

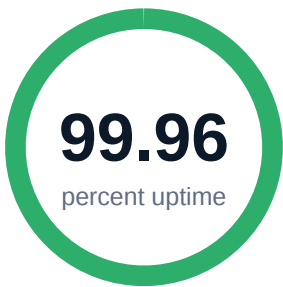
Helendale School District

Network Operations Report

Public Report

Executive summary prepared for the Helendale community and the Board of Trustees.
Generated September 20, 2026 at 10:38 PM

NETWORK SCORECARD



District Availability

65,859

NETWORK CHECKS

610

AUTOMATIC SWITCHOVERS

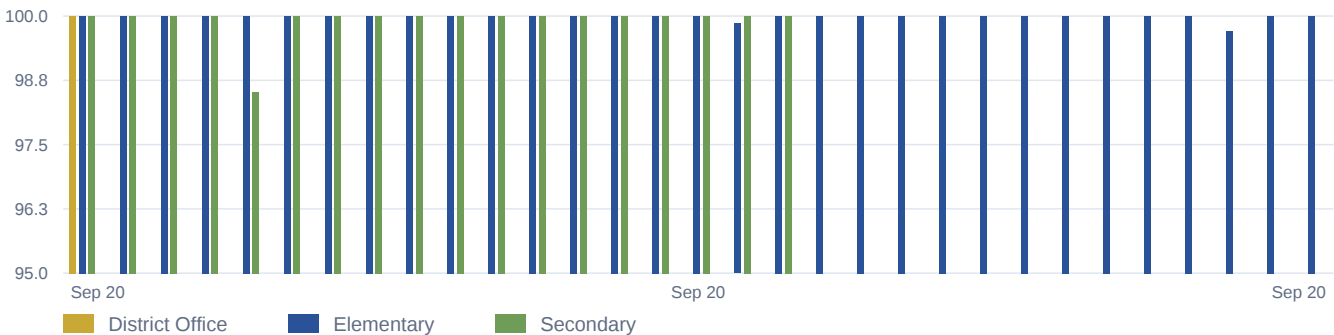
0h 16m

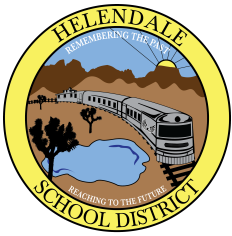
TOTAL DOWNTIME

What this means: across the last 30 days, the district internet was available 99.96 percent of the time. Every school connects through two independent internet paths, and when one path has trouble the network switches to the other automatically, usually without anyone noticing. The figures and charts below show how each school performed.

DAILY UPTIME BY SCHOOL

Each bar is one day for one site. Taller is better; the scale starts at 95 percent so small dips are visible.



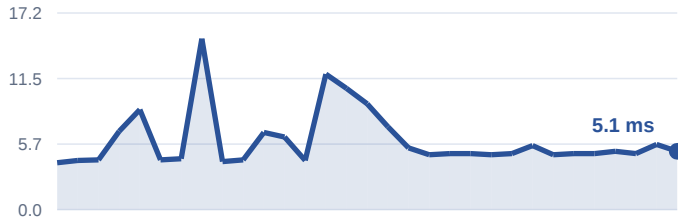


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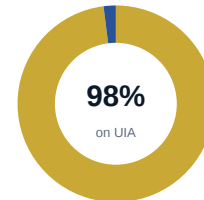
SPEED AND REDUNDANCY

Response time trend



Average time for data to travel to the internet and back, in milliseconds. Lower is faster; anything under 30 ms is excellent for schools.

Which path carried traffic



■ UIA county fiber ■ Frontier backup

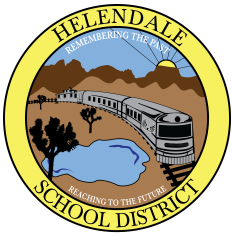
The county fiber carries traffic day to day; the Frontier line stands ready and takes over automatically when needed.

SITE BY SITE DETAIL

Site	Uptime %	Min %	Max %	Avg Latency	Failovers	Alerts
District Office	100.00%	100.00%	100.00%	6.1 ms	0	155
Elementary School	99.99%	99.71%	100.00%	5.9 ms	454	1522
Secondary School	99.90%	98.52%	100.00%	7.6 ms	156	604

KEY PERFORMANCE INDICATORS

Metric	Value	Status
Service Level Agreement (SLA)	99.9% target	MET
Worst Single Day Uptime	99.29%	GOOD
Total Network Failovers	610	HIGH
Redundancy Status	Dual-Path Active	PROTECTED



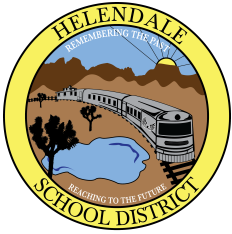
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AUTOMATIC SWITCHOVER LOG

Each entry below is a moment when the network switched between its two internet providers automatically. These switchovers are the redundancy working as designed, keeping students and staff online without interruption.

