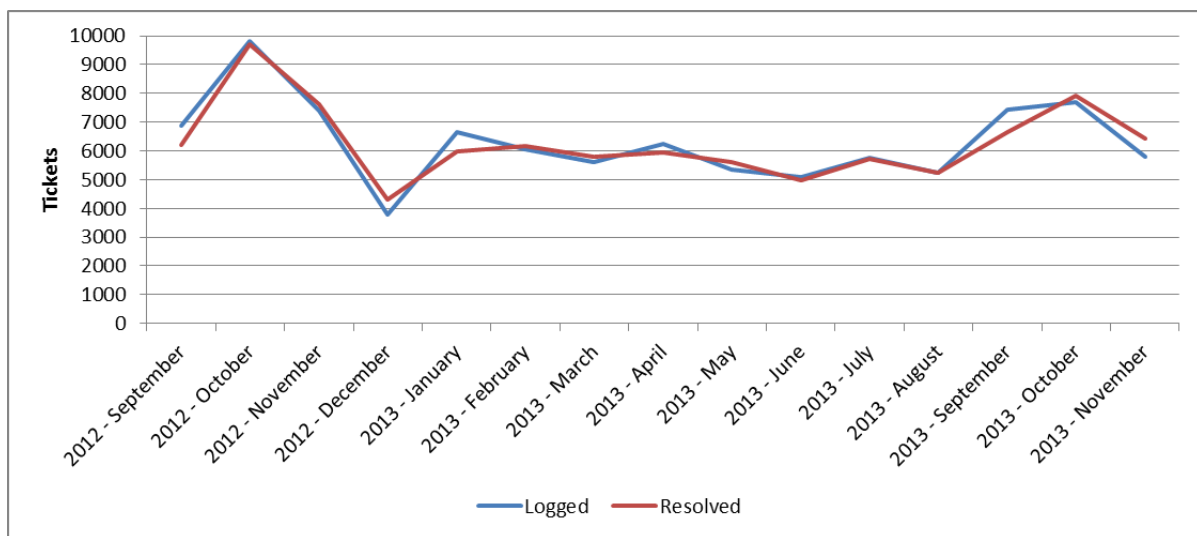


November 2013 - Incident Management and Request Fulfilment

Tickets

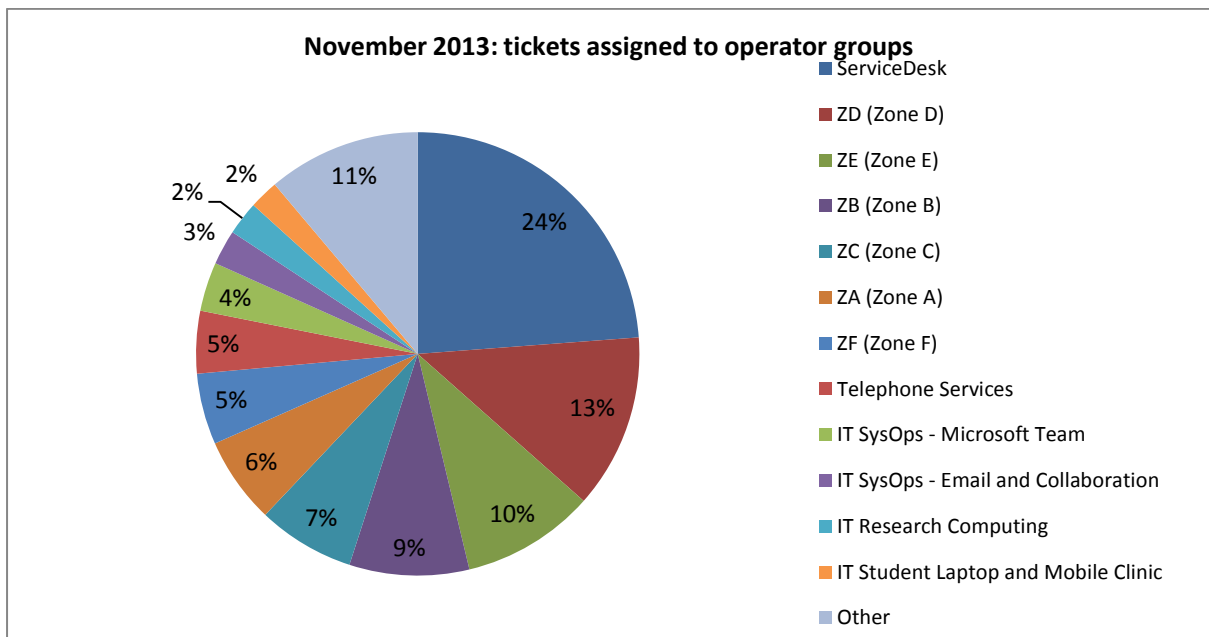
Incident Type	Logged	Resolved
Malfunction	1600	1699
Service Request	3673	3852
Change Request	98	138
Request for information	425	441
Breach of Regulations	12	16
Unknown	8	1
Total - 2013 - November	5816	6147



