

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/04/2006 to 30/04/2006

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	337	283	84	301	89
Centre for Learning and Teaching Support	35	21	60	27	77
Facilities and Services	87	70	80	73	84
Faculty of Art and Design	15	14	93	14	93
Faculty of Arts	135	108	80	113	84
Faculty of Business and Economics	168	145	86	150	89
Faculty of Education	55	49	89	50	91
Faculty of Education, Peninsula	1	0	0	0	0
Faculty of Engineering	59	48	81	51	86
Faculty of Information Technology	102	83	81	92	90
Faculty of Law	14	11	79	11	79
Faculty of Medicine, Nursing and Health Sciences	280	240	86	250	89
Faculty of Science	56	38	68	47	84
General	67	54	81	57	85
Human Resources	24	20	83	24	100
Information Technology Services	732	528	72	567	77
Library	26	23	88	23	88
Mannix College	5	1	20	3	60
Marketing and Public Affairs	97	82	85	89	92
Monash College Group Pty Ltd	61	52	85	54	89
Monash Commercial	14	7	50	9	64
Monash Student Union Gippsland	2	0	0	0	0
Monash University Club	2	2	100	2	100
Monash University Sunway Malaysia	22	16	73	17	77
Monyx	19	16	84	17	89
Off-Campus Learning Centre	22	18	82	18	82
Southern Africa	11	7	64	10	91
Staff	29	12	41	15	52
Student and Community Services	193	141	73	156	81
Victorian College of Pharmacy	6	6	100	6	100
Water Studies Centre	1	1	100	1	100
Grand Total	2,677	2,096	78	2,247	84