

# Office of the Chief Business Officer

**Technology**

**May 19, 2011**

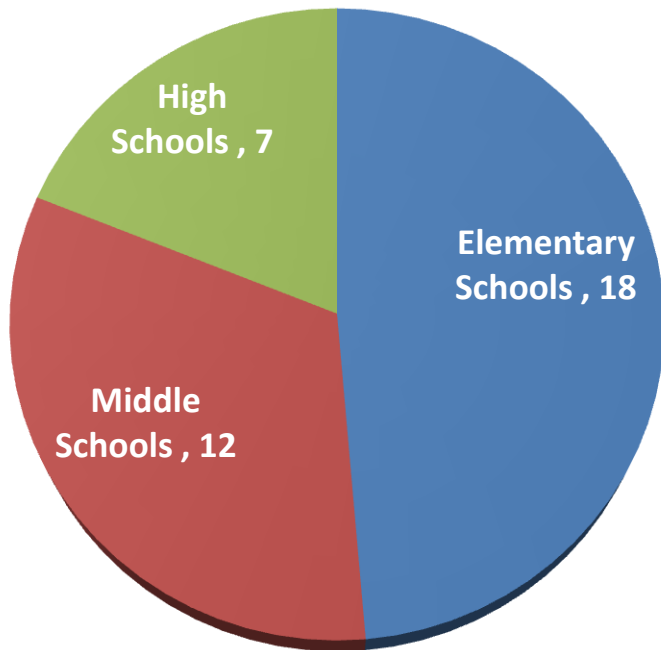
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# Technology

Progress Indicators		Fidelity Indicators	
		Item	Status
SIS Helpdesk Calls	<b>Total requests open (235)</b> 	Number of requests closed	5,789
	<b>Avg. # of days to resolve SIS requests (2.6)</b> 	Priority 1 requests Priority 2 requests Priority 3 requests	2.1 0 2.6
Technology helpdesk calls	<b>Total requests open (36)</b> 	Number of requests closed	27,550
	<b>Avg. # of days to resolve helpdesk calls (1.6)</b> 	Priority 1 requests Priority 2 requests Priority 3 requests	0.5 1.5 2.2
Computers by school	<b>Avg. # of students per computer (2.23)</b> 	Elementary students per computer Middle School students per computer High School students per computer	2.4 2 1.9



