Ticket Solution Time Statement

The Keystone Oaks Technology Department recognizes how critical having working technology is in your classroom and offices. We will make every effort possible to help you use this technology in a productive, safe, and efficient manner.

During non-peak times the Technology Department's goal is to close most tickets within 10 business days or less.

Peak times, during back to school, require more time due to the high volume of tickets received.

Some tickets may take longer if special parts are needed or budget review is needed.