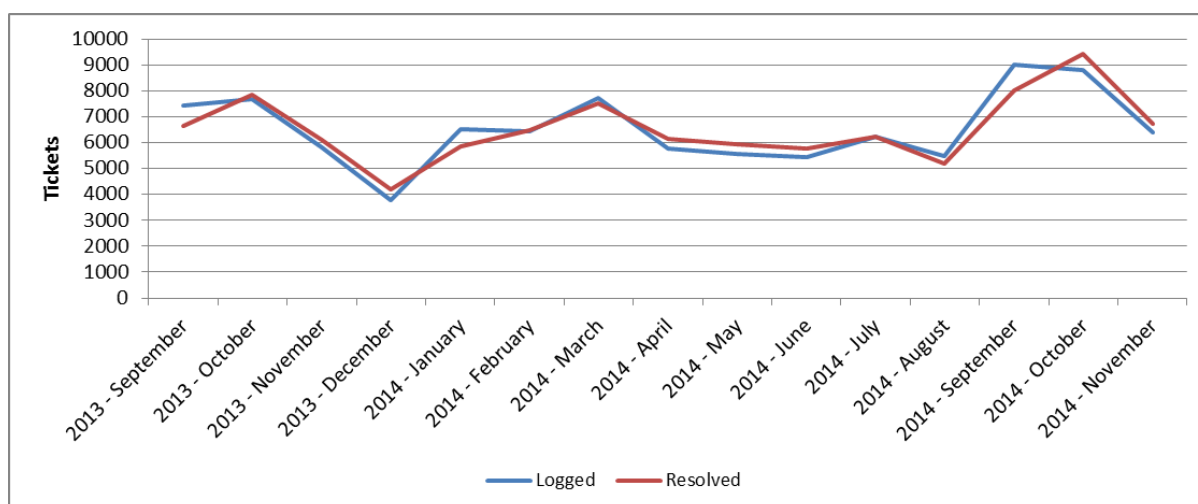


November 2014 - Incident Management and Request Fulfilment

Tickets

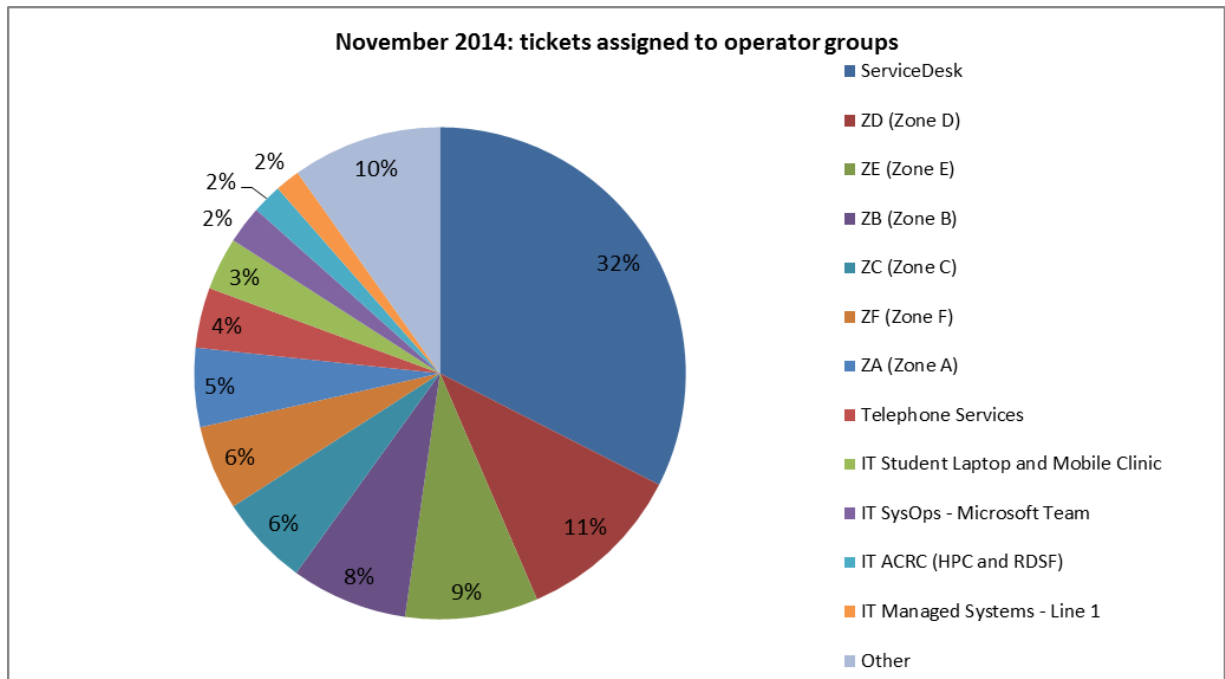
| Incident type | Logged | Resolved |
|--------------------------------|-------------|-------------|
| Malfunction | 1381 | 1475 |
| Service Request | 4210 | 4480 |
| Change Request | 59 | 65 |
| Request for information | 660 | 671 |
| Breach of Regulations | 19 | 19 |
| Unknown | 45 | 0 |
| Total - 2014 - November | 6374 | 6710 |



