

# Minidoka County School District - Technology Department

## Board Report

Reporting Window: May 14 - June 11, 2026

### Executive Summary

- 1 Tickets Submitted: 123
- 2 Closed: 99
- 3 Open: 24
- 4 Avg. Response Time: 3.2 days
- 5 Avg. Resolution Time: 3.6 days
- 6 Closure Rate: 80%

**Trend Note:** Service desk activity decreased following the close of the school year, allowing staff to focus on summer projects, inventory, fiscal year purchasing, and preparation for the upcoming school year.

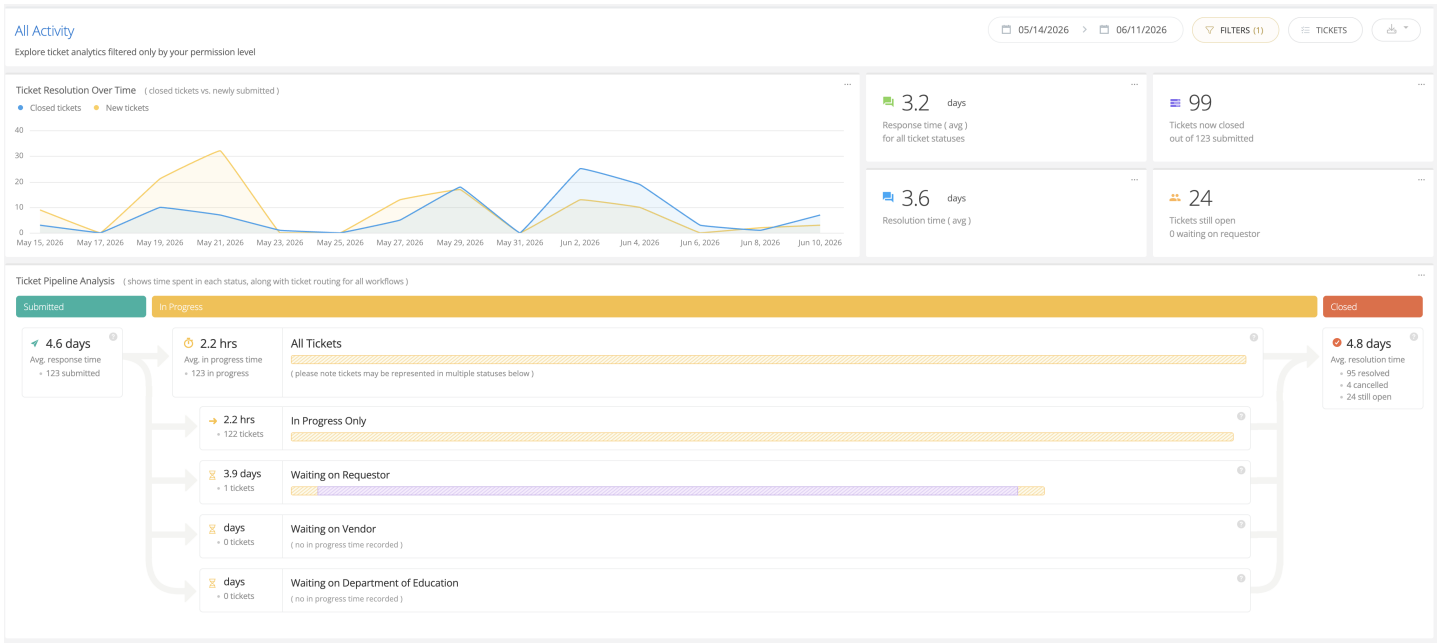
### Operational Highlights

- 1 Worked with vendors on quotes to convert Alternative High School/Middle School and remaining elementary camera systems to newer cloud-based solutions aligned with the district's current platform.
- 2 Conducted technology asset inventory efforts to improve device accountability and provide accurate counts to the Business Office.
- 3 Placed student and staff device orders for fiscal year invoicing and upcoming deployment needs.
- 4 Prepared MDM systems for incoming Chromebooks, Windows devices, and iPads to streamline enrollment compared to last year.
- 5 Began processing end-of-life devices and salvaging usable components to reduce repair costs for next year's student devices.
- 6 Started building-level inventory counts to improve asset tracking and replacement planning.
- 7 Completed the annual PowerSchool grade rollover process for the upcoming school year.
- 8 Reviewed student account and password procedures to support smoother password changes and strengthen district security.
- 9 Began transitioning technology from the District Service Center to appropriate school locations as district programs transition.

### Service Desk Performance

- 1 Avg. In-Progress Time: 2.2 hours
- 2 Submitted -> In Progress Avg: 4.6 days
- 3 Waiting on Requestor: 3.9 days
- 4 Waiting on Vendor: 0 days
- 5 Waiting on Department of Education: 0 days

### Service Desk Analytics Snapshot



### Upcoming Focus

- 1 Complete summer device preparation, MDM enrollment, and deployment planning for the upcoming school year.
- 2 Finalize districtwide technology inventory counts and asset reporting for the Business Office.
- 3 Continue planning camera system upgrades for remaining schools not yet on the district cloud platform.
- 4 Support school relocations, summer projects, and readiness needs across district locations.
- 5 Continue student account security planning and password transition preparation.