

Denton ISD Technology Access

First Week of School



TECHNOLOGY STATUSES • UPDATED AS OF 3 P.M. 08/31/2020

Due to the significant increase in use and dependence on district technology services, this page will provide the latest tech status updates to our families. [Need password assistance? Click here!](#) If you need additional assistance, please email techstatus@dentonisd.org.

SERVICE STATUSES



Canvas:
Experiencing minor issues



District Phones:
Functioning Properly



Google for Education:
Functioning Properly



HAC / TAC:
Functioning Properly



Microsoft Office 365:
Functioning Properly



Seesaw:
Experiencing minor issues



Single Sign-On Portal:
Functioning Properly



Zoom:
Intermittent service issues

NETWORK HEALTH



PARENT EDUCATION & SUPPORT HOTLINE

Wednesday, Aug. 26 through Friday, Sept. 4

9 a.m. until 7 p.m.

English: (940) 369-0545

Español: (940) 369-2310

Parents can receive assistance on a variety of topics such as:

- Canvas
- Seesaw
- Device log-in
- Attendance
- Meal service
- Safety protocols
- Transportation

Jet Packs Distributed -2,833

Chromebooks Distributed - 12,990

Total Chromebooks - 25,616

Total Students - 30,369

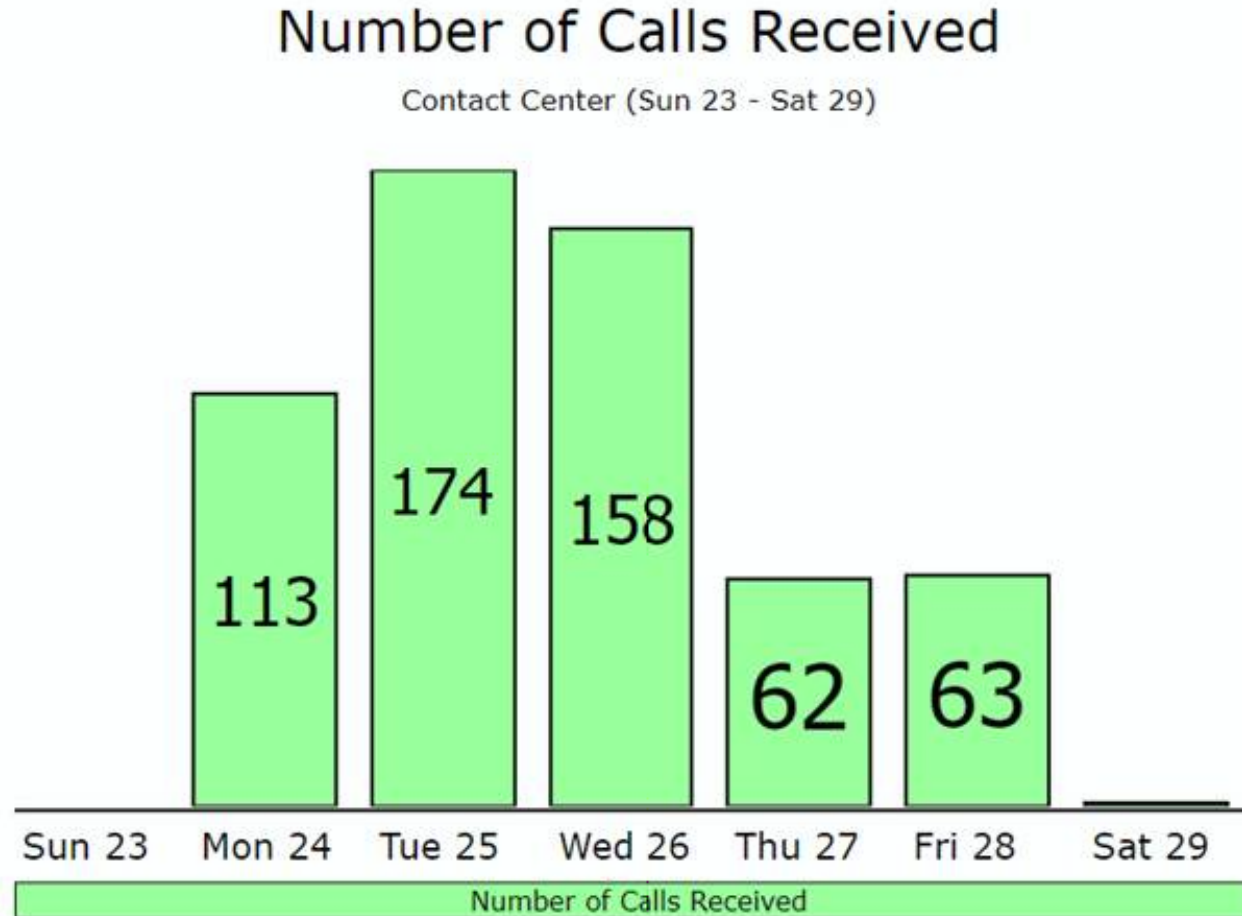
Campus	Principal	Total Students	Total cBooks	Number of Chromebooks to send home	Jet Packs Sent	Ratio of Chromebooks to students	Additional requestedRequested	
BHS Zone								
Braswell High	DeCorian Hailey	2480	1522	644	120	0.62	sent additional 219	
Navo Middle	Beth Kelly		1039	852	600	88	0.82	
Rodriguez Middle	Renee Koontz		946	907	478	60	0.95	
Bell Elementary	Lauren Shapiro		655	509	215	20	0.77	
Cross Oaks Elementary	Matt Preston		664	517	230	40	0.73	sent additional 31
Paloma Creek Elementary	Natalie Mead		644	454	250	90	0.65	sent additional 35
Providence Elementary	Jairia Diggs		507	463	215	20	0.91	
Savannah Elementary	Michael McWilliams		669	640	253	90	0.91	
Union Park Elementary	Lorena Salas		732	531	237	60	0.75	

