BRAD SCHMIDT - HOPKINS PUBLIC SCHOOLS

SERVICE OPERATIONS DASHBOARDS

WHO IS THIS BRAD GUY?

- Technical Services Operations Manager, Hopkins Public Schools

- @bradschm Slack/Twitter
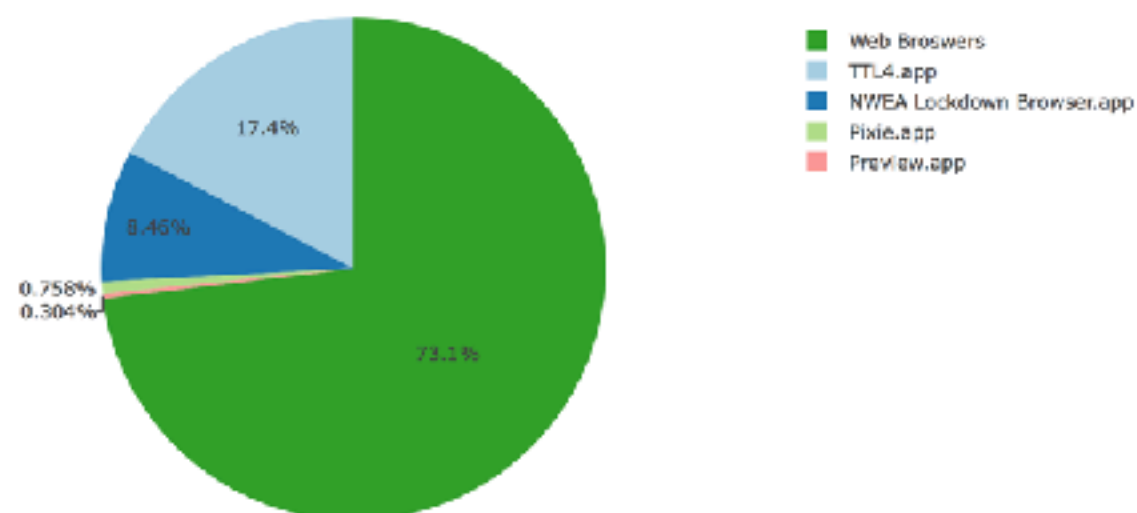
LAB USAGE DASHBOARD

- Gather application usage for labs

- jamf pro has limitations in web interface

- jamf API, Python, and Plotly to the rescue

Lab Report for 2016-12-01 to 2016-12-31

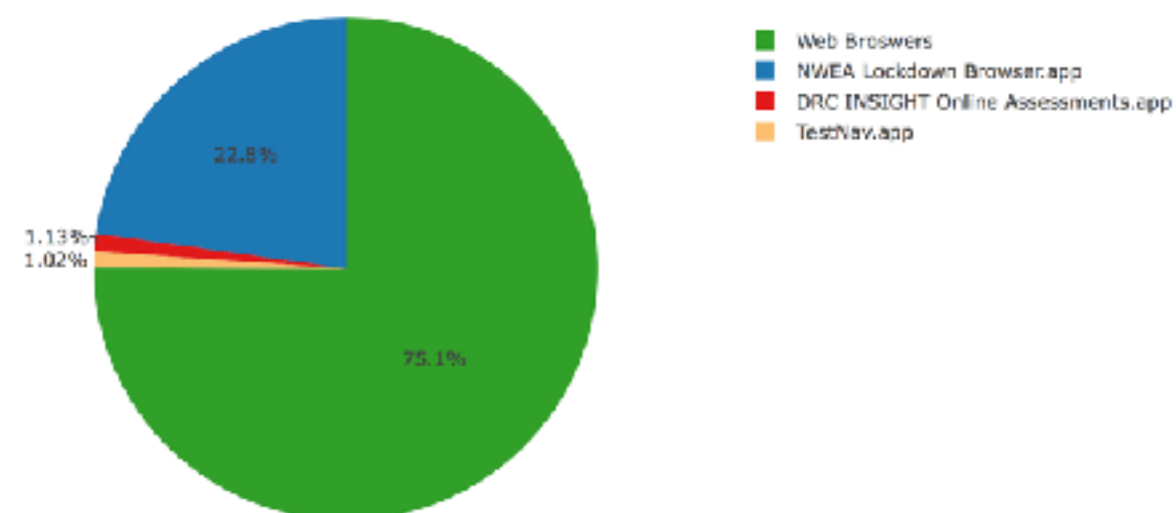**Showing usage for any Application over 100 total minutes**

