

Summary	
Report Date	Feb 1, 2011 9:00 AM
Number of Tickets	356
Group	N/A (Advanced ticket search)
Sorting	Location - Ascending

Filters applied	
Location	001 Haltom HS, 002 Richland HS, 003 Shannon Learning Center, 010 Birdville HS, 011 CTE Building, 041 Haltom MS, 042 North Richland MS, 043 Richland MS, 044 North Oaks MS, 045 Watauga MS, 046 Smithfield MS, 047 North Ridge MS, 101 Birdville EL, 102 Smith EL, 103 Francisco EL, 104 Binion EL, 105 Mullendore EL, 106 Richland EL, 107 Smithfield EL, 108 Snow Heights EL, 109 Cheney EL, 110 Stowe EL, 112 Holiday Heights EL, 113 Watauga EL, 114 Hardeman EL, 115 Porter EL, 116 Thomas EL, 117 Foster Village EL, 118 North Ridge EL, 119 Spicer EL, 120 Green Valley EL, 121 Walker Creek EL, 111 West Birdville EL
Status	Awaiting Acknowledgement, In Pool / Awaiting Action, Assigned / Working, Long-Term Project, Waiting for Input from Customer, Parts on Order, ON HOLD, ON HOLD - waiting for approval, Reopened, pending assignment to 3rd party, scheduled with 3rd party - DELL, scheduled with 3rd party - DELCOM, scheduled with 3rd party - LONESTAR, scheduled with 3rd party - ISPEED, scheduled with 3rd party - ELECTRIC, scheduled with 3rd party - RICOH, scheduled with 3rd party - SPRINT, scheduled with 3rd party - SAS, scheduled with Buildings and Grounds

Location	Ticket #	Contact	Category Option	Subject	Status	Assigned To	Created Date
001 Haltom HS	27081	Laura Blount	other software issue	FW:	Parts on Order	Michael DePaola	Jan 6, 2011 1:55 PM
001 Haltom HS	27175	Linda Harden	printer / scanner / copier	Cart D COW Printer - Left a Voice Message from 001RmF1710 (6303)	Assigned / Working	Wayne Tapp	Jan 7, 2011 2:20 PM
001 Haltom HS	27272	Crespin Cortez	building security	Substitute Teachers need badge building access	Waiting for Input from Customer	Chris Jenkins	Jan 10, 2011 2:57 PM

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001 Haltom HS	27287	Lori Caruthers	computer	001-WCB-001/6DZZ9C1 is missing 6 keys and the space bar	ON HOLD - waiting for approval	Wayne Tapp	Jan 10, 2011 6:08 PM
001 Haltom HS	27288	Lori Caruthers	computer	001-WCB-002/B8ZY9C1 is missing a key	ON HOLD - waiting for approval	Wayne Tapp	Jan 10, 2011 6:09 PM
001 Haltom HS	27334	David Long	other software issue	MS Office Install	Assigned / Working	Wayne Tapp	Jan 11, 2011 1:28 PM
001 Haltom HS	27371	Karen Kimbrough	computer	monitor doesn't work	Parts on Order	Wayne Tapp	Jan 11, 2011 4:05 PM
001 Haltom HS	27513	Janice Harmon	email issue	Teacher Computer - Disk Diagnostic Errors, Outlook 2007 / Slow bootup	Assigned / Working	Wayne Tapp	Jan 13, 2011 12:21 PM
001 Haltom HS	27558	Melanie Robertson	computer	COW laptop	Assigned / Working	Wayne Tapp	Jan 14, 2011 9:53 AM
001 Haltom HS	27559	Melanie Robertson	computer	COW laptop	Assigned / Working	Wayne Tapp	Jan 14, 2011 9:59 AM
001 Haltom HS	27561	Melanie Robertson	computer	COW laptop	Parts on Order	Wayne Tapp	Jan 14, 2011 10:01 AM
001 Haltom HS	27562	Michelle Heckathorn	access issue	VIRUS SOFTWARE NEEDS UPDATE/ TEACHER CANNOT LOG IN TO LAPTOP OR BISD NETWORK	Waiting for Input from Customer	Wayne Tapp	Jan 14, 2011 10:05 AM
001 Haltom HS	27572	Melanie Robertson	computer	COW laptop	Parts on Order	Wayne Tapp	Jan 14, 2011 11:11 AM
001 Haltom HS	27575	Lori Caruthers	computer	001-WCF-004/7FYY9C1 has a missing key	ON HOLD - waiting for approval	Wayne Tapp	Jan 14, 2011 11:37 AM

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001 Haltom HS	27577	Lori Caruthers	computer	001-WCF-015/7K229C1 has a DEAD battery	Parts on Order	Wayne Tapp	Jan 14, 2011 11:39 AM
001 Haltom HS	27579	Lori Caruthers	computer	001-WCF-007/GWRY9C1 has a DEAD battery	Parts on Order	Wayne Tapp	Jan 14, 2011 11:42 AM
001 Haltom HS	27580	Lori Caruthers	computer	001-WCF-012/7Z3Z9C1 has a DEAD battery	Parts on Order	Wayne Tapp	Jan 14, 2011 11:43 AM
001 Haltom HS	27581	Melanie Robertson	computer	COW laptop	Parts on Order	Wayne Tapp	Jan 14, 2011 12:12 PM
001 Haltom HS	27582	Melanie Robertson	computer	COW laptop	ON HOLD - waiting for approval	Wayne Tapp	Jan 14, 2011 12:13 PM
001 Haltom HS	27814	Kristi Sartor	wired - connection issue	no connection	Assigned / Working	Wayne Tapp	Jan 20, 2011 11:39 AM
001 Haltom HS	27823	Deeann Russell	other software issue	Reinstall and configure Netguard and The old camera system	Assigned / Working	Chris Jenkins	Jan 20, 2011 1:55 PM
001 Haltom HS	27845	Pamela Wright	other software issue	Vision	Assigned / Working	Wayne Tapp	Jan 20, 2011 4:22 PM
001 Haltom HS	27993	Lori Caruthers	projector / doc cam / smartboard	Need hook up capabilities for Document Camera	Assigned / Working	Wayne Tapp	Jan 24, 2011 1:33 PM
001 Haltom HS	28053	Josh Reed	projector / doc cam / smartboard	FW: Document Camera	Assigned / Working	Wayne Tapp	Jan 25, 2011 11:59 AM
001 Haltom HS	28078	Melanie Robertson	computer	Dead battery	Parts on Order	Wayne Tapp	Jan 25, 2011 3:20 PM
001 Haltom HS	28079	Carolyn Daniel	projector / doc cam / smartboard	doc camera installation	Assigned / Working	Wayne Tapp	Jan 25, 2011 3:20 PM

