

## November 2012 - Incident Management and Request Fulfilment

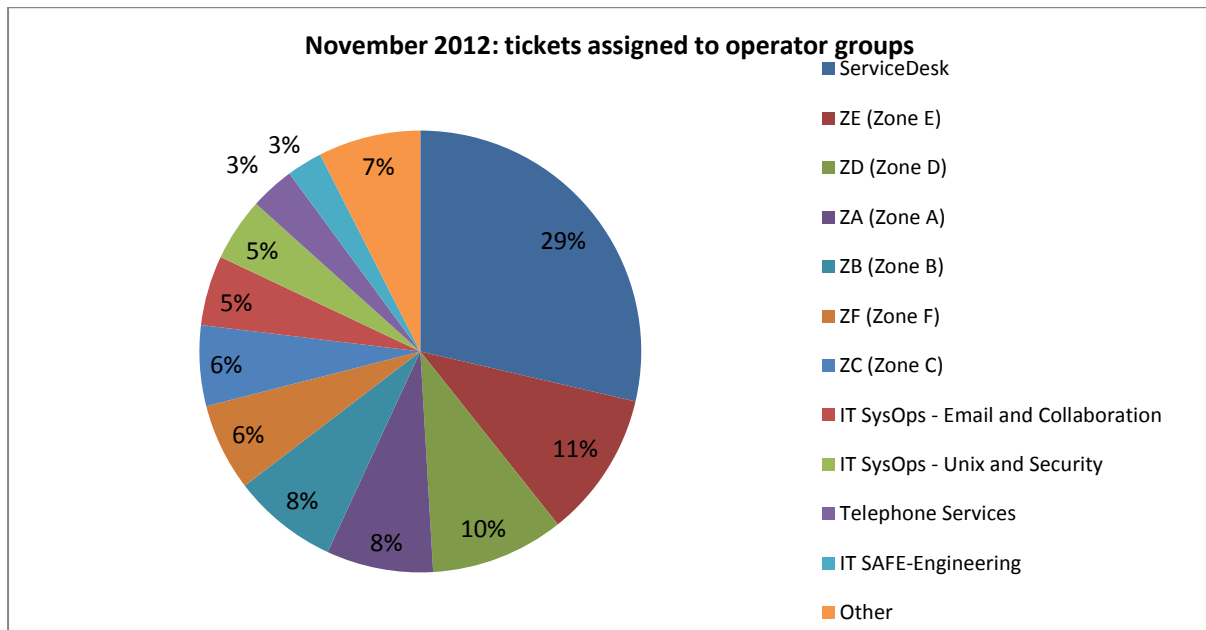
### Tickets

Incident Type	Logged	Resolved
Malfunction	1578	1650
Service Request	4903	5060
Change Request	254	245
Request for information	629	632
Breach of Regulations	17	23
Total - 2012 - November	7381	7610

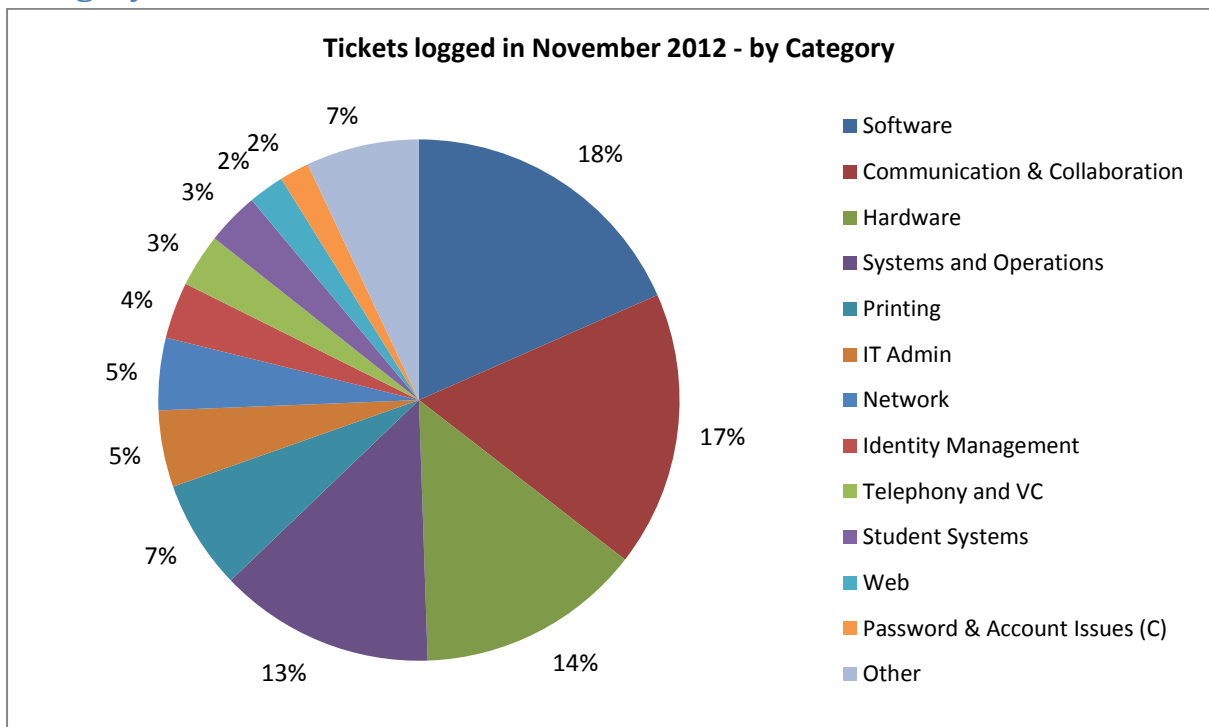
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Unknown	Totals
Arts	172	15	27	19	19	42		294
Engineering	543	38	42	205	20	103		951
Medicine & Dentistry	630	179	1	43	13	17		883
Medical & Veterinary Science	316	68	15	69	5	29		502
Science	524	37	97	173	15	122		968
Social Sciences & Law	330	31	25	65	85	44		580
Professional Services	2042	110		4		11		2167
Unknown							1036	1036
Totals	4557	478	207	578	157	368	1036	7381

### Destination of tickets



## Category of tickets



## Top ten subcategories

