

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/08/2007 to 31/08/2007

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	302	221	73	240	79
Advancement	236	178	75	199	84
Centre for Learning and Teaching Support	6	4	67	5	83
Centre for the Advancement of Learning and Teaching	21	15	71	16	76
Department of Management	1	1	100	1	100
Enterprise Workstation Services	1	1	100	1	100
Facilities and Services	107	86	80	89	83
Faculty of Art and Design	21	17	81	17	81
Faculty of Arts	182	165	91	171	94
Faculty of Business and Economics	207	183	88	193	93
Faculty of Education	87	80	92	83	95
Faculty of Education, Peninsula	1	1	100	1	100
Faculty of Engineering	85	76	89	81	95
Faculty of Information Technology	107	93	87	95	89
Faculty of Law	28	25	89	26	93
Faculty of Medicine, Nursing and Health Sciences	452	390	86	406	90
Faculty of Science	81	75	93	76	94
General	84	65	77	70	83
Human Resources Division	29	25	86	27	93
Information Management and Strategic Planning	1	0	0	0	0
Information Technology Services	1,450	1,032	71	1,171	81
Library	38	28	74	33	87
Mannix College	5	2	40	3	60
Monash College Pty Ltd	55	47	85	48	87
Monash Sport	17	15	88	16	94
Monash Student Union Gippsland	5	3	60	3	60
Monash University Sunway Malaysia	260	165	63	201	77
Monyx	3	2	67	2	67
Off-Campus Learning Centre	33	15	45	18	55
Office of the Deputy Vice-Chancellor (Research)	2	2	100	2	100
Southern Africa	18	16	89	16	89
Staff	18	11	61	12	67
Student and Community Services	229	183	80	201	88

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Victorian College of Pharmacy	28	22	79	22	79
Grand Total	4,200	3,244	77	3,545	84