

December 2012 - Incident Management and Request Fulfilment

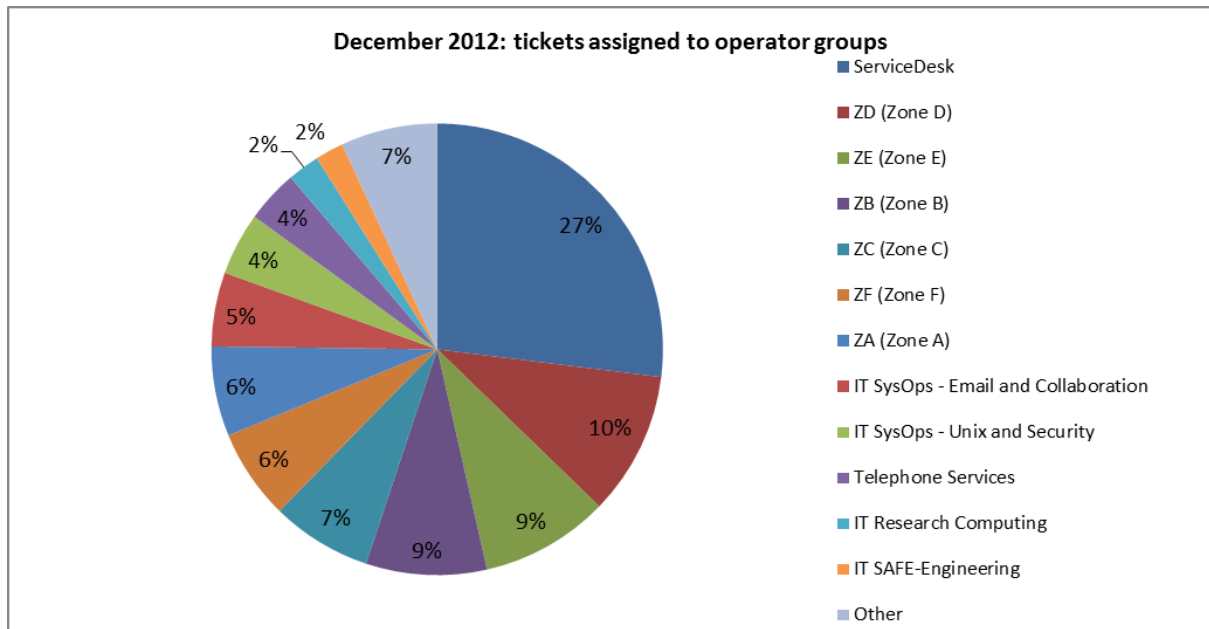
Tickets

Incident Type	Logged	Resolved
Malfunction	776	871
Service Request	2475	2928
Change Request	227	188
Request for information	306	316
Breach of Regulations	7	10
Total - 2012 - December	3791	4313

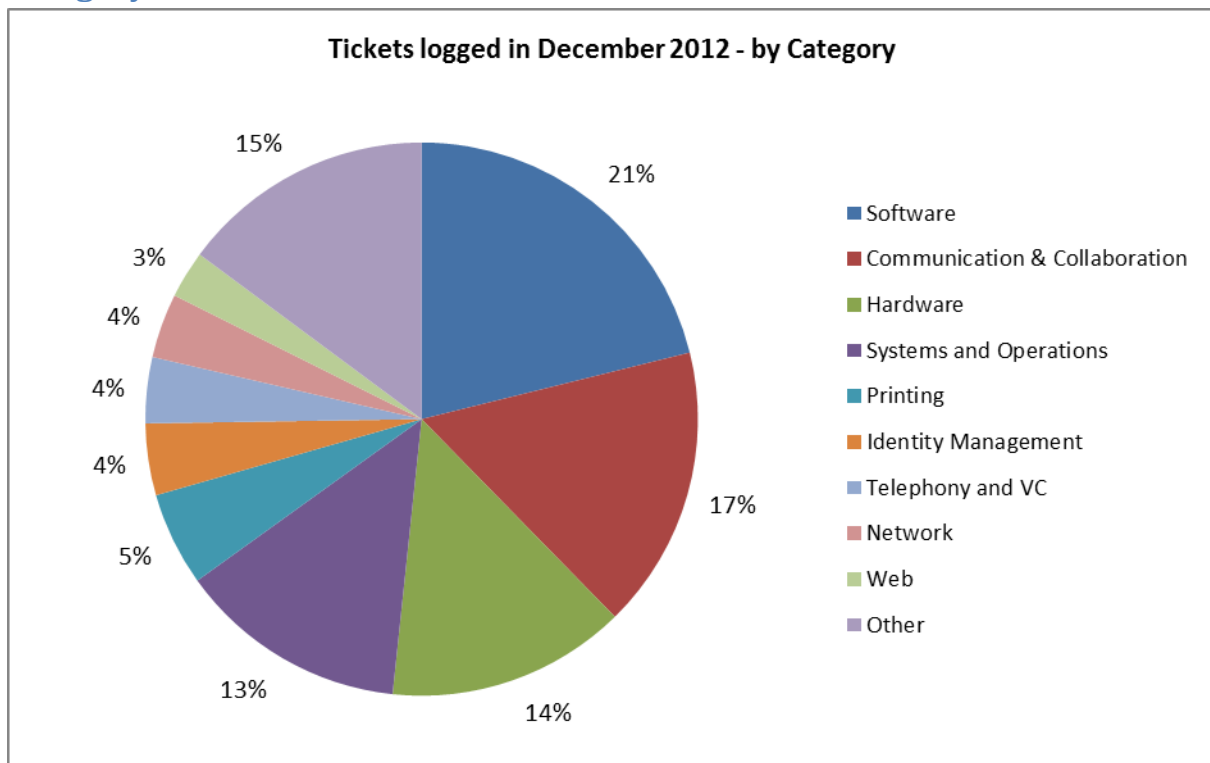
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	96	8	8	17	6	15	150
Engineering	255	13	27	90	15	50	450
Medicine & Dentistry	399	90		30	6	23	548
Medical & Veterinary Science	205	50	19	25		19	318
Science	272	14	56	76	8	62	488
Social Sciences & Law	171	19	17	21	36	39	303
Professional Services	1096	73		1	3	6	1179
Unknown							355
Totals	2494	267	127	260	74	214	3791

Destination of tickets



Category of tickets



Top ten subcategories

