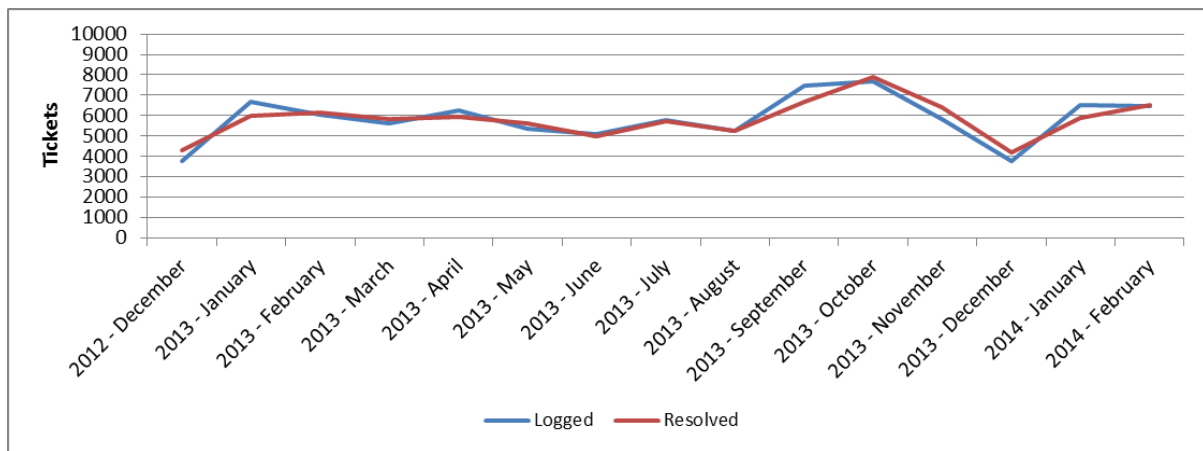


February 2014 - Incident Management and Request Fulfilment

Tickets

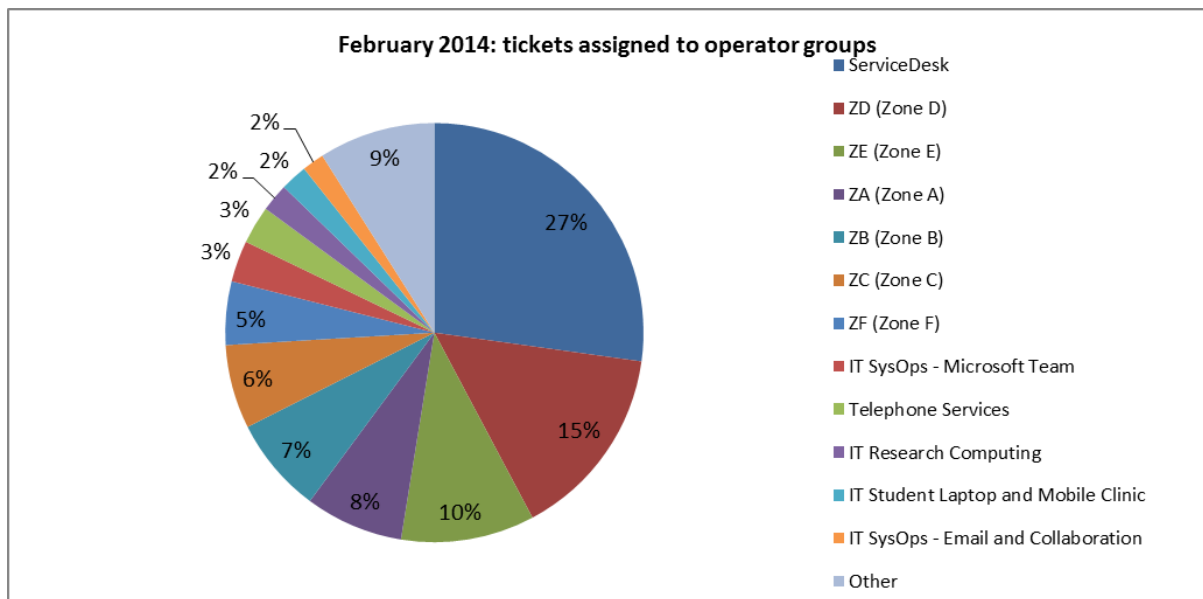
Incident type	Logged	Resolved
Malfunction	1647	1681
Service Request	4159	4197
Change Request	155	164
Request for information	452	452
Breach of Regulations	8	7
Unknown	33	1
Total - 2014 - February	6454	6502