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001 Haltom HS	28213	Sandra Whitworth	computer	IE 8 message pops up	Waiting for Input from Customer	Linda Molinar	Jan 26, 2011 3:58 PM
001 Haltom HS	28312	Pamela Wright	other software issue	Vision problems	Assigned / Working	Wayne Tapp	Jan 27, 2011 5:18 PM
001 Haltom HS	28334	Tong Li	other software issue	Geo Sketchpad	Waiting for Input from Customer	Linda Molinar	Jan 28, 2011 3:49 PM
001 Haltom HS	28399	Michael Moore	other software issue	Install sketcypad	Assigned / Working	Jonathan Norris	Jan 31, 2011 10:18 AM
001 Haltom HS	12452	Lori Caruthers	projector / doc cam / smartboard	Reconnecting DVD/VHS players to projectors	Long-Term Project	Clark Miller	Mar 31, 2010 9:32 AM
001 Haltom HS	15093	Laura Blount	other software issue	Space on a open server	Waiting for Input from Customer	Mark Gibbs	Jun 10, 2010 9:49 AM
001 Haltom HS	21058	Rick Mauderer	projector / doc cam / smartboard	Cafeteria Projector	Parts on Order	Wayne Tapp	Sep 9, 2010 7:41 PM
001 Haltom HS	21258	Lori Caruthers	other software issue	Google Earth won't Initialize	Assigned / Working	Wayne Tapp	Sep 13, 2010 11:54 AM
001 Haltom HS	21507	Cindy Valenta	printer / scanner / copier	RICHO G7500 PRINTER NOT WORKING	scheduled with 3rd party - RICOH	Terry Ambrose	Sep 15, 2010 1:40 PM
001 Haltom HS	22174	Dana Shirley	projector / doc cam / smartboard	FW: doc camera	Parts on Order	Clark Miller	Sep 24, 2010 11:27 AM
001 Haltom HS	22288	Jennifer Klaerner	printer / scanner / copier	printer	Assigned / Working	Wayne Tapp	Sep 27, 2010 2:42 PM
001 Haltom HS	22427	Ann Hale	projector / doc cam / smartboard	connect vcr/dvd player	Long-Term Project	Clark Miller	Sep 29, 2010 12:57 PM
001 Haltom HS	22703	Theresa Richey	printer / scanner / copier	Optra T612 Printer problems	Assigned / Working	Wayne Tapp	Oct 4, 2010 10:56 AM
001 Haltom HS	23335	Jason Bair	other software issue	Photoshop elements 8	Waiting for Input from Customer	Wayne Tapp	Oct 14, 2010 12:09 PM
001 Haltom HS	23418	Jason Bair	computer	Laptop going crazy	Assigned / Working	Wayne Tapp	Oct 15, 2010 11:33 AM

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001 Haltom HS	23922	Rebecca Forrest	other software issue	MS Office Word Issues - Left Voice Message from 001Counselor3 (6024)	Waiting for Input from Customer	Linda Molinar	Oct 26, 2010 10:48 AM
001 Haltom HS	24230	Tammy Tinsley	computer	Nurse's Computer - Low Battery	Parts on Order	Wayne Tapp	Nov 1, 2010 11:10 AM
001 Haltom HS	24380	Cindy Valenta	computer	This computer is running BETA4 and is taking over 5 minutes just to shut down	ON HOLD	Wayne Tapp	Nov 3, 2010 1:08 PM
001 Haltom HS	24636	Reese Pierce	other software issue	Windows media player	Waiting for Input from Customer	Wayne Tapp	Nov 5, 2010 11:12 AM
001 Haltom HS	24654	Jason Bair	access issue	Acct question	Assigned / Working	Patrick Johnson	Nov 5, 2010 2:20 PM
001 Haltom HS	24729	Lori Caruthers	computer	001-WCB-005/3QVQBC1 FREEZES	Waiting for Input from Customer	Wayne Tapp	Nov 8, 2010 12:02 PM
001 Haltom HS	24806	LeAnn Carroll	Inquiry	Future Scheduling Set Up Request	Long-Term Project	Tonya Main	Nov 9, 2010 4:18 PM
001 Haltom HS	24953	Jason Bair	computer	COW charger	Waiting for Input from Customer	Wayne Tapp	Nov 11, 2010 4:12 PM
001 Haltom HS	25197	Gary Lejarzar	printer / scanner / copier	T630 Printer	Assigned / Working	Wayne Tapp	Nov 16, 2010 3:13 PM
001 Haltom HS	25245	Sabriel Mitchell	projector / doc cam / smartboard	Bulb for Projector	Parts on Order	Clark Miller	Nov 17, 2010 11:19 AM
001 Haltom HS	25261	Jason Bair	other software issue	installation error	Waiting for Input from Customer	Wayne Tapp	Nov 17, 2010 4:14 PM
001 Haltom HS	25686	Gianluca Corsi	computer	Computer making loud noises	Parts on Order	Wayne Tapp	Nov 30, 2010 9:27 AM

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001 Haltom HS	25831	Kenita Weldon	TV / DMP / Media Retrieval	TV	Long-Term Project	Terry Ambrose	Dec 2, 2010 8:25 AM
001 Haltom HS	25839	Michael Vargas	TV / DMP / Media Retrieval	TV - a221	Long-Term Project	Terry Ambrose	Dec 2, 2010 9:19 AM
001 Haltom HS	25979	Auva Ball	printer / scanner / copier	Bad Print Quality	Assigned / Working	Wayne Tapp	Dec 6, 2010 10:16 AM
001 Haltom HS	26566	Crysten Caviness	computer	needs new mouse or mouse ball	Assigned / Working	Wayne Tapp	Dec 16, 2010 1:57 PM
001 Haltom HS	26591	Lori Caruthers	access issue	Student's U Drive is empty	Awaiting Acknowledgement	Mark Gibbs	Dec 17, 2010 10:03 AM
001 Haltom HS	26789	Sandra Whitworth	computer	Teacher Computer - Symantec Warning	Assigned / Working	Wayne Tapp	Jan 3, 2011 3:58 PM
001 Haltom HS	26884	Melanie Robertson	computer	COW Laptop	Assigned / Working	Wayne Tapp	Jan 4, 2011 12:04 PM
001 Haltom HS	26905	Sheron Browning	access issue	U Drive for MacBook	Assigned / Working	Chris Robison	Jan 4, 2011 2:03 PM
001 Haltom HS	26916	Linda Nixon	other software issue	Emailing through Skyward	ON HOLD	Linda Molinar	Jan 4, 2011 3:06 PM
001 Haltom HS	26964	Chris Jenkins	building security	North Door by coaches office door doesn't stay open long and wires exposed.	scheduled with 3rd party - SAS	Chris Jenkins	Jan 5, 2011 9:58 AM
002 Richland HS	27249	Yvonne Polak	other software issue	email notification	Waiting for Input from Customer	Tonya Main	Jan 10, 2011 12:24 PM
002 Richland HS	27428	Angela Gruver	computer	Speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 12, 2011 1:26 PM
002 Richland HS	27429	Yvonne Polak	other software issue	adding notification	Assigned / Working	Michael Barrett	Jan 12, 2011 1:56 PM

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002 Richland HS	27506	Vicky Brower	email issue	Repeated Outlook Error Messages and Auto Re-Starts	Waiting for Input from Customer	Linda Molinar	Jan 13, 2011 11:15 AM
002 Richland HS	27603	Mark Thomas	computer	820 Marquee	Waiting for Input from Customer	Darrell Maxey	Jan 14, 2011 3:57 PM
002 Richland HS	27652	Crystal Townzen	email issue	Outlook crashing	ON HOLD	Linda Molinar	Jan 18, 2011 9:18 AM
002 Richland HS	27659	Shaen McKnight	email issue	Outlook crashing	ON HOLD	Linda Molinar	Jan 18, 2011 9:56 AM
002 Richland HS	27739	Yun-ping Wu	email issue	my email is weired	ON HOLD	Linda Molinar	Jan 19, 2011 10:49 AM
002 Richland HS	27744	Greg Waldrip	email issue	Outlook glitch	ON HOLD	Linda Molinar	Jan 19, 2011 11:34 AM
002 Richland HS	27752	Jerry Ayers	email issue	Outlook Crashes	Waiting for Input from Customer	Linda Molinar	Jan 19, 2011 1:14 PM
002 Richland HS	27811	Kimberly Fudge	email issue	Microsoft Outlook	ON HOLD	Linda Molinar	Jan 20, 2011 11:24 AM
002 Richland HS	27818	Jennifer Allen	email issue	Outlook	Waiting for Input from Customer	Linda Molinar	Jan 20, 2011 12:41 PM
002 Richland HS	27862	Amy Strickland	email issue	Microsoft Outlook shuts down every time a open an email from Birdville employees. Seems to be ok when open email from outside email.	Waiting for Input from Customer	Mark Gibbs	Jan 21, 2011 8:14 AM
002 Richland HS	27899	Amy Strickland	projector / doc cam / smartboard	Speaker Sound System issues again	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 21, 2011 2:33 PM
002 Richland HS	27971	Yun-ping Wu	other software issue	skype will not work	Assigned / Working	Jonathan Norris	Jan 24, 2011 11:13 AM
002 Richland HS	28150	Carla Rix	email issue	Outlook	ON HOLD	Linda Molinar	Jan 26, 2011 8:44 AM

