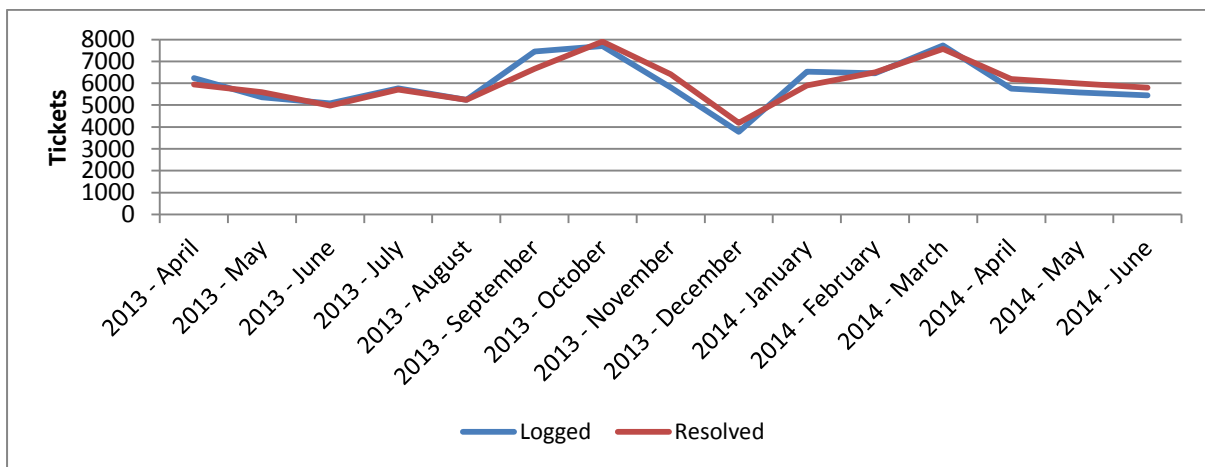


June 2014 - Incident Management and Request Fulfilment

Tickets

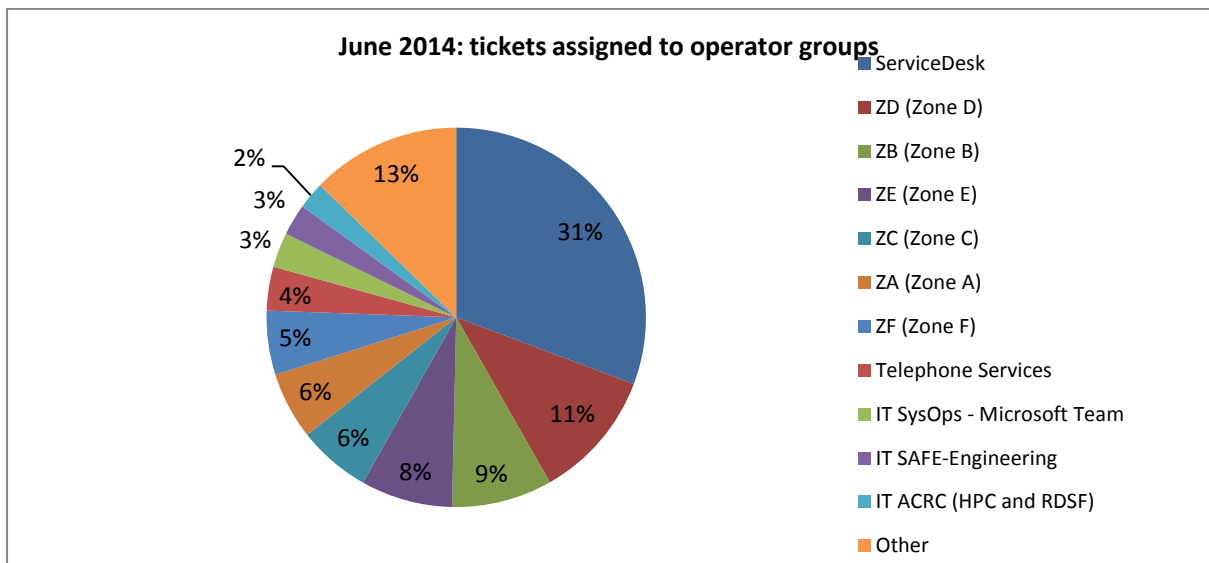
| Incident type | Logged | Resolved |
|----------------------------|-------------|-------------|
| Malfunction | 1154 | 1259 |
| Service Request | 3610 | 3870 |
| Change Request | 68 | 91 |
| Request for information | 385 | 393 |
| Breach of Regulations | 26 | 24 |
| Unknown | 197 | 158 |
| Total - 2014 - June | 5440 | 5795 |



