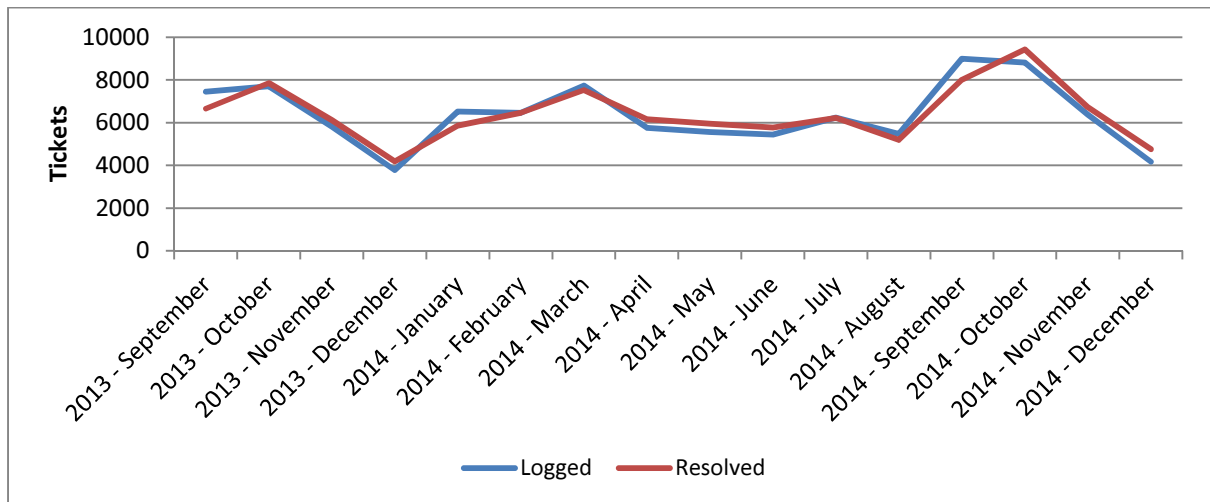


December 2014 - Incident Management and Request Fulfilment

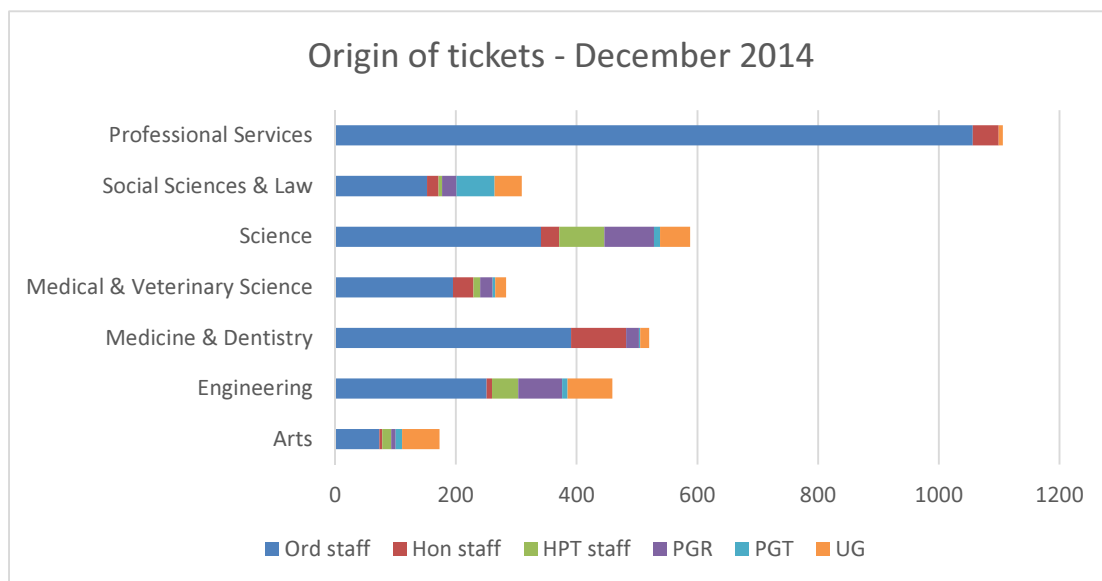
Tickets

Incident type	Logged	Resolved
Malfunction	840	961
Service Request	2845	3273
Change Request	49	60
Request for information	408	442
Breach of Regulations	19	15
Unknown	1	0
Total - 2014 - December	4162	4751

