

## Monthly Report to the Board of Education

### May 2018 – Report for April Work Orders

From 4/1/2018 through 4/30/2018, 54 help desk tickets were submitted. Of the 54 tickets submitted, 30 have been completed, closed, were duplicate tickets or were forwarded to maintenance.

#### Work orders per building

| Location       | Submitted | Closed    | Percent       |
|----------------|-----------|-----------|---------------|
| Central Office | 6         | 5         | 11.1%         |
| HHS            | 6         | 1         | 11.1%         |
| HMS            | 4         | 1         | 7.4%          |
| Johnson        | 17        | 10        | 31.5%         |
| Moyer          | 10        | 6         | 18.5%         |
| Woodfill       | 11        | 7         | 20.4%         |
| <b>Total</b>   | <b>54</b> | <b>30</b> | <b>100.0%</b> |

#### Work orders per assigned worker

| Support Personnel   | Work Orders Assigned | Work Orders Closed |
|---------------------|----------------------|--------------------|
| Gay, Jason          | 0                    | 0                  |
| Griffith, Stephanie | 0                    | 0                  |
| Help Desk           | 0                    | 0                  |
| Johnson, Jody       | 0                    | 0                  |
| Martin, Andrew      | 30                   | 8                  |
| Martin, Susan       | 1                    | 1                  |
| McGhee, Diana       | 4                    | 4                  |
| Mercer, Brian       | 0                    | 0                  |
| Neltner, Heidi      | 0                    | 0                  |
| Robinson, Laura     | 0                    | 0                  |
| Scott, Van          | 12                   | 10                 |
| Winkler, Matthew    | 6                    | 6                  |
| Zimmerman, Marie    | 1                    | 1                  |
| <b>Total</b>        | <b>54</b>            | <b>30</b>          |

Respectfully Submitted  
5/14/2018

*Mrs. Diana M. McGhee*  
*Director of Technology and Information*