

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by students

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

Faculties	Total Calls Logged	Calls Resolved on the spot	% for Calls Resolved on the spot	Calls Resolved on the spot & Calls Resolved within 5 working days	% for Calls Resolved on the spot and Calls Resolved within 5 working days
Accident Research Centre	1	1	100	1	100
Deputy V-C (Academic and Planning)	69	52	75	68	99
Deputy V-C (International Affairs)	41	30	73	41	100
Faculty of Art and Design	12	9	75	12	100
Faculty of Arts	70	38	54	68	97
Faculty of Business and Economics	88	53	60	83	94
Faculty of Education	49	29	59	47	96
Faculty of Engineering	15	7	47	15	100
Faculty of Information Technology	25	8	32	23	92
Faculty of Law	31	11	35	29	94
Faculty of Medicine, Nursing and Health Sciences	76	32	42	70	92
Faculty of Pharmacy	1	0	0	1	100
Faculty of Pharmacy and Pharmaceutical Sciences	1	0	0	0	0
Faculty of Science	28	15	54	27	96
Marketing and Public Affairs	1	1	100	1	100
McPI		0		0	
Monash College	33	28	85	33	100
Monash Southern Africa	1	1	100	1	100
Monash Study Groups		0		0	
Monash University English Language Ctr	7	6	86	7	100
Student	7	2	29	7	100
Student Systems		0		0	

Faculties	Total Calls Logged	Calls Resolved on the spot	% for Calls Resolved on the spot	Calls Resolved on the spot & Calls Resolved within 5 working days	% for Calls Resolved on the spot and Calls Resolved within 5 working days
Grand Total	556	323	58	534	96