

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/03/2007 to 31/03/2007

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	352	278	79	299	85
Centre for Learning and Teaching Support	15	13	87	13	87
Centre for the Advancement of Learning and Teaching	13	11	85	12	92
Client Services	2	2	100	2	100
Facilities and Services	118	84	71	97	82
Faculty of Art and Design	20	17	85	17	85
Faculty of Arts	248	213	86	223	90
Faculty of Business and Economics	250	223	89	227	91
Faculty of Education	86	72	84	74	86
Faculty of Engineering	98	76	78	79	81
Faculty of Information Technology	154	122	79	131	85
Faculty of Law	25	21	84	22	88
Faculty of Medicine, Nursing and Health Sciences	453	368	81	388	86
Faculty of Science	121	96	79	108	89
General	94	73	78	81	86
Human Resources Division	42	33	79	37	88
IT Security and Risk	3	0	0	0	0
Information Technology Services	920	611	66	667	73
Library	52	45	87	48	92
Mannix College	1	0	0	0	0
Marketing and Public Affairs	188	135	72	156	83
Monash College Group Pty Ltd	70	57	81	64	91
Monash Prato	1	1	100	1	100
Monash Sport	68	62	91	62	91
Monash Student Union Gippsland	6	3	50	4	67
Monash University Club	5	5	100	5	100
Monash University Sunway Malaysia	69	24	35	39	57
Monyx	19	10	53	11	58
Off-Campus Learning Centre	34	21	62	22	65
Prato	1	0	0	0	0
Research Commercialisation	3	1	33	2	67
School of Mathematical Sciences	1	0	0	1	100
Southern Africa	16	15	94	15	94

<b>Faculties</b>	<b>Total Calls Logged</b>	<b>Calls Resolved within 2 working days</b>	<b>% for Calls Resolved within 2 working days</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>
Staff	21	14	67	18	86
Student and Community Services	248	176	71	192	77
Victorian College of Pharmacy	25	21	84	21	84
<b>Grand Total</b>	<b>3,842</b>	<b>2,903</b>	<b>76</b>	<b>3,138</b>	<b>82</b>