# Schools without wireless connectivity



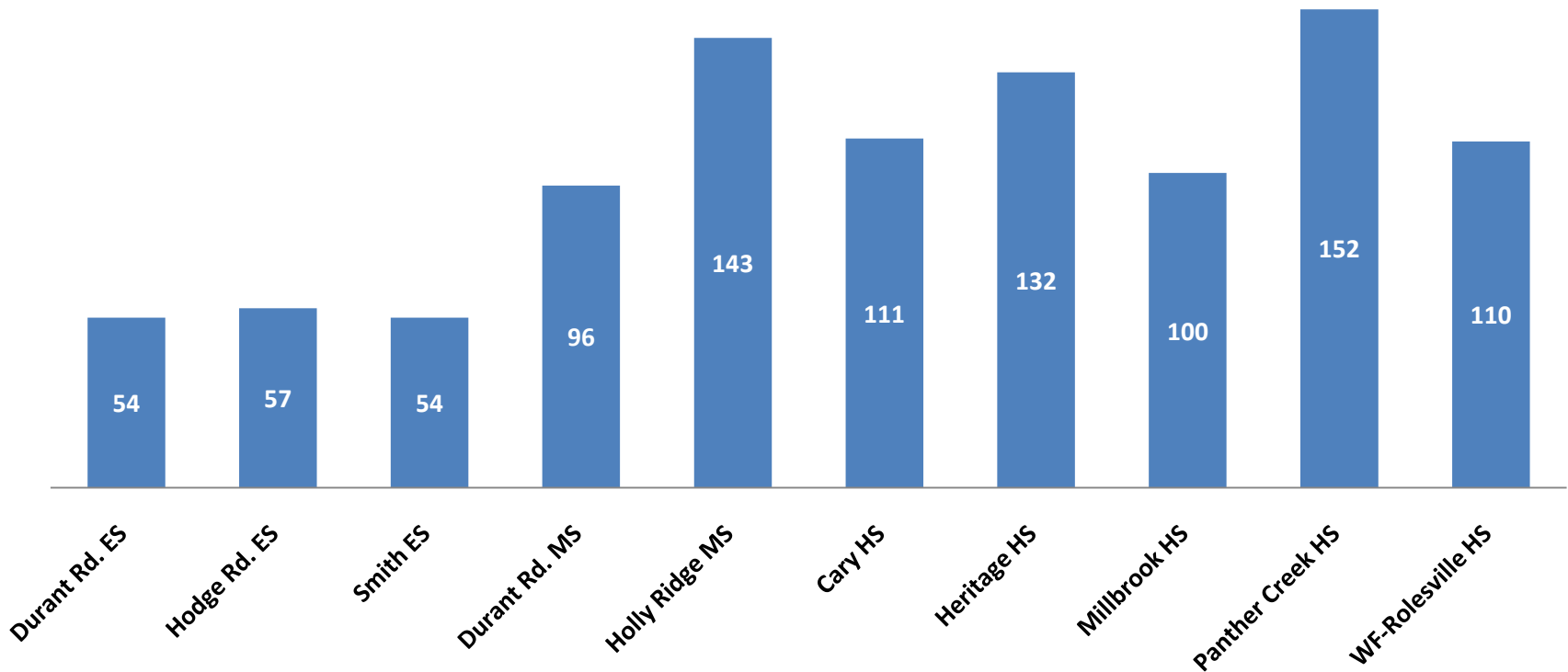
Schools	Schools	Schools
Apex HS	Athens Dr. HS	Briarcliff ES
Carnage MS	Cary ES	Davis Dr. ES
Dillard Dr. ES	Dillard Dr. MS	Durant Rd. ES
Durant Rd. MS	East Wake MS	Enloe HS
Fuquay-Varina ES	Fuquay-Varina MS	Garner HS
Green ES	Green Hope HS	Hunter ES
Middle Creek HS	Millbrook ES	Moore Square MS
North Garner MS	Oak Grove ES	Reedy Creek ES
Reedy Creek MS	Salem ES	Swift Creek ES
Wake Forest MS	Wakefield MS	Wakefield HS
Wendell ES	West Cary MS	Wilburn ES
Wiley ES	York ES	Zebulon ES
Zebulon MS		

## Top 10 Student Information Systems requests

Type of Call	Total
<b>NC WISE Application</b>	<b>4,383</b>
<b>User Mgmt/Security</b>	<b>1,457</b>
<b>AIS Mainframe</b>	<b>397</b>
<b>UERS Reports</b>	<b>375</b>
<b>10-day head count</b>	<b>141</b>
<b>SAM (School Assistant Module)</b>	<b>112</b>
<b>School Business Process</b>	<b>51</b>
<b>SAGE (Services for Academically Gifted Education)</b>	<b>46</b>
<b>ORCA (Online Elementary Report Card)</b>	<b>42</b>
<b>SPAN (Student/Parent Access Network)</b>	<b>34</b>

