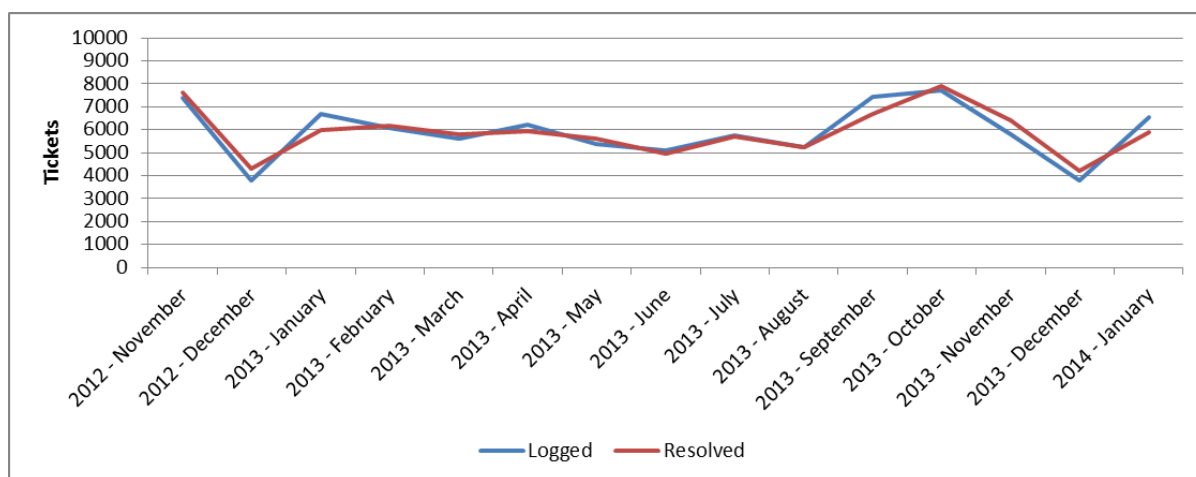


January 2014 - Incident Management and Request Fulfilment

Tickets

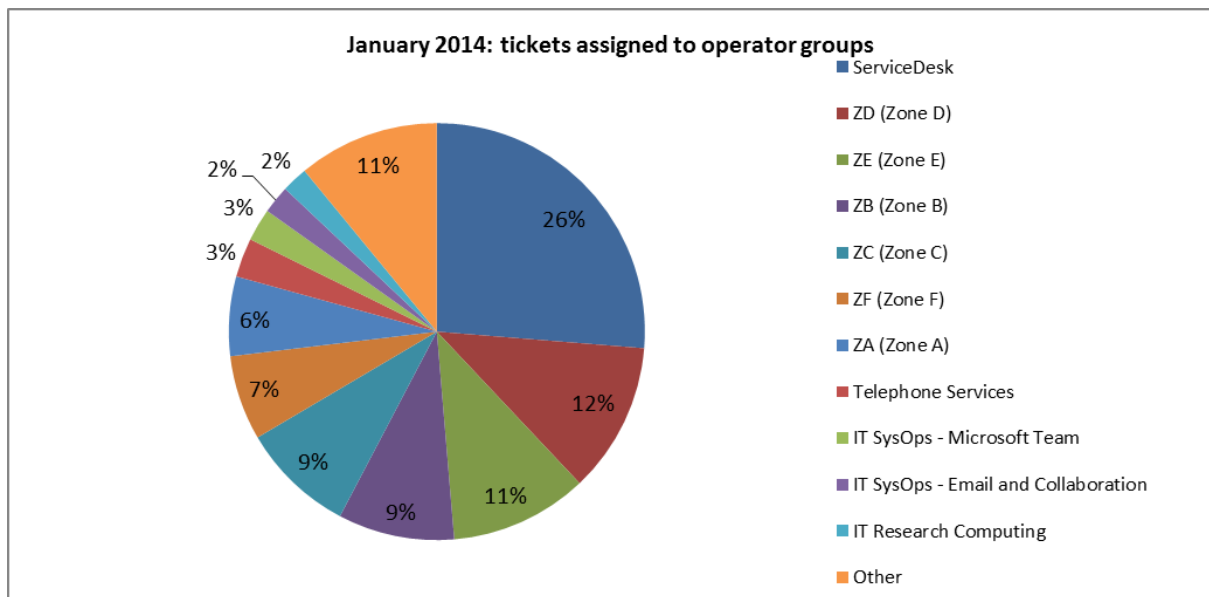
Incident type	Logged	Resolved
Malfunction	1720	1648
Service Request	4087	3682
Change Request	163	128
Request for information	451	431
Breach of Regulations	10	11
Unknown	100	0
Total - 2014 - January	6531	5900



