

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/09/2007 to 30/09/2007

<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	278	233	84	247	89
Advancement	178	156	88	160	90
Centre for Learning and Teaching Support	7	7	100	7	100
Centre for the Advancement of Learning and Teaching	5	5	100	5	100
Client Services, Berwick/Peninsula	1	1	100	1	100
Department of Occupational Therapy	1	0	0	0	0
Enterprise Workstation Services	2	2	100	2	100
Facilities and Services	140	111	79	118	84
Faculty of Art and Design	28	21	75	23	82
Faculty of Arts	167	146	87	155	93
Faculty of Business and Economics	183	165	90	172	94
Faculty of Education	57	50	88	52	91
Faculty of Education, Peninsula	2	1	50	2	100
Faculty of Engineering	74	62	84	69	93
Faculty of Information Technology	75	70	93	73	97
Faculty of Law	35	32	91	34	97
Faculty of Medicine, Nursing and Health Sciences	364	328	90	336	92
Faculty of Science	69	61	88	66	96
General	78	63	81	66	85
Human Resources Division	16	16	100	16	100
Information Technology Services	1,172	862	74	955	81
Library	40	34	85	35	88
Mannix College	6	3	50	4	67
Monash College Pty Ltd	54	49	91	51	94
Monash Prato	1	1	100	1	100
Monash Sport	19	17	89	18	95
Monash Student Union Gippsland	6	4	67	4	67
Monash University Club	2	2	100	2	100
Monash University Sunway Malaysia	186	134	72	158	85
Monyx	12	11	92	12	100
Off-Campus Learning Centre	34	27	79	29	85
School of Humanities, Communications and Social Sciences	1	1	100	1	100
Southern Africa	15	12	80	12	80

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Staff	13	10	77	11	85
Student and Community Services	211	164	78	181	86
Victorian College of Pharmacy	25	22	88	22	88
Victorian Tertiary Admissions Centre	2	1	50	2	100
Information Technology Services	1	1	100	1	100
<b>Grand Total</b>	<b>3,560</b>	<b>2,885</b>	<b>81</b>	<b>3,103</b>	<b>87</b>