

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by students

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

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)	108	78	72	102	94
Deputy V-C (International Affairs)	19	16	84	19	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	11	9	82	11	100
Faculty of Arts	251	203	81	238	95
Faculty of Business and Economics	357	260	73	339	95
Faculty of Education	105	75	71	97	92
Faculty of Engineering	99	68	69	93	94
Faculty of Information Technology	98	52	53	89	91
Faculty of Law	106	87	82	102	96
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	135	85	63	127	94
Faculty of Pharmacy	7	3	43	7	100
Faculty of Science	84	59	70	81	96
International Affairs		0		0	
Marketing and Public Affairs	2	1	50	2	100
Monash College	13	8	62	13	100
Monash Southern Africa		0		0	
Monash Study Groups	2	2	100	2	100
Monash University English Language Ctr	8	6	75	8	100

<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>
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	7	7	100	7	100
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>1,412</b>	<b>1,019</b>	<b>72</b>	<b>1,337</b>	<b>95</b>