Information Technology Dashboard

| Service  Statistics | 025 025 25 | September 2025 | August 2025 | July 2025 | June 2025 | May 2025 | April 2025 | March 2025 | February 2025 | January 2025 |
|---|---|---|---|---|---|---|---|---|---|---|
| Client Services Request Opened | | 368 | 534 | 326 | 335 | 365 | 336 | 286 | 343 | 407 |
| Client Services Request Closed | | 441 | 504 | 325 | 336 | 362 | 321 | 281 | 396 | 389 |
| Current Open/Pending Client Services Requests by month | | 24 | 19 | 53 | 48 | 48 | 45 | 20 | 11 | 72 |
| Percentage of Request Closed on the Same Day Opened | | 12% | 18% | 11% | 13% | 14% | 12% | 14% | 14% | 20% |
| Percentage of Request Closed upon first contact | | 8% | 12% | 6% | 5% | 6% | 6% | 5% | 9% | 13% |
| Average Ticket Duration (Hrs:Mins) | | 11:46 | 19:20 | 14:55 | 19.21 | 16:38 | 17:16 | 15:12 | 13:08 | 18:33 |
| Telecommunications Request Opened | | 66 | 42 | 41 | 37 | 40 | 16 | 19 | 28 | 72 |
| Telecommunications Request Closed | | 67 | 43 | 41 | 37 | 38 | 16 | 20 | 28 | 75 |
| Current Open/Pending Telecom Services Requests by month | | 2 | 2 | 0 | 3 | 0 | 0 | 0 | 1 | 2 |
| Year to Date Closed | | 3,721 | 3,213 | 2,666 | 2,300 | 1,927 | 1,527 | 1,190 | 889 | 465 |
| Client Services Survey Results (Total Grade) | | 100% | 100% | 97% | 100% | 100% | 94% | 100% | 98% | 100% |
| Client Services Surveys Completed | | 9 | 11 | 8 | 11 | 6 | 8 | 10 | 10 | 12 |

| System, Network and Application Uptime | 025 025 25 | September 2025 | August 2025 | July 2025 | June 2025 | May 2025 | April 2025 | March 2025 | February 2025 | January 2025 |
|---|---|---|---|---|---|---|---|---|---|---|
| Canvas Availability | | 99.77% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Loyno.edu (Website) Availability | | 99.77% | 100% | 99.96% | 99.75% | 99.96% | 99.99% | 99.99% | 99.99% | 99.99% |
| Internet Availability | | 99.79% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Number of Network Incidents: Downtime >15 Minutes | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |