

Information Technology Dashboard

Service Statistics	December 2021	November 2021	October 2021	September 2021	August 2021	July 2021	June 2021	May 2021	April 2021	March 2021	February 2021	January 2021
Client Services Request Opened	274	424	615	497	1039	336	317	357	321	252	241	302
Client Services Request Closed	408	493	672	588	912	336	311	370	283	254	258	282
Current Open/Pending Client Services Requests by month	31	79	72	72	156	16	34	23	43	31	14	30
Percentage of Request Closed on the Same Day Opened	12%	13%	28%	34%	43%	55%	48%	43%	47%	31%	36%	39%
Percentage of Request Closed upon first contact	5%	8%	12%	16%	22%	24%	15%	15%	21%	13%	10%	15%
Average Ticket Duration (Hrs:Mins)	17:48	23:45	24:09	13:11	16:36	12:26	12:31	11:21	9:30	16:01	15:24	15:04
Telecommunications Request Opened	19	40	31	37	73	38	28	15	17	19	10	17
Telecommunications Request Closed	14	40	35	36	73	35	25	16	16	19	11	16
Current Open/Pending Telecom Services Requests by month	3	0	0	3	1	1	3	0	1	0	1	1
Year to Date Closed	5,650	5,228	4,695	3,988	3,364	2,252	1,881	1,545	1,159	860	587	318
Client Services Survey Results (Total Grade)	100%	100%	100%	100%	96%	100%	100%	96%	100%	100%	93%	93%
Client Services Surveys Completed	10	13	15	9	21	13	9	14	15	19	20	15

System, Network and Application Uptime	December 2021	November 2021	October 2021	September 2021	August 2021	July 2021	June 2021	May 2021	April 2021	March 2021	February 2021	January 2021
Mainframe Availability (checks Ping and FTP)	99.91%	99.44%	100%	99.81%	0	99.68%	100%	100%	100%	100%	100%	100%
LORA/LORAFAC/EWS Availability (Student/Staff/Faculty)	97.89%	97%	99.23%	90.0%	0	100%	99.47%	99.36%	98.29%	99.73	98.25%	100%
Canvas Availability	99.89%	99.57%	99.95%	99.72%	0	99.58%	100%	100%	99.71%	100%	99.72%	99.89%
Loyno.edu (Website) Availability	100%	100%	100%	99.90%	0	99.95%	100%	100%	100%	99.82	100%	100%
Internet Availability	100%	99.72%	100%	99.85%	0	99.73%	100%	100%	99.79%	100%	99.85%	100%
SSO	100%	99.57%	99.96%	99.51%	0	99.59%	100%	100%	99.71%	100%	99.72%	99.89%
Number of Network Incidents: Downtime >15 Minutes	0	0	0	1	1	2	0	0	0	1	1	0