

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 11/1/2007 to 11/30/2007

<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	273	211	77	233	85
Advancement	175	151	86	158	90
Centre for the Advancement of Learning and Teaching	22	17	77	20	91
Client Services	1	1	100	1	100
Enterprise Workstation Services	3	3	100	3	100
Facilities and Services	152	126	83	136	89
Faculty of Art and Design	17	16	94	16	94
Faculty of Arts	138	125	91	129	93
Faculty of Business and Economics	219	194	89	198	90
Faculty of Education	72	68	94	68	94
Faculty of Education, Peninsula	1	1	100	1	100
Faculty of Engineering	72	69	96	69	96
Faculty of Information Technology	84	77	92	79	94
Faculty of Law	28	24	86	27	96
Faculty of Medicine, Nursing and Health Sciences	456	391	86	403	88
Faculty of Science	72	61	85	63	88
General	67	53	79	58	87
Human Resources Division	51	35	69	37	73
Information Management and Strategic Planning	1	1	100	1	100
Information Technology Services	870	450	52	504	58
Library	32	26	81	27	84
Mannix College	5	2	40	3	60
Monash College Pty Ltd	39	35	90	37	95
Monash Prato	4	2	50	3	75
Monash Sport	18	17	94	18	100
Monash Student Union Caulfield	1	1	100	1	100
Monash Student Union Gippsland	15	11	73	12	80
Monash University Club	2	1	50	1	50
Monash University Sunway Malaysia	215	152	71	168	78
Monyx	5	2	40	3	60
Off-Campus Learning Centre	32	17	53	23	72
Office of the Deputy Vice-Chancellor (Research)	2	2	100	2	100
Southern Africa	12	9	75	10	83

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Staff	22	19	86	20	91
Student and Community Services	271	216	80	238	88
Victorian College of Pharmacy	20	19	95	19	95
Victorian Tertiary Admissions Centre	1	1	100	1	100
<b>Grand Total</b>	<b>3,470</b>	<b>2,606</b>	<b>75</b>	<b>2,790</b>	<b>80</b>