

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/09/2006 to 30/09/2006

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	252	205	81	219	87
Centre for Learning and Teaching Support	22	14	64	16	73
Centre for the Advancement of Learning and Teaching	7	5	71	6	86
Facilities and Services	75	64	85	66	88
Faculty of Art and Design	23	20	87	21	91
Faculty of Arts	153	133	87	139	91
Faculty of Business and Economics	175	151	86	160	91
Faculty of Education	49	45	92	46	94
Faculty of Education, Peninsula	1	1	100	1	100
Faculty of Engineering	69	58	84	61	88
Faculty of Information Technology	86	76	88	79	92
Faculty of Law	13	13	100	13	100
Faculty of Medicine, Nursing and Health Sciences	344	297	86	303	88
Faculty of Science	77	68	88	74	96
General	65	48	74	52	80
Human Resources	48	40	83	43	90
Information Technology Services	922	643	70	701	76
Library	30	24	80	28	93
London	2	1	50	1	50
Marketing and Public Affairs	109	83	76	93	85
Monash College Group Pty Ltd	50	42	84	44	88
Monash Commercial	7	5	71	5	71
Monash Student Union Gippsland	3	2	67	3	100
Monash University Sunway Malaysia	88	52	59	73	83
Monyx	22	11	50	14	64
Off-Campus Learning Centre	21	15	71	19	90
Prato	1	1	100	1	100
Southern Africa	6	5	83	6	100
Staff	32	23	72	29	91
Student and Community Services	169	131	78	139	82
Victorian College of Pharmacy	16	15	94	15	94
Victorian Tertiary Admissions Centre	2	2	100	2	100
<b>Grand Total</b>	<b>2,939</b>	<b>2,293</b>	<b>78</b>	<b>2,472</b>	<b>84</b>