

Monthly Report to the Board of Education

February 2019 – Report for January Work Orders

From 1/1/2019 through 1/31/2019, 69 help desk tickets were submitted. Of the 69 tickets submitted, 48 have been completed or closed, were duplicate tickets or were forwarded to maintenance.

Work orders per building

Location	Submitted	Closed	Percent
Central Office	2	0	2.9%
HHS	11	10	15.9%
HMS	4	4	5.8%
Johnson	21	12	30.4%
Moyer	13	10	18.8%
Woodfill	18	12	26.1%
Total	69	48	100.0%

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	12
McGhee, Diana	11	11
Neltner, Heidi	0	0
Robinson, Laura	1	1
Scott, Van	23	20
Winkler, Matthew	12	4
Zimmerman, Marie	0	0
Technology Queue (Unassigned)	0	0
Total	69	48

Respectfully Submitted
2/11/2019

Mrs. Diana M. McGhee
Director of Technology and Information