



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/01/2008 to 31/01/2008

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	340	266	78	292	86
Advancement	159	130	82	144	91
Arts IT	1	1	100	1	100
Centre for the Advancement of Learning and Teaching	17	13	76	14	82
Enterprise Workstation Services	2	2	100	2	100
Facilities and Services	162	132	81	144	89
Faculty of Art and Design	14	12	86	12	86
Faculty of Arts	201	173	86	178	89
Faculty of Business and Economics	245	217	89	225	92
Faculty of Education	91	76	84	79	87
Faculty of Engineering	95	84	88	87	92
Faculty of Information Technology	123	78	63	81	66
Faculty of Law	40	33	83	35	88
Faculty of Medicine, Nursing and Health Sciences	520	443	85	466	90
Faculty of Science	109	91	83	98	90
General	88	75	85	79	90
Human Resources Division	35	23	66	23	66
Information Technology Services	822	348	42	427	52
Library	68	59	87	60	88
Mannix College	6	5	83	6	100
Monash College Pty Ltd	34	30	88	31	91
Monash Sport	25	22	88	22	88
Monash Student Union Gippsland	2	2	100	2	100
Monash University Club	1	1	100	1	100
Monash University Sunway Malaysia	265	212	80	241	91
Monyx	6	5	83	5	83
Off-Campus Learning Centre	62	46	74	51	82
Southern Africa	10	5	50	7	70
Staff	9	6	67	8	89
Student and Community Services	329	250	76	277	84
Victorian College of Pharmacy	21	19	90	19	90
Victorian Tertiary Admissions Centre	2	1	50	1	50
Grand Total	3,904	2,860	73	3,118	80