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002 Richland HS	28300	Mark McCanlies	access issue	unable to keep database active for TIPWIN textbook software	Awaiting Acknowledgement	Mark Gibbs	Jan 27, 2011 2:51 PM
002 Richland HS	28356	Adalberto Sanchez	other software issue	User request office 07 to be install on laptop	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 7:44 AM
002 Richland HS	28357	Adalberto Sanchez	other software issue	User request office 07 to be install on laptop	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 7:45 AM
002 Richland HS	28359	Adalberto Sanchez	other software issue	User request office 07 to be install on laptop	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 7:46 AM
002 Richland HS	28368	Vicky Brower	printer / scanner / copier	New printer install request; tag for BISD:	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 8:34 AM
002 Richland HS	28370	Vicky Brower	other software issue	Acrobat Pro installation	Waiting for Input from Customer	Linda Molinar	Jan 31, 2011 8:39 AM
002 Richland HS	28398	Tommie Gibbins	other software issue	Froguts	Waiting for Input from Customer	Adalberto Sanchez	Jan 31, 2011 10:18 AM
002 Richland HS	28401	Lisa McCulloch	computer	Computer #2 on Mail Floor of RHS Library - will not log in	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 10:21 AM
002 Richland HS	3906	Shirley Goolsby	computer	COW "E"	Parts on Order	Terry Ambrose	Sep 4, 2009 9:00 AM
002 Richland HS	18531	Gina Rader	projector / doc cam / smartboard	projector install	scheduled with 3rd party - DELCOM	Terry Ambrose	Aug 19, 2010 12:20 PM
002 Richland HS	18532	Gina Rader	projector / doc cam / smartboard	projector install	scheduled with 3rd party - DELCOM	Terry Ambrose	Aug 19, 2010 12:21 PM



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002 Richland HS	20900	Leon Lovelace	printer / scanner / copier	Skyward Rpt Font Printing - Left Voice Message from 002 Rm 133.01 (7046)	Long-Term Project	Linda Molinar	Sep 8, 2010 1:16 PM
002 Richland HS	22112	James Whitfield	other software issue	How to create an online test	Assigned / Working	Jonathan Norris	Sep 23, 2010 2:13 PM
002 Richland HS	24414	Tiffanie Friend	bells / intercomm / paging	The overhead speakers have a very loud buzz.	scheduled with 3rd party - DELCOM	Terry Ambrose	Nov 3, 2010 7:09 PM
002 Richland HS	24805	Susan Rankin	Inquiry	Future Scheduling Set Up Request	Long-Term Project	Tonya Main	Nov 9, 2010 4:14 PM
002 Richland HS	25696	Brenda Rittenberry	access issue	TIPS Program Access	Awaiting Acknowledgement	Mark Gibbs	Nov 30, 2010 10:01 AM
002 Richland HS	25697	Kim Caltagirone	projector / doc cam / smartboard	Annoying Noise when projector is on	scheduled with 3rd party - DELCOM	Terry Ambrose	Nov 30, 2010 10:05 AM
003 Shannon Learning Center	27025	Sally Ashburn	computer	New Employee	In Pool / Awaiting Action	Brad Butler	Jan 5, 2011 3:54 PM
003 Shannon Learning Center	27764	Rhonda Sparks	computer	Computer making loud "honing" noise	In Pool / Awaiting Action	Brad Butler	Jan 19, 2011 3:06 PM
003 Shannon Learning Center	27895	Lailoma Mohmand	printer / scanner / copier	HP Printer issues	In Pool / Awaiting Action	Brad Butler	Jan 21, 2011 1:20 PM
003 Shannon Learning Center	27955	Julia Pursley	printer / scanner / copier	Inquiry On Old Ticket - Printer Message	In Pool / Awaiting Action	Brad Butler	Jan 24, 2011 9:30 AM
003 Shannon Learning Center	28424	Emily Shipman	printer / scanner / copier	Ricoh printer still down	Awaiting Acknowledgement	Brad Butler	Jan 31, 2011 3:28 PM
003 Shannon Learning Center	10017	Caren Sorrells	email issue	Email messages sent from calendar again	In Pool / Awaiting Action	Mark Gibbs	Jan 20, 2010 10:01 AM

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003 Shannon Learning Center	14226	Michael Robinson	computer	Notebook Laptop Damaged	ON HOLD - waiting for approval	Terry Ambrose	May 18, 2010 11:04 AM
003 Shannon Learning Center	19693	Tammy Wright	other software issue	Projector / Computer	Parts on Order	Brad Butler	Aug 26, 2010 12:29 PM
003 Shannon Learning Center	20341	Gregory Farr	computer	New Computer	Parts on Order	Terry Ambrose	Sep 1, 2010 7:05 AM
003 Shannon Learning Center	20342	Gregory Farr	computer	New Computer	Parts on Order	Terry Ambrose	Sep 1, 2010 7:06 AM
003 Shannon Learning Center	20343	Gregory Farr	cabling issue	Cable for TV	Parts on Order	Clark Miller	Sep 1, 2010 7:07 AM
003 Shannon Learning Center	24348	Julia Pursley	printer / scanner / copier	printer message	In Pool / Awaiting Action	Brad Butler	Nov 3, 2010 9:28 AM
003 Shannon Learning Center	25239	Julia Pursley	TV / DMP / Media Retrieval	TV sound	Long-Term Project	Terry Ambrose	Nov 17, 2010 10:27 AM
003 Shannon Learning Center	25241	Julia Pursley	TV / DMP / Media Retrieval	TV in room	Long-Term Project	Terry Ambrose	Nov 17, 2010 10:28 AM
003 Shannon Learning Center	25905	Gregory Farr	building security	Security Camera Issues	Awaiting Acknowledgement	Chris Jenkins	Dec 3, 2010 10:21 AM
003 Shannon Learning Center	26248	Irma Martinez	computer	FW: Computer	Parts on Order	Brad Butler	Dec 9, 2010 11:13 AM
010 Birdville HS	27223	Shana Martin	research	Missing All U Drive Docs	Awaiting Acknowledgement	Mark Gibbs	Jan 10, 2011 9:09 AM
010 Birdville HS	27741	Traci Weast	projector / doc cam / smartboard	Project on ceiling - bulb going out?	Assigned / Working	David Merryfield	Jan 19, 2011 11:20 AM
010 Birdville HS	28208	Debra Ellis	other software issue	FW:	Parts on Order	Michael DePaola	Jan 26, 2011 3:40 PM
010 Birdville HS	28215	Gwen Martin	computer	English Lab Computers	Assigned / Working	David Merryfield	Jan 26, 2011 4:45 PM
010 Birdville HS	28282	Eileen Richey	email issue	Email	Awaiting Acknowledgement	Mark Gibbs	Jan 27, 2011 12:38 PM

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010 Birdville HS	28324	Susan Lance	printer / scanner / copier	Printer not responding	In Pool / Awaiting Action	David Merryfield	Jan 28, 2011 9:47 AM
010 Birdville HS	28383	Melissa Sherman	projector / doc cam / smartboard	document camera	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 31, 2011 9:43 AM
010 Birdville HS	28406	Debra Ellis	other software issue	Skyward Web	Awaiting Acknowledgement	Tonya Main	Jan 31, 2011 11:03 AM
010 Birdville HS	20593	Laura Hampton	computer	U: drive is suddenly cleared - please restore!	Waiting for Input from Customer	Mark Gibbs	Sep 2, 2010 4:06 PM
010 Birdville HS	21360	Shana Martin	access issue	shared drive space for teaching	Awaiting Acknowledgement	Mark Gibbs	Sep 14, 2010 10:00 AM
010 Birdville HS	21830	Margaret Coleman	computer	Chargers for laptops	ON HOLD - waiting for approval	Terry Ambrose	Sep 21, 2010 9:22 AM
010 Birdville HS	24826	Debra Ellis	Inquiry	Future Scheduling Set Up	Long-Term Project	Tonya Main	Nov 10, 2010 9:19 AM
010 Birdville HS	25122	Jannet Hiles	computer	Computer reboots on its own when anyone tries to log in	Assigned / Working	David Merryfield	Nov 15, 2010 4:42 PM
011 CTE Building	27798	Kimberly Tweed	computer	Teacher Computer in Room 304	Assigned / Working	Chris Robison	Jan 20, 2011 9:57 AM
011 CTE Building	27889	Elizabeth Lundy	projector / doc cam / smartboard	cable to video projector	scheduled with 3rd party - DELCOM	Terry Ambrose	Jan 21, 2011 12:15 PM
011 CTE Building	28062	Ronda Cagle	other software issue	Digital School Collection (Adobe)	Awaiting Acknowledgement	Chris Jenkins	Jan 25, 2011 1:47 PM
011 CTE Building	28251	Ronda Cagle	computer	Outlook and Internet (may issue)	Awaiting Acknowledgement	Mark Gibbs	Jan 27, 2011 9:15 AM

