Information Technology Dashboard

Service Statistics	er 2025 er 2025 · 2025 · 2025 : 2025 ly 2025 2025 025 025 5	February 2025	January 2025
Client Services Request Opened		343	407
Client Services Request Closed		396	389
Current Open/Pending Client Services Requests by month		11	72
Percentage of Request Closed on the Same Day Opened		14%	20%
Percentage of Request Closed upon first contact		9%	13%
Average Ticket Duration (Hrs:Mins)		13:08	18:33
Telecommunications Request Opened		28	72
Telecommunications Request Closed		28	75
Current Open/Pending Telecom Services Requests by month		1	2
Year to Date Closed		889	465
Client Services Survey Results (Total Grade)		98%	100%
Client Services Surveys Completed		10	12

System, Network and Application Uptime	er 2025 er 2025 · 2025 · 2025 : 2025 ly 2025 2025 025 025 5	February 2025	January 2025
Canvas Availability		100%	100%
Loyno.edu (Website) Availability		99.99%	99.99%
Internet Availability		100%	100%
Number of Network Incidents: Downtime >15 Minutes		0	0