

Information Technology
Service Ticket Report
09/01/2024 - 09/30/2024

Created 09/01/24 - 09/30/24

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		20	0	0	0	0	6	4	11	8	0	8	3	14	13	6	5	5	4	5	3	4	13	2	1	135
Normal		44	1	8	1	0	32	61	114	68	1	30	27	163	76	33	32	146	53	64	75	36	64	58	77	1264
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		64	1	8	1	0	38	65	125	76	1	38	30	177	89	39	37	151	57	69	78	40	77	60	78	1399

Closed 09/01/24 - 09/30/24

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	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	0
Medium	Closed	23	0	0	0	0	7	4	11	8	0	9	4	16	15	6	6	9	4	6	4	2	10	2	1	147
	Cancelled	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	2
	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	0	0	0	0	7	4	11	8	0	9	4	16	16	6	6	9	4	6	4	2	11	2	1	149
Normal	Closed	36	1	9	2	0	25	59	108	60	1	25	22	133	56	40	38	67	41	49	58	26	50	38	56	1000
	Cancelled	0	0	0	0	0	1	0	1	0	0	0	1	2	5	0	2	1	0	1	4	1	1	0	3	23
	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	36	1	9	2	0	26	59	109	60	1	25	23	135	61	40	40	68	41	50	62	27	51	38	59	1023
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
	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	59	1	9	2	0	32	63	119	68	1	34	26	149	71	46	44	76	45	55	62	28	60	40	57	1147
	Cancelled	0	0	0	0	0	1	0	1	0	0	0	1	2	6	0	2	1	0	1	4	1	2	0	3	25
	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	59	1	9	2	0	33	63	120	68	1	34	27	151	77	46	46	77	45	56	66	29	62	40	60	1172

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	11	6	0	0	0	2	16	6	2	4	3	0	1	1	1	16	7	2	78
I. T. Tech		47	1	8	0	0	27	50	111	68	1	25	17	75	46	37	40	56	38	50	61	26	45	30	57	916
Oasis Support		10	0	1	2	0	3	2	3	0	0	8	3	2	3	7	2	2	3	5	4	2	0	3	1	66

Information Technology
Service Ticket Report
09/01/2024 - 09/30/2024

Open as of 09/30/24

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	2	1	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	6	
	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	1	0	0	0	1	0	0	0	0	0	0	0	2	
	Total	0	0	0	0	0	0	0	2	1	0	0	0	1	0	0	1	1	0	0	0	1	1	0	0	8	
Normal	Open	25	0	3	0	0	33	11	21	12	0	11	7	30	76	3	3	95	2	1	0	32	37	80	81	563	
	Pending	0	0	0	0	0	0	0	2	0	0	2	1	1	3	1	0	4	0	1	1	0	2	0	0	18	
	On Hold	2	0	0	0	0	10	18	17	48	0	10	11	79	33	12	32	96	10	7	11	2	0	3	5	406	
	Total	27	0	3	0	0	43	29	40	60	0	23	19	110	112	16	35	195	12	9	12	34	39	83	86	987	
Project	Open	0	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	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	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	0	1	0	3
Total	Open	25	0	3	0	0	33	11	23	13	0	11	7	30	76	3	3	96	2	1	0	33	38	81	81	570	
	Pending	0	0	0	0	0	0	0	2	0	0	2	1	1	3	1	0	4	0	1	1	0	2	0	0	18	
	On Hold	3	0	0	0	0	10	19	17	48	0	10	12	79	33	12	33	96	10	7	11	2	0	3	5	410	
	Total	28	0	3	0	0	43	30	42	61	0	23	20	110	112	16	36	196	12	9	12	35	40	84	86	998	

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	262	45	46	26	0	179	250	355	387	7	155	124	741	333	245	145	682	217	333	343	115	310	306	199	5805
2023	231	50	17	16	0	242	236	377	426	3	152	173	714	363	245	190	1283	158	240	237	96	301	225	249	6224
2022	269	11	19	11	0	245	168	290	275	4	204	178	653	267	228	215	878	188	243	249	99	160	207	223	5284
2021	287	25	27	2	2	196	215	271	209	17	177	186	570	289	251	221	335	176	137	139	125	154	242	224	4477