

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/12/2008 to 31/12/2008

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	317	263	83	272	86
Advancement	164	136	83	148	90
Associated Organizations	1	1	100	1	100
Centre for the Advancement of Learning and Teaching	28	19	68	24	86
Client Services, Gippsland	1	1	100	1	100
Department of Management	1	1	100	1	100
Facilities and Services	87	70	80	82	94
Faculty of Art and Design	24	20	83	22	92
Faculty of Arts	163	140	86	147	90
Faculty of Business and Economics	269	212	79	226	84
Faculty of Education	88	73	83	79	90
Faculty of Engineering	76	71	93	73	96
Faculty of Information Technology	54	38	70	41	76
Faculty of Law	30	27	90	27	90
Faculty of Medicine, Nursing and Health Sciences	416	356	86	374	90
Faculty of Pharmacy and Pharmaceutical Sciences	35	30	86	31	89
Faculty of Science	87	76	87	82	94
General	65	51	78	54	83
Human Resources Division	27	17	63	21	78
Information Technology Services	446	282	63	311	70
Library	41	25	61	28	68
Mannix College	2	0	0	1	50
Monash College Pty Ltd	46	39	85	41	89
Monash Prato	1	1	100	1	100
Monash Sport	8	5	63	6	75
Monash Student Union Caulfield	1	1	100	1	100
Monash Student Union Gippsland	2	2	100	2	100
Monash University Sunway Malaysia	236	202	86	222	94
Off-Campus Learning Centre	37	30	81	31	84
Southern Africa	7	6	86	6	86
Staff	9	3	33	6	67
Student and Community Services	128	106	83	110	86
Grand Total	2,897	2,304	80	2,472	85