

ENS Deployment Analysis

9/17/18 2:14 pm

Message: “This is a test of the U L Lafayette Emergency Notification System. This is only a test.”

Message (Email and Social Media): “0220pm This is a test of the UL Lafayette Emergency Notification System. This is only a test.”

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

Technologies Not Deployed by Rave: None

Analysis, Text Messages:

15,347 messages sent in 0 minute, 11 seconds

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

0 messages listed as cancelled (0.0%)

0 messages listed as expired (0.0%)

352 messages listed as failed (2.3%)

0 message listed as retrying (0.0%)

14,994 messages listed as sent (success) (97.7 %)

There were 35 text message responses, all of which were not deemed relevant to the incident.

Analysis, Voice Calls

23,630 voice calls made in 1 hour, 27 minutes, 4 seconds

15,142 of these calls were to mobile devices

8,490 of these calls were to “land line only devices” (could be home phone, could be office)

Delivery Status: 21,860 calls were sent (no question success) (92.5%)
 1,770 calls failed (could be success for us) (7.5%)

Status Code Text (failure breakdown):

 430 calls were busy (success) 1.8 %

 942 calls were ring/no answer (success) (4.0 %)

 398 calls were OP Intercepted (fail) (1.7%)

Corrected success rate – 98.3%

Analysis, Email

34,481 mail addresses are included in the ENS database

30,929 emails were sent in 26 minute, 39 seconds

3,552 emails were not sent as they were listed unreachable (10.3%)

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

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

0 listed as expired (0.0%)

11 listed as failed (0.0%)

30,918 listed as sent (89.7%)

Notes:

1. University Hotline worked
2. “Situation Normal” template was activated successfully to restore webpage and hotline.
3. Email server experiencing “IP address” issue, the University webmaster reacted to resolve.