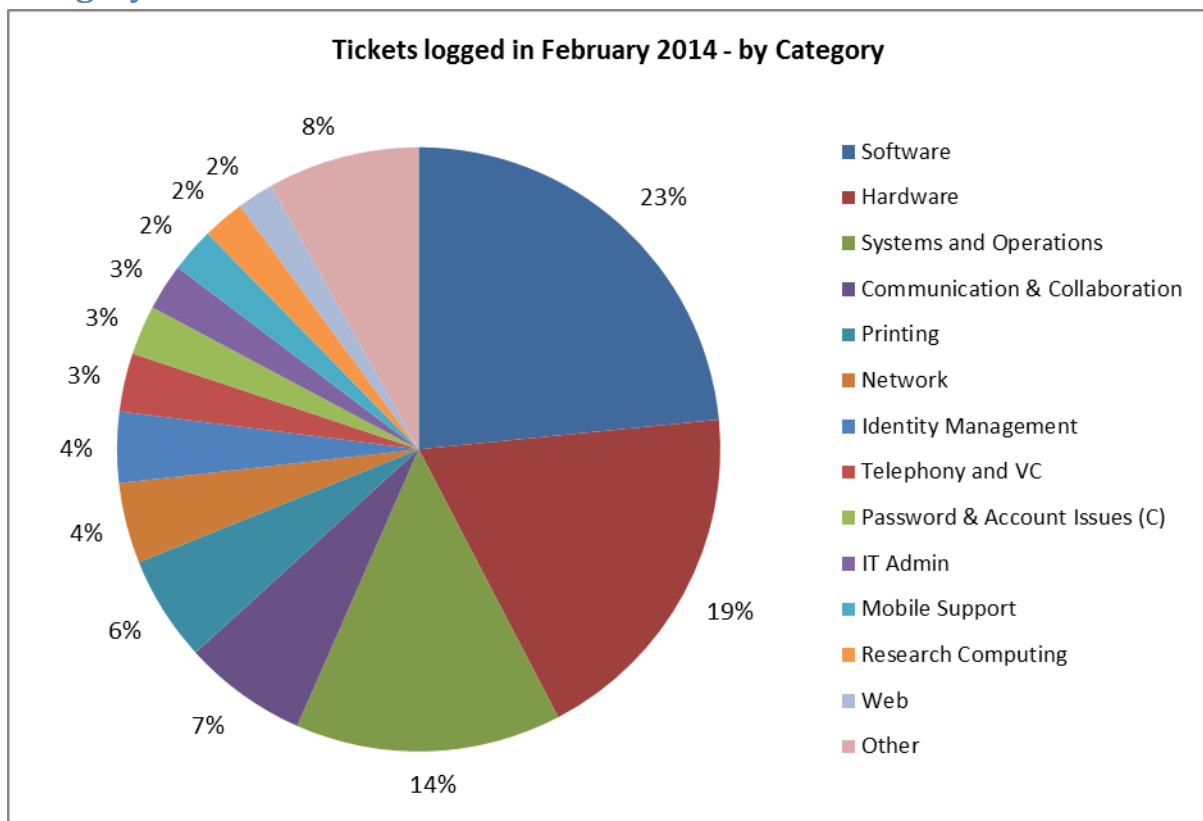
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	167	13	25	22	7	65	299
Engineering	449	19	114	126	15	138	861
Medicine & Dentistry	547	101		34	5	20	707
Medical & Veterinary Science	337	96	18	51	7	31	540
Science	550	75	152	136	10	103	1026
Social Sciences & Law	266	29	29	52	53	50	479
Professional Services	1590	50				10	1650
Unknown							892
Totals	3906	383	338	421	97	417	6454

Destination of tickets



Category of tickets



Top ten subcategories

