



Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/11/2008 to 30/11/2008

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	363	314	87	331	91
Advancement	212	181	85	201	95
Associated Organizations	1	1	100	1	100
Centre for the Advancement of Learning and Teaching	14	11	79	13	93
Department of Mechanical Engineering	1	1	100	1	100
Facilities and Services	127	100	79	114	90
Faculty of Art and Design	15	11	73	12	80
Faculty of Arts	178	159	89	164	92
Faculty of Business and Economics	292	242	83	254	87
Faculty of Education	76	67	88	71	93
Faculty of Engineering	75	63	84	64	85
Faculty of Information Technology	92	70	76	74	80
Faculty of Law	22	19	86	19	86
Faculty of Medicine, Nursing and Health Sciences	459	384	84	409	89
Faculty of Pharmacy and Pharmaceutical Sciences	30	27	90	27	90
Faculty of Science	89	77	87	80	90
General	68	58	85	63	93
Human Resources Division	33	22	67	25	76
IT and Multimedia	3	3	100	3	100
Information Technology Services	671	446	66	508	76
Library	49	41	84	44	90
Mannix College	7	4	57	7	100
Monash College Pty Ltd	45	39	87	40	89
Monash Prato	1	0	0	0	0
Monash Sport	6	5	83	5	83
Monash Student Union Caulfield	1	1	100	1	100
Monash Student Union Gippsland	2	1	50	1	50
Monash University Club	2	1	50	1	50
Monash University Sunway Malaysia	242	215	89	227	94
Off-Campus Learning Centre	47	36	77	43	91
Southern Africa	17	11	65	12	71
Staff	5	5	100	5	100
Student and Community Services	155	130	84	140	90

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Grand Total	3,400	2,745	81	2,960	87