

Information Technology Services

Provide IT Support & Training

Service Desk calls logged by staff

Calls for the Date range 1/09/2008 to 30/09/2008

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	391	328	84	357	91
Advancement	249	220	88	235	94
Arts IT	1	1	100	1	100
Associated Organizations	4	3	75	3	75
Australian APEC Study Centre	1	1	100	1	100
Central and Eastern Clinical School	1	1	100	1	100
Centre for the Advancement of Learning and Teaching	27	22	81	26	96
Client Services, Berwick/Peninsula	1	0	0	0	0
Facilities and Services	186	151	81	168	90
Faculty of Art and Design	35	28	80	31	89
Faculty of Arts	202	163	81	171	85
Faculty of Business and Economics	289	241	83	257	89
Faculty of Education	92	80	87	86	93
Faculty of Engineering	121	102	84	106	88
Faculty of Information Technology	81	63	78	69	85
Faculty of Law	31	28	90	29	94
Faculty of Medicine, Nursing and Health Sciences	507	433	85	449	89
Faculty of Pharmacy and Pharmaceutical Sciences	39	37	95	37	95
Faculty of Science	127	101	80	113	89
General	79	60	76	70	89
Human Resources Division	45	27	60	31	69
IT and Multimedia	3	3	100	3	100
Information Technology Services	939	604	64	671	71
Library	73	58	79	67	92
Mannix College	4	2	50	3	75
Monash College Pty Ltd	49	41	84	46	94
Monash Sport	14	8	57	8	57
Monash Student Union Caulfield	4	3	75	4	100
Monash University Club	3	3	100	3	100
Monash University Sunway Malaysia	293	263	90	285	97
Off-Campus Learning Centre	38	31	82	35	92
Office of the Deputy Vice-Chancellor (Education)	1	1	100	1	100
Office of the Pro Vice-Chancellor (Gippsland)	1	1	100	1	100

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School of Biological Sciences	1	0	0	0	0
Southern Africa	25	15	60	18	72
Staff	17	14	82	17	100
Student and Community Services	281	220	78	242	86
Grand Total	4,255	3,357	79	3,645	86