

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/02/2007 to 28/02/2007

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	277	201	73	225	81
Centre for Learning and Teaching Support	14	11	79	14	100
Centre for the Advancement of Learning and Teaching	4	2	50	4	100
Facilities and Services	65	48	74	58	89
Faculty of Art and Design	18	17	94	17	94
Faculty of Arts	171	148	87	153	89
Faculty of Business and Economics	189	166	88	170	90
Faculty of Education	91	80	88	85	93
Faculty of Engineering	92	78	85	82	89
Faculty of Information Technology	102	81	79	87	85
Faculty of Law	35	31	89	33	94
Faculty of Medicine, Nursing and Health Sciences	494	425	86	450	91
Faculty of Science	108	92	85	99	92
General	67	54	81	60	90
Human Resources Division	31	24	77	26	84
IT Security and Risk	1	1	100	1	100
Information Management and Strategic Planning	1	0	0	0	0
Information Technology Services	915	485	53	598	65
Library	46	38	83	40	87
Mannix College	3	3	100	3	100
Marketing and Public Affairs	167	135	81	145	87
Monash College Group Pty Ltd	51	41	80	41	80
Monash Commercial	2	1	50	1	50
Monash Sport	21	21	100	21	100
Monash Student Union Gippsland	4	2	50	2	50
Monash University Club	1	1	100	1	100
Monash University Sunway Malaysia	78	40	51	52	67
Monyx	38	32	84	32	84
Off-Campus Learning Centre	26	15	58	20	77
Prato	1	0	0	0	0
Research Commercialisation	2	1	50	2	100
Southern Africa	13	10	77	12	92
Staff	11	7	64	10	91

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Student and Community Services	250	203	81	227	91
Victorian College of Pharmacy	26	23	88	23	88
Victorian Tertiary Admissions Centre	1	1	100	1	100
<b>Grand Total</b>	<b>3,416</b>	<b>2,518</b>	<b>74</b>	<b>2,795</b>	<b>82</b>