

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by students

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

<b>Faculties</b>	<b>Total Calls Logged</b>	<b>Calls Resolved on the spot</b>	<b>% for Calls Resolved on the spot</b>	<b>Calls Resolved on the spot &amp; Calls Resolved within 5 working days</b>	<b>% for Calls Resolved on the spot and Calls Resolved within 5 working days</b>
Accident Research Centre		0		0	
Deputy V-C (Academic and Planning)	124	100	81	121	98
Deputy V-C (International Affairs)	57	45	79	55	96
Deputy V-C (International and Public Affairs)		0		0	
ELICOS		0		0	
Faculty of Art and Design	21	15	71	19	90
Faculty of Arts	221	176	80	218	99
Faculty of Business and Economics	251	180	72	241	96
Faculty of Education	137	92	67	131	96
Faculty of Engineering	45	33	73	43	96
Faculty of Information Technology	40	27	68	39	98
Faculty of Law	64	50	78	63	98
Faculty of Medicine		0		0	
Faculty of Medicine, Nursing and Health Sciences	154	99	64	152	99
Faculty of Pharmacy	16	11	69	14	88
Faculty of Science	67	55	82	66	99
International Affairs		0		0	
Marketing and Public Affairs	5	4	80	5	100
McPI		0		0	
Monash College	11	6	55	10	91
Monash Southern Africa	4	0	0	3	75
Monash Study Groups	2	2	100	2	100

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Monash University English Language Ctr	9	8	89	8	89
Pearcey Centre		0		0	
Pharmacy Centre For Continuing Education		0		0	
School of Nursing		0		0	
Student	35	22	63	34	97
Student Systems		0		0	
Test calls		0		0	
<b>Grand Total</b>	<b>1,263</b>	<b>925</b>	<b>73</b>	<b>1,224</b>	<b>97</b>