# Top 10 calls to Student Information System

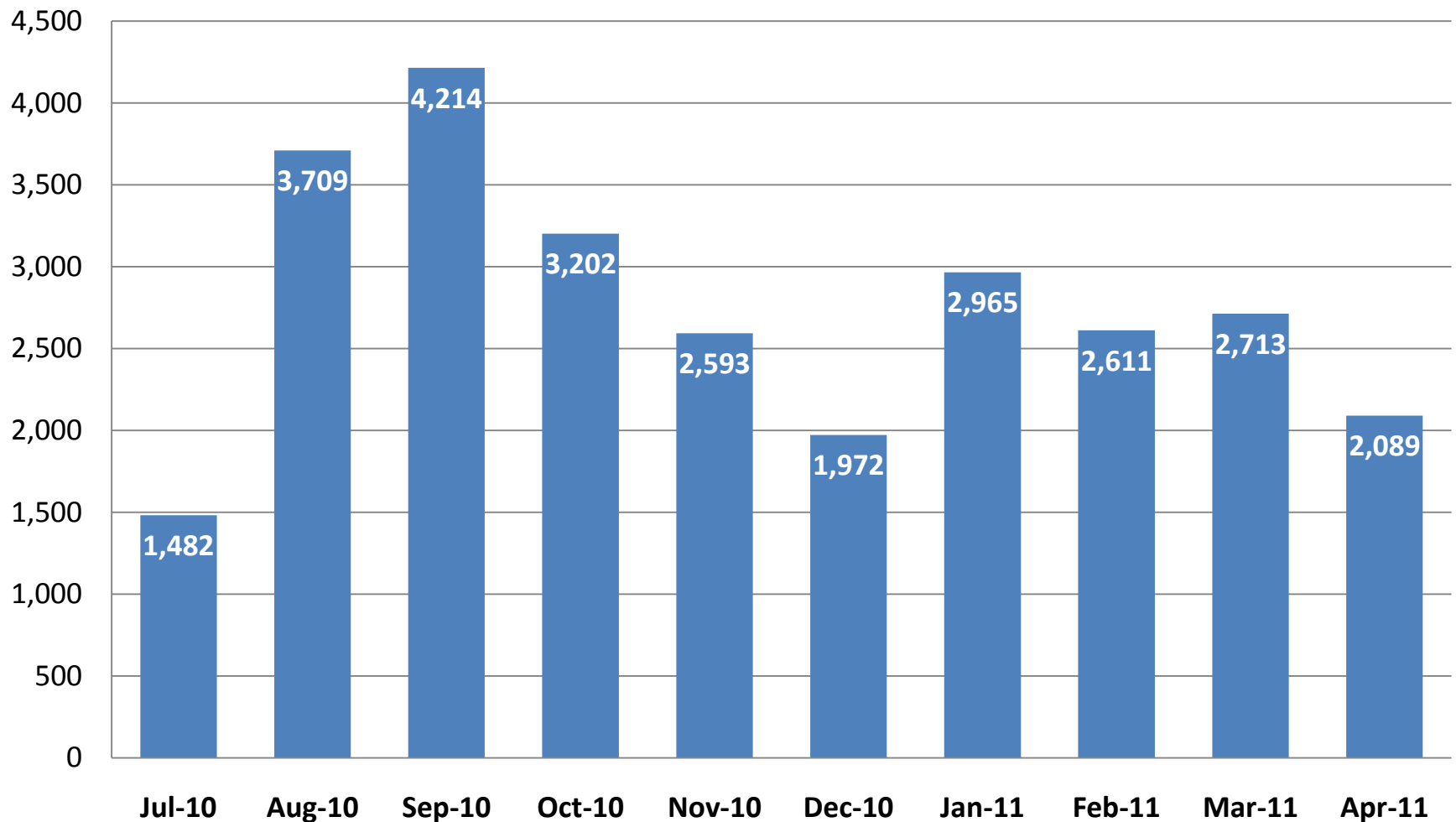
**Top 10 schools with calls to Student Information Systems**



