

July 2013 - Incident Management and Request Fulfilment

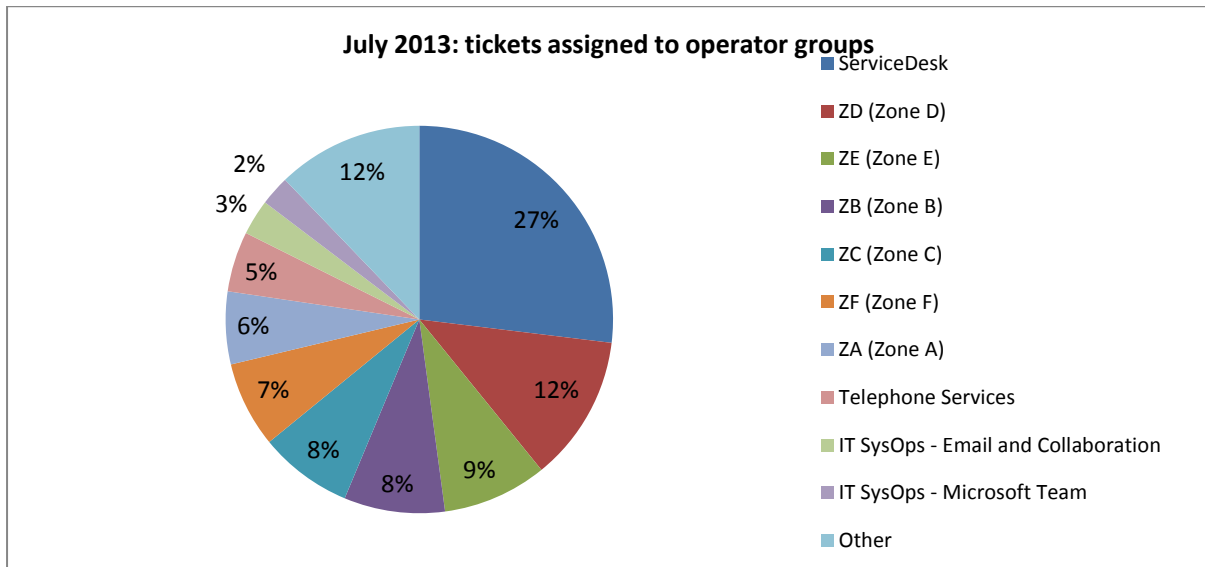
Tickets

Incident type	Logged	Resolved
Malfunction	1357	1339
Service Request	3343	3335
Change Request	575	551
Request for information	483	481
Breach of Regulations	4	8
Total - 2013 - July	5762	5714

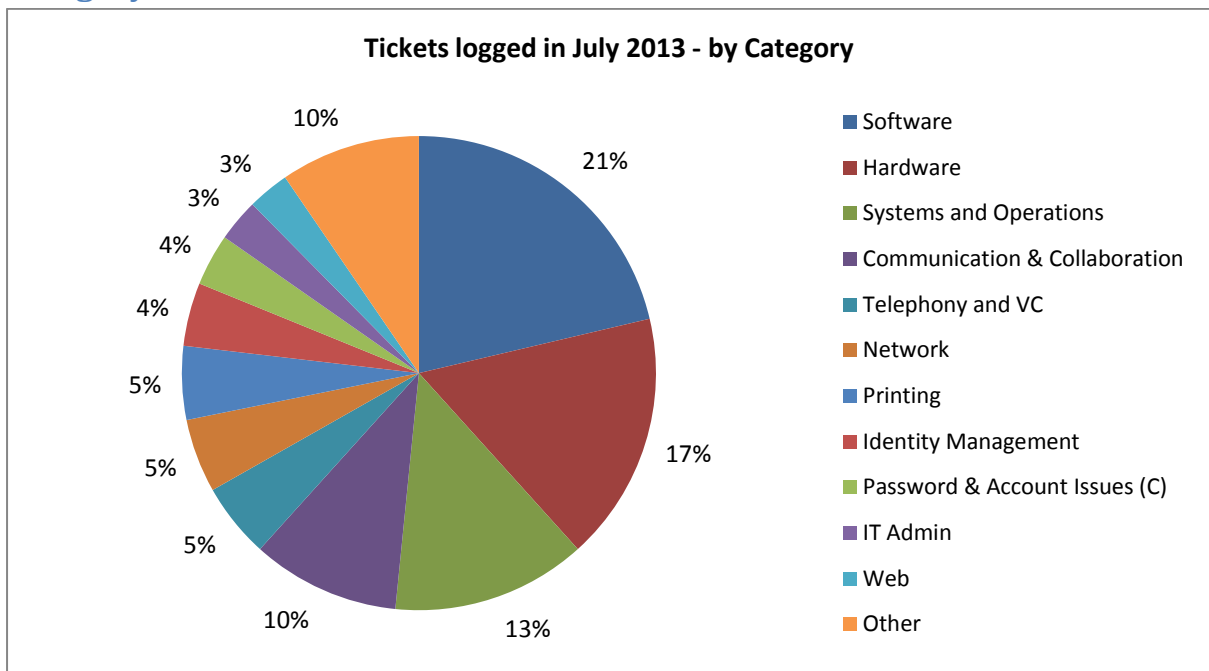
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	100	14	4	18	5	25	166
Engineering	363	25	27	101	14	30	560
Medicine & Dentistry	518	137	1	35	7	33	731
Medical & Veterinary Science	352	104	22	35	1	22	536
Science	468	59	90	96	10	41	764
Social Sciences & Law	289	30	12	39	76	44	490
Professional Services	1751	96				4	1851
Unknown							664
Totals	3841	465	156	324	113	199	5762

Destination of tickets



Category of tickets



Top ten subcategories

