

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by students

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

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	1	1	100	1	100
Deputy V-C (Academic and Planning)	112	95	85	109	97
Deputy V-C (International Affairs)	25	20	80	25	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	7	5	71	6	86
Faculty of Arts	245	196	80	232	95
Faculty of Business and Economics	332	237	71	312	94
Faculty of Education	136	101	74	128	94
Faculty of Engineering	97	67	69	92	95
Faculty of Information Technology	113	63	56	102	90
Faculty of Law	163	145	89	159	98
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	128	89	70	127	99
Faculty of Pharmacy	7	6	86	7	100
Faculty of Science	90	68	76	88	98
International Affairs		0		0	
Marketing and Public Affairs	6	6	100	6	100
Monash College	17	13	76	16	94
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	8	4	50	8	100
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>1,487</b>	<b>1,116</b>	<b>75</b>	<b>1,418</b>	<b>95</b>