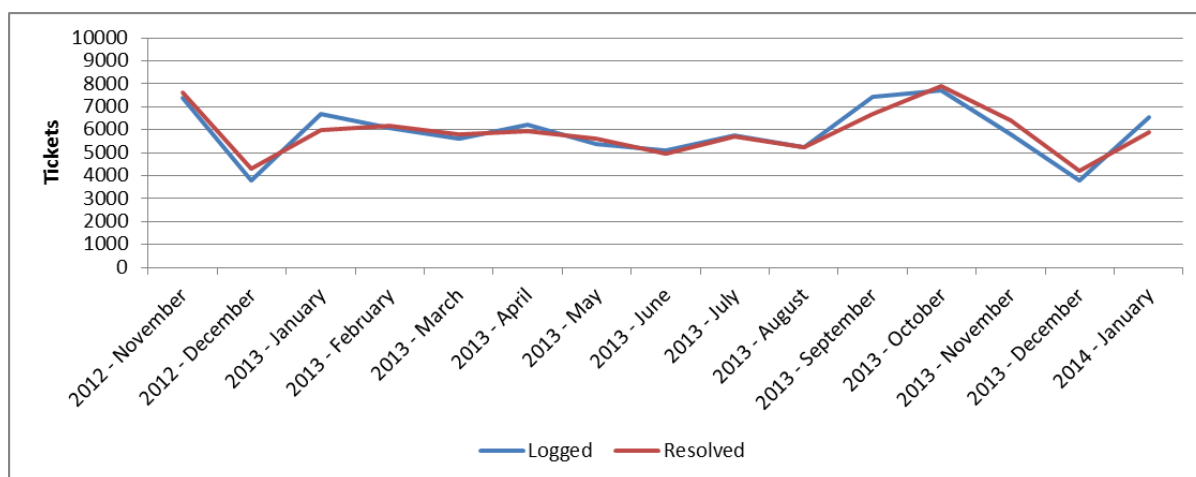


## January 2014 - Incident Management and Request Fulfilment

### Tickets

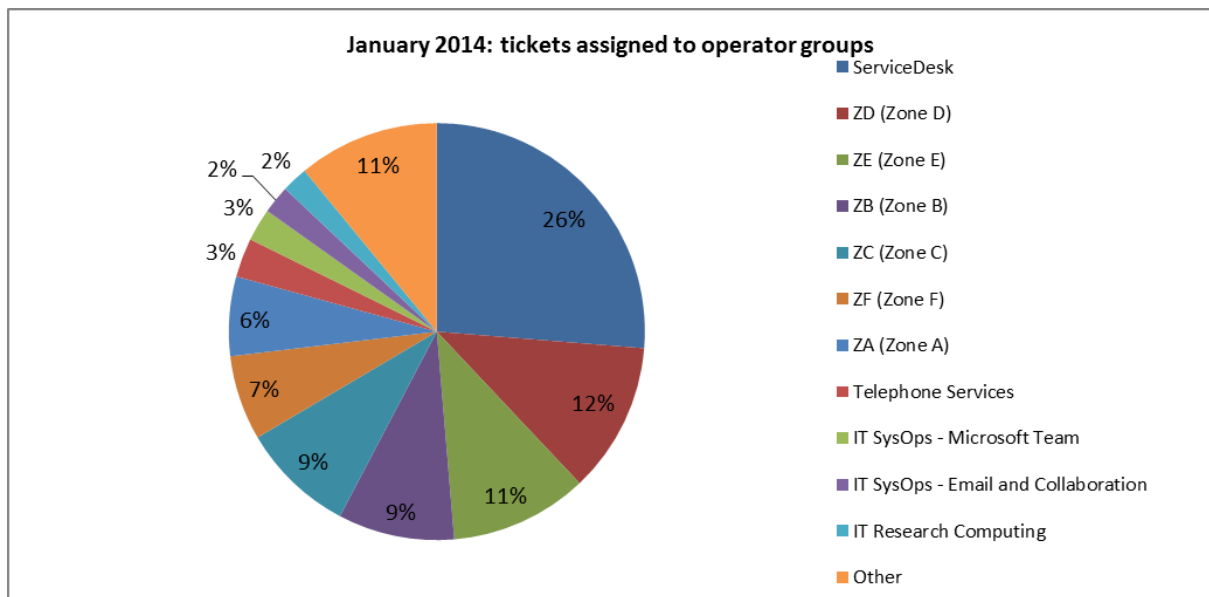
Incident type	Logged	Resolved
Malfunction	1720	1648
Service Request	4087	3682
Change Request	163	128
Request for information	451	431
Breach of Regulations	10	11
Unknown	100	0
<b>Total - 2014 - January</b>	<b>6531</b>	<b>5900</b>