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011 CTE Building	28283	Roger Calderon	computer	Logging on	Assigned / Working	Chris Robison	Jan 27, 2011 12:49 PM
011 CTE Building	22189	Lisa OConnor	other software issue	FW: grade book issue found	Parts on Order	Michael DePaola	Sep 24, 2010 1:10 PM
011 CTE Building	23685	Peggy McLemore	projector / doc cam / smartboard	projector speaker	scheduled with 3rd party - DELCOM	Terry Ambrose	Oct 21, 2010 7:37 AM
011 CTE Building	25382	Elizabeth Lundy	projector / doc cam / smartboard	no signal to video projector	scheduled with 3rd party - DELCOM	Terry Ambrose	Nov 19, 2010 12:15 PM
011 CTE Building	25741	Tana Fleischer	building security	BCTAL scanner	Assigned / Working	Chris Jenkins	Nov 30, 2010 2:51 PM
011 CTE Building	26973	Lisa OConnor	other software issue	Attendance display in grade book for BCTAL teachers	Parts on Order	Michael DePaola	Jan 5, 2011 10:55 AM
041 Haltom MS	27988	Julie Vick	email issue	outlook keeps shutting down	ON HOLD	Linda Molinar	Jan 24, 2011 1:06 PM
041 Haltom MS	27992	Carol Glinsky	email issue	email/outlook	ON HOLD	Linda Molinar	Jan 24, 2011 1:32 PM
041 Haltom MS	28038	Birdville ISD Technical Services Desk	wired - connection issue	Still having Network Issues - Left a Voice Message from 041RmB10 (4179)	Assigned / Working	Brad Butler	Jan 25, 2011 9:48 AM
041 Haltom MS	28258	Rod Bailey	other software issue	TIPS Program & Access to L Drive - Left a Voice Message from Rod Bailey (4000)	Awaiting Acknowledgement	Mark Gibbs	Jan 27, 2011 10:10 AM
041 Haltom MS	24074	Carol Glinsky	Inquiry	Future Scheduling Set Up	Long-Term Project	Tonya Main	Oct 28, 2010 9:58 AM
042 North Richland MS	28058	Myra Mccauley	other software issue	problem with course availability	Parts on Order	Michael DePaola	Jan 25, 2011 1:03 PM

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042 North Richland MS	28250	Mary Huston	projector / doc cam / smartboard	Mounted Projector	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 9:05 AM
042 North Richland MS	28319	Fermur Keith	printer / scanner / copier	Printer not printing	Parts on Order	Adalberto Sanchez	Jan 28, 2011 7:39 AM
042 North Richland MS	28362	Adalberto Sanchez	computer	COMPUTER WON'T BOOT UP POWER FLASHING ORANGE	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 8:04 AM
042 North Richland MS	28429	Fermur Keith	computer	white vga todvi brocken apart	In Pool / Awaiting Action	TSD - Technical Services	Jan 31, 2011 4:47 PM
042 North Richland MS	28430	Fermur Keith	add	New Student	In Pool / Awaiting Action	TSD - Technical Services	Jan 31, 2011 5:39 PM
042 North Richland MS	25343	Myra Mccauley	Inquiry	Future Scheduling Set Up	Long-Term Project	Tonya Main	Nov 18, 2010 3:51 PM
043 Richland MS	381	Presley Gore	email issue	2 AD accounts - from 331599	In Pool / Awaiting Action	Mark Gibbs	Jun 17, 2009 12:52 PM
043 Richland MS	28006	Erin Volker	other software issue	Install "Math Detective" software and "SIMCALC" software on all computers in 6th and 7th grade computer labs	Waiting for Input from Customer	Chris Jenkins	Jan 24, 2011 4:27 PM
043 Richland MS	28361	Beverly Sweeney	other software issue	excell error message and blue screen	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 8:02 AM
043 Richland MS	28420	Paul Perry	other software issue	Science Laptop 043-SCIB-002	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 2:37 PM
043 Richland MS	5552	Janie Ellis	TV / DMP / Media Retrieval	TV speakers	Long-Term Project	Clark Miller	Sep 30, 2009 1:21 PM
043 Richland MS	23569	Sherry Allen	other software issue	FW: Voice Message from 043 Rm 2 (4572)	Assigned / Working	Jonathan Norris	Oct 19, 2010 10:37 AM

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043 Richland MS	25023	Jacqueline Bloom	Inquiry	Future Scheduling Set Up	Long-Term Project	Tonya Main	Nov 12, 2010 3:51 PM
044 North Oaks MS	3157	Joseph Spay	bells / intercomm / paging	clocks	Assigned / Working	Darrell Maxey	Aug 27, 2009 8:26 AM
044 North Oaks MS	27259	Dani Webb	printer / scanner / copier	Printer is not printing black ink	Assigned / Working	Wayne Tapp	Jan 10, 2011 1:12 PM
044 North Oaks MS	27260	Dani Webb	printer / scanner / copier	Optra T612 Lexmark	Assigned / Working	Wayne Tapp	Jan 10, 2011 1:15 PM
044 North Oaks MS	27391	Arlene Treat	other software issue	Problems with entering attendance	Waiting for Input from Customer	Tonya Main	Jan 12, 2011 8:39 AM
044 North Oaks MS	27520	Melanie Hatfield	printer / scanner / copier	FW: projector	Assigned / Working	Wayne Tapp	Jan 13, 2011 2:03 PM
044 North Oaks MS	27588	Paul Burch	other software issue	Website issue	Assigned / Working	Jonathan Abrams	Jan 14, 2011 1:35 PM
044 North Oaks MS	27735	Dwight Goodwin	TV / DMP / Media Retrieval	RE:	Long-Term Project	Terry Ambrose	Jan 19, 2011 10:15 AM
044 North Oaks MS	27875	Christy Sullivan	computer	New MAC Notebooks	Assigned / Working	Chris Robison	Jan 21, 2011 9:50 AM
044 North Oaks MS	27878	Paul Burch	computer	Keyboard space key broken	Assigned / Working	Wayne Tapp	Jan 21, 2011 10:03 AM
044 North Oaks MS	28040	Dwight Goodwin	wireless - connection issue	Cows at NOMS are not connecting to the domain	Assigned / Working	Wayne Tapp	Jan 25, 2011 10:05 AM
044 North Oaks MS	28307	Dani Webb	computer	Headphones will not fit in jack	Assigned / Working	Wayne Tapp	Jan 27, 2011 3:30 PM
044 North Oaks MS	28408	Paul Burch	computer	Hard drive	Assigned / Working	Wayne Tapp	Jan 31, 2011 12:07 PM
044 North Oaks MS	16363	Robert Koerner	TV / DMP / Media Retrieval	Line provided for TV	Long-Term Project	Terry Ambrose	Jul 15, 2010 8:44 AM
044 North Oaks MS	17082	Joseph Spay	phone / fax	New half time Assist Principal - needs Phone and Computer	ON HOLD - waiting for approval	Terry Ambrose	Aug 3, 2010 2:57 PM

