

Helendale School District

Network Operations Report

Weekly Report - Last 7 Days

Operational status and performance metrics for the past week.

Generated July 21, 2026 at 5:17 PM

NETWORK SCORECARD



District Availability

28,200

NETWORK CHECKS

22

AUTOMATIC SWITCHOVERS

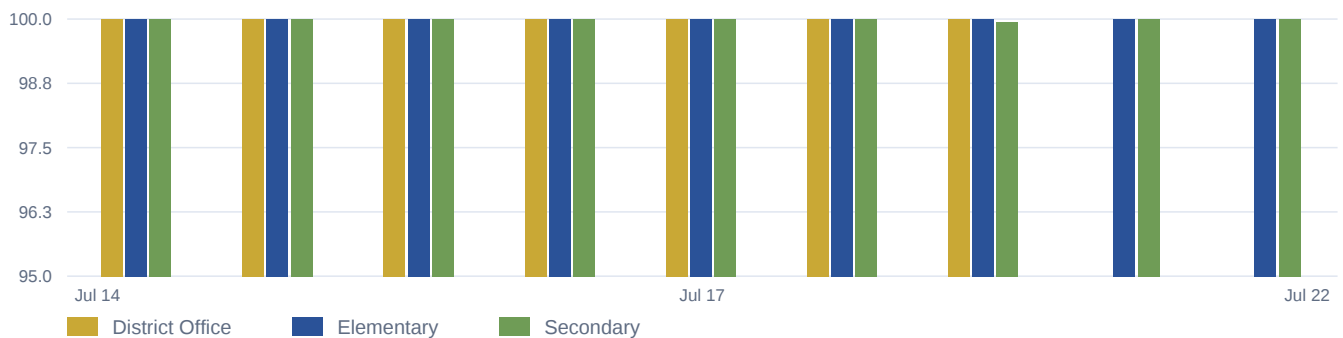
0h 0m

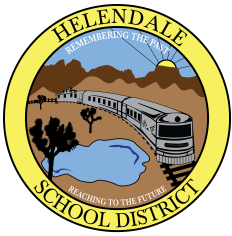
TOTAL DOWNTIME

What this means: across the last 7 days, the district internet was available 100.00 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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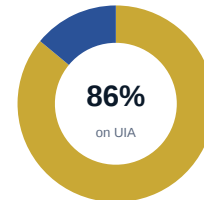
SPEED AND REDUNDANCY

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

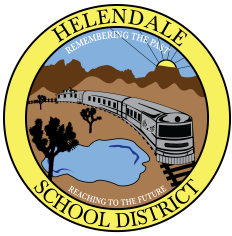
The county fiber carries traffic day to day; the Frontier line stands ready and takes over automatically when needed.

SITE BY SITE DETAIL

Site	Uptime %	Min %	Max %	Avg Latency	Failovers	Alerts
District Office	100.00%	100.00%	100.00%	2.2 ms	8	24
Elementary School	100.00%	100.00%	100.00%	7.3 ms	0	152
Secondary School	99.99%	99.94%	100.00%	3.6 ms	14	39

KEY PERFORMANCE INDICATORS

Metric	Value	Status
Service Level Agreement (SLA)	99.9% target	MET
Worst Single Day Uptime	99.97%	GOOD
Total Network Failovers	22	HIGH
Redundancy Status	Dual-Path Active	PROTECTED



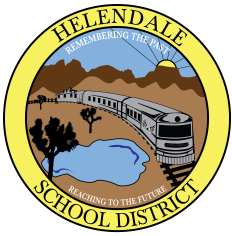
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AUTOMATIC SWITCHOVER LOG