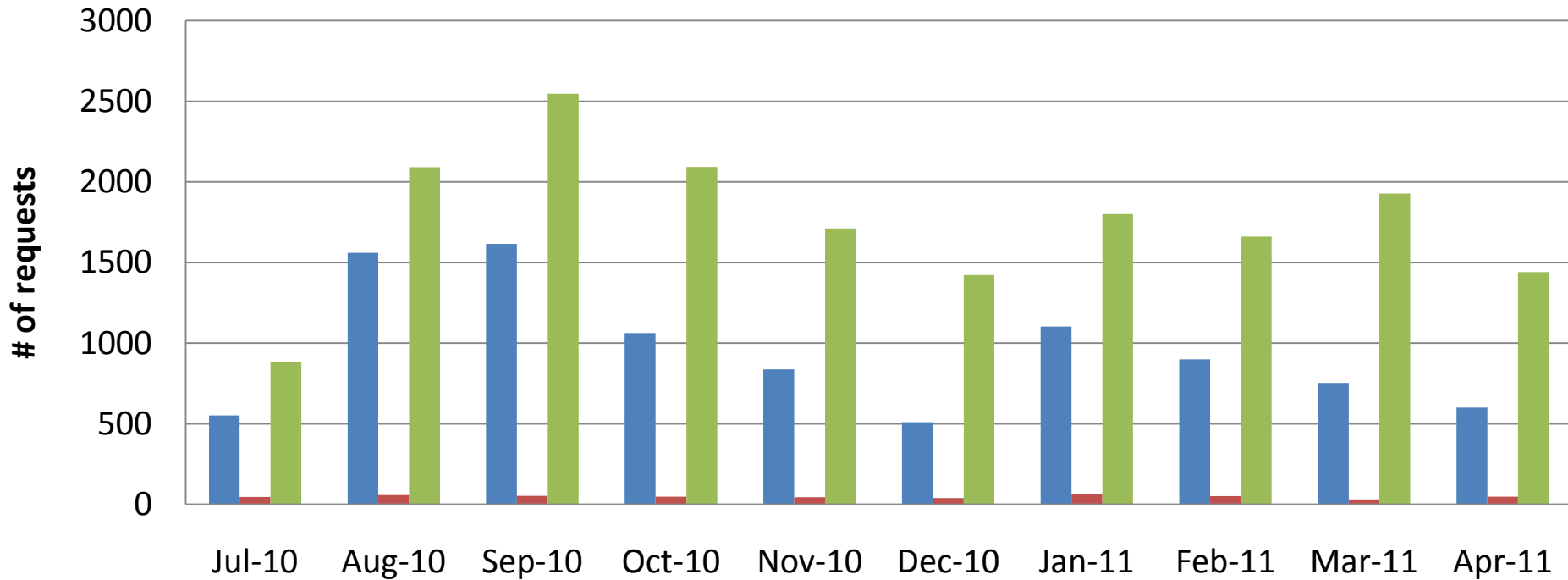
## Top 10 Technology Helpdesk requests

Type of Call	Central Services	School Site	Total
Network	466	<b>11,668</b>	12,134
Software	557	8,508	9,065
Email Access	<b>824</b>	3,025	3,849
Desktop Hardware	76	2,371	2,447
Laptop Hardware	71	1,353	1,424
Printer Hardware	47	1,203	1,250
Oracle Application	505	577	1,082
EASi Apps	59	<b>451</b>	510
Infrastructure	24	407	431
Blackboard	60	367	427

