

**Information Technology Services
Monthly Performance Report
Mr. Gavin Guynes, Director**

Jackson Public Schools

OpStats



***Do the work, do it well, do it on time,
and make no provision for failure.***

Dr. Earl Watkins, Superintendent

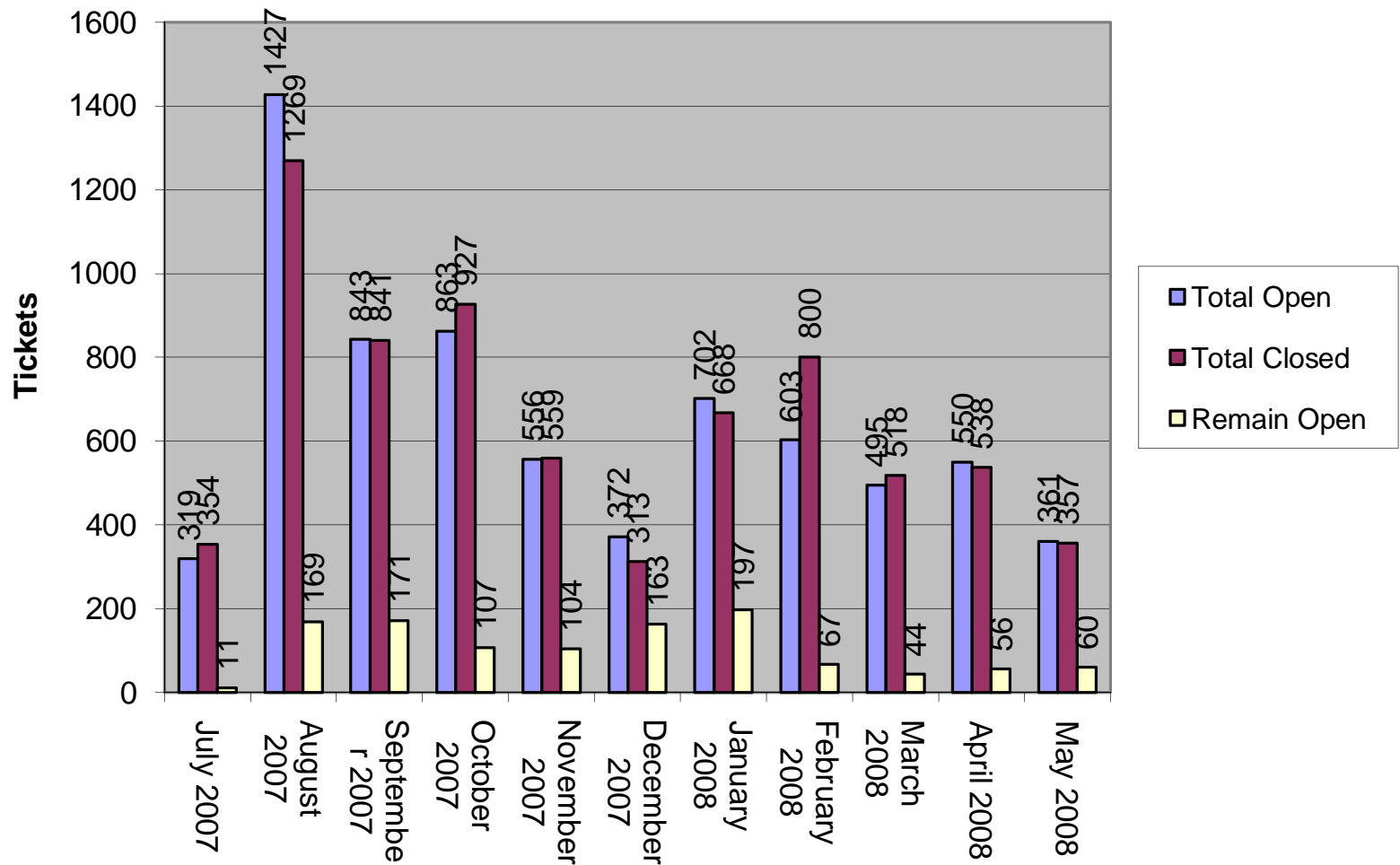
Michael Thomas, Deputy Superintendent for Operations

