

## Monthly Report to the Board of Education

### January 2019 – Report for December Work Orders

From 12/1/2018 through 12/31/2018, 58 help desk tickets were submitted. Of the 58 tickets submitted, 29 have been completed or closed, were duplicate tickets or were forwarded to maintenance.

#### Work orders per building

Location	Submitted	Closed	Percent
Central Office	5	3	8.6%
HHS	13	10	22.4%
HMS	11	6	19.0%
Johnson	17	4	29.3%
Moyer	7	4	12.1%
Woodfill	5	2	8.6%
<b>Total</b>	<b>58</b>	<b>29</b>	<b>100.0%</b>

#### Work orders per assigned worker

Support Personnel	Work Orders Assigned	Work Orders Closed
Gay, Jason	1	1
Griffith, Stephanie	0	0
Help Desk	0	0
Martin, Andrew	12	5
McGhee, Diana	9	8
Neltner, Heidi	0	0
Robinson, Laura	0	0
Scott, Van	22	14
Winkler, Matthew	8	0
Zimmerman, Marie	1	1
Technology Queue (Unassigned)	5	0
<b>Total</b>	<b>58</b>	<b>29</b>

Respectfully Submitted  
1/14/2019

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