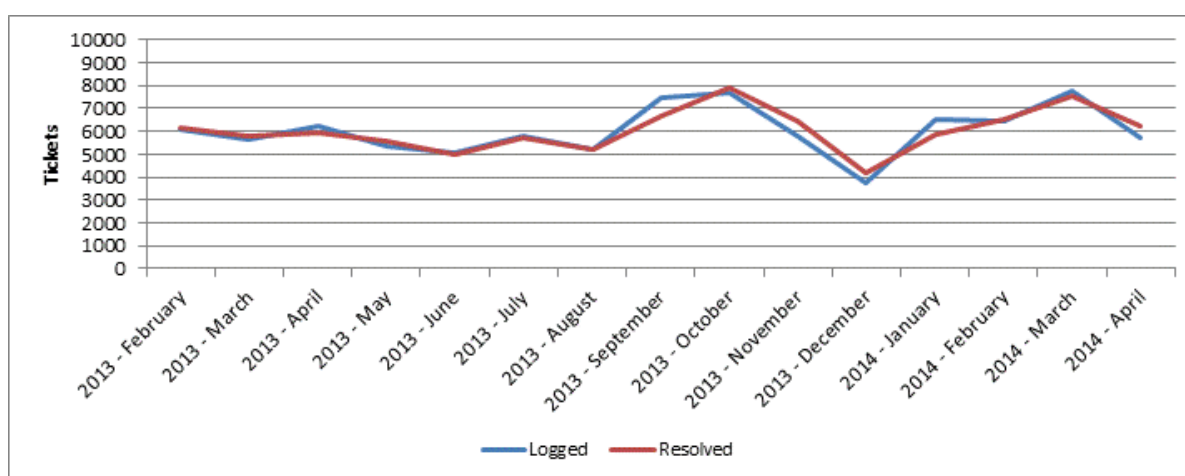


April 2014 - Incident Management and Request Fulfilment

Tickets

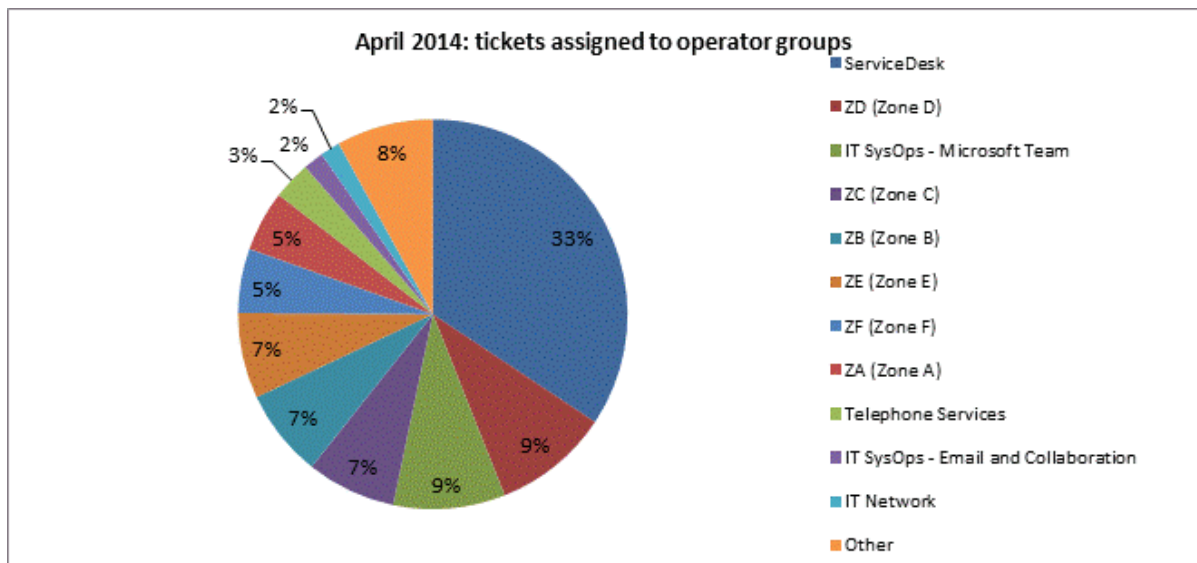
Incident type	Logged	Resolved
Malfunction	1748	2051
Service Request	3341	3568
Change Request	110	129
Request for information	408	436
Breach of Regulations	14	12
Unknown	134	0
Total - 2014 - April	5755	6196



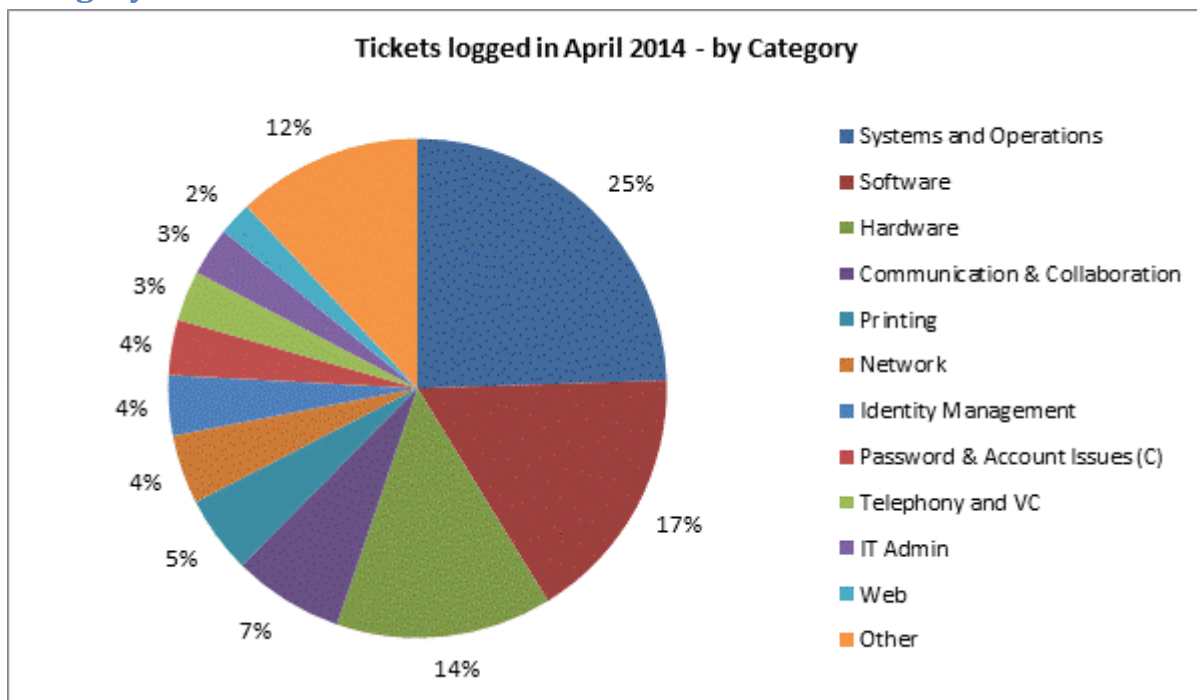
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	119	4	15	16	13	43	210
Engineering	304	13	87	102	10	164	680
Medicine & Dentistry	514	114		32	6	23	689
Medical & Veterinary Science	355	113	33	56	4	36	597
Science	431	41	118	108	12	140	850
Social Sciences & Law	230	29	21	55	46	83	464
Professional Services	1396	78	1	1		6	1482
Unknown							783
Totals	3349	392	275	370	91	495	5755

Destination of tickets



Category of tickets



Top ten subcategories

