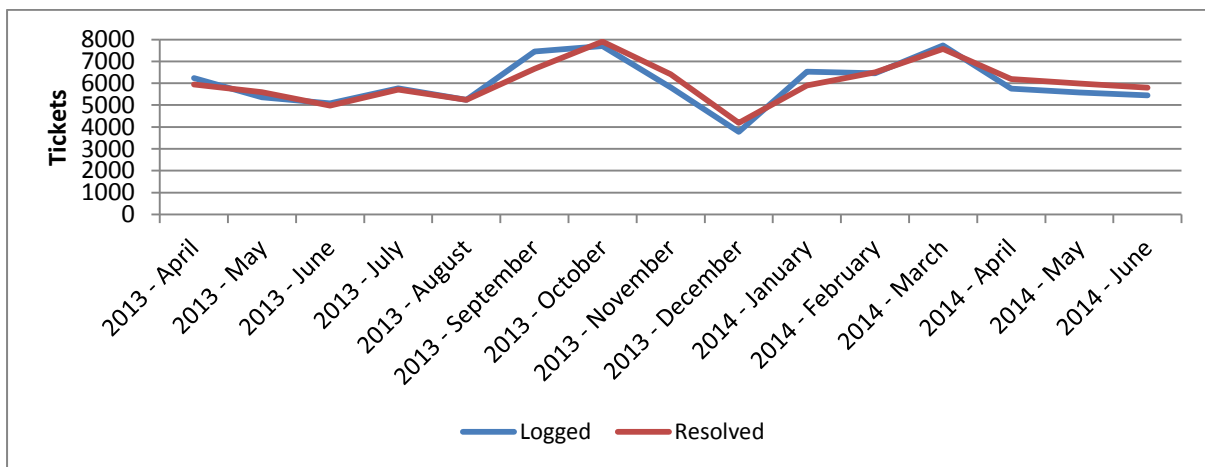


## June 2014 - Incident Management and Request Fulfilment

### Tickets

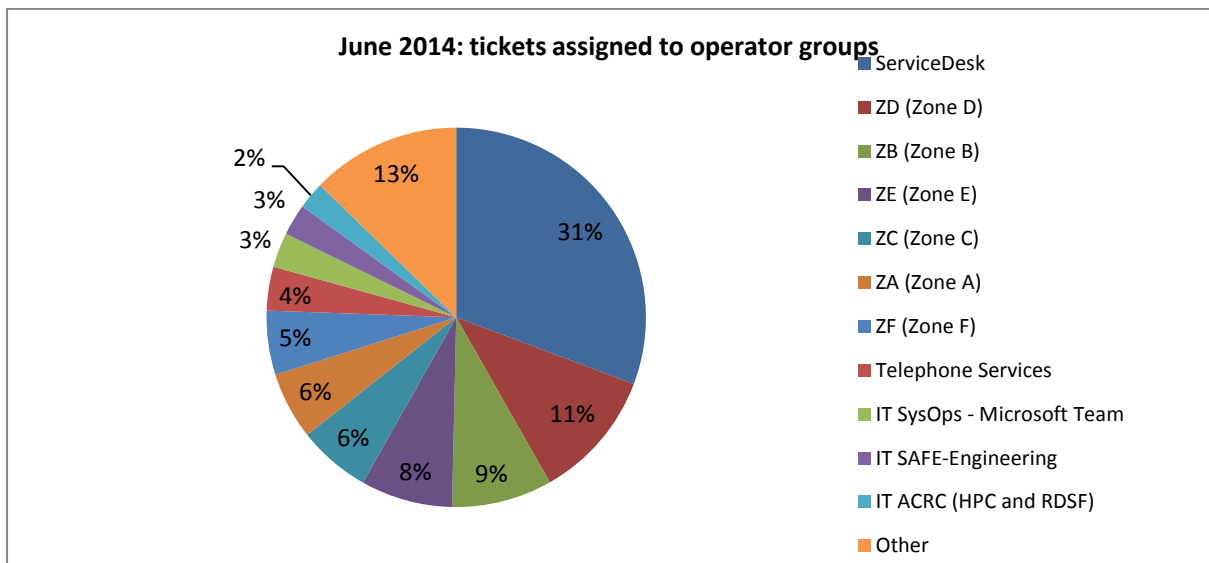
Incident type	Logged	Resolved
Malfunction	1154	1259
Service Request	3610	3870
Change Request	68	91
Request for information	385	393
Breach of Regulations	26	24
Unknown	197	158
<b>Total - 2014 - June</b>	<b>5440</b>	<b>5795</b>



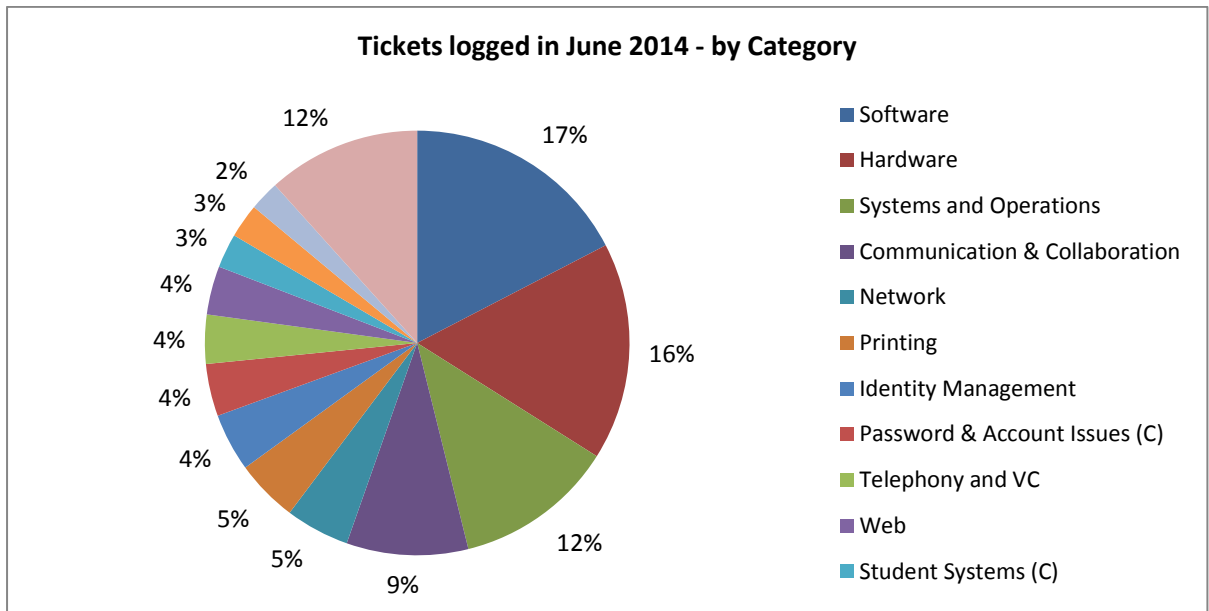
### Origin of tickets

	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
<b>Totals</b>	<b>3583</b>	<b>337</b>	<b>223</b>	<b>268</b>	<b>99</b>	<b>177</b>	<b>5440</b>

## Destination of tickets



## Category of tickets



## Top ten subcategories

