

## Monthly Report to the Board of Education

### October 2018 – Report for September Work Orders

From 9/1/2018 through 9/30/2018, 124 help desk tickets were submitted. Of the 124 tickets submitted, 88 have been completed or closed, were duplicate tickets or were forwarded to maintenance.

#### Work orders per building

| Location       | Submitted  | Closed    | Percent       |
|----------------|------------|-----------|---------------|
| Central Office | 4          | 2         | 3.2%          |
| HHS            | 19         | 12        | 15.3%         |
| HMS            | 11         | 5         | 8.9%          |
| Johnson        | 30         | 20        | 24.2%         |
| Moyer          | 29         | 23        | 23.4%         |
| Woodfill       | 31         | 26        | 25.0%         |
| <b>Total</b>   | <b>124</b> | <b>88</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                  |
| Martin, Andrew      | 22                   | 13                 |
| McGhee, Diana       | 27                   | 24                 |
| Robinson, Laura     | 1                    | 1                  |
| Scott, Van          | 35                   | 26                 |
| Winkler, Matthew    | 37                   | 22                 |
| Zimmerman, Marie    | 2                    | 2                  |
| <b>Total</b>        | <b>124</b>           | <b>88</b>          |

Respectfully Submitted  
10/8/2018

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