All time values are the aggregate for the lab

AS-LAB*

Legend:
- Web Broswers
- TTL4.app
- NWEA Lockdown Browser.app
- Pixie.app
- Preview.app

17.4%
8.46%
0.758%
0.304%
73.1%

Amount of time in active application: 558.4 hours

GW-Student-Lab*

Legend:
- Web Broswers
- NWEA Lockdown Browser.app
- DRC INSIGHT Online Assessments.app
- TestNav.app

22.8%
1.13%
1.02%
75.1%

Amount of time in active application: 608.68 hours

IKE-Student-MediaLab*

Legend:
- Web Broswers
- iTunes.app
- TTL4.app
- Preview.app

27.9%
0.656%
0.602%
70.8%
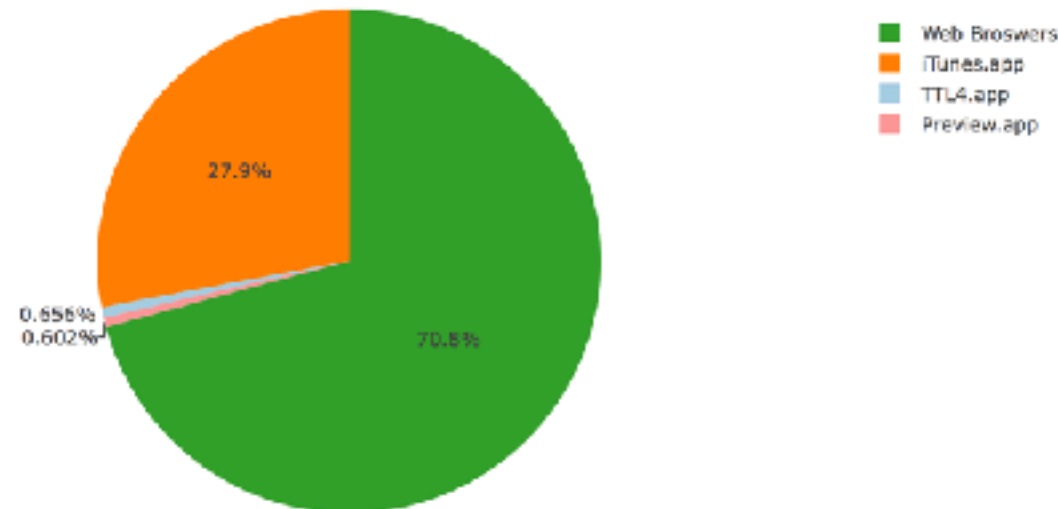
Amount of time in active application: 343.08 hours

IKE-Student-Lab307*

Legend:
- Web Broswers
- UserNotificationCenter.app

6.17%
93.8%
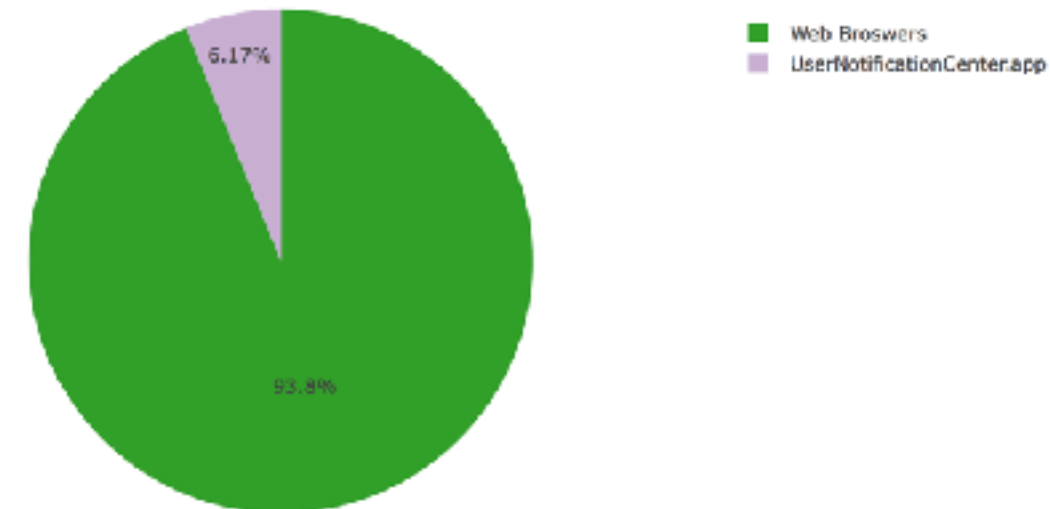
Amount of time in active application: 564.87 hours

