



# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/03/2008 to 31/03/2008

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	255	209	82	220	86
Advancement	160	145	91	150	94
Arts IT	1	1	100	1	100
Centre for the Advancement of Learning and Teaching	23	18	78	20	87
Enterprise Workstation Services	1	1	100	1	100
Facilities and Services	132	109	83	115	87
Faculty of Art and Design	26	20	77	20	77
Faculty of Arts	209	169	81	175	84
Faculty of Business and Economics	220	178	81	187	85
Faculty of Education	80	60	75	63	79
Faculty of Engineering	67	60	90	61	91
Faculty of Information Technology	98	71	72	80	82
Faculty of Law	24	17	71	19	79
Faculty of Medicine, Nursing and Health Sciences	399	305	76	327	82
Faculty of Science	148	110	74	123	83
General	49	34	69	37	76
Human Resources Division	27	23	85	23	85
IT and Multimedia	5	5	100	5	100
Information Technology Services	789	483	61	549	70
Library	48	34	71	38	79
Mannix College	6	4	67	6	100
Monash College Pty Ltd	58	51	88	53	91
Monash Prato	2	2	100	2	100
Monash Sport	7	4	57	4	57
Monash Student Union Caulfield	1	1	100	1	100
Monash Student Union Gippsland	2	0	0	1	50
Monash University Club	1	1	100	1	100
Monash University Sunway Malaysia	243	208	86	221	91
Monyx	4	3	75	3	75
Off-Campus Learning Centre	32	27	84	28	88
Southern Africa	20	13	65	15	75
Staff	10	7	70	9	90
Student and Community Services	275	210	76	227	83
Victorian College of Pharmacy	17	14	82	15	88

<b>Faculties</b>	<b>Total Calls Logged</b>	<b>Calls Resolved within 2 working days</b>	<b>% for Calls Resolved within 2 working days</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>
Victorian Tertiary Admissions Centre	5	5	100	5	100
<b>Grand Total</b>	<b>3,444</b>	<b>2,602</b>	<b>76</b>	<b>2,805</b>	<b>81</b>