

## Information Technology Services

### Provide IT Support & Training

### Service Desk calls logged by students

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

<b>Faculties</b>	<b>Total Calls Logged</b>	<b>Calls Resolved on the spot</b>	<b>% for Calls Resolved on the spot</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>
Accident Research Centre	1	1	100	1	100
Deputy V-C (Academic and Planning)	43	34	79	41	95
Deputy V-C (International Affairs)	23	17	74	22	96
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	6	2	33	4	67
Faculty of Arts	131	85	65	123	94
Faculty of Business and Economics	186	113	61	174	94
Faculty of Education	53	37	70	52	98
Faculty of Engineering	33	15	45	32	97
Faculty of Information Technology	50	10	20	46	92
Faculty of Law	44	25	57	43	98
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	82	43	52	80	98
Faculty of Pharmacy	7	3	43	7	100
Faculty of Science	49	36	73	48	98
International Affairs		0		0	
Marketing and Public Affairs	1	1	100	1	100
McPI	39	30	77	37	95
Monash College		0		0	
Monash Southern Africa		0		0	

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Monash Study Groups		0		0	
Monash University English Language Ctr	9	8	89	9	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	12	4	33	10	83
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>769</b>	<b>464</b>	<b>60</b>	<b>730</b>	<b>95</b>