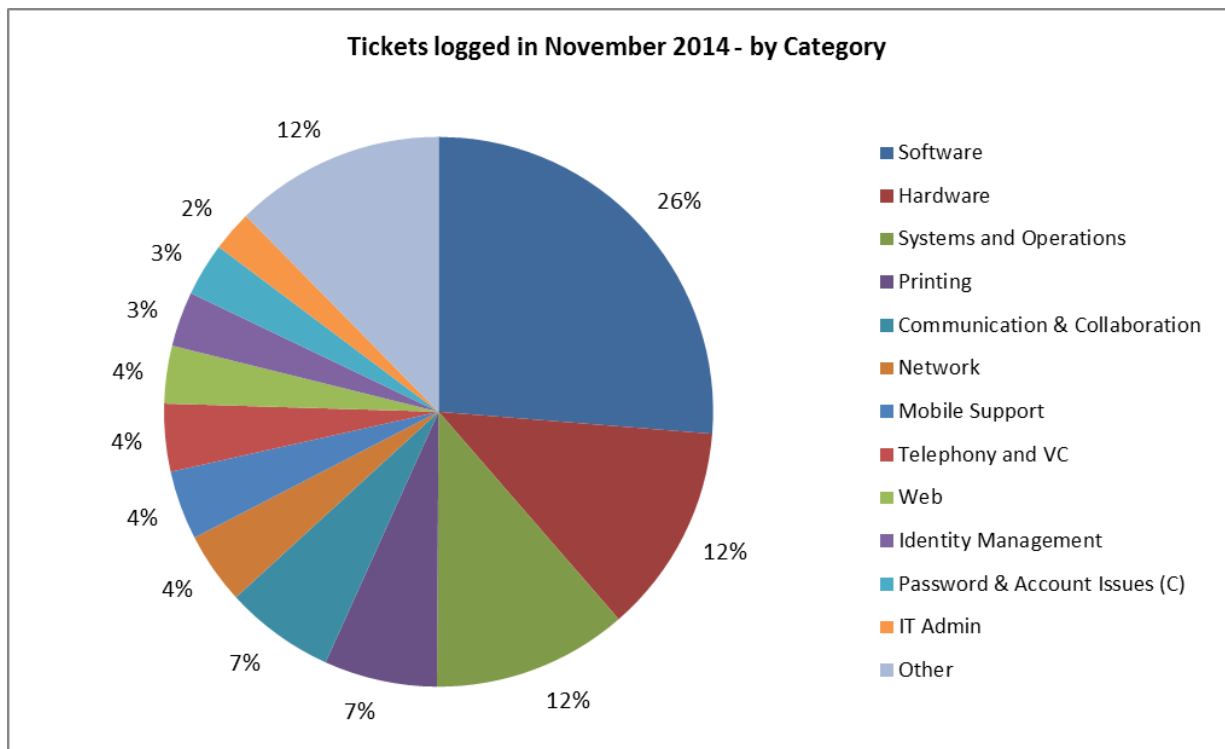
Origin of tickets

| | Ord staff | Hon staff | HPT staff | PGR | PGT | UG | Totals |
|------------------------------|-------------|------------|------------|------------|------------|------------|-------------|
| Arts | 128 | 6 | 17 | 12 | 22 | 113 | 298 |
| Engineering | 336 | 16 | 32 | 156 | 23 | 82 | 645 |
| Medicine & Dentistry | 540 | 102 | | 48 | 14 | 24 | 728 |
| Medical & Veterinary Science | 290 | 96 | 19 | 58 | 2 | 59 | 524 |
| Science | 495 | 53 | 89 | 193 | 25 | 130 | 985 |
| Social Sciences & Law | 268 | 22 | 7 | 64 | 106 | 95 | 562 |
| Professional Services | 1431 | 77 | 1 | | | 13 | 1522 |
| Unknown | | | | | | | 1110 |
| Totals | 3488 | 372 | 165 | 531 | 192 | 516 | 6374 |

Destination of tickets



Category of tickets



Top ten subcategories

