

## Monthly Report to the Board of Education

### March 2019 – Report for February Work Orders

From 2/1/2019 through 2/28/2019, 33 help desk tickets were submitted. Of the 33 tickets submitted, 24 have been completed or closed, were duplicate tickets or were forwarded to maintenance.

#### Work orders per building

| Location       | Submitted | Closed    | Percent       |
|----------------|-----------|-----------|---------------|
| Central Office | 1         | 1         | 3.0%          |
| HHS            | 5         | 5         | 15.2%         |
| HMS            | 6         | 4         | 18.2%         |
| Johnson        | 7         | 4         | 21.2%         |
| Moyer          | 7         | 4         | 21.2%         |
| Woodfill       | 7         | 6         | 21.2%         |
| <b>Total</b>   | <b>33</b> | <b>24</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                | 5                    | 1                  |
| McGhee, Diana                 | 6                    | 6                  |
| Neltner, Heidi                | 1                    | 0                  |
| Robinson, Laura               | 0                    | 0                  |
| Scott, Van                    | 18                   | 17                 |
| Winkler, Matthew              | 2                    | 0                  |
| Zimmerman, Marie              | 0                    | 0                  |
| Technology Queue (Unassigned) | 1                    | 0                  |
| <b>Total</b>                  | <b>33</b>            | <b>24</b>          |

Respectfully Submitted  
3/11/2019

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