



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/06/2008 to 30/06/2008

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	275	81	294	86
Advancement	215	187	87	202	94
Arts IT	1	0	0	1	100
Central and Eastern Clinical School	1	1	100	1	100
Centre for the Advancement of Learning and Teaching	33	29	88	29	88
Enterprise Workstation Services	1	1	100	1	100
Facilities and Services	219	180	82	197	90
Faculty of Art and Design	22	20	91	20	91
Faculty of Arts	194	166	86	172	89
Faculty of Business and Economics	291	255	88	265	91
Faculty of Education	83	61	73	64	77
Faculty of Engineering	95	85	89	88	93
Faculty of Information Technology	130	113	87	116	89
Faculty of Law	38	27	71	32	84
Faculty of Medicine, Nursing and Health Sciences	524	434	83	451	86
Faculty of Science	125	94	75	99	79
General	87	62	71	71	82
Human Resources Division	24	18	75	20	83
Information Technology Services	801	488	61	551	69
Library	44	40	91	42	95
Mannix College	13	9	69	9	69
Monash College Pty Ltd	82	80	98	80	98
Monash Sport	26	23	88	24	92
Monash Student Union Gippsland	6	4	67	4	67
Monash University Club	1	0	0	1	100
Monash University Sunway Malaysia	255	196	77	215	84
Monyx	13	12	92	12	92
Off-Campus Learning Centre	17	15	88	15	88
Southern Africa	10	7	70	7	70
Staff	16	14	88	16	100
Student and Community Services	307	237	77	259	84
Victorian College of Pharmacy	36	32	89	33	92
Grand Total	4,050	3,165	78	3,391	84