

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 12/1/2007 to 12/31/2007

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	190	153	81	160	84
Advancement	122	100	82	109	89
Centre for the Advancement of Learning and Teaching	13	10	77	12	92
Facilities and Services	163	132	81	145	89
Faculty of Art and Design	7	6	86	7	100
Faculty of Arts	116	100	86	104	90
Faculty of Business and Economics	173	143	83	147	85
Faculty of Education	66	55	83	57	86
Faculty of Engineering	56	53	95	54	96
Faculty of Information Technology	68	57	84	57	84
Faculty of Law	21	16	76	17	81
Faculty of Medicine, Nursing and Health Sciences	336	273	81	295	88
Faculty of Science	71	61	86	63	89
General	47	37	79	40	85
Human Resources Division	21	18	86	18	86
Information Technology Services	567	221	39	256	45
Library	31	25	81	26	84
Mannix College	2	0	0	0	0
Monash College Pty Ltd	38	32	84	32	84
Monash London	1	1	100	1	100
Monash Prato	2	0	0	1	50
Monash Sport	26	24	92	24	92
Monash Student Union Gippsland	1	1	100	1	100
Monash University Club	1	0	0	1	100
Monash University Sunway Malaysia	170	102	60	122	72
Monyx	3	2	67	2	67
Off-Campus Learning Centre	29	23	79	25	86
Office of the Vice-Chancellor	1	1	100	1	100
Southern Africa	10	6	60	9	90
Staff	5	5	100	5	100
Student and Community Services	150	114	76	122	81
Victorian College of Pharmacy	12	12	100	12	100
Victorian Tertiary Admissions Centre	1	1	100	1	100

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Grand Total	2,520	1,784	71	1,926	76