Campus	Principal	Total Students	Total cBooks	Number of Chromebooks to send home	Jet Packs Sent	Ratio of Chromebooks to students	Additional requestedRequested	
DHS Zone								
Denton High	Joel Hays	20280	1330	1022	200	0.64		
Davis	Ronald Watkins		135					
Calhoun Middle	Paul Martinez		667	776	430	100	1.14	
McMath Middle	Buddy Dunworth		792	769	517	100	0.94	
Alexander Elementary	Lindsay Henderson		567	491	359	160	0.83	
Borman Elementary	Emily McLarty		452	377	318	80	0.86	
Evers Park Elementary	Linda Tucker		544	523	255	80	0.88	
Gonzalez SYC	Felicia Sprayberry		254	69	63 and 1 Ipad	20	0.29	
Houston Elementary	Teresa Andress		552	413	216	20	0.76	
Newton Rayzor Elementary	Cecilia Holt		624	558	308	90	0.89	
WS Ryan Elementary	Nicole Poole		546	547	217	40	1.01	

Campus	Principal	Total Students	Total cBooks	Number of Chromebooks to send home	Jet Packs Sent	Ratio of Chromebooks to students	Additional requestedRequested	
GHS Zone								
Guyer High	Shaun Perry	2643	2136	813	100	0.81		
Harpool Middle	Jeff Smith		882	1072	606	43	1.22	gave us 167. 10 of those were not working.
Crownover Middle	Charlene Parham		876	764	309	40	0.87	
Adkins Elementary	Erin Vennell		441	490	184	20	1.12	
Blanton Elementary	Linda Bozeman		475	564	207	18	1.18	
EP Rayzor Elementary	Mary Dunlevy		314	402	139	6	1.3	gave us 150
Hawk Elementary	Robin Brownell		577	489	174	5	0.73	
McNair Elementary	Lacey Hailey		526	494	313	60	0.91	
Nelson Elementary	Erika Timmons		572	466	226	10	0.79	

