

## May 2013 - Incident Management and Request Fulfilment

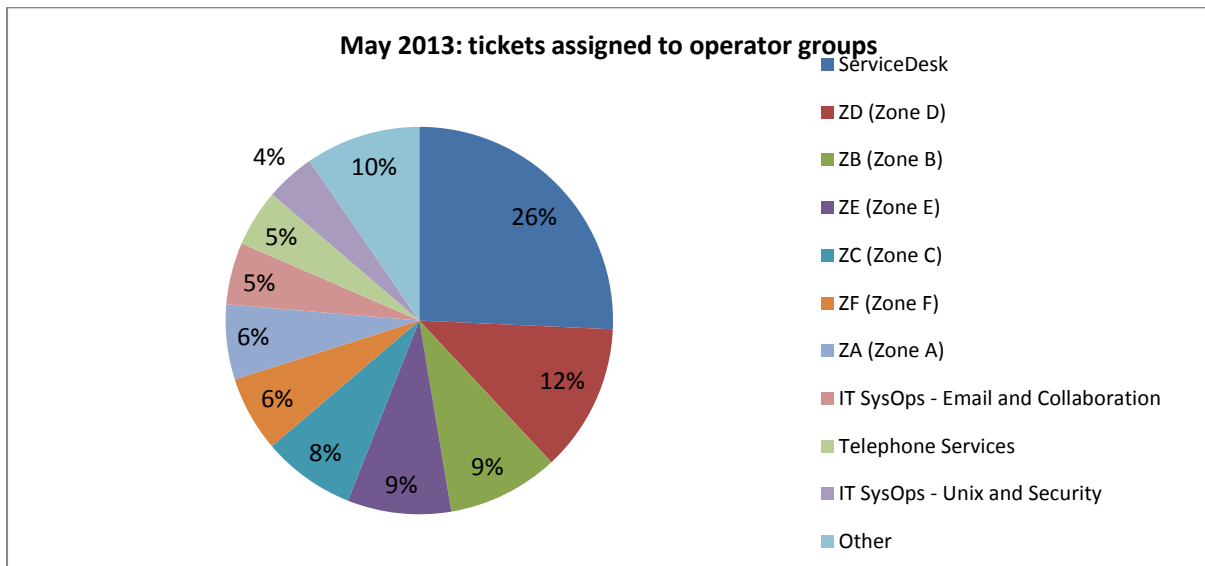
### Tickets

Incident type	Logged	Resolved
Malfunction	1471	1521
Service Request	3003	3144
Change Request	476	517
Request for information	398	408
Breach of Regulations	10	8
Total - 2013 - May	5358	5598

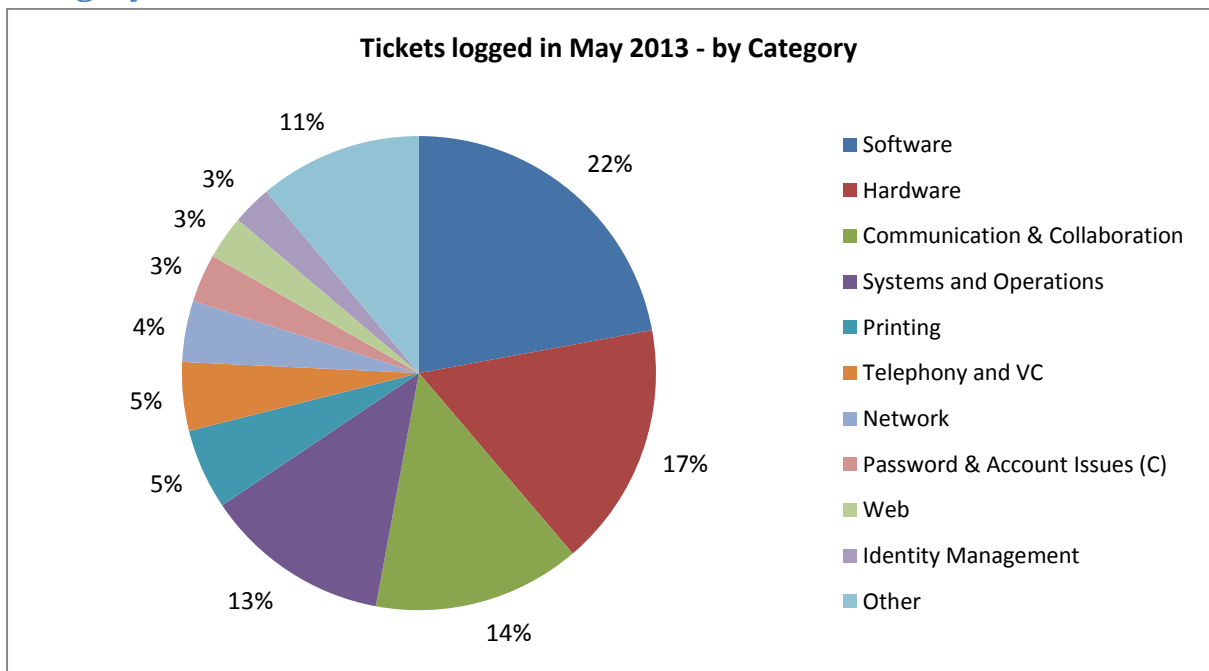
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	117	9	13	20	1	55	215
Engineering	356	12	56	102	10	37	573
Medicine & Dentistry	544	98	1	49	11	20	723
Medical & Veterinary Science	340	111	29	44	4	21	549
Science	464	61	117	116	8	38	804
Social Sciences & Law	298	15	19	60	42	33	467
Professional Services	1573	78				4	1655
Unknown							372
Totals	3692	384	235	391	76	208	5358

### Destination of tickets



## Category of tickets



## Top ten subcategories

