

Information Technology Dashboard

Service Statistics	yr 2025	yr 2025	2025	2025	2025	ly 2025	2025	025	025	March 2025	February 2025	January 2025
Client Services Request Opened										286	343	407
Client Services Request Closed										281	396	389
Current Open/Pending Client Services Requests by month										20	11	72
Percentage of Request Closed on the Same Day Opened										14%	14%	20%
Percentage of Request Closed upon first contact										5%	9%	13%
Average Ticket Duration (Hrs:Mins)										15:12	13:08	18:33
Telecommunications Request Opened										19	28	72
Telecommunications Request Closed										20	28	75
Current Open/Pending Telecom Services Requests by month										0	1	2
Year to Date Closed										1,190	889	465
Client Services Survey Results (Total Grade)										100%	98%	100%
Client Services Surveys Completed										10	10	12

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