

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/11/2006 to 30/11/2006

<b>Faculties</b>	<b>Total Calls Logged</b>	<b>Calls Resolved within 2 working days</b>	<b>% for Calls Resolved within 2 working days</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>
Administration	287	227	79	248	86
Australian APEC Study Centre	1	0	0	0	0
Centre for Learning and Teaching Support	22	16	73	18	82
Centre for the Advancement of Learning and Teaching	16	14	88	15	94
Facilities and Services	89	77	87	81	91
Faculty of Art and Design	22	19	86	19	86
Faculty of Arts	131	116	89	122	93
Faculty of Business and Economics	285	267	94	271	95
Faculty of Education	73	69	95	71	97
Faculty of Engineering	112	97	87	100	89
Faculty of Information Technology	98	93	95	96	98
Faculty of Law	55	48	87	50	91
Faculty of Medicine, Nursing and Health Sciences	386	350	91	359	93
Faculty of Science	90	84	93	84	93
General	62	49	79	56	90
Human Resources	25	20	80	23	92
Information Technology Services	696	482	69	513	74
Library	22	20	91	20	91
Marketing and Public Affairs	128	100	78	109	85
Monash College Group Pty Ltd	71	61	86	63	89
Monash Commercial	8	5	63	6	75
Monash Research Graduate School	1	0	0	0	0
Monash University Sunway Malaysia	90	62	69	69	77
Monyx	26	22	85	22	85
Off-Campus Learning Centre	31	24	77	30	97
Southern Africa	5	2	40	2	40
Staff	15	10	67	13	87
Student and Community Services	250	211	84	223	89
Victorian College of Pharmacy	17	15	88	16	94
Victorian Tertiary Admissions Centre	2	2	100	2	100
<b>Grand Total</b>	<b>3,116</b>	<b>2,562</b>	<b>82</b>	<b>2,701</b>	<b>87</b>