

Information Technology Dashboard

Service Statistics	2022	!022	!022	!022	August 2022	July 2022	June 2022	May 2022	April 2022	March 2022	February 2022	January 2022
Client Services Request Opened	0	0	0	0	813	472	515	520	686	309	373	500
Client Services Request Closed	0	0	0	0	845	499	474	662	586	333	426	558
Current Open/Pending Client Services Requests by month	0	0	0	0	100	101	111	61	136	69	79	83
Percentage of Request Closed on the Same Day Opened	0	0	0	0	11%	9%	10%	8%	10%	15%	15%	8%
Percentage of Request Closed upon first contact	0	0	0	0	6%	5%	3%	4%	5%	9%	7%	3%
Average Ticket Duration (Hrs:Mins)	0	0	0	0	25:55	17:15	25:41	19:19	24:42	23:14	26:02	18:17
Telecommunications Request Opened	0	0	0	0	90	66	47	40	37	50	49	86
Telecommunications Request Closed	0	0	0	0	92	65	46	43	36	49	47	80
Current Open/Pending Telecom Services Requests by month	0	0	0	0	2	6	5	3	5	5	4	2
Year to Date Closed	0	0	0	0	4841	3,904	3,340	2,820	2,115	1,493	1,111	638
Client Services Survey Results (Total Grade)	0	0	0	0	97%	100%	100%	100%	100%	100%	100%	100%
Client Services Surveys Completed	0	0	0	0	8	7	3	7	9	7	6	16

System, Network and Application Uptime	2022	!022	!022	!022	August 2022	July 2022	June 2022	May 2022	April 2022	March 2022	February 2022	January 2022
Mainframe Availability (checks Ping and FTP)	0	0	0	0	99.97%	99.99%	99.97%	100%	100%	99.98%	100%	100%
LORA/LORAFAC/EWS Availability (Student/Staff/Faculty)	0	0	0	0	90%	89%	86%	82%	95%	98.69%	99.11%	98.41%
Canvas Availability	0	0	0	0	100%	100%	99.83%	100%	100%	100%	99.90%	99.47%
Loyno.edu (Website) Availability	0	0	0	0	99.99%	88%	100%	100%	100%	100%	100%	100%
Internet Availability	0	0	0	0	100%	100%	100%	100%	100%	100%	100%	99.59%
SSO	0	0	0	0	100%	100%	99.85%	100%	100%	99.97%	99.68	99.21
Number of Network Incidents: Downtime >15 Minutes	0	0	0	0	0	1	0	0	0	0	0	0