For Month Ending: May 31, 2008

Report Date: June 26, 2008

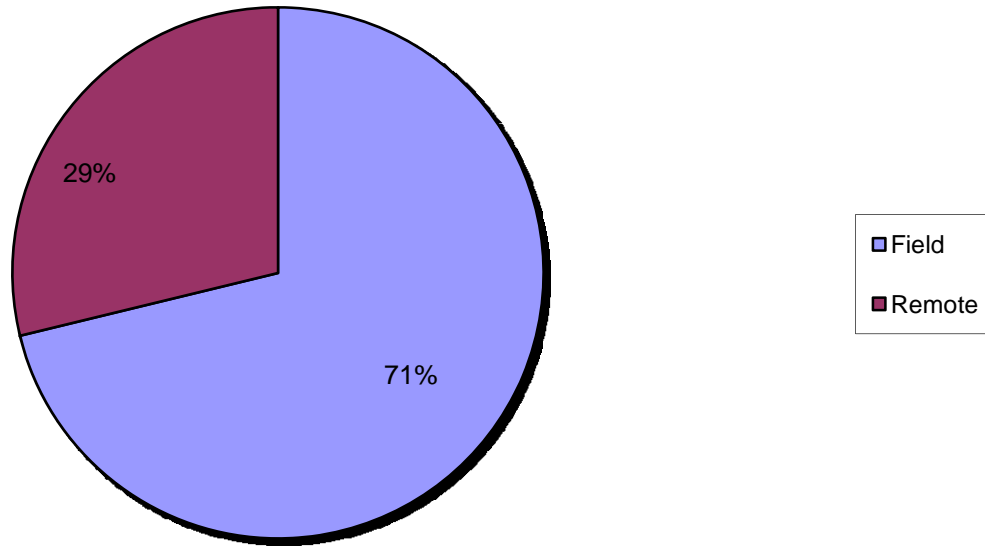
<http://www.jackson.k12.ms.us/departments/operations/operations.htm>

Total Tickets Opened v. Total Tickets Closed 07 - 08 School Year



Our goal was to have less than 200 tickets open at the end of a month. As you can see, we have met that goal each month.

**Field Calls v. Remote Calls
Month of May 2008**



Our goal was 50% remote support each month. We have yet to reach that goal in any given month. We will be reviewing our practices for the coming school year to increase remote support.

Incident Report

Open & Closed Call Summary

Opened From : **May 01, 2008** To **May 31, 2008**


Sorted By : **Urgency ID**

| Urgency ID | Open | Closed | Average Time To Close (DD:HH:MM) |
|------------------------|------|--------|----------------------------------|
| | | | To May 31, 4:37 pm |
| DELIVERY | 4 | 4 | 21:19:43 |
| ELECTRONICS | 1 | 0 | 26:6:7 |
| HIGH | 26 | 26 | 6:19:31 |
| IN WARRANTY | 4 | 4 | 21:18:57 |
| AWAITING USER RESPONSE | 5 | 3 | 22:13:22 |
| NORMAL | 317 | 264 | 12:15:38 |

Grand Total of Calls: **361** **301**

Goals:



- Delivery - 14 days
- High - 7 days
- In Warranty - 14 days
- Pending - N/A
- Normal - 14 days



Administrator
Logout | Preferences | Help

WorkspaceRisk DashboardSearchReportsCategoriesPoliciesWorkflowAdministrationHelp

Search: Event Query Results

 Actions  Group By  Back to Query

34 Groups

| | |
|---|---------------|
| Category: Games | 112579 Events |
| Category: Sports | 61285 Events |
| Category: Adult | 42038 Events |
| Category: Resignation | 11531 Events |
| Category: Gambling | 8518 Events |
| Category: anonymizer | 6198 Events |
| Category: Personal Information | 5629 Events |
| Category: Web & Blog Postings | 5199 Events |
| Category: Trading | 3295 Events |
| Category: Substance Abuse | 3145 Events |
| Category: Conflict | 3059 Events |
| Category: IM & Chat | 2013 Events |
| Category: Gangs | 1466 Events |
| Category: Weapons | 1364 Events |
| Category: Mailing Lists | 1322 Events |
| Category: Plagiarism | 1025 Events |
| Category: Racism | 888 Events |
| Category: Social Security Number | 474 Events |
| Category: Encrypted - SSH | 185 Events |
| Category: Info Hiding Research | 161 Events |
| Category: Hacker Research | 110 Events |

This is just an informational item to show that we monitor district Internet usage and identify what type of usage occurs.