

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by students

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

<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>
Accident Research Centre		0		0	
Deputy V-C (Academic and Planning)	77	64	83	75	97
Deputy V-C (International Affairs)	50	44	88	50	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	5	2	40	5	100
Faculty of Arts	70	51	73	67	96
Faculty of Business and Economics	117	78	67	109	93
Faculty of Education	29	19	66	28	97
Faculty of Engineering	21	15	71	20	95
Faculty of Information Technology	24	15	63	21	88
Faculty of Law	41	18	44	38	93
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	98	45	46	89	91
Faculty of Pharmacy	7	3	43	6	86
Faculty of Science	26	13	50	25	96
International Affairs		0		0	
Marketing and Public Affairs	1	1	100	1	100
McPI	17	9	53	14	82
Monash College	2	2	100	2	100
Monash Southern Africa	1	0	0	0	0

<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>
Monash Study Groups		0		0	
Monash University English Language Ctr	6	5	83	6	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	17	14	82	15	88
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>609</b>	<b>398</b>	<b>65</b>	<b>571</b>	<b>94</b>