

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/01/2007 to 31/01/2007

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	295	235	80	259	88
Centre for Learning and Teaching Support	28	15	54	20	71
Centre for the Advancement of Learning and Teaching	8	7	88	8	100
Facilities and Services	100	77	77	86	86
Faculty of Art and Design	25	20	80	22	88
Faculty of Arts	170	153	90	160	94
Faculty of Business and Economics	205	184	90	188	92
Faculty of Education	64	58	91	61	95
Faculty of Engineering	82	75	91	78	95
Faculty of Information Technology	97	78	80	87	90
Faculty of Law	50	45	90	48	96
Faculty of Medicine, Nursing and Health Sciences	485	425	88	441	91
Faculty of Science	105	99	94	100	95
General	70	57	81	63	90
Human Resources	24	19	79	22	92
Human Resources Division	8	6	75	6	75
Information Technology Services	767	347	45	436	57
Library	42	39	93	40	95
Mannix College	4	3	75	3	75
Marketing and Public Affairs	128	88	69	100	78
Monash College Group Pty Ltd	84	78	93	79	94
Monash Commercial	7	4	57	4	57
Monash Sport	1	0	0	0	0
Monash Student Union Caulfield	3	3	100	3	100
Monash Student Union Gippsland	1	1	100	1	100
Monash University Club	4	3	75	3	75
Monash University Sunway Malaysia	114	70	61	88	77
Monyx	31	18	58	23	74
Off-Campus Learning Centre	39	22	56	24	62
Southern Africa	12	9	75	9	75
Staff	10	4	40	10	100
Student and Community Services	228	174	76	197	86
Victorian College of Pharmacy	23	22	96	23	100

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Victorian Tertiary Admissions Centre	3	3	100	3	100
Grand Total	3,317	2,441	74	2,695	81