



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/07/2006 to 31/07/2006

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	306	244	80	263	86
Centre for Learning and Teaching Support	45	31	69	35	78
Facilities and Services	125	99	79	107	86
Faculty of Art and Design	22	20	91	20	91
Faculty of Arts	193	177	92	185	96
Faculty of Business and Economics	198	177	89	182	92
Faculty of Education	79	75	95	77	97
Faculty of Education, Peninsula	1	1	100	1	100
Faculty of Engineering	106	84	79	91	86
Faculty of Information Technology	145	123	85	126	87
Faculty of Law	33	30	91	32	97
Faculty of Medicine, Nursing and Health Sciences	472	415	88	439	93
Faculty of Science	90	84	93	86	96
General	78	63	81	70	90
Human Resources	42	35	83	38	90
Information Technology Services	732	509	70	567	77
Library	41	40	98	40	98
Mannix College	2	1	50	1	50
Marketing and Public Affairs	102	77	75	86	84
Monash College Group Pty Ltd	82	67	82	73	89
Monash Commercial	12	9	75	9	75
Monash Student Union Gippsland	1	1	100	1	100
Monash University Sunway Malaysia	72	36	50	46	64
Monyx	9	7	78	7	78
Off-Campus Learning Centre	27	24	89	26	96
Southern Africa	10	8	80	9	90
Staff	68	47	69	55	81
Student and Community Services	220	189	86	201	91
Victorian College of Pharmacy	19	18	95	18	95
Grand Total	3,332	2,691	81	2,891	87