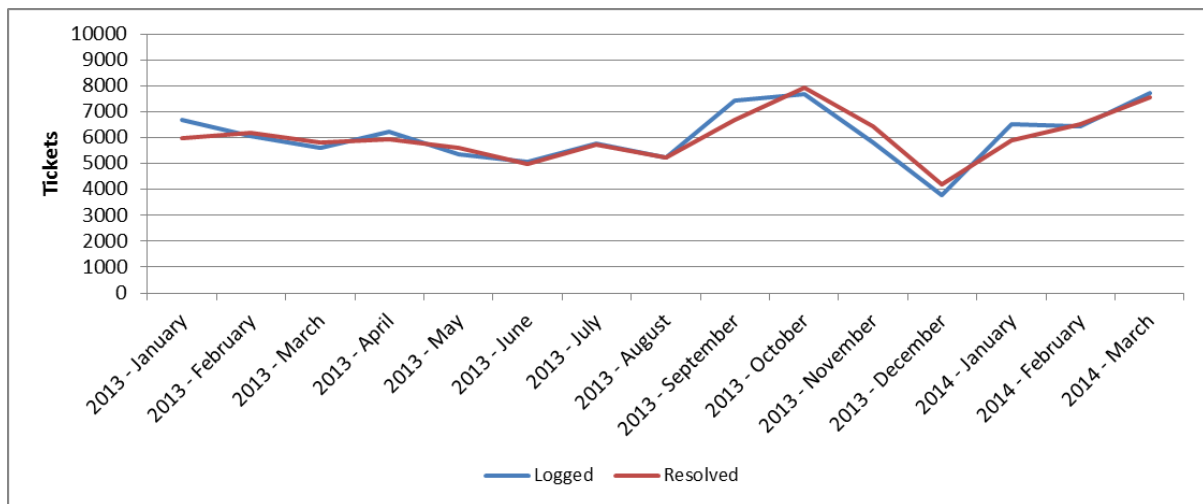


## March 2014 - Incident Management and Request Fulfilment

### Tickets

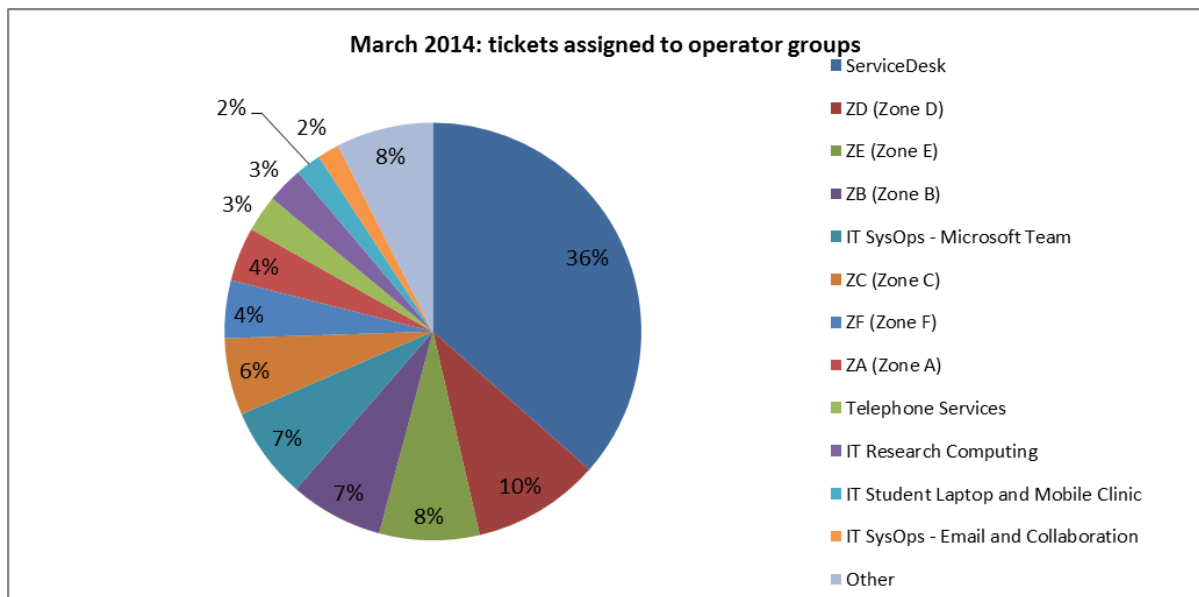
Incident type	Logged	Resolved
Malfunction	2726	2444
Service Request	4154	4366
Change Request	115	124
Request for information	617	620
Breach of Regulations	10	12
Unknown	107	1
<b>Total - 2014 - March</b>	<b>7729</b>	<b>7567</b>