Campus	Principal	Total Students	Total cBooks	Number of Chromebooks to send home	Jet Packs Sent	Ratio of Chromebooks to students	Additional requestedRequested	
RHS Zone								
Ryan High	Vernon Reeves	2210	1459	955	205	0.67		
Fred Moore	Jacqueline San Miguel-Lozano		69	87	43	20	1.17	
Myers Middle	Trey Peden		856	879	534	200	0.98	
Strickland Middle	Kathleen Carmona		923	943	198	240	1.01	
Ginnings Elementary	Cornelius Anderson		584	468	271	80	0.76	
Hodge Elementary	Andrea Hare		582	542	258	100	0.89	
Pecan Creek Elementary	Amanda Bomar		650	599	250	60	0.93	
Rivera Elementary	Marvyn White		536	467	279	70	0.83	
Stephens Elementary	Chris Rangel		370	296	184	30	0.78	
Wilson Elementary	Caleb Leath		573	453	267	40	0.78	sent additional 25
AWSYC	Angela Hellman		305	79	16	8		
Sparks	Anthony Sims		43	84				

First Week Help Desk Statistics

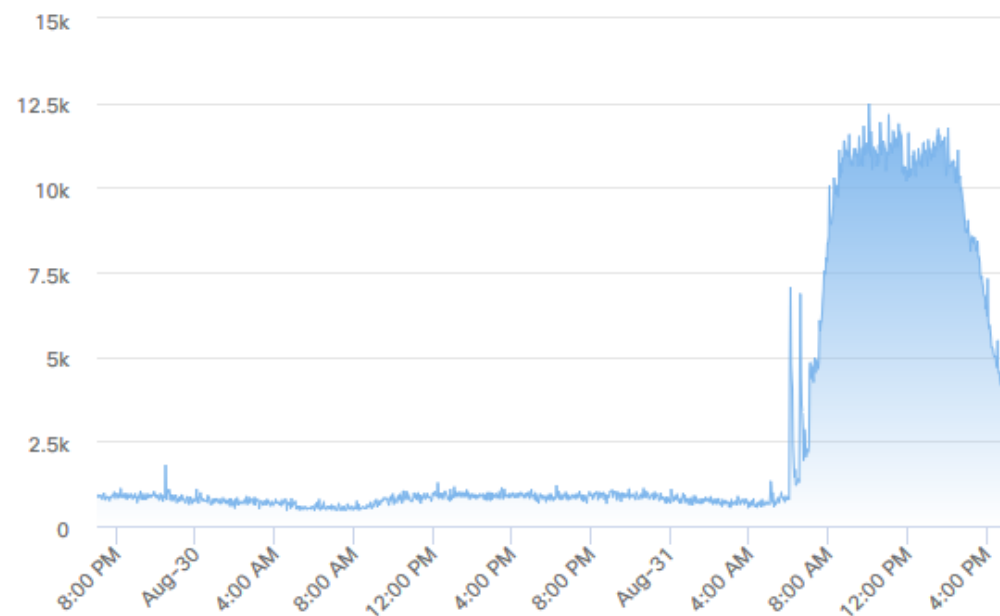


377 completed calls - 129 calls in progress - 64 calls user initiated disconnected

Netflows over time



8/26/20



9/1/20

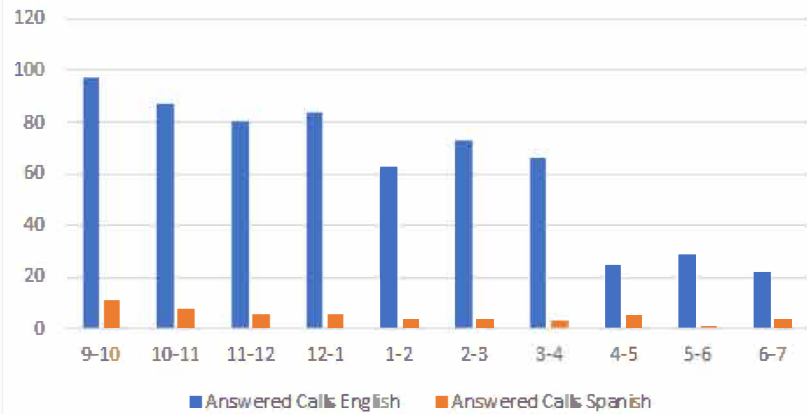
12.5k flows/sec represents a little bit more than 1/3 the total number of flows we're licensed for on Stealthwatch. Last school year when we brought Swatch online, we were regularly tracking around 20k flows/sec. So while we're not seeing as many active sessions currently (since there are so many fewer wireless clients on the network) – we are seeing a lot more traffic being transferred per session (which is consistent with heavy videoconference use).