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044 North Oaks MS	25097	Karen Bland	computer	USB Device Not Recognized	Assigned / Working	Wayne Tapp	Nov 15, 2010 1:00 PM
044 North Oaks MS	25837	Jeremy Nungesser	other software issue	Vision software Problem	Assigned / Working	Wayne Tapp	Dec 2, 2010 9:11 AM
044 North Oaks MS	26303	Melanie Hatfield	projector / doc cam / smartboard	new bulb	Assigned / Working	Wayne Tapp	Dec 10, 2010 11:44 AM
044 North Oaks MS	26495	Ervin Fleming	other software issue	Please install Vision on Calves laptops	Assigned / Working	Wayne Tapp	Dec 15, 2010 1:36 PM
044 North Oaks MS	26744	Ervin Fleming	access issue	All calves need an update on Logger Pro to Version 3.8.3	Assigned / Working	Wayne Tapp	Jan 3, 2011 11:39 AM
045 Watauga MS	27696	Donna Wyckoff	add	NEED STUDENT EMAIL accounts created in Outlook.com	Awaiting Acknowledgement	Mark Gibbs	Jan 18, 2011 2:49 PM
045 Watauga MS	28205	Debi Comis	change	Morbitzer-Wilson, Claudia - Employee Extension Verification	ON HOLD	Linda Molinar	Jan 26, 2011 3:13 PM
045 Watauga MS	28346	Suzanne Foxworth	computer	URGENT!!! Mac not hold charge	Assigned / Working	Chris Robison	Jan 30, 2011 6:31 PM
045 Watauga MS	23309	Donna Wyckoff	other software issue	Skyward gradebook-Teacher's Log not allowing entries	Parts on Order	Michael DePaola	Oct 14, 2010 9:01 AM
046 Smithfield MS	28033	Arthur Litke	other software issue	please reinstall camera system (netguard)	Assigned / Working	Chris Jenkins	Jan 25, 2011 9:04 AM
046 Smithfield MS	20048	Branden Eager	other software issue	Skyward color code question	ON HOLD	Michael DePaola	Aug 30, 2010 11:11 AM
046 Smithfield MS	22744	Jeffery Russell	other software issue	Adobe	Parts on Order	David Merryfield	Oct 4, 2010 3:09 PM

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047 North Ridge MS	27426	Nori Bykerk	other software issue	Need Homepage set to NRMS Library Catalog	Awaiting Acknowledgement	Mark Gibbs	Jan 12, 2011 1:17 PM
047 North Ridge MS	28157	Nori Bykerk	computer	Computer will not boot	Assigned / Working	Chris Robison	Jan 26, 2011 9:44 AM
047 North Ridge MS	28366	Betty White	computer	Student Computer#1	Assigned / Working	Chris Robison	Jan 31, 2011 8:33 AM
047 North Ridge MS	28382	Loretta Daffern	access issue	Skyward Access to entire District	Assigned / Working	Linda Molinar	Jan 31, 2011 9:39 AM
047 North Ridge MS	26179	Trenia Miller	Inquiry	Future Scheduling Setup Request	Long-Term Project	Tonya Main	Dec 8, 2010 9:35 AM
101 Birdville EL	27031	Mary Renfrow	computer	Replacements for stolen items	ON HOLD - waiting for approval	Terry Ambrose	Jan 5, 2011 6:24 PM
101 Birdville EL	27742	Julia Mize	computer	Lit. Lab student PC	In Pool / Awaiting Action	Brad Butler	Jan 19, 2011 11:29 AM
101 Birdville EL	27981	Michael Sandoval	computer	Principal's Laptop problems	In Pool / Awaiting Action	Brad Butler	Jan 24, 2011 11:50 AM
101 Birdville EL	21099	Julia Mize	computer	COW electrical problem with cart	Assigned / Working	Clark Miller	Sep 10, 2010 10:02 AM
101 Birdville EL	22271	Jonathan Norris	other software issue	Create a rip to intall Acces4	Awaiting Acknowledgement	Chris Jenkins	Sep 27, 2010 1:04 PM
102 Smith EL	27018	Deborah Bowman	computer	Notebook will not charge battery	Assigned / Working	Wayne Tapp	Jan 5, 2011 3:29 PM
102 Smith EL	28189	Deborah Bowman	projector / doc cam / smartboard	Projector	Assigned / Working	Wayne Tapp	Jan 26, 2011 1:09 PM
102 Smith EL	22878	Charles Woods	other software issue	CPS software mismatch - need help with versions.....	Assigned / Working	Jonathan Norris	Oct 6, 2010 11:16 AM
103 Francisco EL	27403	Margarita Valladares	deactivate	Retiree - Waller, Leona has had a status change.	Long-Term Project	Linda Molinar	Jan 12, 2011 9:39 AM



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103 Francisco EL	27761	Tamara Pope	other software issue	Principal laptop	In Pool / Awaiting Action	Brad Butler	Jan 19, 2011 2:38 PM
103 Francisco EL	25380	Tamara Pope	TV / DMP / Media Retrieval	TV	Long-Term Project	Terry Ambrose	Nov 19, 2010 11:32 AM
103 Francisco EL	25704	Jeffrey Samuelson	computer	student machine slowing down	In Pool / Awaiting Action	Brad Butler	Nov 30, 2010 10:33 AM
103 Francisco EL	25791	Tamara Pope	computer	Newman computer	Parts on Order	Brad Butler	Dec 1, 2010 10:23 AM
104 Binion EL	28378	Angela Dotson	computer	Student's computer #104-A120-004 beeps when turned on.	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 9:15 AM
104 Binion EL	28379	Angela Dotson	computer	Mrs. Olvera's teacher's computer is not working.	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 9:23 AM
104 Binion EL	28381	Sylvia Bibb	other software issue	palm won't sych	Awaiting Acknowledgement	Jonathan Norris	Jan 31, 2011 9:36 AM
104 Binion EL	14547	Judith Dallinger	other software issue	librarian ALT folder on NAS server	Awaiting Acknowledgement	Mark Gibbs	May 26, 2010 11:32 AM
104 Binion EL	20953	Hilda Hager	projector / doc cam / smartboard	Projector cable; sound plate for new teacher unit	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 9, 2010 7:51 AM
104 Binion EL	22119	Judith Dallinger	building security	speaker issue	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 23, 2010 2:57 PM
104 Binion EL	22123	Angela Dotson	TV / DMP / Media Retrieval	Need volume box installed upstairs in Computer Lab Room A218	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 23, 2010 3:34 PM
105 Mullendore EL	28323	Beverly Sultan	computer	power supply	Assigned / Working	Adalberto Sanchez	Jan 28, 2011 9:39 AM

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105 Mullendore EL	28393	Cherlyn Benke	computer	Teacher Computer - speakers	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 10:11 AM
105 Mullendore EL	28394	Cherlyn Benke	projector / doc cam / smartboard	Projector	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 10:13 AM
105 Mullendore EL	28396	Cherlyn Benke	other software issue	DVD	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 10:14 AM
105 Mullendore EL	28397	Cherlyn Benke	printer / scanner / copier	NEW PRINTER	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 10:17 AM
105 Mullendore EL	19492	Beverly Sultan	printer / scanner / copier	Network printer in room 11	ON HOLD	Adalberto Sanchez	Aug 25, 2010 2:58 PM
105 Mullendore EL	26747	Beverly Sultan	TV / DMP / Media Retrieval	S:Video	Long-Term Project	Terry Ambrose	Jan 3, 2011 11:48 AM
106 Richland EL	27565	Brandy McClure	computer	Library Computer Needs Repair	In Pool / Awaiting Action	Brad Butler	Jan 14, 2011 10:45 AM
106 Richland EL	26818	Traci Tucker	TV / DMP / Media Retrieval	TV in classroom	Long-Term Project	Terry Ambrose	Jan 4, 2011 8:19 AM
107 Smithfield EL	27006	Diane Brannick	computer	won't boot up	Assigned / Working	David Merryfield	Jan 5, 2011 2:32 PM
107 Smithfield EL	28014	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image-as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 25, 2011 7:38 AM
107 Smithfield EL	28015	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image-as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 25, 2011 7:39 AM

