Information Technology Dashboard

Service Statistics	December 2024	November 2024	October 2024	August 2024	July 2024	June 2024	May 2024	April 2024	March 2024	February 2024	January 2024
Client Services Request Opened	186	282	357	511	323	306	322	398	352	253	397
Client Services Request Closed	201	317	355	522	291	299	342	398	360	273	406
Current Open/Pending Client Services Requests by month	25	37	30	48	42	10	24	42	37	30	38
Percentage of Request Closed on the Same Day Opened	16%	17%	14%	15%	9%	8%	13%	14%	12%	19%	14%
Percentage of Request Closed upon first contact	7%	11%	8%	9%	4%	5%	5%	9%	7%	9%	6%
Average Ticket Duration (Hrs:Mins)	18:25	18:30	13:08	11:57	11:00	15:25	10:46	7:47	9:47	10:47	10:44
Telecommunications Request Opened	16	31	49	57	31	35	27	30	34	25	55
Telecommunications Request Closed	15	26	50	58	31	31	27	27	34	23	62
Current Open/Pending Telecom Services Requests by month	4	1	0	0	0	2	0	3	3	3	0
Year to Date Closed	4,148	3,932	3,589	3,184	2,604	2,282	1,952	1583	1158	764	468
Client Services Survey Results (Total Grade)	100%	100%	100%	100%	100%	100%	100%	97%	98%	100%	100%
Client Services Surveys Completed	5	7	11	10	11	8	13	8	12	7	15

System, Network and Application Uptime	December 2024	November 2024	October 2024	August 2024	July 2024	June 2024	May 2024	April 2024	March 2024	February 2024	January 2024
Canvas Availability	100%	100%	99.88%	100%	99.96%	100%	100%	99.77%	100%	99.82%	100%
Loyno.edu (Website) Availability	100%	100%	99.70%	99.99%	99.90%	100%	99.99%	99.65%	99.89%	99.60%	100%
Internet Availability	100%	100%	99.88%	100%	99.95%	100%	100%	99.76%	100%	99.82	100%
Number of Network Incidents: Downtime >15 Minutes	0	0	0	0	0	0	0	0	0	0	0