Information Technology Dashboard

| Service Statistics | 2023 | November 2023 | October 2023 | September 2023 | August 2023 | July 2023 | June 2023 | May 2023 | April 2023 | March 2023 | February 2023 | January 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Client Services Request Opened | 0 | 274 | 373 | 363 | 575 | 357 | 320 | 430 | 339 | 601 | 295 | 519 |
| Client Services Request Closed | 0 | 328 | 373 | 455 | 615 | 341 | 378 | 439 | 357 | 643 | 334 | 523 |
| Current Open/Pending Client Services Requests by month | 0 | 37 | 28 | 26 | 69 | 66 | 37 | 90 | 15 | 96 | 69 | 111 |
| Percentage of Request Closed on the Same Day Opened | 0 | 15% | 14% | 14% | 19% | 11% | 8% | 8% | 10% | 7% | 16% | 13% |
| Percentage of Request Closed upon first contact | 0 | 11% | 9% | 9% | 13% | 7% | 4% | 6% | 5% | 5% | 8% | 7% |
| Average Ticket Duration (Hrs:Mins) | 0 | 11:35 | 13:05 | 12:58 | 22:04 | 13:03 | 23:12 | 27:05 | 20:08 | 15:47 | 21:43 | 25:20 |
| Telecommunications Request Opened | 0 | 37 | 43 | 62 | 0 | 33 | 55 | 37 | 26 | 43 | 29 | 61 |
| Telecommunications Request Closed | 0 | 35 | 43 | 62 | 67 | 33 | 53 | 37 | 25 | 47 | 29 | 56 |
| Current Open/Pending Telecom Services Requests by month | 0 | 3 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 2 | 3 |
| Year to Date Closed | 0 | 5,269 | 4,906 | 4,490 | 3,973 | 3,291 | 2,917 | 2,486 | 2010 | 1628 | 938 | 575 |
| Client Services Survey Results (Total Grade) | 0 | 100% | 100% | 100% | 99% | 100% | 100% | 100% | 100% | 100% | 100% | 96% |
| Client Services Surveys Completed | 0 | 6 | 11 | 17 | 19 | 5 | 7 | 9 | 9 | 5 | 10 | 7 |

| System, Network and Application Uptime | 2023 | November 2023 | October 2023 | September 2023 | August 2023 | July 2023 | June 2023 | May 2023 | April 2023 | March 2023 | February 2023 | January 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Mainframe Availability (checks Ping and FTP) | 0 | 9.98% | 100% | 100% | 99.88% | 100% | 99.97% | 98.12% | 100% | 99.96 | 100% | 99.82% |
| LORA/LORAFAC/EWS Availability (Student/Staff/Faculty) | 0 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Canvas Availability | 0 | 92% | 100% | 99.45% | 99.99% | 99.94% | 100% | 100% | 100% | 100% | 100% | 100% |
| Loyno.edu (Website) Availability | 0 | 97.58% | 99.99% | 99.32% | 99.96% | 99.77% | 100% | 10% | 99.47 | 100% | 100% | 100% |
| Internet Availability | 0 | 91% | 100% | 99.42% | 99.98% | 99.90% | 100% | 100% | 100% | 100% | 100% | 100% |
| SSO | 0 | N/A | N/A | N/A | 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 |