

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/08/2006 to 31/08/2006

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	277	216	78	234	84
Centre for Learning and Teaching Support	35	25	71	31	89
Centre for the Advancement of Learning and Teaching	9	7	78	7	78
Client Services	1	0	0	0	0
Facilities and Services	125	102	82	105	84
Faculty of Art and Design	15	12	80	14	93
Faculty of Arts	171	142	83	149	87
Faculty of Business and Economics	215	196	91	204	95
Faculty of Education	59	54	92	55	93
Faculty of Engineering	90	69	77	73	81
Faculty of Information Technology	112	93	83	98	88
Faculty of Law	32	26	81	26	81
Faculty of Medicine, Nursing and Health Sciences	378	329	87	342	90
Faculty of Science	111	97	87	102	92
General	39	33	85	34	87
Gippsland School of Applied Sciences	1	0	0	0	0
Human Resources	55	48	87	48	87
Information Technology Services	821	555	68	618	75
Library	44	40	91	41	93
Mannix College	2	1	50	1	50
Marketing and Public Affairs	161	128	80	139	86
Monash College Group Pty Ltd	73	58	79	60	82
Monash Commercial	5	3	60	3	60
Monash Student Union Gippsland	1	0	0	0	0
Monash University Sunway Malaysia	90	42	47	58	64
Monyx	12	8	67	9	75
Off-Campus Learning Centre	33	28	85	29	88
Southern Africa	10	6	60	7	70
Staff	25	19	76	21	84
Student and Community Services	224	178	79	195	87
Victorian College of Pharmacy	14	13	93	13	93
Victorian Tertiary Admissions Centre	2	2	100	2	100
Grand Total	3,242	2,530	78	2,718	84