Help Desk Operations

- Help Tickets
  - Closed 5,158 helps tickets this school year
  - Currently we have 11 open help tickets
Approval Ratings

Survey Results

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attitude</td>
<td>100%</td>
<td>98%</td>
<td>100%</td>
</tr>
<tr>
<td>Response Time</td>
<td>95%</td>
<td>97%</td>
<td>100%</td>
</tr>
<tr>
<td>Knowledge</td>
<td>97%</td>
<td>97%</td>
<td>100%</td>
</tr>
<tr>
<td>Solved 1st Visit</td>
<td>95%</td>
<td>95%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Top 10 Issues

- Other
- Chromebooks > Software > Other
- Chromebook > Hardware > Other
- Promethean ActivPanel
- Login Issue
- Software Issues
- Printer/Scanner Issue > Printer Issue
- Email Issue
- Hardware Issue > Computer
- New Equipment
Help Desk Operations

- Help Tickets
  - Workload has increased **54%** since our last contract renewal

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Difference</th>
<th>Percentage Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCSD</td>
<td>3170</td>
<td>3005</td>
<td>3352</td>
<td>4394</td>
<td>4786</td>
<td>1616</td>
<td>54%</td>
</tr>
</tbody>
</table>

![Graph showing Help Desk Tickets by Year Closed]
Unique Wi-Fi Devices

Unique Wi-Fi Clients over Time
Report Period: May 8, 2017, 12:00AM – May 19, 2017, 12:00AM

- 2.4 GHz Clients
- 5 GHz Clients
Unique Wi-Fi Devices

Unique Wi-Fi Clients over Time
Report Period: Apr 1, 2019, 12:00AM – May 31, 2019, 12:00AM

Clients Count

- 2.4 GHz Clients
- 5 GHz Clients

- 8. Apr
- 15. Apr
- 21. Apr
- 29. Apr
- 6. May
- 13. May
- 20. May
- 27. May
## Far Reach of the Network

### Apps usage activity
Latest data available for: Jun 22, 2019

- **Email**
- **Drive**
- **Calendar**
- **Google+**
- **Classroom**

<table>
<thead>
<tr>
<th>Date</th>
<th>Total Emails</th>
<th>Files added</th>
<th>Video Hangouts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 26</td>
<td>2.6 M</td>
<td>362,816</td>
<td>112</td>
</tr>
<tr>
<td>Jan 17</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb 8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar 25</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apr 16</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jun 22</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### File sharing activity
Latest data available for: Jun 21, 2019

- **External shares**: 172,170
- **Internal shares**: 374,667

<table>
<thead>
<tr>
<th>Public</th>
<th>Anyone With Link</th>
<th>Outside Domain</th>
<th>Within Domain</th>
<th>Private</th>
</tr>
</thead>
<tbody>
<tr>
<td>222</td>
<td>2,875</td>
<td>160,673</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### User Status
Latest data available for: Jun 20, 2019

- **4,871** Users
- **1** Blocked
- **324** Suspended
- **0** Archived
- **4,546** Active

### Security
Latest data available for: Jun 20, 2019

- **1,314** External apps installed
- **4,851** Users not enrolled in 2 Step Verification
- **4,869** Users allowed access to less secure apps
Many system within the enterprise have moved to the network.

- HVAC
- Cameras
- Clocks
- Time Clocks
- Intercoms
- Phones
- Printers
- Wifi AP
- Personal Assistants
- ACT Testing

- Promethean boards
- Standards Testing
- Scanners
- Point of Sales
- Sound Systems
- Signs
- TV’s
- Copiers
- Credit card Terminals
- Tablets
Security Issues

- Issues we’ve been watching out for...
  - Phishing – “Hey, are you busy?”
  - Ransomware – Florida City - $600,000
  - The Cloud – Is there anybody out there?
  - Cryptocurrency Mining - Bitcoin
Security Issues

- Things to watch in the future
  - IoT – Internet of Things....
  - AI – Artificial Intelligence
  - SB 403 – Senate Bill
Thank you for allowing us to serve you for 15 years!

Questions?