



## IT Support for Staff (HEAT)

Calls for the Date range 1/12/2005 to 31/12/2005

| Faculties  | Total Calls Logged | Calls Resolved within 2 working days | % for Calls Resolved within 2 working days | Calls Resolved on the spot & Calls Resolved within 5 working days | % for Calls Resolved on the spot and Calls Resolved within 5 working days |
|--|--------------------|--------------------------------------|--|---|---|
| Administration                                   | 241                | 199                                  | 83   | 209   | 87  |
| Centre for Learning and Teaching Support         | 49                 | 43                                   | 88   | 45  | 92  |
| Client Services                                  | 1                  | 1                                    | 100  | 1   | 100   |
| Facilities and Services                          | 108                | 98                                   | 91   | 101   | 94  |
| Faculty of Art and Design                        | 16                 | 14                                   | 88   | 14  | 88  |
| Faculty of Arts                                  | 100                | 95                                   | 95   | 97  | 97  |
| Faculty of Business and Economics                | 168                | 155                                  | 92   | 161   | 96  |
| Faculty of Education                             | 45                 | 42                                   | 93   | 43  | 96  |
| Faculty of Education, Peninsula                  | 3                  | 1                                    | 33   | 2   | 67  |
| Faculty of Engineering                           | 48                 | 42                                   | 88   | 44  | 92  |
| Faculty of Information Technology                | 107                | 93                                   | 87   | 94  | 88  |
| Faculty of Law                                   | 21                 | 16                                   | 76   | 16  | 76  |
| Faculty of Medicine, Nursing and Health Sciences | 263                | 238                                  | 90   | 243   | 92  |
| Faculty of Science                               | 69                 | 64                                   | 93   | 65  | 94  |
| General  | 51                 | 45                                   | 88   | 48  | 94  |
| Human Resources                                  | 3                  | 1                                    | 33   | 1   | 33  |
| Information Technology Services                  | 445                | 291                                  | 65   | 319   | 72  |
| Library  | 16                 | 15                                   | 94   | 15  | 94  |
| Mannix College                                   | 2                  | 0                                    | 0  | 0   | 0   |
| Marketing and Public Affairs                     | 85                 | 64                                   | 75   | 71  | 84  |
| Monash Commercial                                | 20                 | 15                                   | 75   | 17  | 85  |
| Monash International Pty Ltd                     | 52                 | 39                                   | 75   | 46  | 88  |

| <b>Faculties</b>                  | <b>Total Calls Logged</b> | <b>Calls Resolved within 2 working days</b> | <b>% for Calls Resolved within 2 working days</b> | <b>Calls Resolved on the spot &amp; Calls Resolved within 5 working days</b> | <b>% for Calls Resolved on the spot and Calls Resolved within 5 working days</b> |
|-----------------------------------|---------------------------|---|---|--|--|
| Monash Student Union Gippsland    | 2                         | 1   | 50  | 2  | 100  |
| Monash University Club            | 2                         | 2   | 100   | 2  | 100  |
| Monash University Sunway Malaysia | 6                         | 4   | 67  | 4  | 67   |
| Monyx                             | 9                         | 6   | 67  | 6  | 67   |
| Prato                             | 1                         | 0   | 0   | 1  | 100  |
| Southern Africa                   | 2                         | 2   | 100   | 2  | 100  |
| Staff                             | 4                         | 3   | 75  | 3  | 75   |
| Student and Community Services    | 20                        | 19  | 95  | 19   | 95   |
| Student and Staff Services        | 166                       | 138   | 83  | 150  | 90   |
| Victorian College of Pharmacy     | 15                        | 12  | 80  | 13   | 87   |
| <b>Grand Total</b>                | <b>2,140</b>              | <b>1,758</b>                                | <b>82</b>   | <b>1,854</b>   | <b>87</b>  |