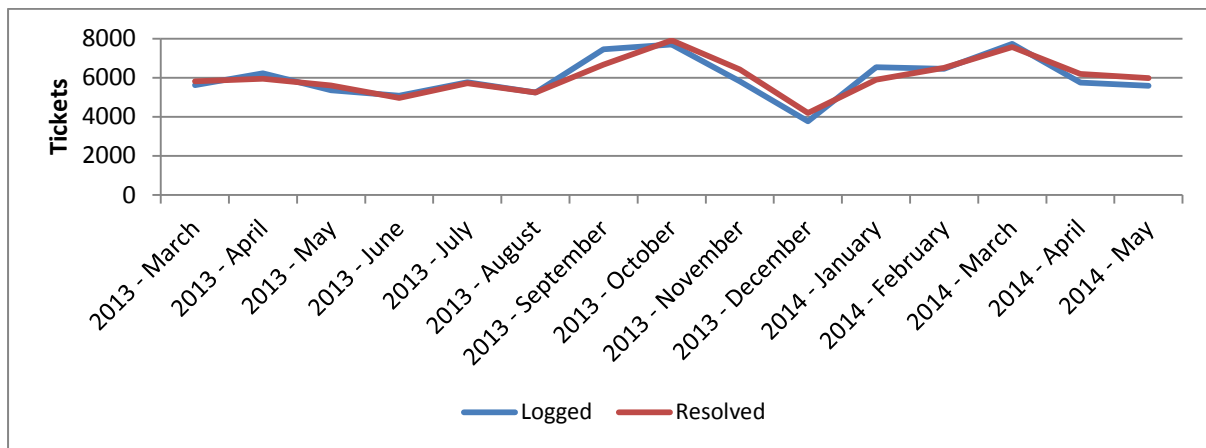


May 2014 - Incident Management and Request Fulfilment

Tickets

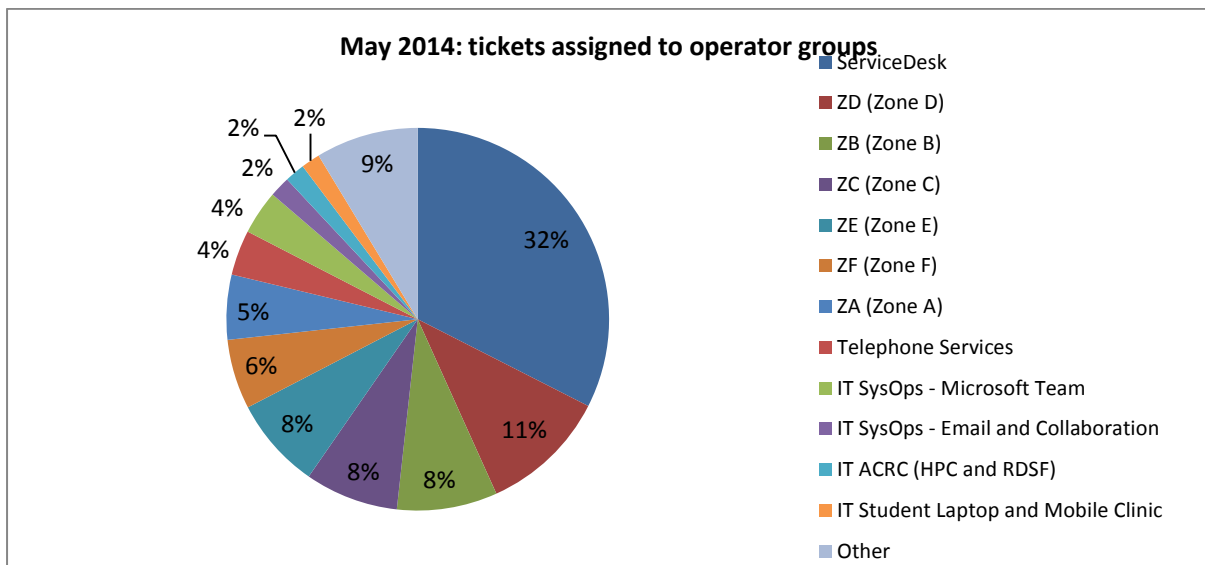
Incident type	Logged	Resolved
Malfunction	1367	1590
Service Request	3621	3803
Change Request	74	92
Request for information	426	456
Breach of Regulations	12	10
Unknown	83	34
Total - 2014 - May	5583	5985



