

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/06/2006 to 30/06/2006

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	360	302	84	315	88
Centre for Learning and Teaching Support	51	35	69	41	80
Facilities and Services	119	91	76	108	91
Faculty of Art and Design	16	14	88	15	94
Faculty of Arts	187	161	86	168	90
Faculty of Business and Economics	230	208	90	213	93
Faculty of Education	48	41	85	44	92
Faculty of Engineering	88	78	89	80	91
Faculty of Information Technology	119	104	87	106	89
Faculty of Law	33	28	85	29	88
Faculty of Medicine, Nursing and Health Sciences	470	419	89	431	92
Faculty of Science	83	71	86	75	90
General	77	63	82	68	88
Human Resources	28	22	79	23	82
Information Technology Services	880	623	71	673	76
Library	35	32	91	32	91
Mannix College	5	5	100	5	100
Marketing and Public Affairs	123	98	80	110	89
Monash College Group Pty Ltd	77	54	70	60	78
Monash Commercial	12	7	58	9	75
Monash Student Union Gippsland	2	2	100	2	100
Monash University Sunway Malaysia	62	39	63	46	74
Monyx	18	10	56	10	56
Off-Campus Learning Centre	31	24	77	25	81
School of Mathematical Sciences	2	1	50	2	100
Southern Africa	5	3	60	3	60
Staff	5	2	40	4	80
Student and Community Services	222	183	82	196	88
Victorian College of Pharmacy	21	20	95	20	95
Victorian Tertiary Admissions Centre	2	2	100	2	100
Grand Total	3,411	2,742	80	2,915	85