

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/04/2007 to 30/04/2007

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	244	193	79	203	83
Australian APEC Study Centre	1	0	0	1	100
Centre for Learning and Teaching Support	12	10	83	10	83
Centre for the Advancement of Learning and Teaching	12	8	67	11	92
Facilities and Services	139	112	81	121	87
Faculty of Art and Design	13	11	85	12	92
Faculty of Arts	167	137	82	148	89
Faculty of Business and Economics	180	162	90	167	93
Faculty of Education	57	47	82	49	86
Faculty of Engineering	83	70	84	72	87
Faculty of Information Technology	93	75	81	80	86
Faculty of Law	23	20	87	22	96
Faculty of Medicine, Nursing and Health Sciences	396	348	88	361	91
Faculty of Science	84	73	87	76	90
General	66	51	77	55	83
Human Resources Division	31	27	87	28	90
Information Technology Services	647	369	57	405	63
Library	32	29	91	29	91
Marketing and Public Affairs	172	129	75	139	81
Monash College Group Pty Ltd	39	34	87	36	92
Monash Sport	46	39	85	39	85
Monash Student Union Caulfield	1	1	100	1	100
Monash Student Union Gippsland	6	2	33	3	50
Monash University Sunway Malaysia	113	61	54	76	67
Monyx	16	9	56	12	75
Off-Campus Learning Centre	31	19	61	21	68
Southern Africa	6	5	83	5	83
Staff	11	5	45	5	45
Student and Community Services	204	171	84	189	93
Victorian College of Pharmacy	25	21	84	21	84
Victorian Tertiary Admissions Centre	1	0	0	0	0
Grand Total	2,951	2,238	76	2,397	81