

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/10/2007 to 31/10/2007

<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	294	235	80	250	85
Advancement	176	143	81	156	89
Centre for the Advancement of Learning and Teaching	19	14	74	15	79
Enterprise Workstation Services	3	3	100	3	100
Facilities and Services	174	131	75	151	87
Faculty of Art and Design	19	17	89	18	95
Faculty of Arts	159	141	89	143	90
Faculty of Business and Economics	178	162	91	168	94
Faculty of Education	92	82	89	85	92
Faculty of Education, Peninsula	1	1	100	1	100
Faculty of Engineering	86	73	85	76	88
Faculty of Information Technology	90	79	88	82	91
Faculty of Law	30	27	90	27	90
Faculty of Medicine, Nursing and Health Sciences	425	364	86	379	89
Faculty of Science	67	61	91	63	94
General	77	65	84	70	91
Human Resources Division	27	22	81	22	81
Information Technology Services	1,050	650	62	705	67
Library	42	37	88	39	93
Mannix College	2	2	100	2	100
Monash College Pty Ltd	84	77	92	81	96
Monash Sport	21	18	86	19	90
Monash Student Union Gippsland	8	4	50	6	75
Monash University Club	1	1	100	1	100
Monash University Sunway Malaysia	193	136	70	152	79
Monyx	7	5	71	5	71
Off-Campus Learning Centre	51	36	71	38	75
Southern Africa	3	3	100	3	100
Staff	20	17	85	20	100
Student and Community Services	229	185	81	200	87
Victorian College of Pharmacy	18	16	89	17	94
<b>Grand Total</b>	<b>3,646</b>	<b>2,807</b>	<b>77</b>	<b>2,997</b>	<b>82</b>