



Expect great things.

Pittsburgh Public Schools
Standard Operating Procedure

End-User Services Reporting Norms

Office of Information and Technology

OIT-009

End-User Service Reporting Standards

Overview

This document describes the End User Service departments' service reporting structure for PPS District's Network Groups. The Network Groups are separated into five groups lead by Assistant Superintendents, which consist of all Districts Schools. The five Networks are labeled as Network A, Network B, Network C, Network D and Network E. The reporting data consists of open, pending, user responded and closed tickets. Tickets are issues submitted through the districts ticketing system that records all issues, needs and requests as it relates to Technology, Human Resources, Payroll and Student Information Systems.

Report Generated:

Weekly Reports Report data: All open, pending and user responded tickets. Report audience: All Network Groups (A-E) Assistant Superintendents Report Notification: Email Report Structure: Excel format with the following column headings [Status, Ticket #, Request User, Category, Sub Category, Title, Process Manager, Request Time and Modify Time]
Monthly Reports Report data: All closed tickets. Report audience: All Network Groups (A-E) Assistant Superintendents Report Notification: Email Report Structure: Excel format with the following column headings [Status, Ticket #, Request User, Category, Sub Category, Title, Process Manager, Request Time and Modify Time]
Request Service Reports To request a report for more specific service data please send an email to support@pghschools.org with the attention to the End User Service Department Director.