

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

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

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	0	0	0
Deputy V-C (Academic and Planning)	47	28	60	47	100
Deputy V-C (International Affairs)	32	2	6	32	100
Faculty of Art and Design	37	14	38	34	92
Faculty of Arts	259	171	66	251	97
Faculty of Business and Economics	505	298	59	481	95
Faculty of Education	70	41	59	63	90
Faculty of Engineering	143	57	40	138	97
Faculty of Information Technology	133	43	32	115	86
Faculty of Law	127	86	68	126	99
Faculty of Medicine, Nursing and Health Sciences	187	93	50	182	97
Faculty of Pharmacy	20	6	30	19	95
Faculty of Science	81	45	56	78	96
Marketing and Public Affairs	0	0	0	0	0
McPI	0	0	0	0	0
Monash College	46	20	43	44	96
Monash Southern Africa	1	0	0	0	0
Monash Study Groups	0	0	0	0	0
Monash University English Language Ctr	28	8	29	26	93
Student	5	2	40	5	100
Student Systems	0	0	0	0	0
Grand Total	1,721	914	53	1,641	95