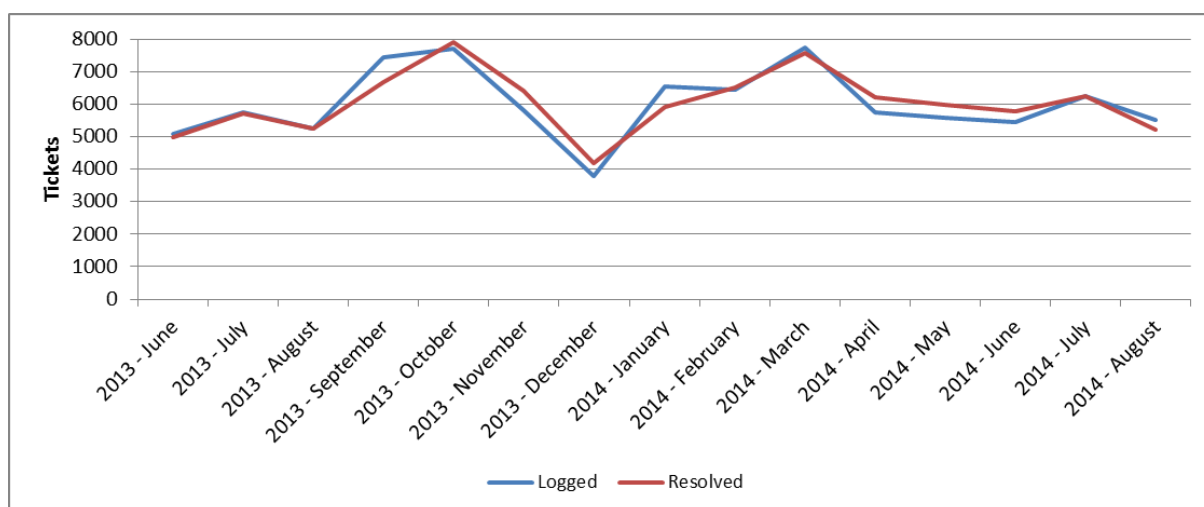


August 2014 - Incident Management and Request Fulfilment

Tickets

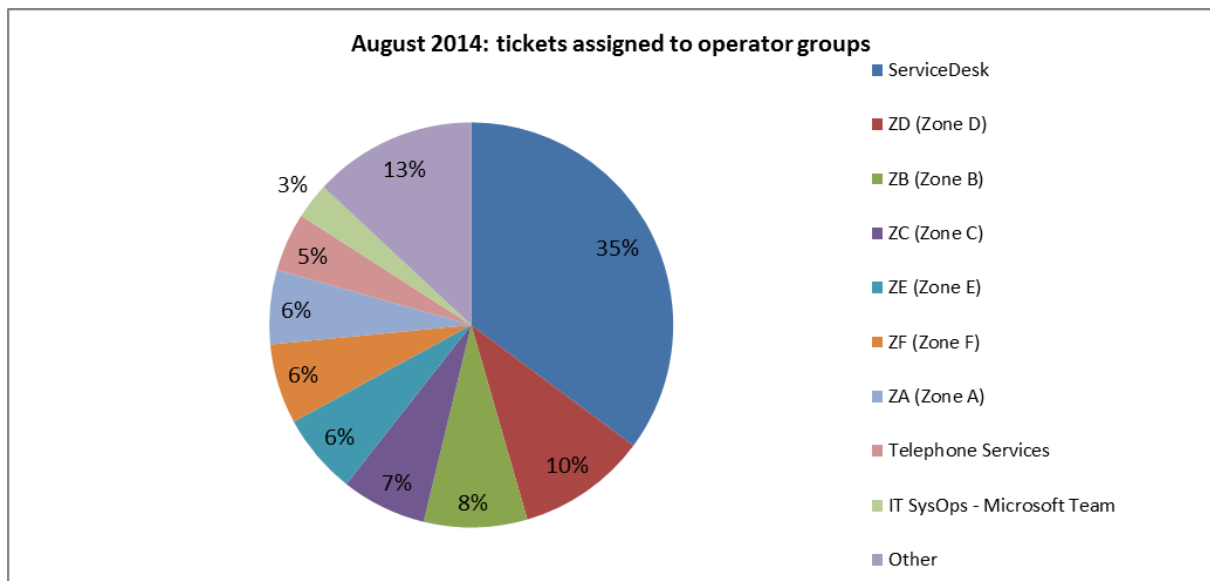
Incident type	Logged	Resolved
Malfunction	1387	1409
Service Request	3369	3308
Change Request	63	51
Request for information	475	458
Breach of Regulations	2	1
Unknown	214	0
Total - 2014 - August	5510	5227