# Technology Helpdesk requests closed



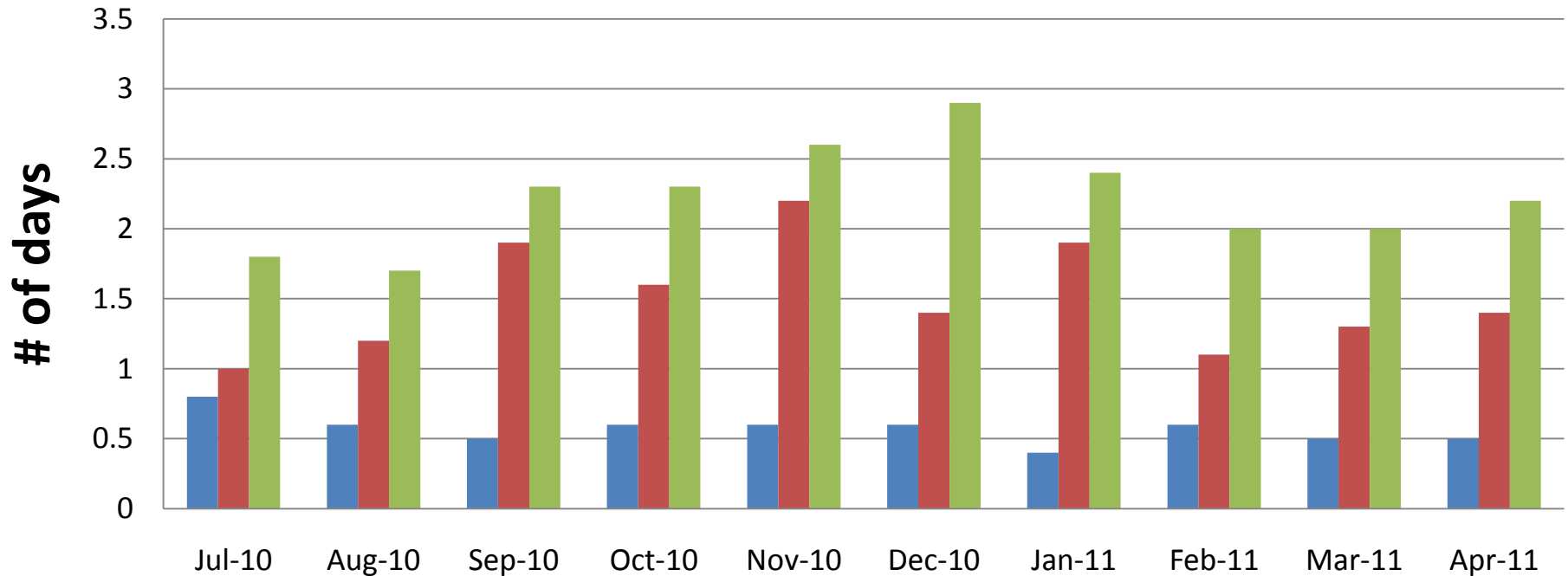
# Resolution Report



	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11
■ Priority 1	552	1,560	1,615	1,062	837	510	1,103	899	754	601
■ Priority 2	46	58	52	48	45	39	62	51	31	47
■ Priority 3	884	2,091	2,547	2,092	1,711	1,423	1,800	1,661	1,928	1,441