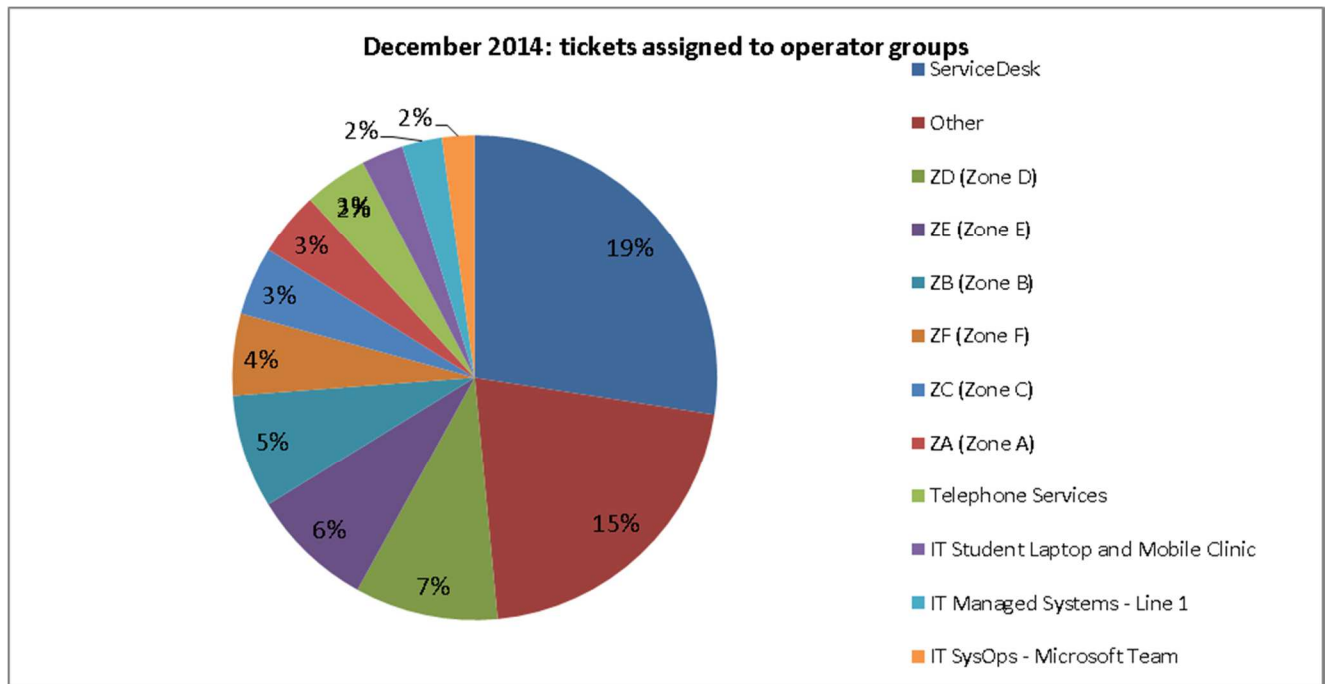


Origin of tickets

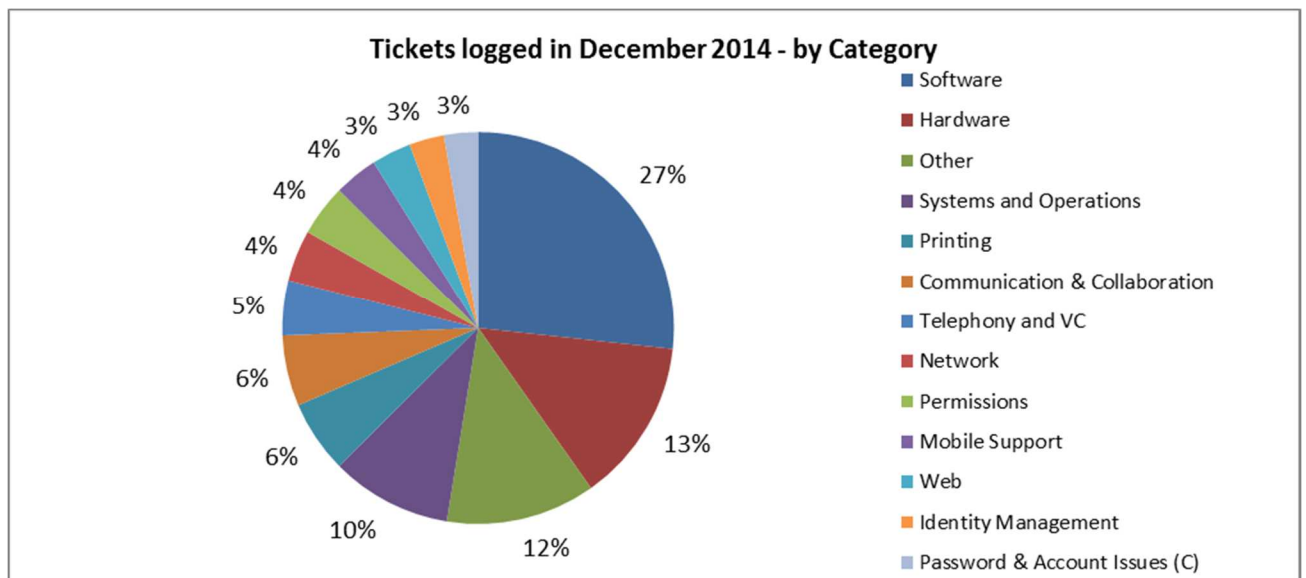
	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	73	5	15	7	11	62	173
Engineering	251	9	43	73	9	74	459
Medicine & Dentistry	391	91	0	21	2	15	520
Medical & Veterinary Science	195	34	11	21	4	18	283
Science	341	30	75	82	10	50	588
Social Sciences & Law	152	19	6	24	63	45	309
Professional Services	1056	43	0	0	0	7	1106
Unknown							724
Totals							4162



Destination of tickets



Category of tickets



Top ten subcategories