DEMO

- [October 2016 Lab Usage Report](#)

- [November 2016 Lab Usage Report](#)

- [December 2016 Lab Usage Report](#)

UNDER THE HOOD

KPI DASHBOARD

- Automatically generate KPI metrics for monthly meeting

- Allow techs to see their score along the way

- Pull together data from WHD and jamf PRO

KPI DASHBOARD - METRICS

- WHD Survey: CSAT score

- WHD Survey: Closed in a timely manner?

- Ticket calculation: On-time vs past-due tickets

- 14/31 day device check-ins (Mobile devices and Computers)

KPI DASHBOARD

- Line chart for past months

- Current month pie charts

- Published to internal web server

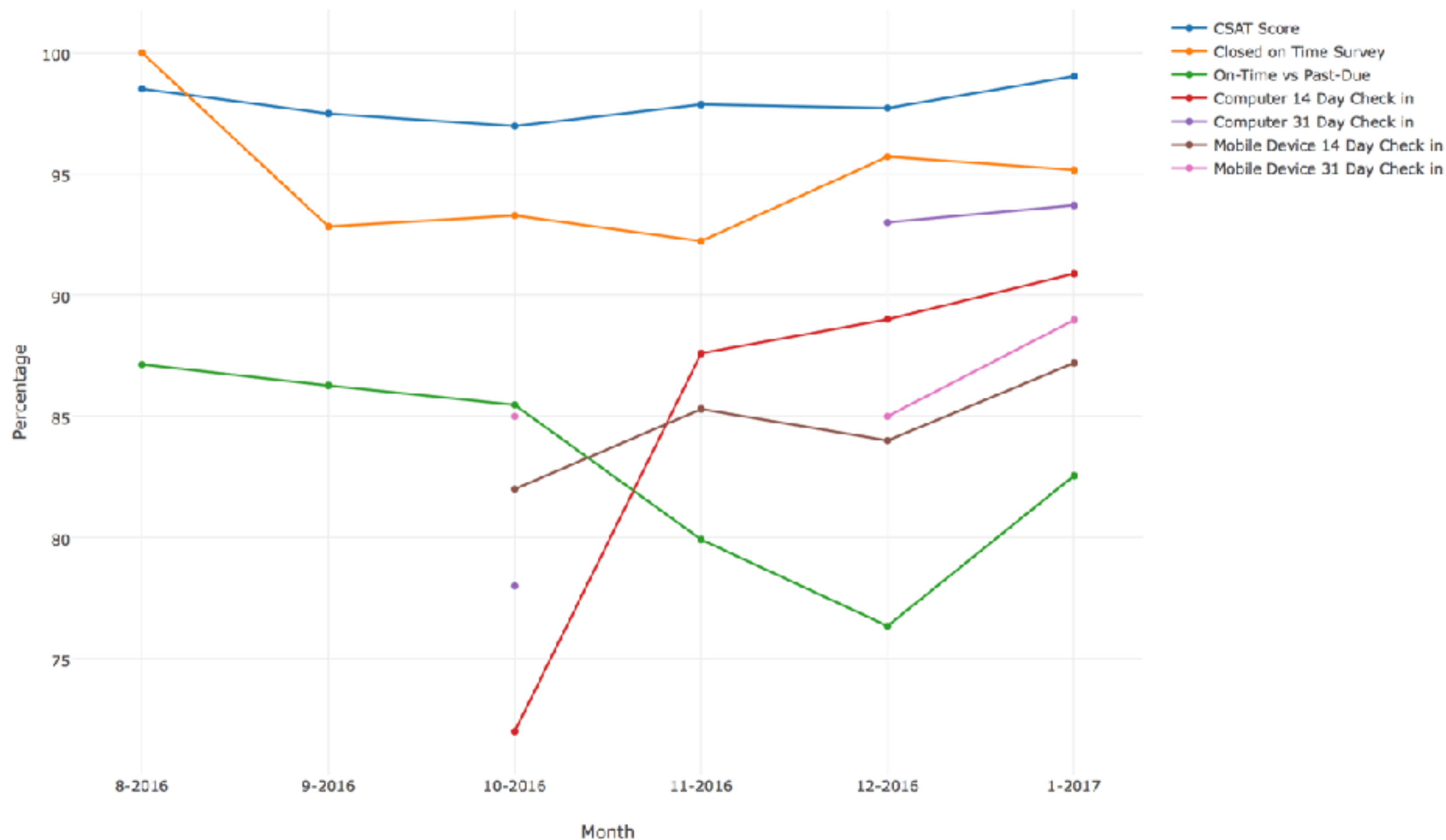- WHD API, WHD Database, JSS API, Python

Technical Services Operations KPIs

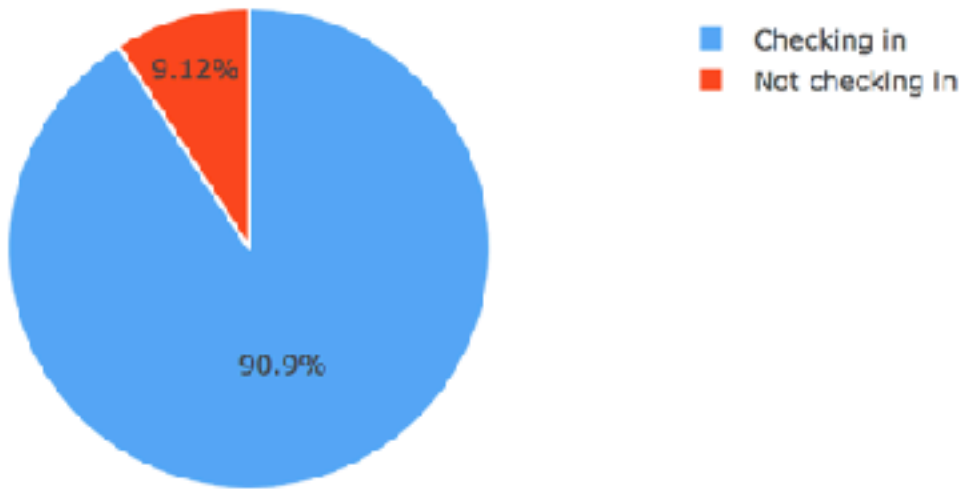## "Goals: CSAT: 95%, On-Time vs Past-Due: %75, 14 Day Check-in: 85%, 31 Day Check-in: 99%"

