

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/10/2008 to 31/10/2008

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	437	366	84	390	89
Advancement	271	232	86	254	94
Associated Organizations	2	2	100	2	100
Centre for the Advancement of Learning and Teaching	16	12	75	15	94
Enterprise Workstation Services	1	1	100	1	100
Facilities and Services	157	116	74	139	89
Faculty of Art and Design	13	11	85	11	85
Faculty of Arts	196	166	85	175	89
Faculty of Business and Economics	354	277	78	300	85
Faculty of Education	73	59	81	66	90
Faculty of Engineering	98	73	74	86	88
Faculty of Information Technology	79	54	68	62	78
Faculty of Law	31	22	71	24	77
Faculty of Medicine, Nursing and Health Sciences	520	421	81	443	85
Faculty of Pharmacy and Pharmaceutical Sciences	20	18	90	19	95
Faculty of Science	100	78	78	83	83
General	72	54	75	62	86
Human Resources Division	44	33	75	34	77
IT and Multimedia	5	4	80	4	80
Information Technology Services	794	526	66	579	73
Library	48	36	75	38	79
Mannix College	3	1	33	2	67
Monash College Pty Ltd	58	50	86	50	86
Monash Sport	7	3	43	4	57
Monash Student Union Caulfield	4	3	75	4	100
Monash Student Union Gippsland	2	2	100	2	100
Monash University Club	2	0	0	0	0
Monash University Sunway Malaysia	275	243	88	262	95
Off-Campus Learning Centre	37	25	68	29	78
Southern Africa	20	11	55	11	55
Staff	9	6	67	9	100
Student and Community Services	281	215	77	238	85
Grand Total	4,029	3,120	77	3,398	84