

Information Technology Dashboard

Service Statistics		December 2025	November 2025	October 2025	September 2025	August 2025	July 2025	June 2025	May 2025	April 2025	March 2025	February 2025	January 2025
Client Services Request Opened		204	276	290	368	534	326	335	365	336	286	343	407
Client Services Request Closed		210	255	304	441	504	325	336	362	321	281	396	389
Current Open/Pending Client Services Requests by month		45	42	23	24	19	53	48	48	45	20	11	72
Percentage of Request Closed on the Same Day Opened		14%	14%	9%	12%	18%	11%	13%	14%	12%	14%	14%	20%
Percentage of Request Closed upon first contact		7%	8%	5%	8%	12%	6%	5%	6%	6%	5%	9%	13%
Average Ticket Duration (Hrs:mins)		19:42	14:46	14:20	11:46	19:20	14:55	19:21	16:38	17:16	15:12	13:08	18:33
Telecommunications Request Opened		15	21	55	66	42	41	37	40	16	19	28	72
Telecommunications Request Closed		16	21	56	67	43	41	37	38	16	20	28	75
Current Open/Pending Telecom Services Requests by month		2	2	2	2	2	0	3	0	0	0	1	2
Year to Date Closed		4,583	4,357	4,081	3,721	3,213	2,666	2,300	1,927	1,527	1,190	889	465
Client Services Survey Results (Total Grade)		100%	100%	100%	100%	100%	97%	100%	100%	94%	100%	98%	100%
Client Services Surveys Completed		3	5	8	9	11	8	11	6	8	10	10	12