	28	34	786	
	Cancelled	1	0	0	0	0	1	0	0	0	0	0	1	2	0	0	0	1	0	0	1	0	0	1	0	8	
	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>37</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>29</b>	<b>15</b>	<b>29</b>	<b>30</b>	<b>0</b>	<b>12</b>	<b>13</b>	<b>93</b>	<b>65</b>	<b>37</b>	<b>13</b>	<b>188</b>	<b>13</b>	<b>49</b>	<b>44</b>	<b>10</b>	<b>40</b>	<b>29</b>	<b>34</b>	<b>794</b>	

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	1	7	1	0	2	0	3	0	1	2	3	2	0	22
I. T. Tech		33	7	4	1	0	21	10	29	21	0	6	12	57	57	35	11	171	9	46	43	6	31	25	24	659
Oasis Support		4	1	1	0	0	1	4	0	9	0	1	0	2	3	2	0	0	1	2	0	2	3	2	0	38

Information Technology  
 Service Ticket Report  
 2/01/2026 - 2/28/2026

Open as of 2/28/26

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	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	11	2	1	0	0	57	25	11	2	0	27	48	63	169	3	6	415	0	2	0	47	85	53	167	1194
	Pending	0	0	0	0	0	1	0	5	4	0	1	1	15	4	2	1	11	0	0	1	1	0	0	0	47
	On Hold	5	1	1	0	0	2	58	54	95	0	4	1	20	15	66	56	56	1	4	1	0	1	0	1	442
	Total	16	3	2	0	0	60	83	70	101	0	32	50	98	188	71	63	482	1	6	2	48	86	53	168	1683
Project	Open	1	0	0	0	0	2	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	5
	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	3	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	8
Total	Open	12	0	1	0	0	59	26	11	2	0	27	48	63	170	3	6	415	0	2	0	47	85	53	167	1197
	Pending	0	0	0	0	0	1	0	5	0	0	1	1	15	4	2	1	11	0	0	1	1	0	0	0	47
	On Hold	7	0	0	0	0	3	58	54	95	0	4	1	20	15	66	56	56	1	4	1	0	1	0	1	443
	Total	19	3	2	0	0	63	84	70	101	0	32	50	98	189	71	63	482	1	6	2	48	86	53	168	1691

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
2026	48	20	15	3	0	45	43	58	52	0	24	24	172	83	52	29	277	21	87	81	17	63	46	56	1316
2025	104	28	13	4	1	64	60	82	101	0	29	29	149	60	66	38	149	59	76	90	17	87	106	90	1502
2024	76	12	6	2	0	41	63	50	138	1	33	24	179	54	47	21	166	46	97	75	27	43	88	38	1327
2023	55	15	6	3	0	52	42	64	104	0	35	31	170	82	69	38	442	29	66	58	18	41	49	78	1547