

ENS Deployment Analysis

12/13/18 1:02 pm

Message: “Please stay away from the 600 block of McKinley Street on the campus until further notice”

Message (Email and Social Media): “Please stay away from the 600 block of McKinley Street on the campus until further notice”

Technologies Deployed by Rave: SMS, Voice phone, email, social media, RSS (Hotline, University website)

Technologies Not Deployed by Rave: None

Analysis, Text Messages:

14,945 messages sent in 0 minute, 15 seconds

48 messages listed as not reachable (not sent) (0.3%)

0 messages listed as cancelled (0.0%)

1 messages listed as expired (0.0%)

307 messages listed as failed (2.1%)

0 message listed as retrying (0.0%)

14,589 messages listed as sent (success) (97.6 %)

There were 82 text message responses. One response was inappropriate and was referred to the Dean of Student Rights and Responsibilities, the others were not deemed relevant to the incident.

Analysis, Voice Calls

28,087 voice calls made in 1 hour, 6 minutes, 45 seconds

14,683 of these calls were to mobile devices

13,404 of these calls were to “land line only devices” (could be home phone, could be office)

Delivery Status: 26,347 calls were sent (no question success) (93.8%)
 1,740 calls failed (could be success for us) (6.2%)

Status Code Text (failure breakdown):

690 calls were busy (success) (2.5 %)

642 calls were ring/no answer (success) (2.3 %)

408 calls were OP Intercepted (fail) (1.5%)

Corrected success rate – 98.6%

Analysis, Email

32079 mail addresses are included in the ENS database

28528 emails were sent in 1 minute, 7 seconds

3,551 emails were not sent as they were listed unreachable (11.1%)

0 listed as pending (likely server problem) (0.0%)

0 listed as retrying (server problem) (0.0%)

0 listed as expired (0.0%)

142 listed as failed (0.5%)

28,386 listed as sent (88.5%)

Notes:

1. “Situation Normal” template was activated successfully to restore webpage and hotline.
2. Facebook activation did not work.