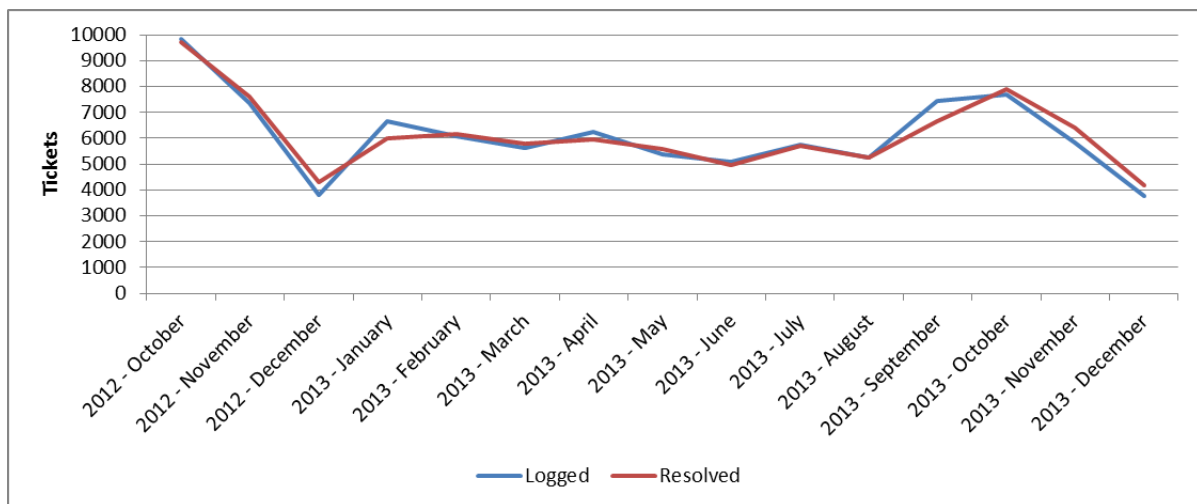


December 2013 - Incident Management and Request Fulfilment

Tickets

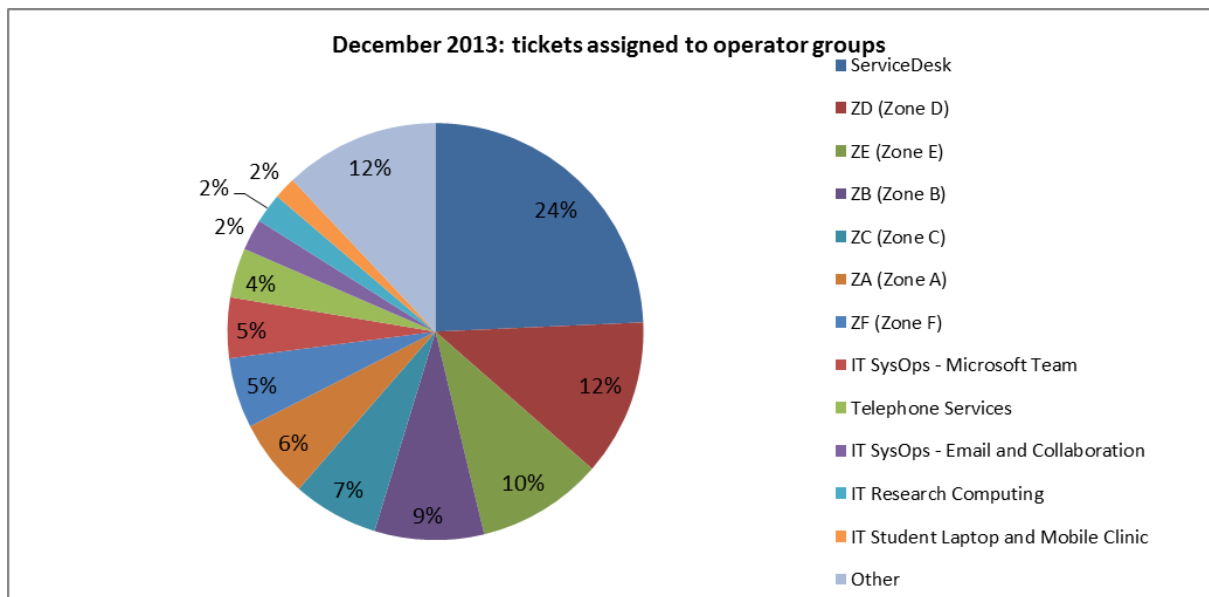
Incident Type	Logged	Resolved
Malfunction	1157	1256
Service Request	2274	2573
Change Request	71	77
Request for information	245	280
Breach of Regulations	5	4
Unknown	23	0
Total - 2013 - December	3775	4190