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107 Smithfield EL	28016	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 25, 2011 7:40 AM
107 Smithfield EL	28018	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 25, 2011 7:42 AM
107 Smithfield EL	28019	Adalberto Sanchez	other software issue	Reimage computer with office 07 image as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 25, 2011 7:43 AM
107 Smithfield EL	28020	Adalberto Sanchez	other software issue	Reimage computer with office 07 image as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 25, 2011 7:45 AM
107 Smithfield EL	28034	Brad Butler	computer	Replace motherboard on computer. Capacitors are bulging. Power supply may also need to be replaced(running very hot)-Brad	Parts on Order	David Merryfield	Jan 25, 2011 9:25 AM
107 Smithfield EL	28049	Brad Butler	computer	Replace motherboard. Bulging capacitors.	Parts on Order	David Merryfield	Jan 25, 2011 10:56 AM

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107 Smithfield EL	28050	Brad Butler	computer	power supply fan not spinning and no power to the cd drive	Parts on Order	David Merryfield	Jan 25, 2011 10:58 AM
107 Smithfield EL	28054	Jackie Frederiksen	computer	needs reimaging	In Pool / Awaiting Action	David Merryfield	Jan 25, 2011 12:01 PM
107 Smithfield EL	28056	Judy Polito	other software issue	Math Program Acces4 wil not install	Assigned / Working	Jonathan Norris	Jan 25, 2011 12:08 PM
107 Smithfield EL	28210	Diane Brannick	access issue	I have a student (037049) that cannot map her computer to the 107stu folder using her login.	Awaiting Acknowledgement	Mark Gibbs	Jan 26, 2011 3:45 PM
107 Smithfield EL	28234	Adalberto Sanchez	other software issue	Reimage computer with office 07 image as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:52 AM
107 Smithfield EL	28236	Adalberto Sanchez	other software issue	install office 07	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:53 AM
107 Smithfield EL	28333	Gregory Bicknell	access issue	Shared network drive for Visual Impaired Department	Awaiting Acknowledgement	Mark Gibbs	Jan 28, 2011 2:18 PM
107 Smithfield EL	25226	Jackie Frederiksen	building security	pass card	pending assignment to 3rd party	Chris Jenkins	Nov 17, 2010 9:23 AM
107 Smithfield EL	25260	Diane Brannick	TV / DMP / Media Retrieval	tv won't turn on	Long-Term Project	Terry Ambrose	Nov 17, 2010 3:42 PM
107 Smithfield EL	26893	Kay Boland	printer / scanner / copier	networked printer	Parts on Order	Terry Ambrose	Jan 4, 2011 12:18 PM
108 Snow Heights EL	28426	Tonya Bishop	other software issue	Install palm software	Assigned / Working	Jonathan Norris	Jan 31, 2011 3:49 PM

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110 Stowe EL	27314	Gloria Gibson	computer	Teacher Computer - images and words blurred like double vision	Assigned / Working	Wayne Tapp	Jan 11, 2011 10:35 AM
110 Stowe EL	27349	Sharon Yarbrough	printer / scanner / copier	Service needed	Long-Term Project	Wayne Tapp	Jan 11, 2011 3:00 PM
110 Stowe EL	27350	Sharon Yarbrough	printer / scanner / copier	printer needs serviced	Long-Term Project	Wayne Tapp	Jan 11, 2011 3:02 PM
110 Stowe EL	27353	Sharon Yarbrough	printer / scanner / copier	printer needs serviced	Assigned / Working	Wayne Tapp	Jan 11, 2011 3:03 PM
110 Stowe EL	27354	Sharon Yarbrough	printer / scanner / copier	Printer need serviced	Assigned / Working	Wayne Tapp	Jan 11, 2011 3:04 PM
110 Stowe EL	27355	Sharon Yarbrough	printer / scanner / copier	Printer needs serviced	Assigned / Working	Wayne Tapp	Jan 11, 2011 3:05 PM
110 Stowe EL	27356	Sharon Yarbrough	printer / scanner / copier	printer needs serviced	Assigned / Working	Wayne Tapp	Jan 11, 2011 3:06 PM
110 Stowe EL	27357	Sharon Yarbrough	printer / scanner / copier	Printer needs to be serviced	Assigned / Working	Wayne Tapp	Jan 11, 2011 3:07 PM
110 Stowe EL	27358	Sharon Yarbrough	printer / scanner / copier	Printer needs serviced	Assigned / Working	Wayne Tapp	Jan 11, 2011 3:08 PM
110 Stowe EL	27359	Sharon Yarbrough	printer / scanner / copier	printer needs serviced	Assigned / Working	Wayne Tapp	Jan 11, 2011 3:09 PM
110 Stowe EL	27360	Sharon Yarbrough	printer / scanner / copier	printer needs serviced	Long-Term Project	Wayne Tapp	Jan 11, 2011 3:10 PM
110 Stowe EL	27553	Karen Brothers	computer	dvd player	Parts on Order	Wayne Tapp	Jan 14, 2011 9:33 AM
110 Stowe EL	28216	Michael Moon	building security	deactivate ID badge	Awaiting Acknowledgement	Chris Jenkins	Jan 26, 2011 5:12 PM
110 Stowe EL	28385	Barbara Bailey	computer	DVD drive	Assigned / Working	Wayne Tapp	Jan 31, 2011 9:52 AM
110 Stowe EL	28413	Sharon Yarbrough	printer / scanner / copier	Print Head Error	Assigned / Working	Wayne Tapp	Jan 31, 2011 1:47 PM

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110 Stowe EL	5389	Carol Fields	projector / doc cam / smartboard	No Cabling for a Projector	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 28, 2009 8:58 AM
110 Stowe EL	17043	Kelly Stephens	projector / doc cam / smartboard	Speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Aug 3, 2010 9:49 AM
110 Stowe EL	20492	Katharine Rodriguez	TV / DMP / Media Retrieval	Teacher's Ceiling Speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 2, 2010 8:56 AM
110 Stowe EL	20935	Amanda Davis	computer	volume	scheduled with 3rd party - DELCOM	Terry Ambrose	Sep 8, 2010 4:15 PM
110 Stowe EL	25091	Carol Fields	printer / scanner / copier	Lexmark Printer	Assigned / Working	Wayne Tapp	Nov 15, 2010 11:36 AM
110 Stowe EL	25439	Adriana Leyva	projector / doc cam / smartboard	classroom projector	Parts on Order	Clark Miller	Nov 22, 2010 9:46 AM
110 Stowe EL	26007	Carol Fields	computer	mouse not working	Assigned / Working	Wayne Tapp	Dec 6, 2010 3:39 PM
110 Stowe EL	26008	Carol Fields	computer	Screen sideways	Assigned / Working	Wayne Tapp	Dec 6, 2010 3:41 PM
110 Stowe EL	26009	Carol Fields	computer	Blue Screen	Assigned / Working	Wayne Tapp	Dec 6, 2010 3:43 PM
110 Stowe EL	26271	Sherry Cabler	projector / doc cam / smartboard	Projector	Assigned / Working	Wayne Tapp	Dec 9, 2010 5:54 PM
110 Stowe EL	26582	Carol Fields	computer	Slow	Assigned / Working	Wayne Tapp	Dec 17, 2010 8:51 AM
110 Stowe EL	26585	Carol Fields	computer	Internet	Assigned / Working	Wayne Tapp	Dec 17, 2010 9:23 AM
110 Stowe EL	26995	Gloria Gibson	projector / doc cam / smartboard	Projector that is mounted in the ceiling	Parts on Order	Clark Miller	Jan 5, 2011 1:28 PM
111 West Birdville EL	27406	Carla Liddington	deactivate	Retiree - Solorio, Charlotte has had a status change.	Long-Term Project	Linda Molinar	Jan 12, 2011 10:08 AM