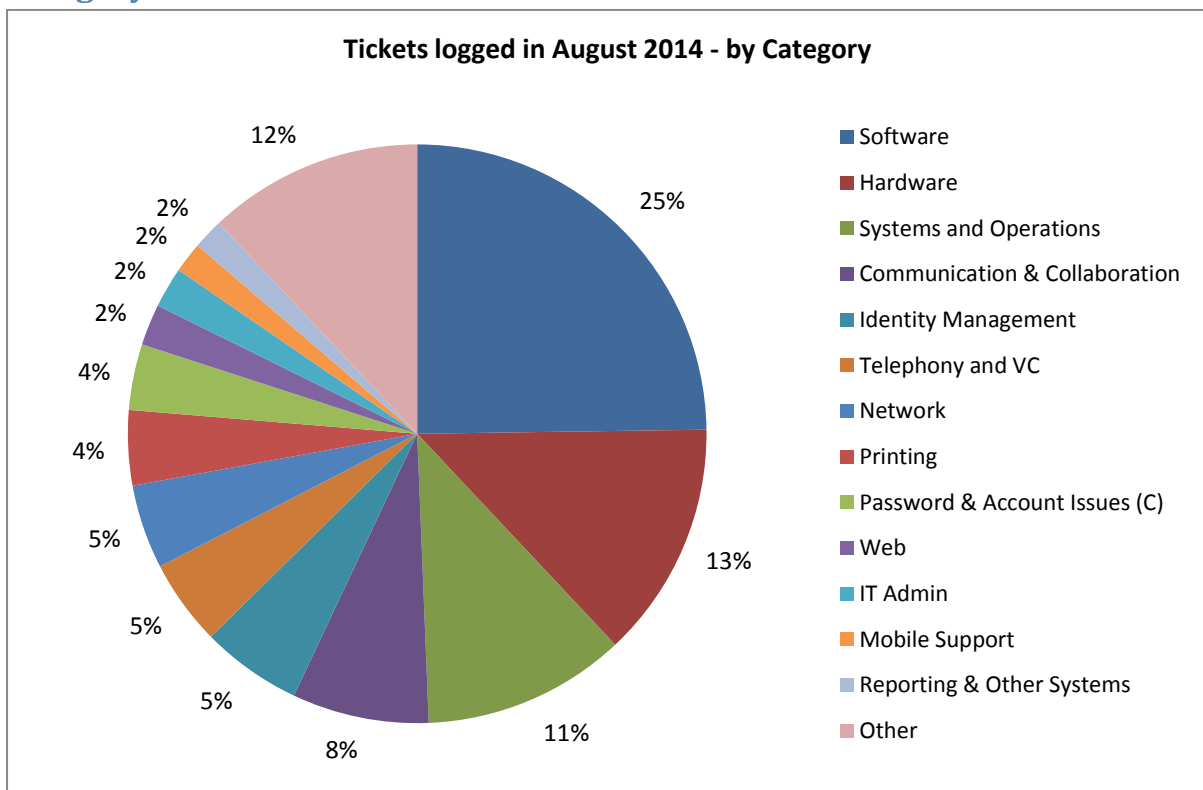
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	119	7	18	11	8	12	175
Engineering	292	17	47	85	12	12	465
Medicine & Dentistry	571	121		26	6	6	730
Medical & Veterinary Science	314	79	27	46	1	5	472
Science	461	48	49	115	9	15	697
Social Sciences & Law	296	23	10	42	50	15	436
Professional Services	1502	61	3			1	1567
Unknown							968
Totals	3555	356	154	325	86	66	5510

Destination of tickets



Category of tickets



Top ten subcategories

