

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/12/2006 to 31/12/2006

<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>
Administration	185	153	83	161	87
Centre for Learning and Teaching Support	23	18	78	19	83
Centre for the Advancement of Learning and Teaching	8	8	100	8	100
Facilities and Services	52	38	73	39	75
Faculty of Art and Design	16	15	94	16	100
Faculty of Arts	114	99	87	102	89
Faculty of Business and Economics	137	131	96	132	96
Faculty of Education	72	69	96	69	96
Faculty of Engineering	56	47	84	48	86
Faculty of Information Technology	74	64	86	68	92
Faculty of Law	26	23	88	23	88
Faculty of Medicine, Nursing and Health Sciences	307	266	87	274	89
Faculty of Science	71	62	87	64	90
General	31	25	81	27	87
Human Resources	17	12	71	14	82
Information Technology Services	528	310	59	362	69
Library	26	25	96	26	100
Mannix College	4	2	50	2	50
Marketing and Public Affairs	92	73	79	79	86
Monash College Group Pty Ltd	44	36	82	38	86
Monash Commercial	7	5	71	6	86
Monash Student Union Gippsland	4	2	50	3	75
Monash University Club	1	0	0	0	0
Monash University Sunway Malaysia	60	38	63	47	78
Monyx	25	16	64	18	72
Off-Campus Learning Centre	18	13	72	16	89
School of Mathematical Sciences	1	0	0	0	0
Southern Africa	9	8	89	8	89
Staff	5	3	60	5	100
Student and Community Services	138	99	72	111	80
Victorian College of Pharmacy	6	5	83	5	83
<b>Grand Total</b>	<b>2,157</b>	<b>1,665</b>	<b>77</b>	<b>1,790</b>	<b>83</b>