

Information Technology Dashboard

Service Statistics	December 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	227	319	334	450	813	472	515	520	686	309	373	500
Client Services Request Closed	298	350	352	583	845	499	474	662	586	333	426	558
Current Open/Pending Client Services Requests by month	42	51	29	69	100	101	111	61	136	69	79	83
Percentage of Request Closed on the Same Day Opened	6%	16%	12%	13%	11%	9%	10%	8%	10%	15%	15%	8%
Percentage of Request Closed upon first contact	4%	7%	9%	8%	6%	5%	3%	4%	5%	9%	7%	3%
Average Ticket Duration (Hrs:Mins)	23:48	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	7	27	30	39	90	66	47	40	37	50	49	86
Telecommunications Request Closed	10	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	6,528	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)	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%
Client Services Surveys Completed	5	2	4	12	8	7	3	7	9	7	6	16

System, Network and Application Uptime	December 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)	98.78%	99.95	100%	99.95%	99.97%	99.99%	99.97%	100%	100%	99.98%	100%	100%
LORA/LORAFAC/EWS Availability (Student/Staff/Faculty)	N/A	N/A	79%	88%	90%	89%	86%	82%	95%	98.69%	99.11%	98.41%
Canvas Availability	99.78%	100%	100%	100%	100%	100%	99.83%	100%	100%	100%	99.90%	99.47%
Loyno.edu (Website) Availability	N/A	N/A	N/A	N/A	99.99%	88%	100%	100%	100%	100%	100%	100%
Internet Availability	99.79%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99.59%
SSO	99.79%	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