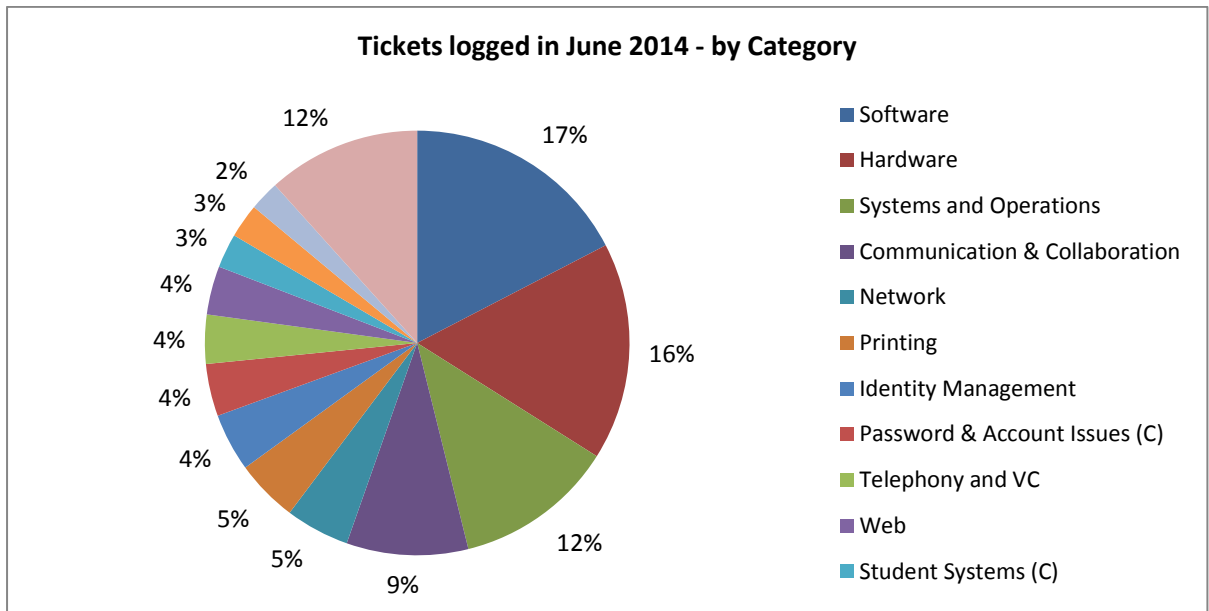
Origin of tickets

| | Ord staff | Hon staff | HPT staff | PGR | PGT | UG | Totals |
|------------------------------|-------------|------------|------------|------------|-----------|------------|-------------|
| Arts | 120 | 11 | 22 | 16 | 6 | 57 | 232 |
| Engineering | 432 | 14 | 65 | 68 | 19 | 32 | 630 |
| Medicine & Dentistry | 520 | 106 | 1 | 24 | 3 | 14 | 668 |
| Medical & Veterinary Science | 276 | 80 | 17 | 40 | 3 | 12 | 428 |
| Science | 513 | 44 | 110 | 93 | 7 | 37 | 804 |
| Social Sciences & Law | 283 | 34 | 8 | 27 | 61 | 18 | 431 |
| Professional Services | 1439 | 48 | | | | 7 | 1494 |
| Unknown | | | | | | | 753 |
| Totals | 3583 | 337 | 223 | 268 | 99 | 177 | 5440 |

Destination of tickets



Category of tickets



Top ten subcategories

