

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by students

Calls for the Date range 1/04/2008 to 30/04/2008

Faculties	Total Calls Logged	Calls Resolved on the spot	% for Calls Resolved on the spot	Calls Resolved on the spot & Calls Resolved within 5 working days	% for Calls Resolved on the spot and Calls Resolved within 5 working days
Accident Research Centre		0		0	
Deputy V-C (Academic and Planning)	48	36	75	47	98
Deputy V-C (International Affairs)	28	20	71	28	100
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	31	22	71	30	97
Faculty of Arts	241	190	79	235	98
Faculty of Business and Economics	443	361	81	436	98
Faculty of Education	130	84	65	127	98
Faculty of Engineering	70	45	64	70	100
Faculty of Information Technology	91	48	53	81	89
Faculty of Law	96	75	78	94	98
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	209	164	78	205	98
Faculty of Pharmacy	7	2	29	7	100
Faculty of Science	107	77	72	105	98
International Affairs		0		0	
Marketing and Public Affairs	15	14	93	15	100
McPI		0		0	
Monash College	12	6	50	11	92
Monash Southern Africa	1	0	0	0	0
Monash Study Groups	16	16	100	16	100

<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>
Monash University English Language Ctr	8	8	100	8	100
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	13	10	77	12	92
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>1,566</b>	<b>1,178</b>	<b>75</b>	<b>1,527</b>	<b>98</b>