



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/05/2006 to 31/05/2006

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	401	329	82	349	87
Centre for Learning and Teaching Support	31	24	77	27	87
Enterprise Workstation Services	1	0	0	0	0
Facilities and Services	165	136	82	140	85
Faculty of Art and Design	36	34	94	36	100
Faculty of Arts	192	168	88	179	93
Faculty of Business and Economics	237	211	89	217	92
Faculty of Education	82	77	94	80	98
Faculty of Engineering	112	93	83	99	88
Faculty of Information Technology	122	111	91	114	93
Faculty of Law	16	15	94	15	94
Faculty of Medicine, Nursing and Health Sciences	483	430	89	444	92
Faculty of Science	102	84	82	88	86
General	84	70	83	75	89
Human Resources	12	11	92	12	100
Information Technology Services	1,227	923	75	989	81
Library	58	53	91	53	91
Mannix College	4	2	50	3	75
Marketing and Public Affairs	127	101	80	114	90
Monash College Group Pty Ltd	83	72	87	76	92
Monash Commercial	16	13	81	13	81
Monash Student Union Gippsland	5	4	80	4	80
Monash University Club	2	0	0	0	0
Monash University Sunway Malaysia	65	46	71	55	85
Monyx	30	22	73	25	83
Off-Campus Learning Centre	31	26	84	28	90
School of Mathematical Sciences	1	1	100	1	100
Southern Africa	6	6	100	6	100
Staff	15	7	47	11	73
Student and Community Services	272	217	80	240	88
Victorian College of Pharmacy	13	12	92	12	92
Grand Total	4,031	3,298	82	3,505	87