

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by staff

Calls for the Date range 1/05/2008 to 31/05/2008

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	278	230	83	246	88
Advancement	275	236	86	257	93
Arts IT	2	2	100	2	100
Centre for the Advancement of Learning and Teaching	16	12	75	14	88
Education	1	0	0	1	100
Enterprise Workstation Services	1	1	100	1	100
Facilities and Services	237	195	82	213	90
Faculty of Art and Design	19	18	95	18	95
Faculty of Arts	222	188	85	200	90
Faculty of Business and Economics	299	251	84	261	87
Faculty of Education	83	62	75	63	76
Faculty of Engineering	83	70	84	73	88
Faculty of Information Technology	103	75	73	85	83
Faculty of Law	40	26	65	29	73
Faculty of Medicine, Nursing and Health Sciences	514	419	82	448	87
Faculty of Science	121	95	79	103	85
General	90	68	76	75	83
Human Resources Division	37	31	84	31	84
IT Security and Risk	1	1	100	1	100
IT and Multimedia	2	2	100	2	100
Information Technology Services	1,038	720	69	790	76
Library	68	58	85	61	90
Mannix College	3	1	33	2	67
Monash College Pty Ltd	71	58	82	64	90
Monash Sport	22	17	77	18	82
Monash Student Union Caulfield	1	1	100	1	100
Monash Student Union Gippsland	12	6	50	9	75
Monash University Club	1	1	100	1	100
Monash University Sunway Malaysia	249	189	76	202	81
Monyx	11	9	82	11	100
Off-Campus Learning Centre	52	46	88	48	92
Southern Africa	20	15	75	16	80
Staff	8	7	88	7	88
Student and Community Services	415	308	74	339	82

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Victorian College of Pharmacy	14	13	93	14	100
Victorian Tertiary Admissions Centre	1	0	0	1	100
mAdvancement	1	1	100	1	100
<b>Grand Total</b>	<b>4,411</b>	<b>3,432</b>	<b>78</b>	<b>3,708</b>	<b>84</b>