

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/05/2007 to 31/05/2007

<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>
Administration	329	241	73	260	79
Centre for Learning and Teaching Support	14	7	50	8	57
Centre for the Advancement of Learning and Teaching	15	15	100	15	100
Facilities and Services	134	117	87	120	90
Faculty of Art and Design	22	19	86	19	86
Faculty of Arts	187	158	84	170	91
Faculty of Business and Economics	221	192	87	200	90
Faculty of Education	107	92	86	96	90
Faculty of Engineering	84	71	85	74	88
Faculty of Information Technology	100	74	74	81	81
Faculty of Law	22	21	95	21	95
Faculty of Medicine, Nursing and Health Sciences	476	387	81	416	87
Faculty of Science	113	97	86	101	89
General	121	97	80	103	85
Human Resources Division	42	34	81	35	83
Information Technology Services	1,164	613	53	660	57
Library	46	38	83	38	83
Mannix College	4	3	75	3	75
Marketing and Public Affairs	231	163	71	185	80
Monash College Group Pty Ltd	67	54	81	58	87
Monash Sport	43	37	86	37	86
Monash Student Union Gippsland	2	0	0	0	0
Monash University Sunway Malaysia	119	77	65	93	78
Monyx	16	12	75	14	88
Off-Campus Learning Centre	50	28	56	33	66
Office of the Deputy Vice-Chancellor (Research)	13	0	0	0	0
Southern Africa	15	12	80	12	80
Staff	14	7	50	10	71
Student and Community Services	257	209	81	226	88
Victorian College of Pharmacy	25	21	84	21	84
<b>Grand Total</b>	<b>4,053</b>	<b>2,896</b>	<b>71</b>	<b>3,109</b>	<b>77</b>