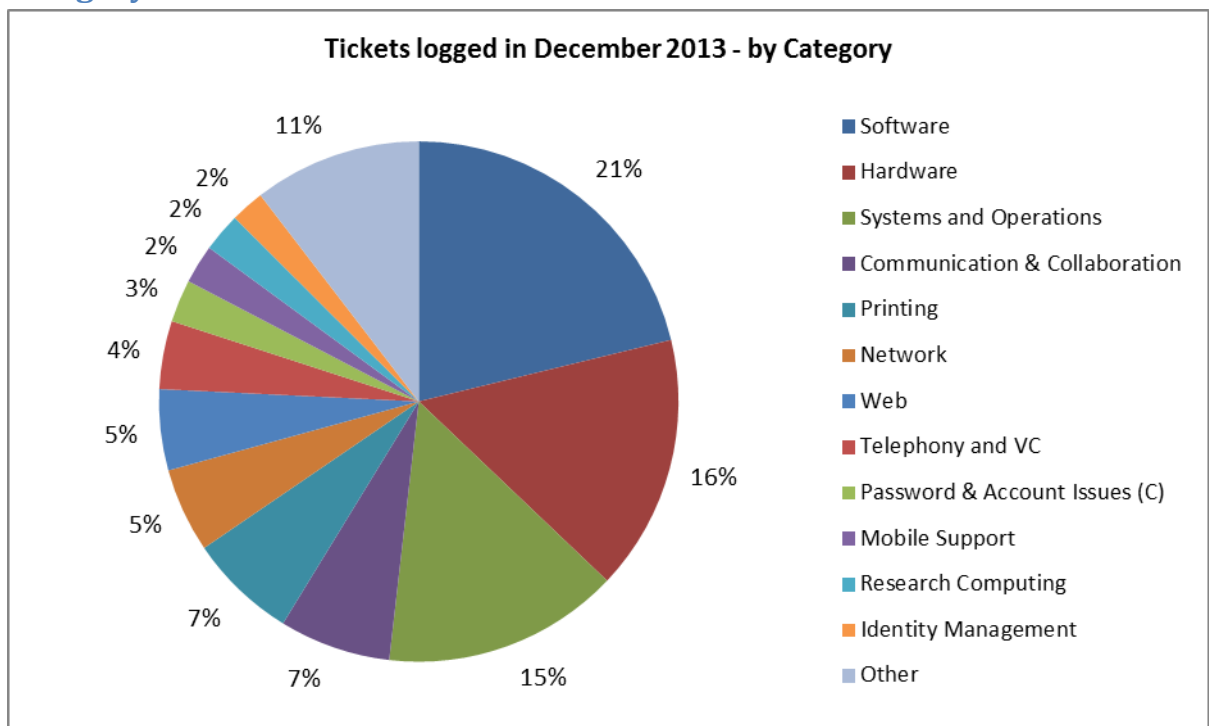
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	89	8	10	10	11	49	177
Engineering	256	12	39	92	18	61	478
Medicine & Dentistry	374	75		21	3	23	496
Medical & Veterinary Science	185	51	13	20	1	27	297
Science	350	22	56	66	15	94	603
Social Sciences & Law	203	8	19	28	72	52	382
Professional Services	1001	41				10	1052
Unknown							290
Totals	2458	217	137	237	120	316	3775

Destination of tickets



Category of tickets



Top ten subcategories