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111 West Birdville EL	27869	Meredith Bolton	TV / DMP / Media Retrieval	Static in the Media Retrieval System	Assigned / Working	Darrell Maxey	Jan 21, 2011 8:36 AM
111 West Birdville EL	28419	Meredith Bolton	projector / doc cam / smartboard	Projector not turning on	Awaiting Acknowledgement	Brad Butler	Jan 31, 2011 2:16 PM
111 West Birdville EL	18984	Charlotte Solorio	wired - connection issue	Hub needed to connect 3 library computers to internet	Assigned / Working	Clark Miller	Aug 23, 2010 11:12 AM
112 Holiday Heights EL	28352	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 7:36 AM
112 Holiday Heights EL	28353	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 7:37 AM
112 Holiday Heights EL	28354	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 7:40 AM
112 Holiday Heights EL	28355	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 31, 2011 7:41 AM

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112 Holiday Heights EL	28403	Brad Butler	computer	Replace motherboard. Oozing capacitors	Awaiting Acknowledgement	Adalberto Sanchez	Jan 31, 2011 10:31 AM
112 Holiday Heights EL	28407	Donna Shapiro	other software issue	Reinstall TPRI software	Assigned / Working	Jonathan Norris	Jan 31, 2011 12:00 PM
112 Holiday Heights EL	11076	Elizabeth Waldrip	wired - connection issue	television	Long-Term Project	Clark Miller	Feb 16, 2010 8:18 AM
112 Holiday Heights EL	17939	Mark Dvorak	TV / DMP / Media Retrieval	TV not working	Long-Term Project	Clark Miller	Aug 16, 2010 6:17 PM
112 Holiday Heights EL	21036	Barbara Leonard	TV / DMP / Media Retrieval	t.v. connection/video source cord	Long-Term Project	Terry Ambrose	Sep 9, 2010 2:47 PM
112 Holiday Heights EL	23219	Diane Gauthier	TV / DMP / Media Retrieval	No TV - Need one asap	Assigned / Working	Clark Miller	Oct 13, 2010 7:06 AM
112 Holiday Heights EL	24090	Kimberly Hughes	TV / DMP / Media Retrieval	TV	Long-Term Project	Terry Ambrose	Oct 28, 2010 12:40 PM
112 Holiday Heights EL	25130	Mark Dvorak	TV / DMP / Media Retrieval	TV Not working again	Long-Term Project	Terry Ambrose	Nov 16, 2010 6:28 AM
112 Holiday Heights EL	25485	Kimberly Hughes	TV / DMP / Media Retrieval	FW: TV	Long-Term Project	Terry Ambrose	Nov 23, 2010 12:22 AM
112 Holiday Heights EL	25967	Angela Kimbrell	TV / DMP / Media Retrieval	TV wont turn on	Long-Term Project	Terry Ambrose	Dec 6, 2010 8:40 AM
112 Holiday Heights EL	26455	Sherry Hay	TV / DMP / Media Retrieval	TV picture not showing	Long-Term Project	Terry Ambrose	Dec 15, 2010 8:14 AM
113 Watauga EL	27150	Teressa Holford	printer / scanner / copier	T612 Printer	Assigned / Working	Chris Robison	Jan 7, 2011 11:01 AM
113 Watauga EL	27673	Teressa Holford	projector / doc cam / smartboard	projector	Assigned / Working	Chris Robison	Jan 18, 2011 11:04 AM
113 Watauga EL	28182	Teressa Holford	projector / doc cam / smartboard	projector	Assigned / Working	Chris Robison	Jan 26, 2011 11:55 AM
113 Watauga EL	28184	Teressa Holford	computer	student computer	Assigned / Working	Chris Robison	Jan 26, 2011 11:59 AM



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113 Watauga EL	28191	Leigh Majer	projector / doc cam / smartboard	Projector Lamp - Bulb out	Assigned / Working	Chris Robison	Jan 26, 2011 1:36 PM
113 Watauga EL	28308	Teressa Holford	computer	Teacher computer	Assigned / Working	Chris Robison	Jan 27, 2011 3:34 PM
113 Watauga EL	28386	Teressa Holford	computer	Teacher computer	Assigned / Working	Chris Robison	Jan 31, 2011 9:55 AM
113 Watauga EL	28389	Teressa Holford	computer	Student computer used with Smartboard	Assigned / Working	Chris Robison	Jan 31, 2011 9:57 AM
113 Watauga EL	4416	Teressa Holford	TV / DMP / Media Retrieval	Television	Long-Term Project	Clark Miller	Sep 11, 2009 10:48 AM
113 Watauga EL	11131	Stephanie Green	TV / DMP / Media Retrieval	Miss Montemayor's TV	Long-Term Project	Clark Miller	Feb 17, 2010 8:31 AM
113 Watauga EL	19176	Jessica Woodruff	printer / scanner / copier	Optra T612 Printer issues	Long-Term Project	Chris Robison	Aug 24, 2010 9:41 AM
113 Watauga EL	20843	Teressa Holford	TV / DMP / Media Retrieval	Television	Long-Term Project	Clark Miller	Sep 8, 2010 8:40 AM
113 Watauga EL	23179	Teressa Holford	TV / DMP / Media Retrieval	television has poor sound	Long-Term Project	Clark Miller	Oct 12, 2010 10:16 AM
113 Watauga EL	24799	Teressa Holford	computer	smart board	scheduled with 3rd party - DELCOM	Terry Ambrose	Nov 9, 2010 3:41 PM
113 Watauga EL	24966	Jeffrey Samuelson	computer	Cow A reimage	Long-Term Project	Chris Robison	Nov 12, 2010 8:17 AM
113 Watauga EL	24967	Jeffrey Samuelson	computer	COW B reimage	Long-Term Project	Chris Robison	Nov 12, 2010 8:19 AM
113 Watauga EL	26209	Jeffrey Samuelson	computer	slate issue	Assigned / Working	Chris Robison	Dec 8, 2010 3:49 PM
114 Hardeman EL	27825	Jacqueline Piasecki	computer	Cow A13 ~ Located in Rm24B at #114	Assigned / Working	Chris Robison	Jan 20, 2011 2:23 PM

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114 Hardeman EL	28223	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:38 AM
114 Hardeman EL	28224	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:39 AM
114 Hardeman EL	28225	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:40 AM
114 Hardeman EL	28226	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:42 AM
114 Hardeman EL	28227	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:43 AM

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114 Hardeman EL	28228	Adalberto Sanchez	computer	Replace hard drive and reimage computer with office 07 image- as per Terry Ambrose	Assigned / Working	Adalberto Sanchez	Jan 27, 2011 7:44 AM
114 Hardeman EL	28287	Wendy Price	other software issue	Assign to Terry** Teacher had Adobe CS2 installed. I have no key to reinstall it. - Brad	Assigned / Working	Terry Ambrose	Jan 27, 2011 1:21 PM
114 Hardeman EL	28365	Donna Hill	computer	Teacher Computer - Cannot log on	Assigned / Working	Chris Robison	Jan 31, 2011 8:33 AM
114 Hardeman EL	28411	Donna Hill	computer	Windows cannot connect to the domain	Assigned / Working	Chris Robison	Jan 31, 2011 12:41 PM
114 Hardeman EL	13137	Susan Jasso	TV / DMP / Media Retrieval	Need a replacement TV (mounted)	Long-Term Project	Clark Miller	Apr 16, 2010 8:25 AM
114 Hardeman EL	25140	Dorothy Whitehead	other software issue	first grade standards based report card	Assigned / Working	Michael DePaola	Nov 16, 2010 8:35 AM
114 Hardeman EL	25320	Donna Hill	printer / scanner / copier	Printer Door will not close	Assigned / Working	Chris Robison	Nov 18, 2010 11:37 AM
114 Hardeman EL	25980	Misty Curry	TV / DMP / Media Retrieval	TV static	Long-Term Project	Terry Ambrose	Dec 6, 2010 10:25 AM
114 Hardeman EL	26567	Donna Hill	TV / DMP / Media Retrieval	Snow on all channels	Long-Term Project	Terry Ambrose	Dec 16, 2010 2:02 PM
114 Hardeman EL	26568	Donna Hill	TV / DMP / Media Retrieval	Poor Audio Quality	Long-Term Project	Terry Ambrose	Dec 16, 2010 2:04 PM
115 Porter EL	27514	Jaimie Smith	building security	New Head Custodian needs building access with badge	Waiting for Input from Customer	Chris Jenkins	Jan 13, 2011 12:50 PM

