

# Information Technology Services

## Provide IT Support & Training

### Service Desk calls logged by students

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

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	2	2	100	2	100
Deputy V-C (Academic and Planning)	100	86	86	100	100
Deputy V-C (International Affairs)	9	3	33	9	100
Faculty of Art and Design	20	12	60	18	90
Faculty of Arts	224	142	63	212	95
Faculty of Business and Economics	555	374	67	536	97
Faculty of Education	71	43	61	69	97
Faculty of Engineering	100	46	46	96	96
Faculty of Information Technology	133	51	38	119	89
Faculty of Law	116	92	79	113	97
Faculty of Medicine, Nursing and Health Sciences	139	76	55	134	96
Faculty of Pharmacy	11	5	45	10	91
Faculty of Pharmacy and Pharmaceutical Sciences	5	2	40	5	100
Faculty of Science	50	35	70	47	94
Marketing and Public Affairs		0		0	
McPI		0		0	
Monash College	48	24	50	48	100
Monash Southern Africa		0		0	
Monash Study Groups		0		0	
Monash University English Language Ctr	14	12	86	14	100
Student	13	5	38	13	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
<b>Grand Total</b>	1,610	1,010	63	1,545	96