Information Technology Dashboard

Service Statistics	2023	2023	2023	2023	August 2023	July 2023	June 2023	May 2023	April 2023	March 2023	February 2023	January 2023
Client Services Request Opened	0	0	0	0	575	357	320	430	339	601	295	519
Client Services Request Closed	0	0	0	0	615	341	378	439	357	643	334	523
Current Open/Pending Client Services Requests by month	0	0	0	0	69	66	37	90	15	96	69	111
Percentage of Request Closed on the Same Day Opened	0	0	0	0	19%	11%	8%	8%	10%	7%	16%	13%
Percentage of Request Closed upon first contact	0	0	0	0	13%	7%	4%	6%	5%	5%	8%	7%
Average Ticket Duration (Hrs:Mins)	0	0	0	0	22:04	13:03	23:12	27:05	20:08	15:47	21:43	25:20
Telecommunications Request Opened	0	0	0	0	0	33	55	37	26	43	29	61
Telecommunications Request Closed	0	0	0	0	67	33	53	37	25	47	29	56
Current Open/Pending Telecom Services Requests by month	0	0	0	0	1	0	1	1	1	0	2	3
Year to Date Closed	0	0	0	0	3,973	3,291	2,917	2,486	2010	1628	938	575
Client Services Survey Results (Total Grade)	0	0	0	0	99%	100%	100%	100%	100%	100%	100%	96%
Client Services Surveys Completed	0	0	0	0	19	5	7	9	9	5	10	7

System, Network and Application Uptime	2023	2023	2023	2023	August 2023	July 2023	June 2023	May 2023	April 2023	March 2023	February 2023	January 2023
Mainframe Availability (checks Ping and FTP)	0	0	0	0	99.88%	100%	99.97%	98.12%	100%	99.96	100%	99.82%
LORA/LORAFAC/EWS Availability (Student/Staff/Faculty)	0	0	0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Canvas Availability	0	0	0	0	99.99%	99.94%	100%	100%	100%	100%	100%	100%
Loyno.edu (Website) Availability	0	0	0	0	99.96%	99.77%	100%	10%	99.47	100%	100%	100%
Internet Availability	0	0	0	0	99.98%	99.90%	100%	100%	100%	100%	100%	100%
SSO	0	0	0	0	N/A	N/A	N/A	78%	100%	100%	100%	99.99%
Number of Network Incidents: Downtime >15 Minutes	0	0	0	0	0	0	0	0	0	0	0	0