

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/06/2007 to 30/06/2007

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	323	260	80	277	86
Advancement	132	106	80	114	86
Centre for Learning and Teaching Support	14	14	100	14	100
Centre for the Advancement of Learning and Teaching	16	14	88	14	88
Enterprise Workstation Services	1	1	100	1	100
Facilities and Services	135	115	85	121	90
Faculty of Art and Design	13	12	92	12	92
Faculty of Arts	153	140	92	142	93
Faculty of Business and Economics	188	170	90	175	93
Faculty of Education	66	63	95	64	97
Faculty of Education, Peninsula	1	1	100	1	100
Faculty of Engineering	81	74	91	75	93
Faculty of Information Technology	93	78	84	82	88
Faculty of Law	26	24	92	25	96
Faculty of Medicine, Nursing and Health Sciences	422	361	86	381	90
Faculty of Science	100	89	89	91	91
General	108	91	84	96	89
Gippsland School of Applied Sciences	1	1	100	1	100
Human Resources Division	29	26	90	28	97
Information Technology Services	884	556	63	652	74
Library	56	45	80	47	84
Mannix College	1	1	100	1	100
Marketing and Public Affairs	88	67	76	74	84
Monash College Pty Ltd	73	61	84	65	89
Monash Prato	1	1	100	1	100
Monash Sport	19	19	100	19	100
Monash Student Union Gippsland	9	3	33	5	56
Monash University Sunway Malaysia	119	50	42	74	62
Monyx	4	4	100	4	100
Off-Campus Learning Centre	53	24	45	29	55
Office of the Deputy Vice-Chancellor (International)	2	2	100	2	100
Office of the Deputy Vice-Chancellor (Research)	2	0	0	0	0
School of Mathematical Sciences	2	2	100	2	100

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Southern Africa	25	20	80	21	84
Staff	14	7	50	9	64
Student and Community Services	266	229	86	240	90
Victorian College of Pharmacy	17	17	100	17	100
<b>Grand Total</b>	<b>3,537</b>	<b>2,748</b>	<b>78</b>	<b>2,976</b>	<b>84</b>