

## August 2012 - Incident Management and Request Fulfilment

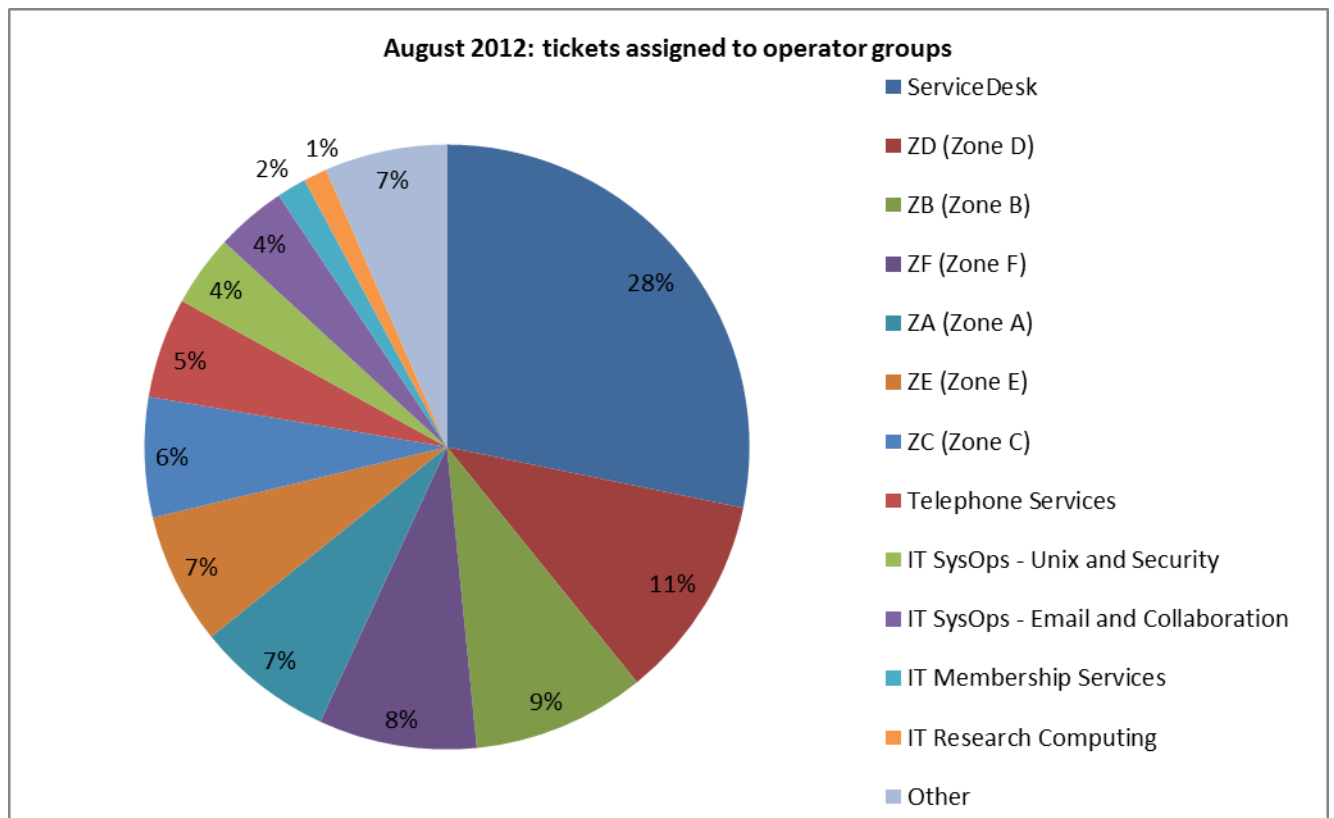
### Tickets

Incident Type	Logged	Resolved
Malfunction	997	1053
Service Request	3721	3737
Change Request	117	164
Request for information	661	667
Breach of Regulations	6	4
<b>Total - 2012 - August</b>	<b>5502</b>	<b>5625</b>

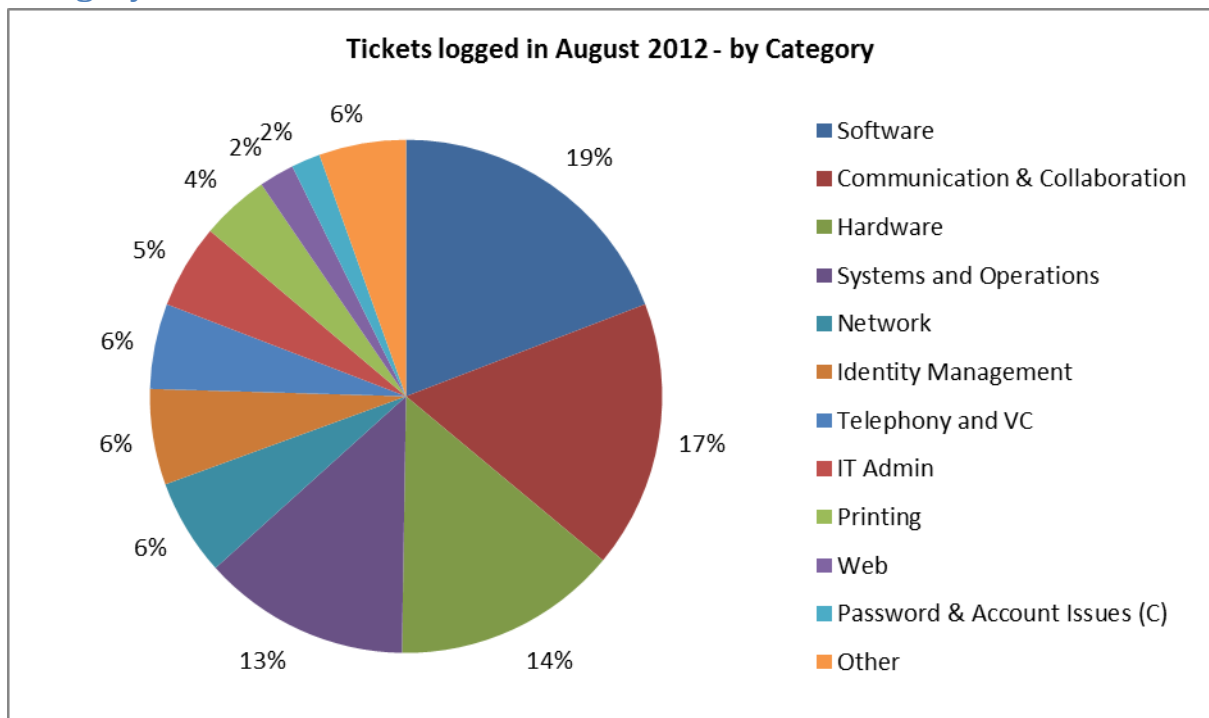
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Unknown	Totals
Arts	135	22	13	7	11	19		207
Engineering	284	6	44	55	22	14		425
Medicine & Dentistry	559	133		27	5	13		737
Medical & Veterinary Science	244	132	4	33	1	14		428
Science	422	38	2	136	13	19		630
Social Sciences & Law	325	32	18	46	90	35		546
Professional Services	1584	97	2	1	5	2		1691
Unknown							838	838
<b>Totals</b>	<b>3553</b>	<b>460</b>	<b>83</b>	<b>305</b>	<b>147</b>	<b>116</b>	<b>838</b>	<b>5502</b>

### Destination of tickets



## Category of tickets



## Top ten subcategories

