

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/07/2007 to 31/07/2007

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	337	286	85	309	92
Advancement	209	168	80	187	89
Australian APEC Study Centre	1	0	0	1	100
Centre for Learning and Teaching Support	6	6	100	6	100
Centre for the Advancement of Learning and Teaching	22	18	82	19	86
Department of Management	1	1	100	1	100
Enterprise Workstation Services	1	1	100	1	100
Equity and Diversity Centre	1	1	100	1	100
Facilities and Services	127	93	73	110	87
Faculty of Art and Design	19	17	89	17	89
Faculty of Arts	222	202	91	210	95
Faculty of Business and Economics	291	267	92	273	94
Faculty of Education	91	81	89	85	93
Faculty of Engineering	99	85	86	92	93
Faculty of Information Technology	130	102	78	115	88
Faculty of Law	40	36	90	37	93
Faculty of Medicine, Nursing and Health Sciences	477	414	87	437	92
Faculty of Science	111	94	85	101	91
General	93	66	71	72	77
Gippsland School of Applied Sciences	1	1	100	1	100
Human Resources Division	19	15	79	19	100
Information Technology Services	1,138	719	63	778	68
Library	47	41	87	42	89
Monash College Pty Ltd	69	65	94	68	99
Monash Sport	31	27	87	29	94
Monash Student Union Caulfield	2	2	100	2	100
Monash Student Union Gippsland	6	1	17	2	33
Monash University Sunway Malaysia	195	153	78	170	87
Monyx	6	4	67	4	67
Off-Campus Learning Centre	32	20	63	23	72
School of Mathematical Sciences	1	1	100	1	100
Southern Africa	18	17	94	17	94
Staff	14	9	64	12	86
Student and Community Services	211	151	72	173	82

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University Planning and Statistics	1	0	0	0	0
Victorian College of Pharmacy	25	24	96	25	100
Victorian Tertiary Admissions Centre	2	2	100	2	100
Grand Total	4,096	3,190	78	3,442	84