

March 2013 - Incident Management and Request Fulfilment

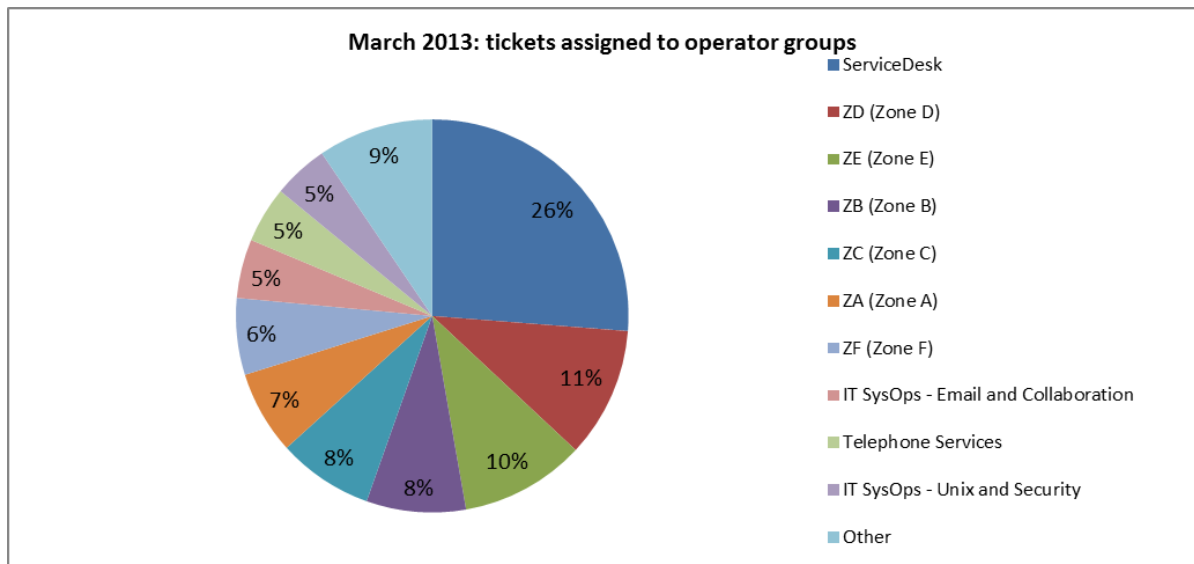
Tickets

Incident type	Logged	Resolved
Malfunction	1642	1687
Service Request	2972	3143
Change Request	564	570
Request for information	424	398
Breach of Regulations	11	11
Total - 2013 - March	5613	5809

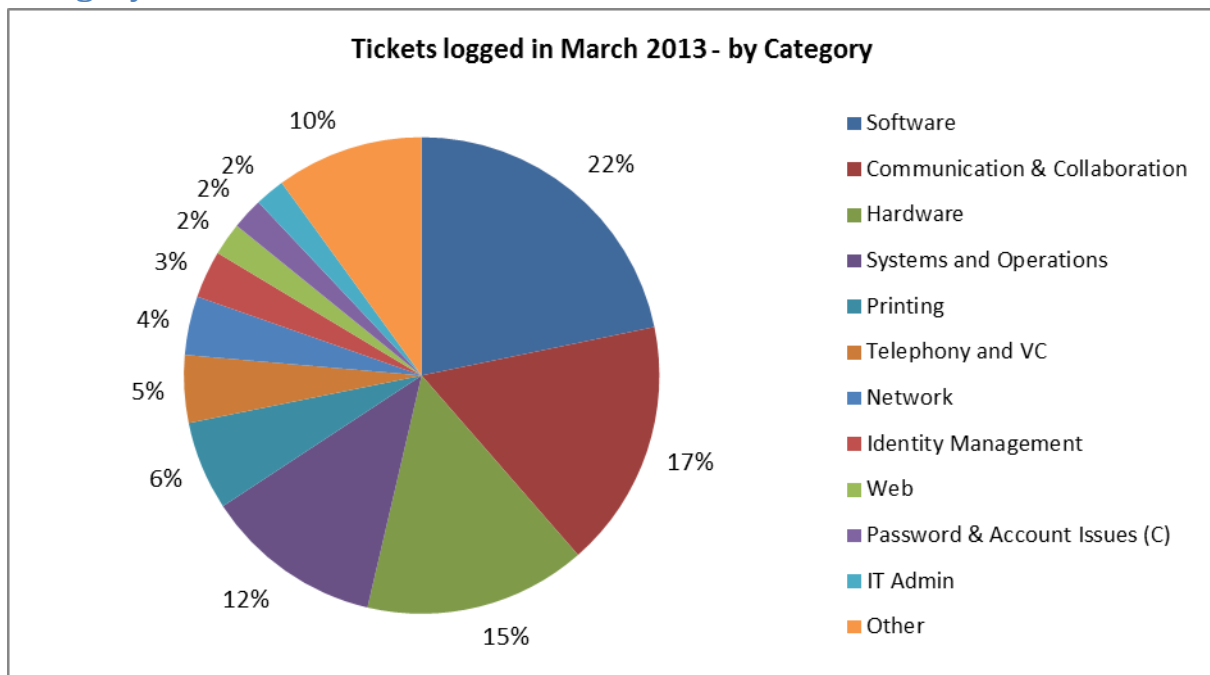
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	147	19	23	11	5	39	244
Engineering	387	29	73	99	23	91	702
Medicine & Dentistry	543	123		35	19	33	753
Medical & Veterinary Science	365	90	19	58	1	23	556
Science	417	38	88	116	12	87	758
Social Sciences & Law	248	26	20	43	50	48	435
Professional Services	1604	103		1		3	1711
Unknown							454
Totals	3711	428	223	363	110	324	5613

Destination of tickets



Category of tickets



Top ten subcategories

