

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/02/2006 to 28/02/2006

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		204	82	211	85
Centre for Learning and Teaching Support		57	76	62	83
Facilities and Services		57	73	64	82
Faculty of Art and Design		41	91	41	91
Faculty of Arts		144	87	150	90
Faculty of Business and Economics		261	89	267	91
Faculty of Education		60	95	61	97
Faculty of Engineering		91	84	96	89
Faculty of Information Technology		136	83	143	88
Faculty of Law		33	92	35	97
Faculty of Medicine, Nursing and Health Sciences		340	82	357	86
Faculty of Science		96	87	100	91
General		40	93	40	93
Human Resources		25	76	28	85
Information Technology Services		464	66	517	73
Library		20	83	21	88
Mannix College		2	33	2	33
Marketing and Public Affairs		116	82	128	91
Monash College Group Pty Ltd		5	63	5	63
Monash Commercial		8	80	10	100
Monash International Pty Ltd		48	76	53	84
Monash Student Union Gippsland		3	43	3	43
Monash University Club		0	0	0	0
Monash University Sunway Malaysia		9	90	9	90
Monyx		25	76	29	88
Off-Campus Learning Centre		4	67	4	67
Prato		0	0	1	100
Southern Africa		7	58	8	67
Staff		18	35	26	51
Student and Community Services		164	77	180	85
Victorian College of Pharmacy		20	95	20	95
Victorian Tertiary Admissions Centre		1	100	1	100
<b>Grand Total</b>	<b>3,187</b>	<b>2,499</b>	<b>78</b>	<b>2,672</b>	<b>84</b>