

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/10/2006 to 31/10/2006

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	312	246	79	271	87
Centre for Learning and Teaching Support	20	12	60	15	75
Centre for the Advancement of Learning and Teaching	7	7	100	7	100
Client Services, Berwick/Peninsula	1	0	0	1	100
Facilities and Services	103	84	82	88	85
Faculty of Art and Design	12	8	67	9	75
Faculty of Arts	121	101	83	104	86
Faculty of Business and Economics	231	209	90	213	92
Faculty of Education	55	47	85	49	89
Faculty of Education, Peninsula	1	0	0	0	0
Faculty of Engineering	100	90	90	92	92
Faculty of Information Technology	98	83	85	88	90
Faculty of Law	31	29	94	31	100
Faculty of Medicine, Nursing and Health Sciences	379	324	85	347	92
Faculty of Science	100	92	92	92	92
General	59	48	81	53	90
Gippsland School of Applied Sciences	1	0	0	0	0
Human Resources	47	39	83	42	89
Information Technology Services	814	518	64	594	73
Library	21	18	86	18	86
Mannix College	2	2	100	2	100
Marketing and Public Affairs	116	91	78	96	83
Monash College Group Pty Ltd	58	48	83	53	91
Monash Commercial	10	8	80	9	90
Monash Student Union Gippsland	1	1	100	1	100
Monash University Sunway Malaysia	62	43	69	49	79
Monyx	29	19	66	25	86
Off-Campus Learning Centre	43	32	74	33	77
Southern Africa	5	4	80	4	80
Staff	25	18	72	21	84
Student and Community Services	231	185	80	202	87
Victorian College of Pharmacy	22	19	86	19	86
Victorian Tertiary Admissions Centre	1	1	100	1	100

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Grand Total	3,118	2,426	78	2,629	84