

June 2013 - Incident Management and Request Fulfilment

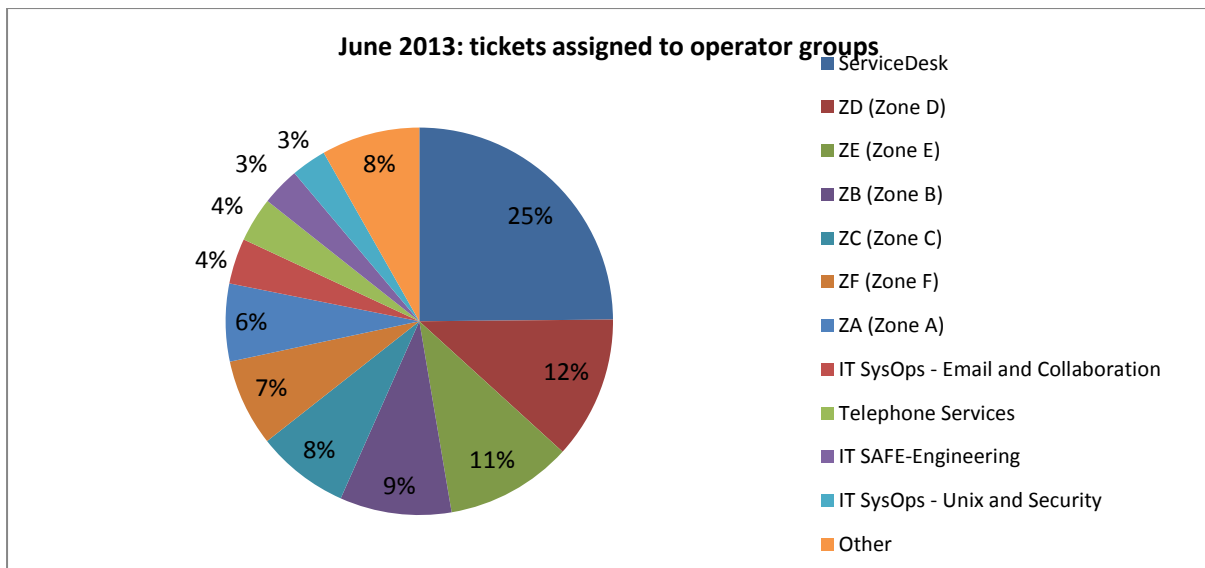
Tickets

Incident type	Logged	Resolved
Malfunction	1261	1219
Service Request	2881	2849
Change Request	487	429
Request for information	437	463
Breach of Regulations	11	11
Total - 2013 - June	5077	4971

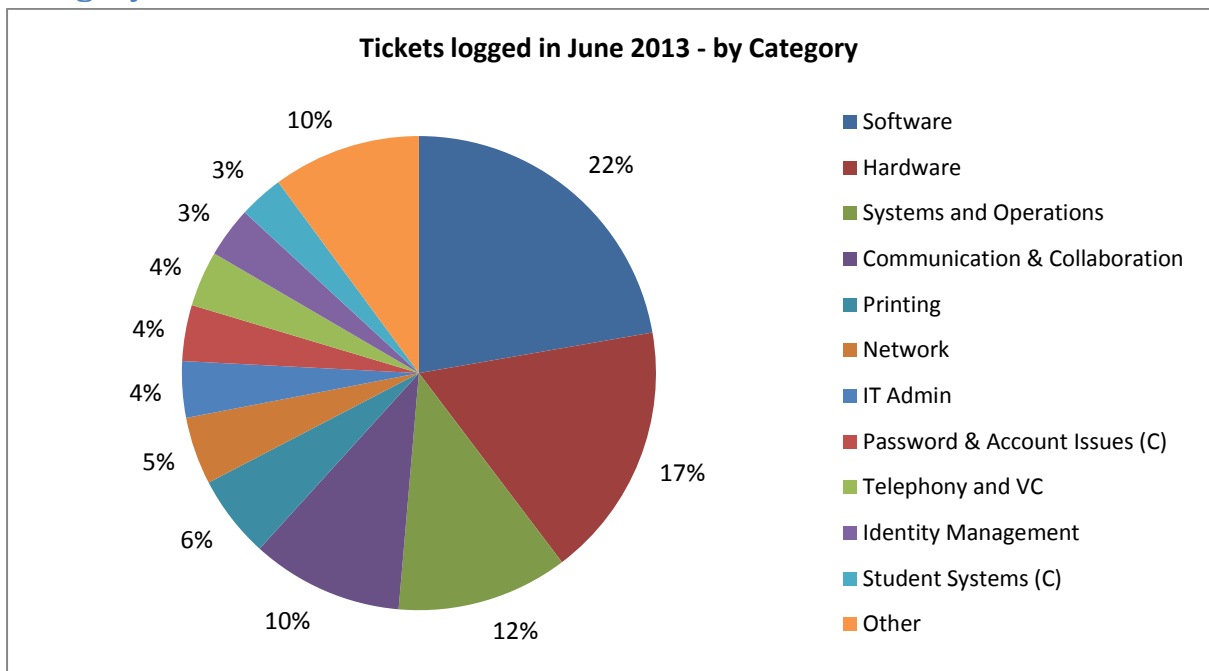
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	113	11	4	12	3	29	172
Engineering	412	25	54	88	9	24	612
Medicine & Dentistry	494	105		51	9	18	677
Medical & Veterinary Science	295	66	19	33	2	21	436
Science	448	37	90	90	11	33	709
Social Sciences & Law	256	22	18	49	40	28	413
Professional Services	1410	76				2	1488
Unknown							570
Totals	3428	342	185	323	74	155	5077

Destination of tickets



Category of tickets



Top ten subcategories

