

Information Technology Dashboard

Service Statistics	2022	November 2022	October 2022	September 2022	August 2022	July 2022	June 2022	May 2022	April 2022	March 2022	February 2022	January 2022
Client Services Request Opened	0	319	334	450	813	472	515	520	686	309	373	500
Client Services Request Closed	0	350	352	583	845	499	474	662	586	333	426	558
Current Open/Pending Client Services Requests by month	0	51	29	69	100	101	111	61	136	69	79	83
Percentage of Request Closed on the Same Day Opened	0	16%	12%	13%	11%	9%	10%	8%	10%	15%	15%	8%
Percentage of Request Closed upon first contact	0	7%	9%	8%	6%	5%	3%	4%	5%	9%	7%	3%
Average Ticket Duration (Hrs:Mins)	0	18:36	23:08	22:27	25:55	17:15	25:41	19:19	24:42	23:14	26:02	18:17
Telecommunications Request Opened	0	27	30	39	90	66	47	40	37	50	49	86
Telecommunications Request Closed	0	30	30	34	92	65	46	43	36	49	47	80
Current Open/Pending Telecom Services Requests by month	0	2	0	5	2	6	5	3	5	5	4	2
Year to Date Closed	0	6,220	5,840	5,458	4,841	3,904	3,340	2,820	2,115	1,493	1,111	638
Client Services Survey Results (Total Grade)	0	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%
Client Services Surveys Completed	0	2	4	12	8	7	3	7	9	7	6	16

System, Network and Application Uptime	2022	November 2022	October 2022	September 2022	August 2022	July 2022	June 2022	May 2022	April 2022	March 2022	February 2022	January 2022
Mainframe Availability (checks Ping and FTP)	0	99.95	100%	99.95%	99.97%	99.99%	99.97%	100%	100%	99.98%	100%	100%
LORA/LORAFAC/EWS Availability (Student/Staff/Faculty)	0	N/A	79%	88%	90%	89%	86%	82%	95%	98.69%	99.11%	98.41%
Canvas Availability	0	100%	100%	100%	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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.59%
SSO	0	100%	100%	99.99%	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