8Gbps up + 8Gbps down would have been 80% utilization on our single 10GB link from Region 11. With our additional 10GB link, we're handling surge traffic with ease. And optimizations we've made on the Firepowers to fastpath Zoom and Teams traffic has helped us keep system utilization low on the security appliances while only minimally impacting our security posture.

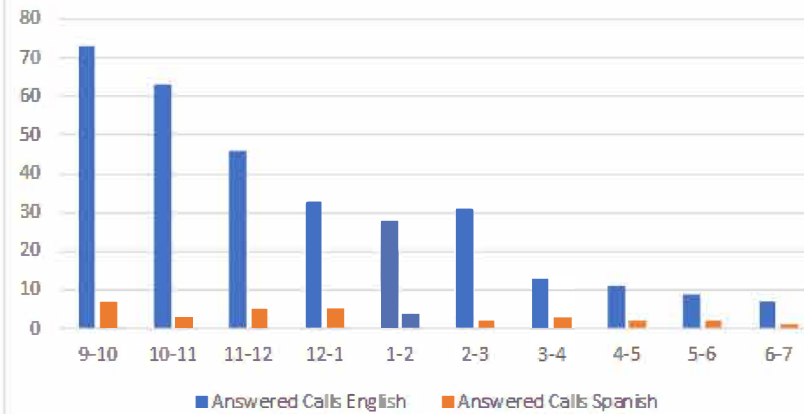
On 8/28/20, we handled 2,130 Teams meetings and 1,735 Zoom meetings.

