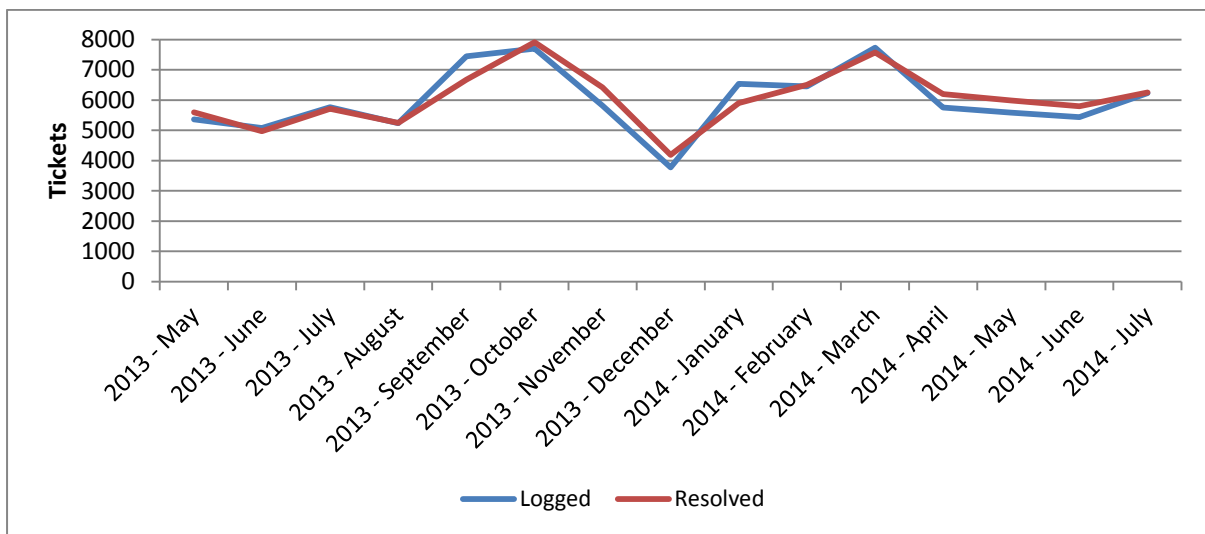


July 2014 - Incident Management and Request Fulfilment

Tickets

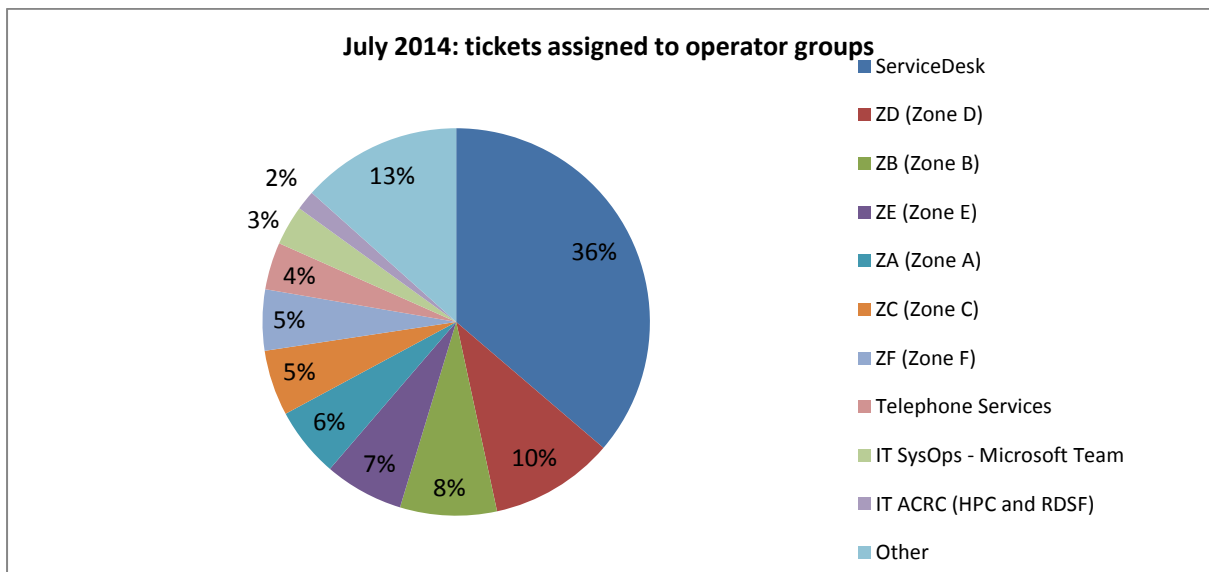
Incident type	Logged	Resolved
Malfunction	1424	1438
Service Request	3976	4030
Change Request	82	83
Request for information	686	692
Breach of Regulations	3	9
Unknown	59	0
Total - 2014 - July	6230	6252



