Information Technology Dashboard

Service Statistics	r 2025 er 2025 · 2025 · 2025 · 2025 ly 2025 ?025 025 025 2025 · 2025	January 2025
Client Services Request Opened		407
Client Services Request Closed		389
Current Open/Pending Client Services Requests by month		72
Percentage of Request Closed on the Same Day Opened		20%
Percentage of Request Closed upon first contact		13%
Average Ticket Duration (Hrs:Mins)		18:33
Telecommunications Request Opened		72
Telecommunications Request Closed		75
Current Open/Pending Telecom Services Requests by month		2
Year to Date Closed		465
Client Services Survey Results (Total Grade)		100%
Client Services Surveys Completed		12
System, Network and Application Uptime	er 2025 er 2025 2025 2025 2025 ly 2025 2025 025 025 2025 2025	January 2025
Canvas Availability		100%
Loyno.edu (Website) Availability		99.99%
Internet Availability		100%
Number of Network Incidents: Downtime >15 Minutes		0