# Resolution Report

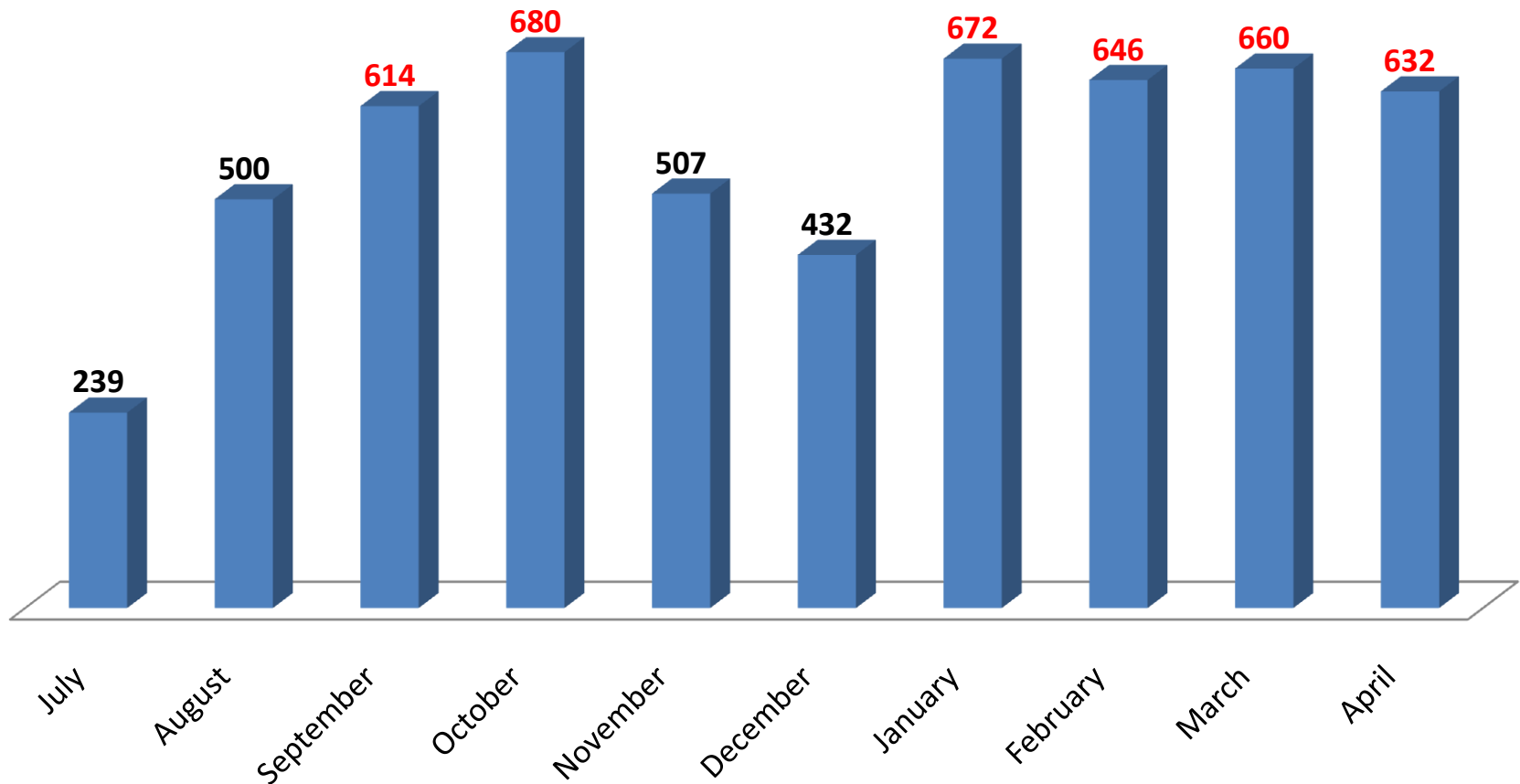
**Avg. Resolution Time by priority**



	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11
■ Priority 1	0.8	0.6	0.5	0.6	0.6	0.6	0.4	0.6	0.5	0.5
■ Priority 2	1	1.2	1.9	1.6	2.2	1.4	1.9	1.1	1.3	1.4
■ Priority 3	1.8	1.7	2.3	2.3	2.6	2.9	2.4	2	2	2.2

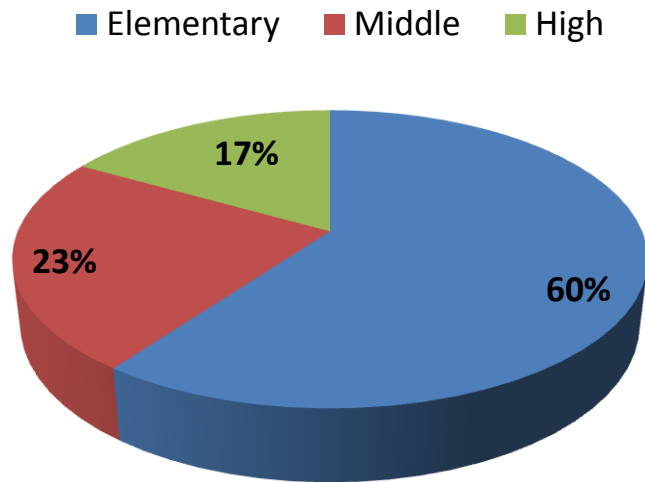
# School Messenger

School Messenger Usage by schools (monthly)