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
07/21/2026 22:39	HSS	FRONTIER to UIA	0m 55s	auto
07/21/2026 22:37	HSS	UIA to FRONTIER	0m 59s	auto
07/21/2026 22:36	HSS	FRONTIER to UIA	0m 55s	auto
07/21/2026 22:30	HSS	UIA to FRONTIER	0m 58s	auto
07/21/2026 19:42	DO	FRONTIER to UIA	0m 54s	auto
07/21/2026 19:41	DO	UIA to FRONTIER	1m 7s	auto
07/21/2026 19:34	HSS	FRONTIER to UIA	0m 54s	auto
07/20/2026 23:40	DO	FRONTIER to UIA	0m 54s	auto
07/20/2026 23:39	DO	UIA to FRONTIER	0m 55s	auto
07/20/2026 21:49	DO	FRONTIER to UIA	0m 54s	auto
07/20/2026 21:48	DO	UIA to FRONTIER	0m 55s	auto
07/20/2026 18:51	HSS	UIA to FRONTIER	0m 59s	auto
07/20/2026 17:28	HSS	UNKNOWN to UIA	0m 55s	auto
07/20/2026 17:27	HSS	UIA to UNKNOWN	1m 20s	auto
07/20/2026 17:16	HSS	UNKNOWN to UIA	0m 55s	auto
07/20/2026 17:15	HSS	UIA to UNKNOWN	1m 24s	auto
07/20/2026 00:52	HSS	UNKNOWN to UIA	1m 7s	auto
07/20/2026 00:51	HSS	UIA to UNKNOWN	3m 27s	auto
07/17/2026 17:34	HSS	UNKNOWN to UIA	0m 57s	auto
07/17/2026 17:33	HSS	FRONTIER to UNKNOWN	79m 46s	auto



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NETWORK ALERTS AND INCIDENTS

Total Alerts: 20 | Critical: 0 | Warnings: 20 | Resolved: 6

[WARNING] HES - Packet loss detected: 20.0%

Network is experiencing 20.0% packet loss

07/22/2026 00:00 | Resolved: 07/22/2026 00:01 (Duration: 0 min)

[WARNING] HSS - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

07/21/2026 22:39 | Status: ACTIVE - Not Yet Resolved

[WARNING] HSS - Path changed: uia to frontier

Network path switched from UIA to FRONTIER

07/21/2026 22:37 | Status: ACTIVE - Not Yet Resolved

[WARNING] HSS - Running on single path

Only one network path available. Redundancy is degraded.

07/21/2026 22:37 | Resolved: 07/21/2026 22:39 (Duration: 1 min)

[WARNING] HSS - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

07/21/2026 22:36 | Status: ACTIVE - Not Yet Resolved

[WARNING] HSS - Path changed: uia to frontier

Network path switched from UIA to FRONTIER

07/21/2026 22:30 | Status: ACTIVE - Not Yet Resolved

[WARNING] HSS - Running on single path

Only one network path available. Redundancy is degraded.

07/21/2026 22:30 | Resolved: 07/21/2026 22:36 (Duration: 5 min)

[WARNING] HES - Packet loss detected: 20.0%

Network is experiencing 20.0% packet loss

07/21/2026 21:25 | Resolved: 07/21/2026 21:26 (Duration: 0 min)

[WARNING] HES - Packet loss detected: 20.0%

Network is experiencing 20.0% packet loss

07/21/2026 20:11 | Resolved: 07/21/2026 20:12 (Duration: 0 min)

[WARNING] DO - Path changed: frontier to uia

Network path switched from FRONTIER to UIA

07/21/2026 19:42 | Status: ACTIVE - Not Yet Resolved

[WARNING] DO - Path changed: uia to frontier

Network path switched from UIA to FRONTIER

07/21/2026 19:41 | Status: ACTIVE - Not Yet Resolved

[WARNING] HSS - Path changed: frontier to uia

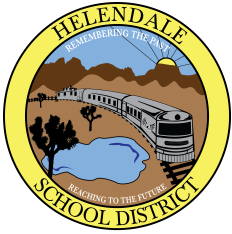
Network path switched from FRONTIER to UIA

07/21/2026 19:34 | Status: ACTIVE - Not Yet Resolved

[WARNING] HSS - Secondary School (HSS) failover to UIA

Active internet path changed from FRONTIER to UIA.

07/21/2026 15:40 | Status: ACTIVE - Not Yet Resolved



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[WARNING] HSS - Secondary School (HSS) failover to FRONTIER

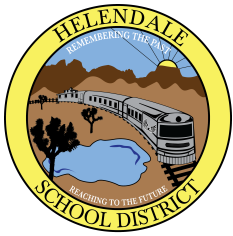
Active internet path changed from UIA to FRONTIER.

07/21/2026 15:38 | Status: ACTIVE - Not Yet Resolved

[WARNING] HSS - Secondary School (HSS) failover to UIA

Active internet path changed from FRONTIER to UIA.

07/21/2026 15:37 | Status: ACTIVE - Not Yet Resolved



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RECOMMENDATIONS AND ACTION ITEMS

[MEDIUM] 22 failover events exceeded acceptable threshold of 10.

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

COST BENEFIT ANALYSIS

Estimated Downtime Cost:	\$0.00 (based on instruction time)
Failovers Prevented Complete Outage:	22 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.