

February 2013 - Incident Management and Request Fulfilment

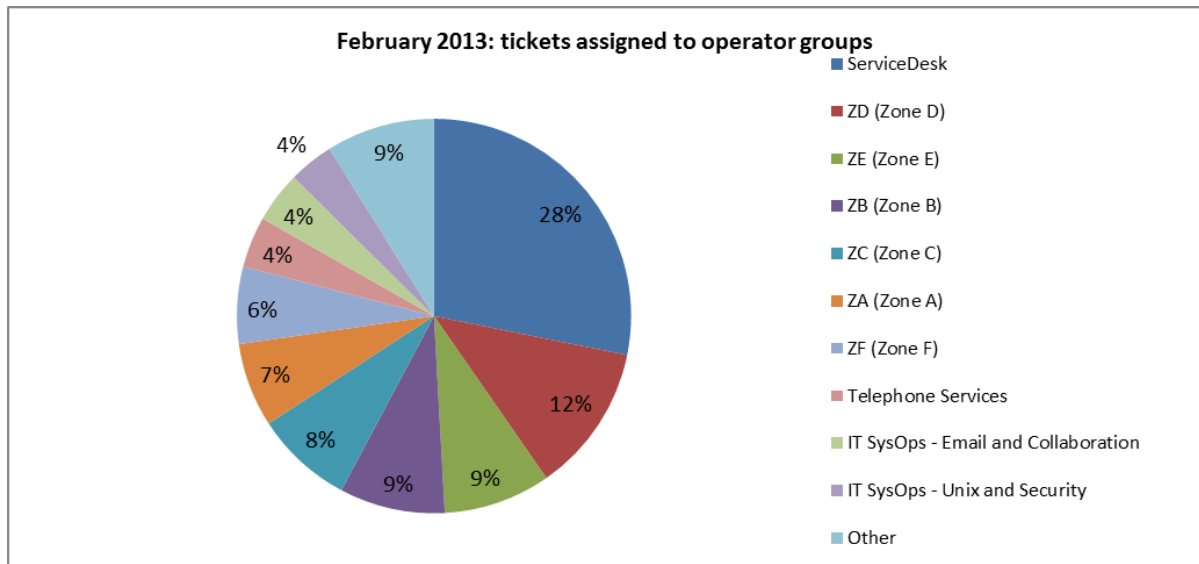
Tickets

Incident Type	Logged	Resolved
Malfunction	1650	1673
Service Request	3517	3649
Change Request	493	442
Request for information	369	375
Breach of Regulations	35	32
Total - 2013 - February	6064	6171

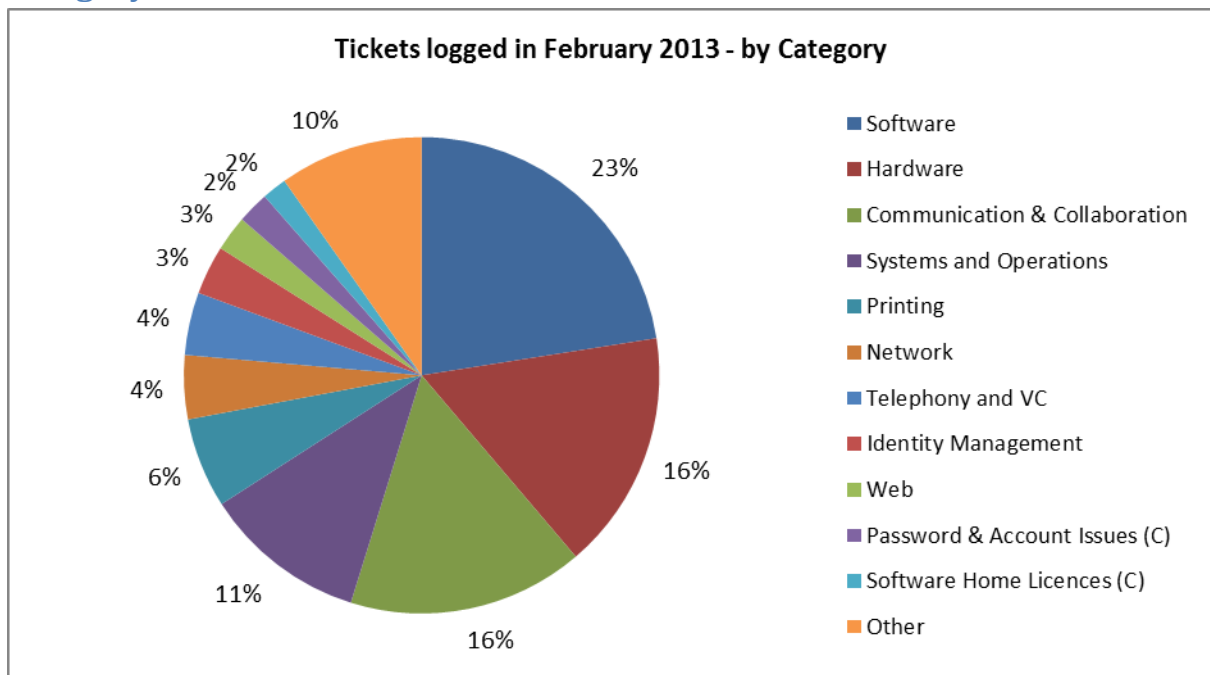
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	142	18	25	12	8	51	256
Engineering	382	24	53	106	23	77	665
Medicine & Dentistry	568	132	2	37	12	31	782
Medical & Veterinary Science	380	97	25	78	2	27	609
Science	535	47	108	128	12	76	906
Social Sciences & Law	355	25	29	40	41	43	533
Professional Services	1734	114			1	8	1857
Unknown							456
Totals	4096	457	242	401	99	313	6064

Destination of tickets



Category of tickets



Top ten subcategories