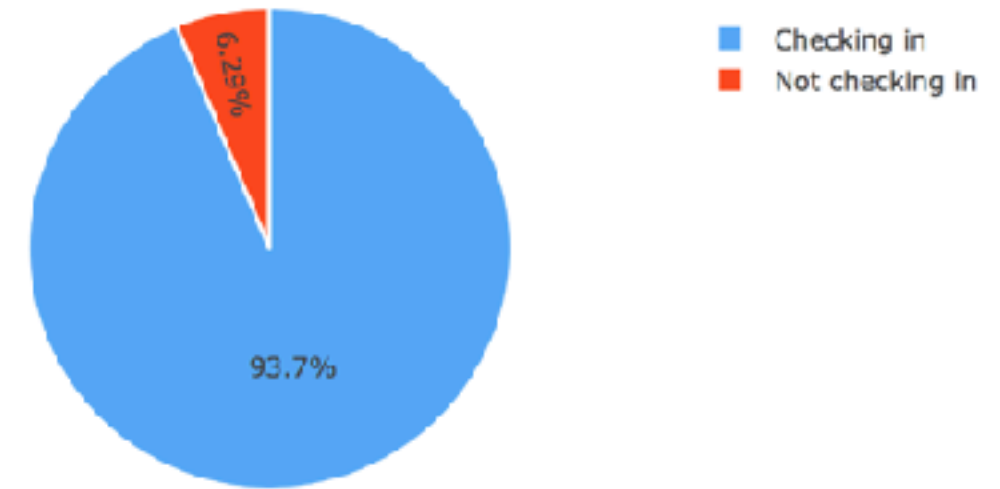**Last Run** on **January 25, 2017**

Service Operations Monthly KPIs
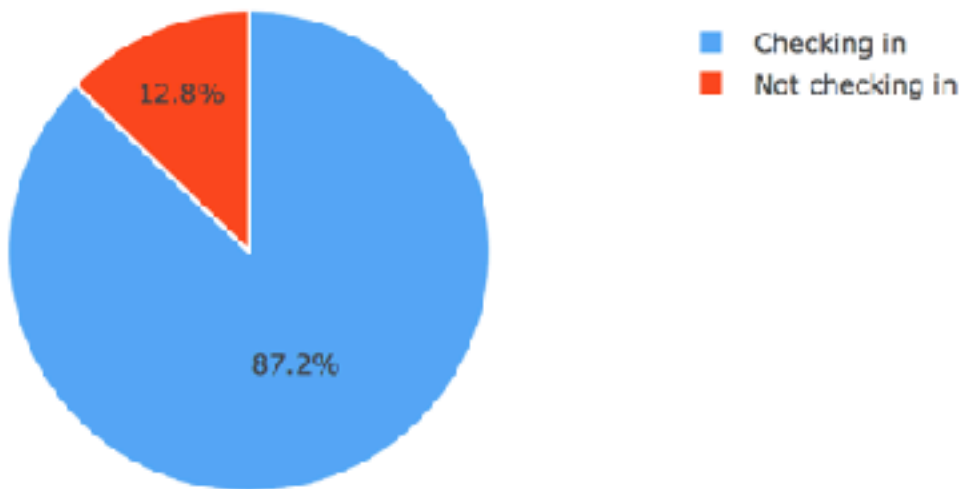
All Buildings Combined - 14 Day Computers Checking in

- Checking in
- Not checking In

9.12%

90.9%

284 of 3114 Total Devices Not Checking In

All Buildings Combined - 31 Day Computers Checking in

- Checking in
- Not checking In

6.29%

93.7%

196 of 3114 Total Devices Not Checking In

All Buildings Combined - 14 Day Mobile Devices Checking in

- Checking in
- Not checking in

12.8%

87.2%

535 of 4180 Total Devices Not Checking In

All Buildings Combined - 31 Day Mobile Devices Checking in

- Checking in
- Not checking in

11%

89%
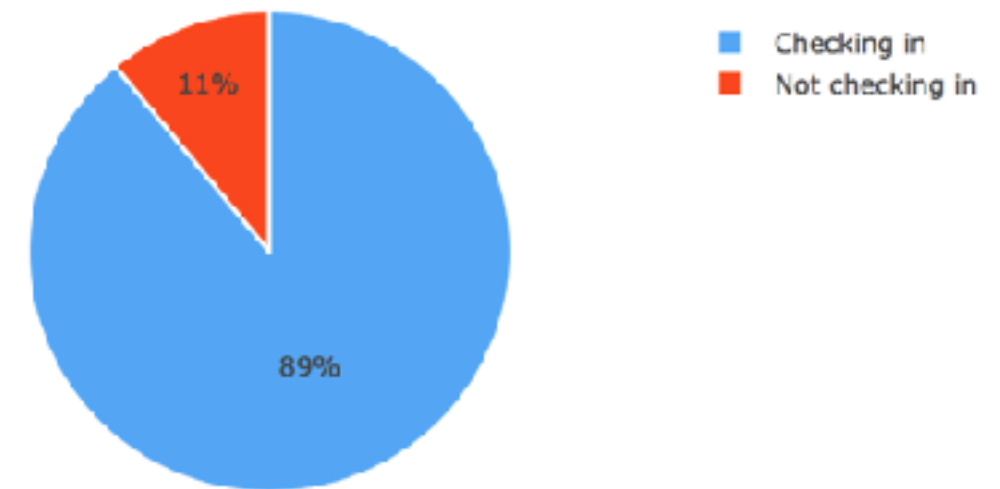
461 of 4180 Total Devices Not Checking In

UNDER THE HOOD

QUESTIONS?

- Brad Schmidt - @bradschm

- https://github.com/bradschm

- https://plot.ly

- https://yourjss.com:8443/api

- http://www.solarwinds.com/documentation/
  webhelpdesk/docs/whd_api_12.2.0/
  web%20help%20desk%20api.html