Information Technology Dashboard

Service Statistics	December 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	122	274	373	363	575	357	320	430	339	601	295	519
Client Services Request Closed	168	328	373	455	615	341	378	439	357	643	334	523
Current Open/Pending Client Services Requests by month	21	37	28	26	69	66	37	90	15	96	69	111
Percentage of Request Closed on the Same Day Opened	8%	15%	14%	14%	19%	11%	8%	8%	10%	7%	16%	13%
Percentage of Request Closed upon first contact	2%	11%	9%	9%	13%	7%	4%	6%	5%	5%	8%	7%
Average Ticket Duration (Hrs:Mins)	13:20	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	41	37	43	62	0	33	55	37	26	43	29	61
Telecommunications Request Closed	38	35	43	62	67	33	53	37	25	47	29	56
Current Open/Pending Telecom Services Requests by month	6	3	0	0	1	0	1	1	1	0	2	3
Year to Date Closed	5,475	5,269	4,906	4,490	3,973	3,291	2,917	2,486	2010	1628	938	575
Client Services Survey Results (Total Grade)	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	96%
Client Services Surveys Completed	4	6	11	17	19	5	7	9	9	5	10	7

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System, Network and Application Uptime	December 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)	N/A	99.98%	100%	100%	99.88%	100%	99.97%	98.12%	100%	99.96	100%	99.82%
LORA/LORAFAC/EWS Availability (Student/Staff/Faculty)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Canvas Availability	100%	92%	100%	99.45%	99.99%	99.94%	100%	100%	100%	100%	100%	100%
Loyno.edu (Website) Availability	99.98%	97.58%	99.99%	99.32%	99.96%	99.77%	100%	10%	99.47	100%	100%	100%
Internet Availability	100%	91%	100%	99.42%	99.98%	99.90%	100%	100%	100%	100%	100%	100%
SSO	N/A	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