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115 Porter EL	28244	Paula Obermueller	other software issue	Won't boot up	In Pool / Awaiting Action	David Merryfield	Jan 27, 2011 8:32 AM
115 Porter EL	28363	Paula Obermueller	computer	Power Issue	Awaiting Acknowledgement	David Merryfield	Jan 31, 2011 8:24 AM
115 Porter EL	24159	Kathleen Hull	TV / DMP / Media Retrieval	Television	Long-Term Project	Clark Miller	Oct 29, 2010 1:15 PM
115 Porter EL	26545	Angela LeRoy	TV / DMP / Media Retrieval	TV Display -very distorted.	Long-Term Project	Terry Ambrose	Dec 16, 2010 8:48 AM
116 Thomas EL	27295	James Viator	projector / doc cam / smartboard	Projector will not turn on	Assigned / Working	David Merryfield	Jan 11, 2011 6:47 AM
116 Thomas EL	27815	Debora Karpinski	computer	My computer is about to crash	Parts on Order	David Merryfield	Jan 20, 2011 11:41 AM
116 Thomas EL	27959	Dwight Goodwin	other software issue	Fwd: Apple Help	Assigned / Working	Chris Robison	Jan 24, 2011 9:47 AM
116 Thomas EL	28384	Catherine Pavlovich	computer	DVD player not working	Waiting for Input from Customer	David Merryfield	Jan 31, 2011 9:50 AM
116 Thomas EL	19284	James Viator	computer	The monitor is not getting signal from computer.	Assigned / Working	David Merryfield	Aug 24, 2010 2:53 PM
116 Thomas EL	21611	Tiffany Bingham	projector / doc cam / smartboard	Smart Board	In Pool / Awaiting Action	David Merryfield	Sep 16, 2010 5:15 PM
116 Thomas EL	22879	Violeta Lopez	computer	Teacher Computer Name needs to be checked	In Pool / Awaiting Action	David Merryfield	Oct 6, 2010 11:24 AM
116 Thomas EL	25755	Elizabeth Shier	projector / doc cam / smartboard	Smartboard Issue	In Pool / Awaiting Action	David Merryfield	Nov 30, 2010 3:49 PM
117 Foster Village EL	27024	Mary Croxdale	building security	Badge Scanners	ON HOLD - waiting for approval	Chris Jenkins	Jan 5, 2011 3:52 PM
117 Foster Village EL	27145	Lynda Pelletier	projector / doc cam / smartboard	Multimedia Projector	Long-Term Project	Chris Robison	Jan 7, 2011 10:31 AM

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117 Foster Village EL	27146	Lynda Pelletier	projector / doc cam / smartboard	Multimedia Projector	Long-Term Project	Chris Robison	Jan 7, 2011 10:34 AM
117 Foster Village EL	27501	Shelly Ballard	projector / doc cam / smartboard	Projector Air FLOW message	Long-Term Project	Chris Robison	Jan 13, 2011 10:36 AM
117 Foster Village EL	28305	Shelly Ballard	projector / doc cam / smartboard	Install New Document Camera	Assigned / Working	Chris Robison	Jan 27, 2011 3:05 PM
117 Foster Village EL	28329	Kevin Vaughn	computer	Classroom Computer is Making a Windows Default Connect and Disconnect Sound Constantly	Assigned / Working	Chris Robison	Jan 28, 2011 11:06 AM
118 North Ridge EL	24437	Richard Murrell	TV / DMP / Media Retrieval	TV	Long-Term Project	Clark Miller	Nov 4, 2010 9:31 AM
119 Spicer EL	27682	Barbara Chapman	computer	video is out	Assigned / Working	Wayne Tapp	Jan 18, 2011 12:51 PM
119 Spicer EL	27684	Paula Whitaker	computer	audio not working, no sound	Assigned / Working	Wayne Tapp	Jan 18, 2011 1:03 PM
119 Spicer EL	28069	Paula Whitaker	computer	This laptop in the COWS is acting like it has a low battery. It shuts down after a minute.	Assigned / Working	Wayne Tapp	Jan 25, 2011 2:28 PM
119 Spicer EL	28237	Barbara Chapman	projector / doc cam / smartboard	install new document camera in room 217	Assigned / Working	Wayne Tapp	Jan 27, 2011 7:59 AM
119 Spicer EL	28238	Barbara Chapman	projector / doc cam / smartboard	install new document camera in room 105	Assigned / Working	Wayne Tapp	Jan 27, 2011 8:02 AM

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119 Spicer EL	28239	Barbara Chapman	projector / doc cam / smartboard	install new document camera in room K - 2	Assigned / Working	Wayne Tapp	Jan 27, 2011 8:05 AM
119 Spicer EL	26500	Rachel Rowntree	computer	Dead Dell Latitude Laptop	ON HOLD - waiting for approval	Wayne Tapp	Dec 15, 2010 2:14 PM
119 Spicer EL	26797	Jane Redfearn	computer	Strange Sound in CPU-could be fan	Assigned / Working	Wayne Tapp	Jan 3, 2011 4:12 PM
120 Green Valley EL	28299	Karen Teeters	wireless - connection issue	Upcoming classroom video connection at Green Valley	Assigned / Working	Jonathan Abrams	Jan 27, 2011 2:48 PM
120 Green Valley EL	25719	Keith Davis	TV / DMP / Media Retrieval	Distorted sound	Long-Term Project	Terry Ambrose	Nov 30, 2010 12:01 PM
121 Walker Creek EL	27206	Chris Jenkins	building security	FW: cameras at 121	Awaiting Acknowledgement	Chris Jenkins	Jan 10, 2011 7:13 AM
121 Walker Creek EL	28007	Daniel Radomski	computer	Computer malfunctions	In Pool / Awaiting Action	David Merryfield	Jan 24, 2011 4:40 PM
121 Walker Creek EL	28071	Janna Smith	access issue	Volume on computer	In Pool / Awaiting Action	David Merryfield	Jan 25, 2011 2:39 PM
121 Walker Creek EL	28147	Jennifer Arnold	computer	Student Computer	In Pool / Awaiting Action	David Merryfield	Jan 26, 2011 8:19 AM
121 Walker Creek EL	28267	Amelia Giles	website issue	Website issue	Waiting for Input from Customer	Jonathan Abrams	Jan 27, 2011 11:51 AM
121 Walker Creek EL	28388	Cynthia Street	projector / doc cam / smartboard	Projector in ceiling - not working - bulb may have burned out	Awaiting Acknowledgement	David Merryfield	Jan 31, 2011 9:56 AM
121 Walker Creek EL	28390	Marilyn Howard	other software issue	Potential computer threat	Awaiting Acknowledgement	David Merryfield	Jan 31, 2011 10:03 AM
121 Walker Creek EL	11489	Amy Gillis	TV / DMP / Media Retrieval	TV Sound is full of static	Long-Term Project	Clark Miller	Feb 25, 2010 8:07 AM

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121 Walker Creek EL	17773	Roger Lee	projector / doc cam / smartboard	ceiling speakers	scheduled with 3rd party - DELCOM	Terry Ambrose	Aug 13, 2010 11:17 AM
121 Walker Creek EL	26484	Angela Thompson	email issue	Parent Email	Awaiting Acknowledgement	Mark Gibbs	Dec 15, 2010 10:54 AM
121 Walker Creek EL	26493	Kimberly Morrison	other software issue	Software Error Msg	In Pool / Awaiting Action	David Merryfield	Dec 15, 2010 12:49 PM
121 Walker Creek EL	26974	Mallory DiGiovanni	computer	Re-image Cows	In Pool / Awaiting Action	David Merryfield	Jan 5, 2011 10:55 AM