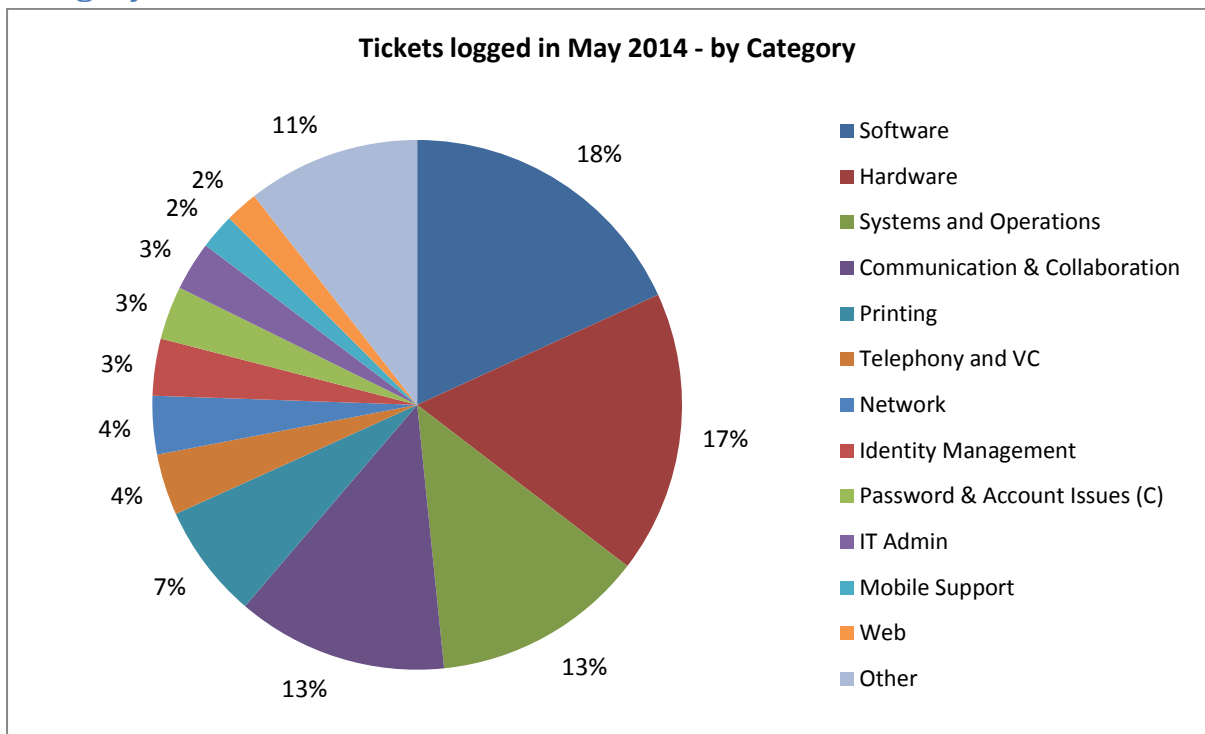
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	117	6	16	14	11	58	222
Engineering	343	17	64	95	15	52	586
Medicine & Dentistry	597	125		20	19	37	798
Medical & Veterinary Science	318	107	30	48	1	31	535
Science	453	47	131	83	10	61	785
Social Sciences & Law	221	20	14	26	46	49	376
Professional Services	1447	57				11	1515
Unknown							766
Totals	3496	379	255	286	102	299	5583

Destination of tickets



Category of tickets



Top ten subcategories

