

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/02/2008 to 29/02/2008

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	252	192	76	212	84
Advancement	185	154	83	163	88
Arts IT	1	0	0	1	100
Centre for the Advancement of Learning and Teaching	16	13	81	13	81
Facilities and Services	151	109	72	125	83
Faculty of Art and Design	22	19	86	20	91
Faculty of Arts	273	203	74	220	81
Faculty of Business and Economics	253	213	84	226	89
Faculty of Education	93	73	78	75	81
Faculty of Engineering	93	79	85	80	86
Faculty of Information Technology	113	89	79	95	84
Faculty of Law	28	22	79	23	82
Faculty of Medicine, Nursing and Health Sciences	519	403	78	434	84
Faculty of Science	121	82	68	88	73
General	83	59	71	62	75
Human Resources Division	30	22	73	22	73
IT and Multimedia	1	0	0	1	100
Information Technology Services	974	616	63	680	70
Library	68	48	71	52	76
Mannix College	6	3	50	3	50
Monash College Pty Ltd	64	53	83	56	88
Monash Prato	1	1	100	1	100
Monash Sport	14	10	71	10	71
Monash Student Union Caulfield	2	1	50	1	50
Monash Student Union Gippsland	9	4	44	4	44
Monash University Sunway Malaysia	217	176	81	190	88
Monyx	6	4	67	5	83
Off-Campus Learning Centre	36	22	61	26	72
Southern Africa	15	6	40	10	67
Staff	7	4	57	5	71
Student and Community Services	303	230	76	256	84
Victorian College of Pharmacy	27	19	70	22	81
Victorian Tertiary Admissions Centre	4	4	100	4	100
Grand Total	3,987	2,933	74	3,185	80