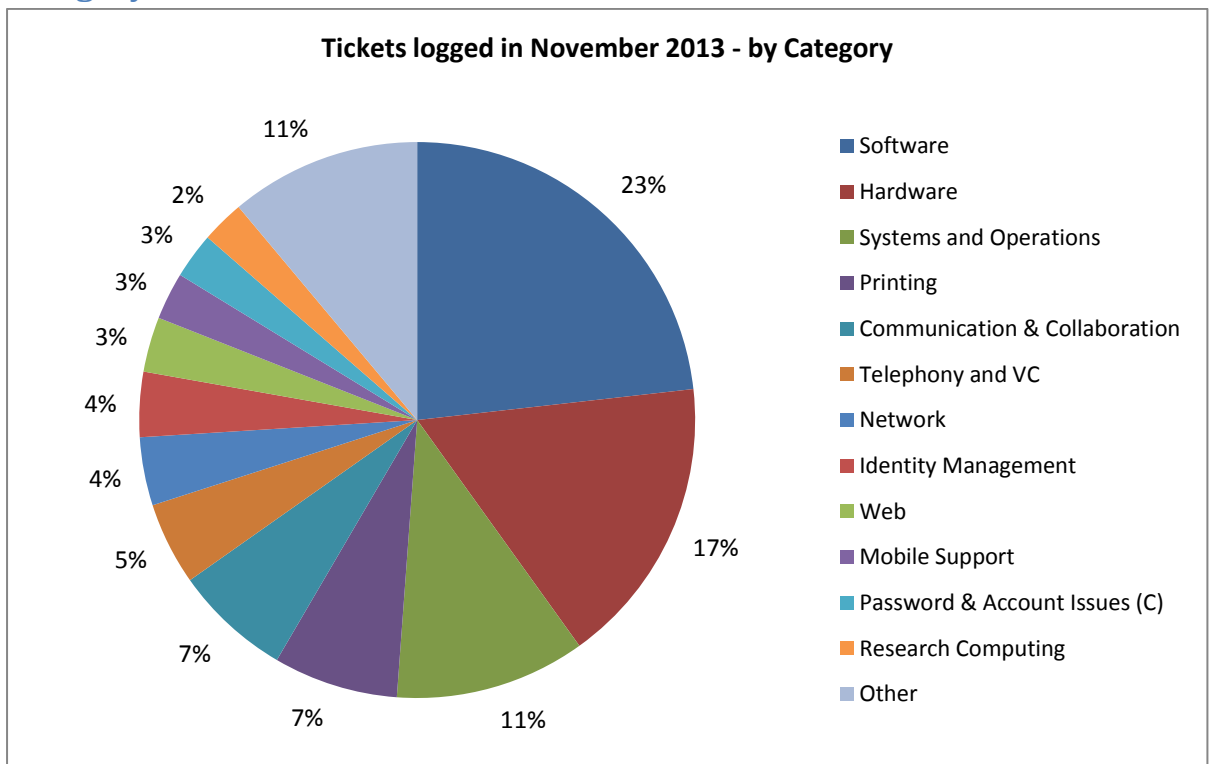
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Unknown	Totals
Arts	116	16	14	10	20	70		246
Engineering	398	29	60	120	31	81		719
Medicine & Dentistry	550	126		30	11	19		736
Medical & Veterinary Science	325	75	24	39	2	43		508
Science	460	31	105	141	13	143		893
Social Sciences & Law	283	14	16	41	91	66		511
Professional Services	1514	64			2	5		1585
Unknown							618	618
Totals	3646	355	219	381	170	427	618	5816

Destination of tickets



Category of tickets



Top ten subcategories

