



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/07/2008 to 31/07/2008

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	358	280	78	313	87
Advancement	261	217	83	233	89
Associated Organizations	1	1	100	1	100
Central and Eastern Clinical School	2	2	100	2	100
Centre for the Advancement of Learning and Teaching	42	30	71	33	79
Facilities and Services	205	155	76	185	90
Faculty of Art and Design	42	37	88	40	95
Faculty of Arts	287	253	88	270	94
Faculty of Business and Economics	363	312	86	334	92
Faculty of Education	97	84	87	87	90
Faculty of Engineering	151	134	89	140	93
Faculty of Information Technology	137	112	82	126	92
Faculty of Law	71	58	82	61	86
Faculty of Medicine, Nursing and Health Sciences	724	590	81	645	89
Faculty of Science	222	172	77	194	87
General	85	69	81	81	95
Gippsland School of Applied Sciences	1	0	0	1	100
Human Resources Division	43	27	63	35	81
IT and Multimedia	1	1	100	1	100
Information Technology Services	991	658	66	735	74
Library	58	45	78	48	83
Mannix College	8	4	50	6	75
Monash College Pty Ltd	52	42	81	47	90
Monash Prato	3	3	100	3	100
Monash Sport	17	13	76	15	88
Monash Student Union Caulfield	2	1	50	1	50
Monash Student Union Gippsland	7	2	29	2	29
Monash University Club	1	1	100	1	100
Monash University Sunway Malaysia	359	288	80	318	89
Off-Campus Learning Centre	21	19	90	20	95
Southern Africa	44	35	80	38	86
Staff	11	9	82	11	100
Student and Community Services	354	265	75	300	85
Victorian College of Pharmacy	49	46	94	47	96

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Grand Total	5,070	3,965	78	4,374	86