

January 2013 - Incident Management and Request Fulfilment

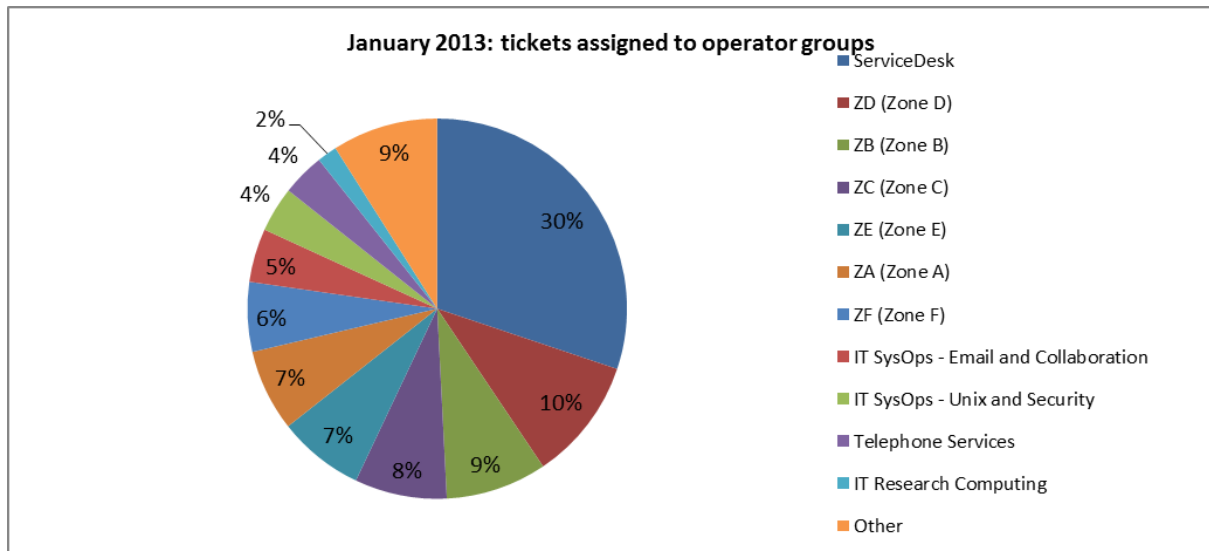
Tickets

Incident Type	Logged	Resolved
Malfunction	1821	1585
Service Request	3949	3604
Change Request	405	337
Request for information	482	440
Breach of Regulations	15	15
Total - 2013 - January	6672	5981

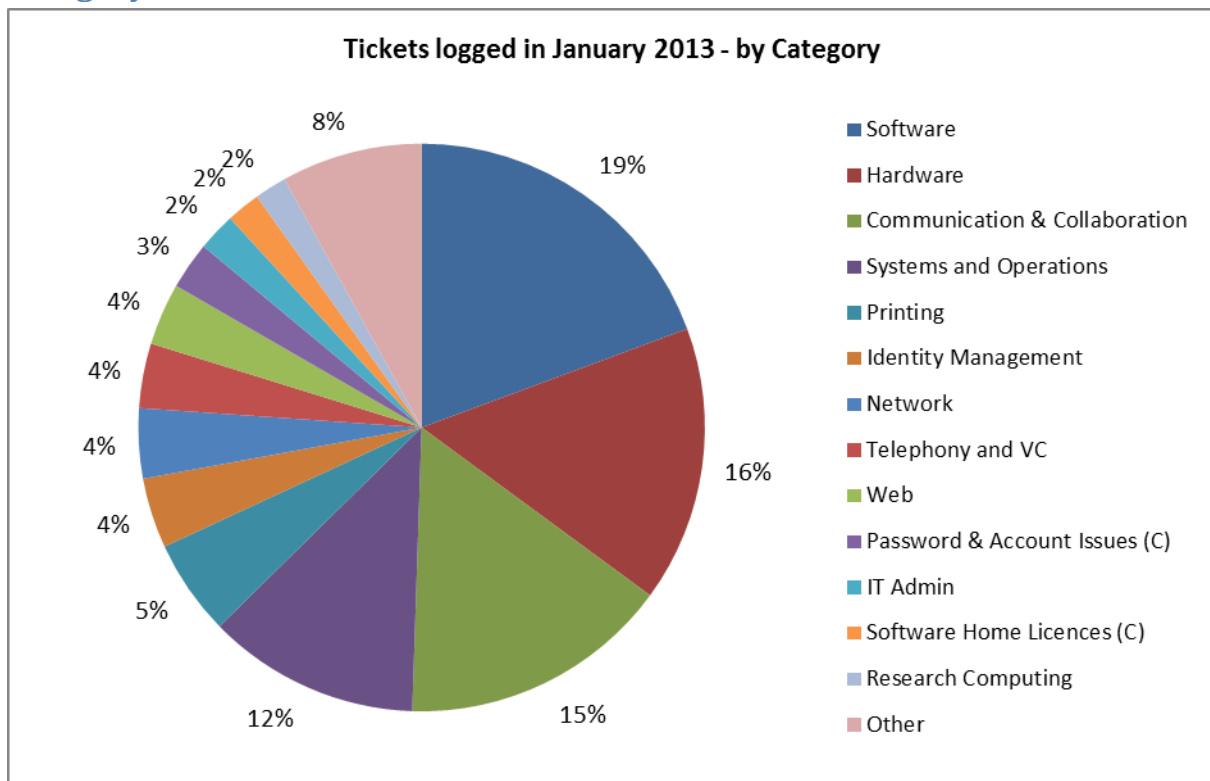
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	158	10	17	24	14	54	277
Engineering	368	24	34	130	13	52	621
Medicine & Dentistry	691	138	1	59	8	13	910
Medical & Veterinary Science	424	83	31	35	1	31	605
Science	535	42	104	135	9	119	944
Social Sciences & Law	366	20	36	56	52	56	586
Professional Services	1957	118		3	2	20	2100
Unknown							629
Totals	4499	435	223	442	99	345	6672

Destination of tickets



Category of tickets



Top ten subcategories