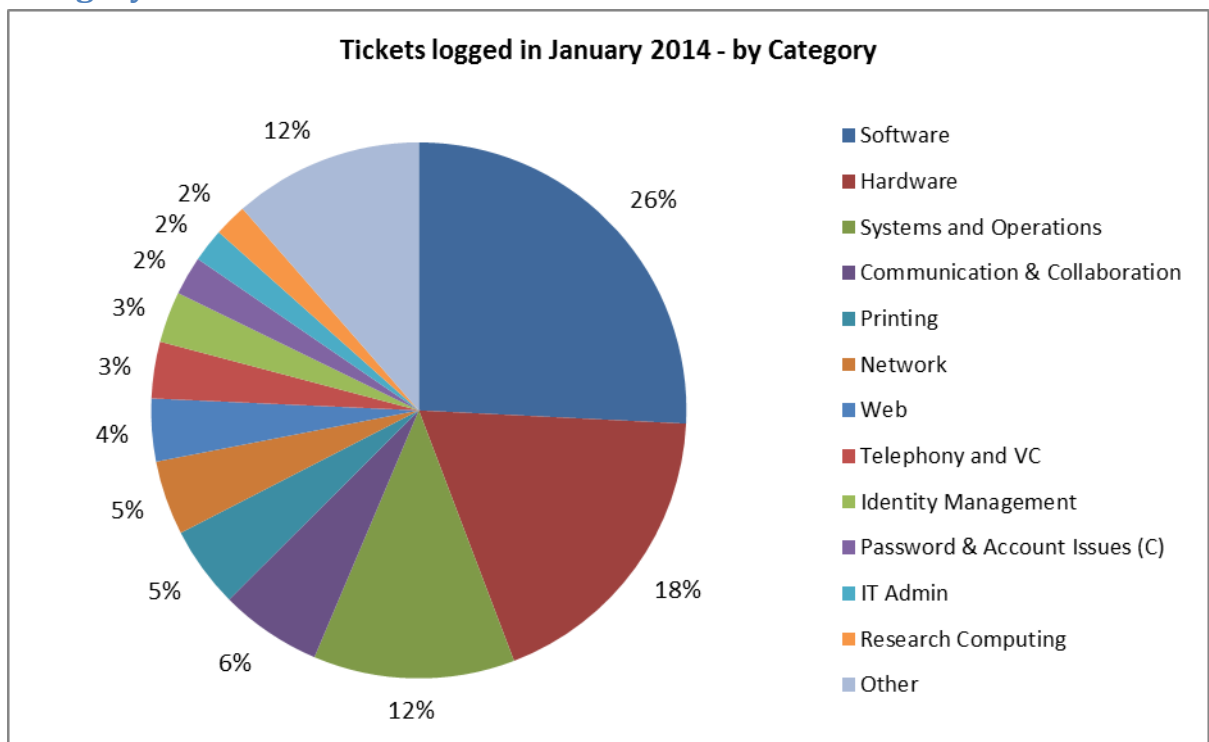
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	173	11	21	15	17	60	297
Engineering	504	39	77	159	13	54	846
Medicine & Dentistry	656	131		44	17	28	876
Medical & Veterinary Science	433	117	17	55	1	28	651
Science	487	53	116	102	7	76	841
Social Sciences & Law	305	25	22	48	41	56	497
Professional Services	1755	50		1		10	1816
Unknown							707
<b>Totals</b>	<b>4313</b>	<b>426</b>	<b>253</b>	<b>424</b>	<b>96</b>	<b>312</b>	<b>6531</b>

## Destination of tickets



## Category of tickets



## Top ten subcategories

