

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by students

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

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		0		0	
Deputy V-C (Academic and Planning)	54	45	83	52	96
Deputy V-C (International Affairs)	8	5	63	6	75
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	11	7	64	10	91
Faculty of Arts	121	88	73	114	94
Faculty of Business and Economics	174	127	73	168	97
Faculty of Education	85	60	71	82	96
Faculty of Engineering	82	58	71	78	95
Faculty of Information Technology	99	47	47	93	94
Faculty of Law	57	43	75	54	95
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	104	63	61	100	96
Faculty of Pharmacy	3	2	67	3	100
Faculty of Science	63	42	67	59	94
International Affairs		0		0	
Marketing and Public Affairs		0		0	
Monash College	25	15	60	23	92
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	22	22	100	22	100
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>908</b>	<b>624</b>	<b>69</b>	<b>864</b>	<b>95</b>