First three days of school call center data

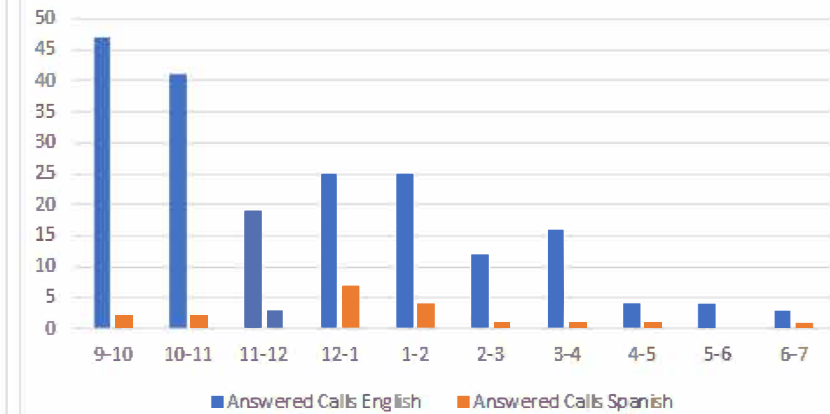
Call Center Data 8/26/20



Call Center Data 8/27/20

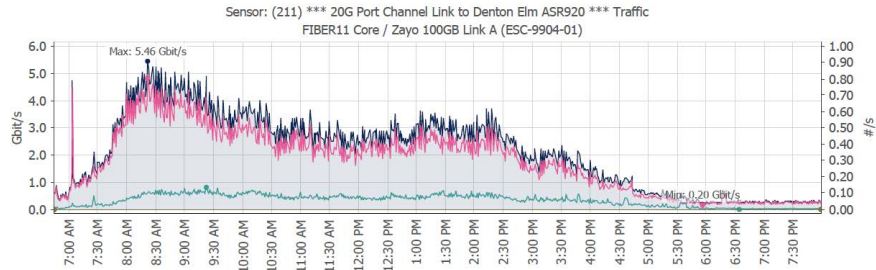


Call Center Data 8/28/20

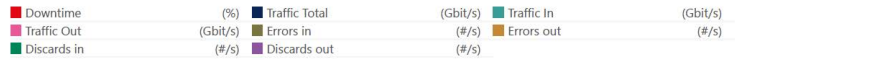


Fiber 11 Utilization

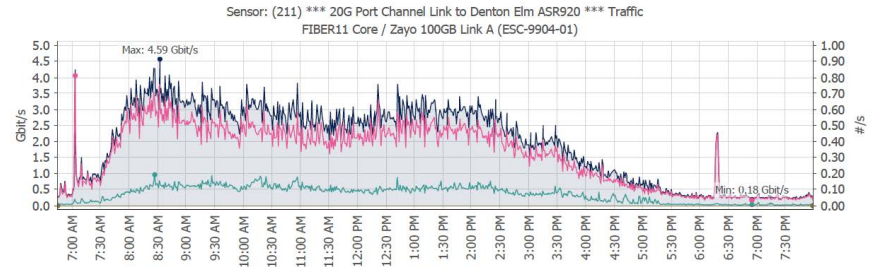
Report Time Span:	8/26/2020 6:45:00 AM - 8/26/2020 8:00:00 PM		
Sensor Type:	SNMP Traffic 64bit (60 s Interval)		
Probe, Group, Device:	Local Probe > FIBER11 Core > Zayo 100GB Link A (ESC-9904-01)		
Cluster Node:	PRTG Network Monitor (Fiber11)		
Uptime Stats:	Up:	100 % [13h 14m 16s]	Down:
Request Stats:	Good:	100 % [797]	Failed:
Average (Traffic Total):	2.12 Gbit/s		
Total (Traffic Total):	11,794 GB		



PRTG Network Monitor 20.2.58.1629



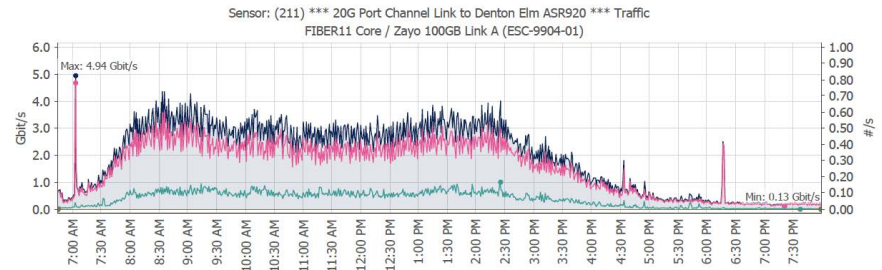
Report Time Span:	8/27/2020 6:45:00 AM - 8/27/2020 8:00:00 PM		
Sensor Type:	SNMP Traffic 64bit (60 s Interval)		
Probe, Group, Device:	Local Probe > FIBER11 Core > Zayo 100GB Link A (ESC-9904-01)		
Cluster Node:	PRTG Network Monitor (Fiber11)		
Uptime Stats:	Up:	100 % [13h 14m 03s]	Down:
Request Stats:	Good:	100 % [796]	Failed:
Average (Traffic Total):	1.96 Gbit/s		
Total (Traffic Total):	10,863 GB		



PRTG Network Monitor 20.2.58.1629



Report Time Span:	8/28/2020 6:45:00 AM - 8/28/2020 8:00:00 PM		
Sensor Type:	SNMP Traffic 64bit (60 s Interval)		
Probe, Group, Device:	Local Probe > FIBER11 Core > Zayo 100GB Link A (ESC-9904-01)		
Cluster Node:	PRTG Network Monitor (Fiber11)		
Uptime Stats:	Up:	100 % [13h 14m 03s]	Down:
Request Stats:	Good:	100 % [796]	Failed:
Average (Traffic Total):	1.95 Gbit/s		
Total (Traffic Total):	10,800 GB		



PRTG Network Monitor 20.2.58.1629



At peak consumption, we are utilizing approximately 15 % of capacity