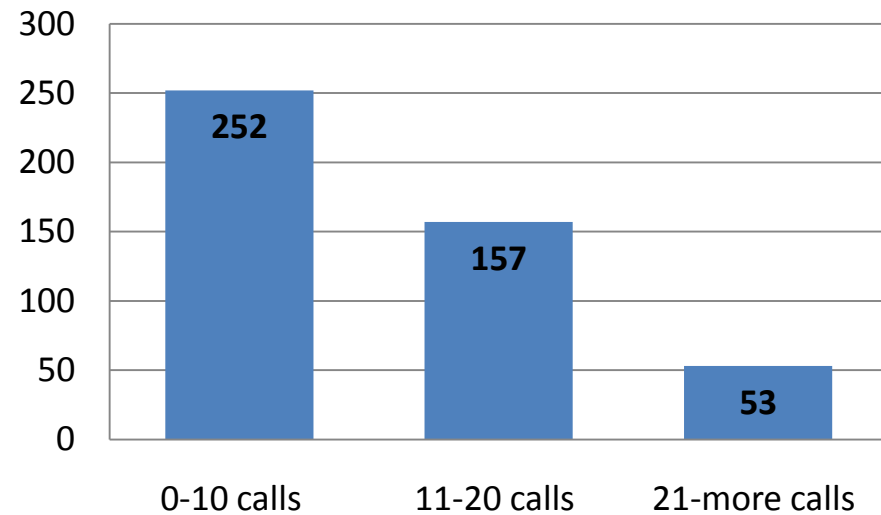


# School Messenger Drilldown: Usage by level

**Usage of School Messenger by level**

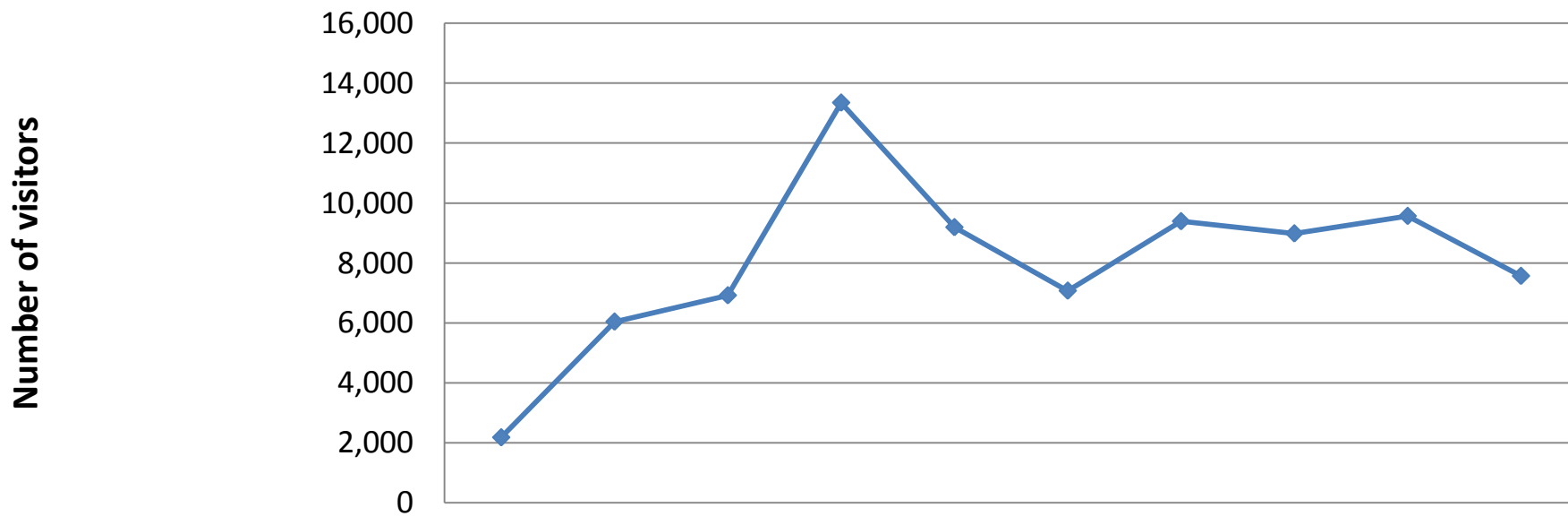


**Amount of calls from schools**



# CMAPP site hits

**Average unique visitors = 8,027**



**Jul-10 Aug-10 Sep-10 Oct-10 Nov-10 Dec-10 Jan-11 Feb-11 Mar-11 Apr-11**

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11
◆ Avg. Unique visitors = 8,027	2,181	6,042	6,920	13,348	9,192	7,074	9,391	8,985	9,567	7,568

## CMAPP site hits

Month	Visits per visitor	Pages per visitor
July 2010	2.2	80.9
August 2010	2.2	55.3
September 2010	2.7	46.7
October 2010	2.7	43.2
November 2010	3.0	43.4
December 2010	2.5	40.7
January 2011	3.1	48.2
February 2011	3.1	48.0
March 2011	3.1	55.8
April 2011	2.8	40.3

Avg. visits per visitor = 2.74

Avg. pages per visitor = 50.25

## Computers by school

Elementary Schools Access to computers	Middle Schools Access to computers	High Schools Access to computers
Range of <b>1.4 to 3.9</b> avg. students per computers	Range of <b>.3 to 3.3</b> avg. students per computer	Range of <b>.6 to 3.2</b> avg. students per computer
Range of <b>4 to 10</b> avg. computers per classroom	Range of <b>6 to 20</b> avg. computers per classroom	Range of <b>6 to 29</b> avg. computers per classroom

## Computers by school

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- System-wide equitable access formulas/plans
  - CIP refresh limited / Distribution formula issues
  - Consistent standards for new CIP
  - No funding in Operating budget
  - CIP 2006/School Technology Replacement/Grants/Business community
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# Issues

## Issues that require action or addressing in the next:

Next 30 days	30-60 days	60-90 days
Track school wireless installation	Track school wireless installation	Track school wireless installation
Data Center relocation	Data Center relocation	
NC Wise Integration w/ NC DPI	NC Wise Integration w/ NC DPI	NC Wise Integration w/ NC DPI
Mainframe Migration	Mainframe Migration	Mainframe Migration
Oracle R12 upgrade	Oracle R12 upgrade	
Inventory of School Classroom Interactive devices		
Blackboard Application Upgrade	Blackboard Application Upgrade	
		PC Refresh planning