

April 2013 - Incident Management and Request Fulfilment

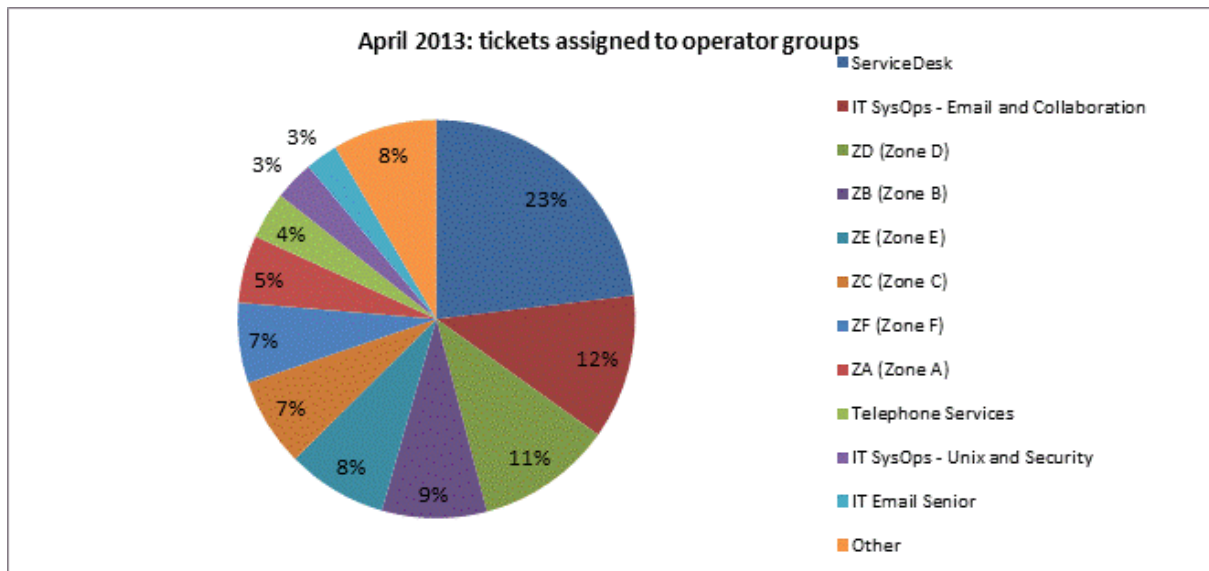
Tickets

Incident type	Logged	Resolved
Malfunction	1703	1633
Service Request	3419	3211
Change Request	613	602
Request for information	490	486
Breach of Regulations	7	9
Total - 2013 - April	6232	5941

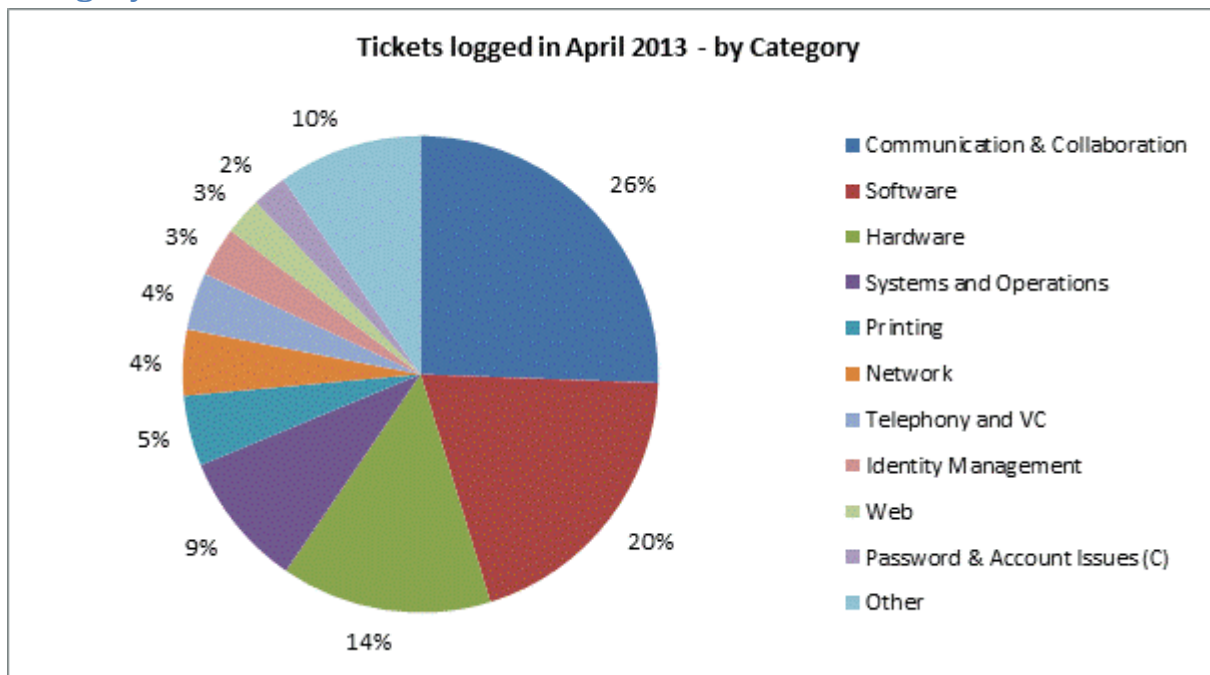
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	148	16	23	26	5	37	255
Engineering	408	19	80	107	9	46	669
Medicine & Dentistry	686	137		35	18	21	897
Medical & Veterinary Science	372	115	32	41	3	26	589
Science	552	81	151	132	6	49	971
Social Sciences & Law	340	25	22	53	36	41	517
Professional Services	1779	118				10	1907
Unknown							427
Totals	4285	511	308	394	77	230	6232

Destination of tickets



Category of tickets



Top ten subcategories

