



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/08/2008 to 31/08/2008

| Faculties | Total Calls Logged | Calls Resolved within 2 working days | % for Calls Resolved within 2 working days | Calls Resolved on the spot & Calls Resolved within 5 working days | % for Calls Resolved on the spot and Calls Resolved within 5 working days |
|---|--------------------|--------------------------------------|--|---|---|
| Administration | 344 | 272 | 79 | 296 | 86 |
| Advancement | 202 | 158 | 78 | 181 | 90 |
| Associated Organizations | 1 | 1 | 100 | 1 | 100 |
| Central and Eastern Clinical School | 1 | 1 | 100 | 1 | 100 |
| Centre for the Advancement of Learning and Teaching | 28 | 19 | 68 | 24 | 86 |
| Client Services, Berwick/Peninsula | 1 | 1 | 100 | 1 | 100 |
| Facilities and Services | 172 | 138 | 80 | 152 | 88 |
| Faculty of Art and Design | 24 | 19 | 79 | 21 | 88 |
| Faculty of Arts | 178 | 139 | 78 | 152 | 85 |
| Faculty of Business and Economics | 289 | 252 | 87 | 265 | 92 |
| Faculty of Education | 65 | 53 | 82 | 62 | 95 |
| Faculty of Education, Gippsland | 1 | 0 | 0 | 1 | 100 |
| Faculty of Engineering | 108 | 94 | 87 | 98 | 91 |
| Faculty of Information Technology | 99 | 82 | 83 | 86 | 87 |
| Faculty of Law | 35 | 27 | 77 | 30 | 86 |
| Faculty of Medicine, Nursing and Health Sciences | 521 | 432 | 83 | 458 | 88 |
| Faculty of Pharmacy and Pharmaceutical Sciences | 3 | 3 | 100 | 3 | 100 |
| Faculty of Science | 121 | 92 | 76 | 103 | 85 |
| General | 70 | 58 | 83 | 63 | 90 |
| Human Resources Division | 47 | 30 | 64 | 40 | 85 |
| Information Technology Services | 915 | 651 | 71 | 712 | 78 |
| Library | 54 | 45 | 83 | 49 | 91 |
| Mannix College | 9 | 5 | 56 | 6 | 67 |
| Monash College Pty Ltd | 64 | 59 | 92 | 62 | 97 |
| Monash Sport | 15 | 9 | 60 | 10 | 67 |
| Monash Student Union Caulfield | 2 | 2 | 100 | 2 | 100 |
| Monash University Club | 1 | 1 | 100 | 1 | 100 |
| Monash University Sunway Malaysia | 284 | 238 | 84 | 268 | 94 |
| Off-Campus Learning Centre | 23 | 18 | 78 | 21 | 91 |
| Southern Africa | 19 | 14 | 74 | 18 | 95 |
| Staff | 10 | 7 | 70 | 9 | 90 |
| Student and Community Services | 281 | 217 | 77 | 243 | 86 |
| Victorian College of Pharmacy | 30 | 22 | 73 | 24 | 80 |
| Victorian Tertiary Admissions Centre | 2 | 2 | 100 | 2 | 100 |

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|--------------------|--------------------|--------------------------------------|--|---|---|
| Grand Total | 4,019 | 3,161 | 79 | 3,465 | 86 |