Date/Time	Site	Path Change	Duration	Reason
09/21/2026 02:16	HES	UIA to FRONTIER	420m 13s	auto
09/20/2026 22:38	HES	FRONTIER to UIA	-420m -54s	auto
09/20/2026 22:37	HES	FRONTIER to UIA	-420m -26s	auto
09/20/2026 22:37	HES	FRONTIER to UIA	-420m -56s	auto
09/20/2026 22:36	HES	FRONTIER to UIA	-420m -29s	auto
09/20/2026 22:36	HES	FRONTIER to UIA	-420m -59s	auto
09/20/2026 22:35	HES	FRONTIER to UIA	-420m -31s	auto
09/20/2026 22:35	HES	FRONTIER to UIA	-420m -4s	auto
09/20/2026 22:34	HES	FRONTIER to UIA	-420m -34s	auto
09/20/2026 22:34	HES	FRONTIER to UIA	-420m -7s	auto
09/20/2026 22:33	HES	FRONTIER to UIA	-420m -37s	auto
09/20/2026 22:33	HES	FRONTIER to UIA	-420m -9s	auto
09/20/2026 22:32	HES	FRONTIER to UIA	-420m -39s	auto
09/20/2026 22:32	HES	FRONTIER to UIA	-420m -11s	auto
09/20/2026 22:31	HES	FRONTIER to UIA	-420m -41s	auto
09/20/2026 22:31	HES	FRONTIER to UIA	-420m -13s	auto
09/20/2026 22:30	HES	FRONTIER to UIA	-420m -43s	auto
09/20/2026 22:30	HES	FRONTIER to UIA	-420m -16s	auto
09/20/2026 22:29	HES	FRONTIER to UIA	-420m -46s	auto
09/20/2026 22:29	HES	FRONTIER to UIA	-420m -18s	auto



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NETWORK ALERTS AND INCIDENTS

Total Alerts: 20 | Critical: 0 | Warnings: 20 | Resolved: 4

[WARNING] HES - Packet loss detected: 20.0%

Network is experiencing 20.0% packet loss

09/21/2026 04:55 | Resolved: 09/21/2026 04:56 (Duration: 0 min)

[WARNING] HES - Packet loss detected: 20.0%

Network is experiencing 20.0% packet loss

09/21/2026 04:07 | Resolved: 09/21/2026 04:08 (Duration: 0 min)

[WARNING] HES - Packet loss detected: 20.0%

Network is experiencing 20.0% packet loss

09/21/2026 04:05 | Resolved: 09/21/2026 04:06 (Duration: 0 min)

[WARNING] HES - Packet loss detected: 20.0%

Network is experiencing 20.0% packet loss

09/21/2026 02:58 | Resolved: 09/21/2026 02:59 (Duration: 0 min)

[WARNING] HES - Path changed: uia to frontier

Network path switched from UIA to FRONTIER

09/21/2026 02:16 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:38 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:37 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:37 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:36 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:36 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:35 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

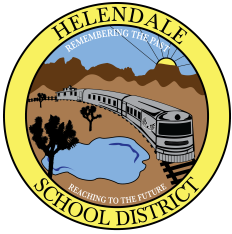
Network path switched from FRONTIER to UIA

09/20/2026 22:35 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:34 | Status: ACTIVE - Not Yet Resolved



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[WARNING] HES - Path changed: frontier to uia

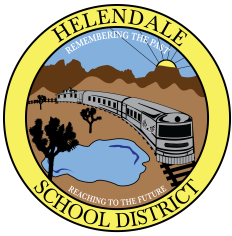
Network path switched from FRONTIER to UIA

09/20/2026 22:34 | Status: ACTIVE - Not Yet Resolved

[WARNING] HES - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

09/20/2026 22:33 | Status: ACTIVE - Not Yet Resolved



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RECOMMENDATIONS AND ACTION ITEMS

[MEDIUM] 610 failover events exceeded acceptable threshold of 10.

Action: Investigate primary path stability. Contact ISP for line quality testing.

COST BENEFIT ANALYSIS

Estimated Downtime Cost:	\$66.67 (based on instruction time)
Failovers Prevented Complete Outage:	610 times
Redundancy ROI:	Continuous service maintained via automatic path switching

Report Generated By: Network Monitoring System v2.0

Prepared For: Community, Board of Trustees, and District Leadership

Questions? Contact: IT Infrastructure Department - it@helendalesd.com

CONFIDENTIAL: This report contains proprietary network information and is intended for authorized Helendale School District personnel only.