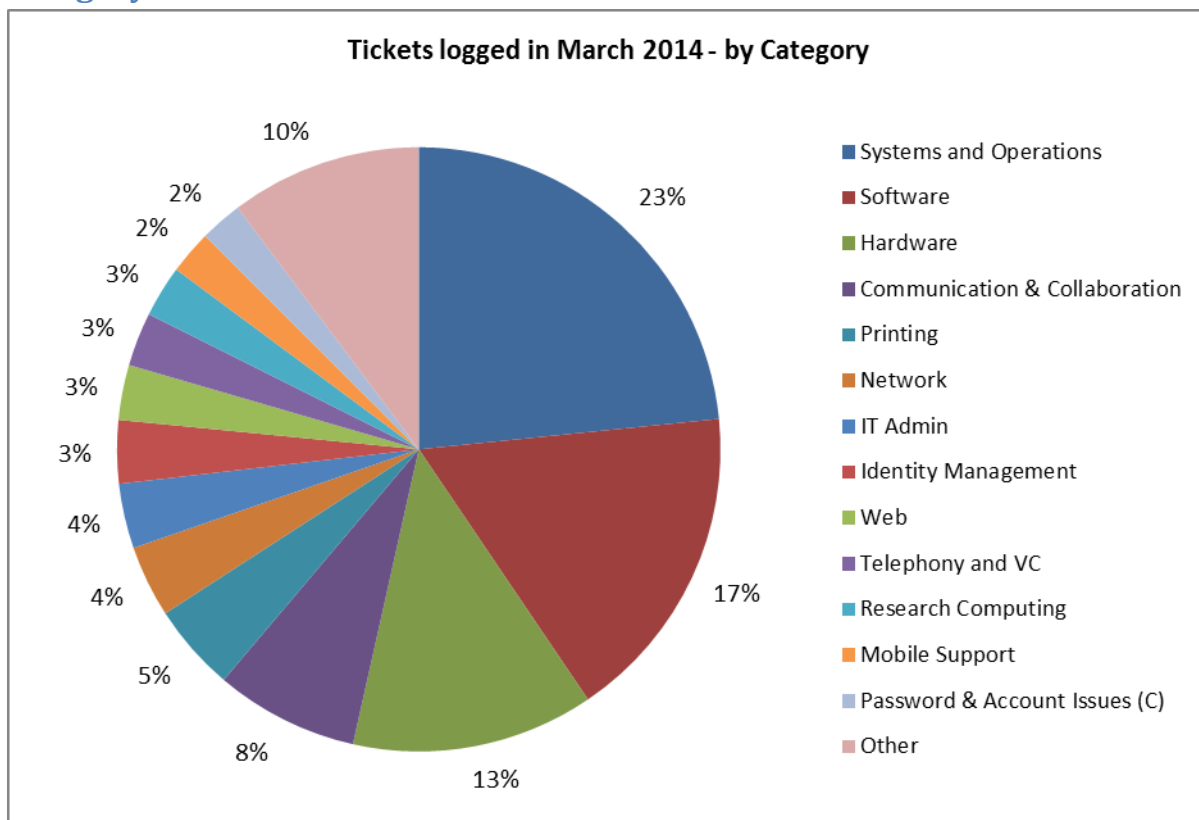
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	183	15	27	17	20	98	360
Engineering	478	27	103	140	17	182	947
Medicine & Dentistry	737	144		35	11	34	961
Medical & Veterinary Science	447	133	22	63	2	59	726
Science	653	53	135	121	19	145	1126
Social Sciences & Law	324	24	28	62	82	137	657
Professional Services	1722	63				12	1797
Unknown							1155
<b>Totals</b>	<b>4544</b>	<b>459</b>	<b>315</b>	<b>438</b>	<b>151</b>	<b>667</b>	<b>7729</b>

## Destination of tickets



## Category of tickets



## Top ten subcategories

