

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by students

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

Faculties	Total Calls Logged	Calls Resolved on the spot	% for Calls Resolved on the spot	Calls Resolved on the spot & Calls Resolved within 5 working days	% for Calls Resolved on the spot and Calls Resolved within 5 working days
Accident Research Centre		0		0	
Deputy V-C (Academic and Planning)	137	123	90	136	99
Deputy V-C (International Affairs)	21	19	90	21	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	8	8	100	8	100
Faculty of Arts	86	59	69	80	93
Faculty of Business and Economics	142	79	56	134	94
Faculty of Education	62	42	68	59	95
Faculty of Engineering	34	20	59	28	82
Faculty of Information Technology	47	24	51	46	98
Faculty of Law	29	17	59	28	97
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	70	37	53	62	89
Faculty of Pharmacy	6	3	50	5	83
Faculty of Science	32	20	63	29	91
International Affairs		0		0	
Marketing and Public Affairs	4	3	75	4	100
Monash College	34	18	53	30	88
Monash Southern Africa		0		0	
Monash Study Groups		0		0	
Pearcey Centre		0		0	

<b>Faculties</b>	<b>Total Calls Logged</b>	<b>Calls Resolved on the spot</b>	<b>% for Calls Resolved on the spot</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>
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	10	6	60	8	80
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>722</b>	<b>478</b>	<b>66</b>	<b>678</b>	<b>94</b>