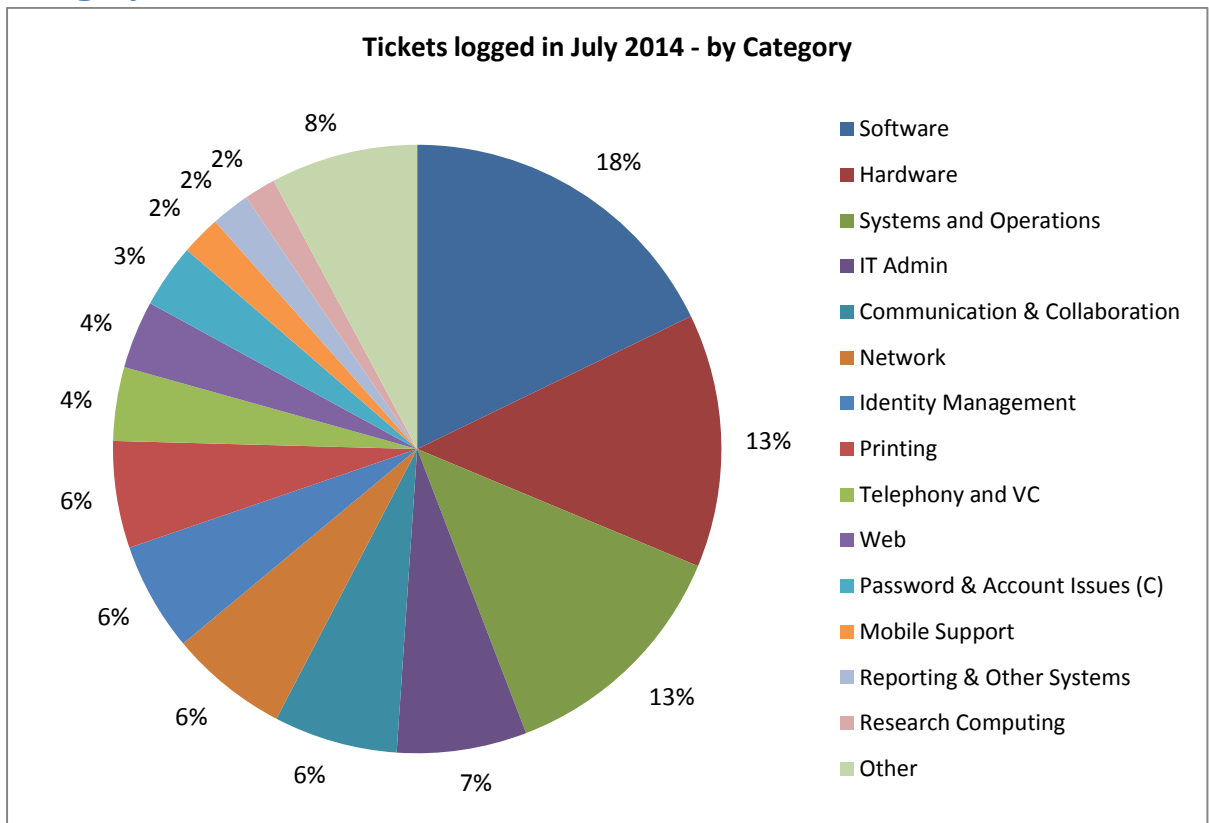
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	127	13	19	10	14	118	301
Engineering	354	6	64	79	16	19	538
Medicine & Dentistry	602	122		26	8	30	788
Medical & Veterinary Science	297	95	26	43	2	7	470
Science	512	93	68	155	6	33	867
Social Sciences & Law	247	28	18	56	82	14	445
Professional Services	1531	67				7	1605
Unknown							1216
Totals	3670	424	195	369	128	228	6230

Destination of tickets



Category of tickets



Top ten subcategories

