



## IT Support for Staff (HEAT)

Calls for the Date range 1/06/2005 to 30/06/2005

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	244	185	76	202	83
Centre for Learning and Teaching Support	101	89	88	95	94
Client Services	3	1	33	1	33
Facilities and Services	94	71	76	82	87
Faculty of Art and Design	34	27	79	28	82
Faculty of Arts	135	112	83	116	86
Faculty of Business and Economics	215	185	86	195	91
Faculty of Education	61	53	87	58	95
Faculty of Education, Clayton	2	2	100	2	100
Faculty of Education, Peninsula	2	1	50	2	100
Faculty of Engineering	59	54	92	54	92
Faculty of Information Technology	110	97	88	100	91
Faculty of Law	25	23	92	23	92
Faculty of Medicine, Nursing and Health Sciences	288	245	85	260	90
Faculty of Science	93	83	89	88	95
General	43	29	67	33	77
Information Technology Services	757	544	72	592	78
Infrastructure Services	3	3	100	3	100
Library	41	31	76	36	88
London	1	1	100	1	100
Mannix College	3	1	33	2	67
Marketing and Public Affairs	85	63	74	70	82

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Monash Commercial	22	17	77	17	77
Monash International Pty Ltd	91	84	92	85	93
Monash Student Union Gippsland	2	2	100	2	100
Monash University Club	1	0	0	0	0
Monash University Sunway Malaysia	7	7	100	7	100
Monyx	37	31	84	31	84
School of Mathematical Sciences	1	0	0	0	0
Southern Africa	8	7	88	7	88
Staff	11	6	55	8	73
Student and Staff Services	203	157	77	175	86
Victorian College of Pharmacy	31	27	87	28	90
Victorian Tertiary Admissions Centre	2	2	100	2	100
<b>Grand Total</b>	<b>2,815</b>	<b>2,240</b>	<b>80</b>	<b>2,405</b>	<b>85</b>