

Monthly Report to the Board of Education

June 2021 – Report for May Work Orders

From 5/1/2021 through 5/31/2021, 9 help desk tickets were submitted through our *SchoolDude* work order system. Of those tickets submitted, 1 was completed/closed. **This is the last month SchoolDude will be utilized for reporting.**

In addition to the tasks performed in the SchoolDude work order system; many additional tasks were completed for parents, students, and staff through the Highlands Help Desk, online assistance portal, telephone/voicemail/text, and email. These additional lines of support are necessary to address the different modes and locations of instruction due to our current environment. This data was not tracked for the purposes of this report.

***SchoolDude* work orders per building**

<u>Location</u>	<u>Closed</u>	<u>Submitted</u>
HHS	0	1
HMS	0	3
Johnson	0	2
Moyer	1	2
Woodfill	0	1
TOTALS	1	9

From 5/1/2021 through 5/31/2021, 32 help desk tickets were submitted through our *Spiceworks* work order system. Of those tickets submitted, 10 were completed/closed. **Spiceworks will be used for ticket management going forward.**

In addition to the tasks performed in the Spiceworks work order system; many additional tasks were completed for parents, students, and staff through the Highlands Help Desk, online assistance portal, telephone/voicemail/text, and email. These additional lines of support are necessary to address the different modes and locations of instruction due to our current environment. This data was not tracked for the purposes of this report.

***Spiceworks* work orders per building**

<u>Location</u>	<u>Closed</u>	<u>Submitted</u>
HHS	5	14
HMS	4	14
Johnson	0	0
Moyer	0	1
Woodfill	1	3
TOTALS	10	32