

Information Technology Dashboard

Service Statistics	er 2024	024	2024	024	July 2024	June 2024	May 2024	April 2024	March 2024	February 2024	January 2024
Client Services Request Opened					323	306	322	398	352	253	397
Client Services Request Closed					291	299	342	398	360	273	406
Current Open/Pending Client Services Requests by month					42	10	24	42	37	30	38
Percentage of Request Closed on the Same Day Opened					9%	8%	13%	14%	12%	19%	14%
Percentage of Request Closed upon first contact					4%	5%	5%	9%	7%	9%	6%
Average Ticket Duration (Hrs:Mins)					11:00	15:25	10:46	7:47	9:47	10:47	10:44
Telecommunications Request Opened					31	35	27	30	34	25	55
Telecommunications Request Closed					31	31	27	27	34	23	62
Current Open/Pending Telecom Services Requests by month					0	2	0	3	3	3	0
Year to Date Closed					2,604	2,282	1,952	1583	1158	764	468
Client Services Survey Results (Total Grade)					100%	100%	100%	97%	98%	100%	100%
Client Services Surveys Completed					11	8	13	8	12	7	15

System, Network and Application Uptime	er 2024	024	2024	024	July 2024	June 2024	May 2024	April 2024	March 2024	February 2024	January 2024
Canvas Availability					99.96%	100%	100%	99.77%	100%	99.82%	100%
Loyno.edu (Website) Availability					99.90%	100%	99.99%	99.65%	99.89%	99.60%	100%
Internet Availability					99.95%	100%	100%	99.76%	100%	99.82	100%
Number of Network Incidents: Downtime >15 Minutes					0	0	0	0	0	0	0