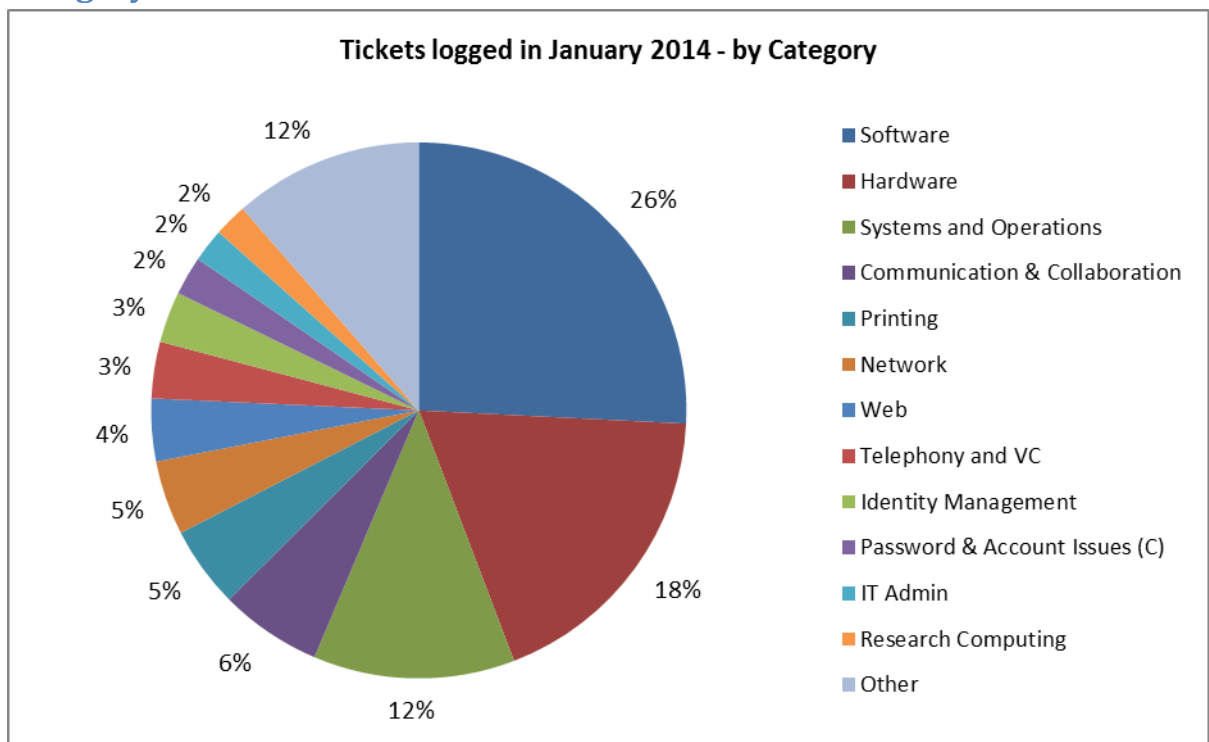
Origin of tickets

	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
Totals	4313	426	253	424	96	312	6531

Destination of tickets



Category of tickets



Top ten subcategories

