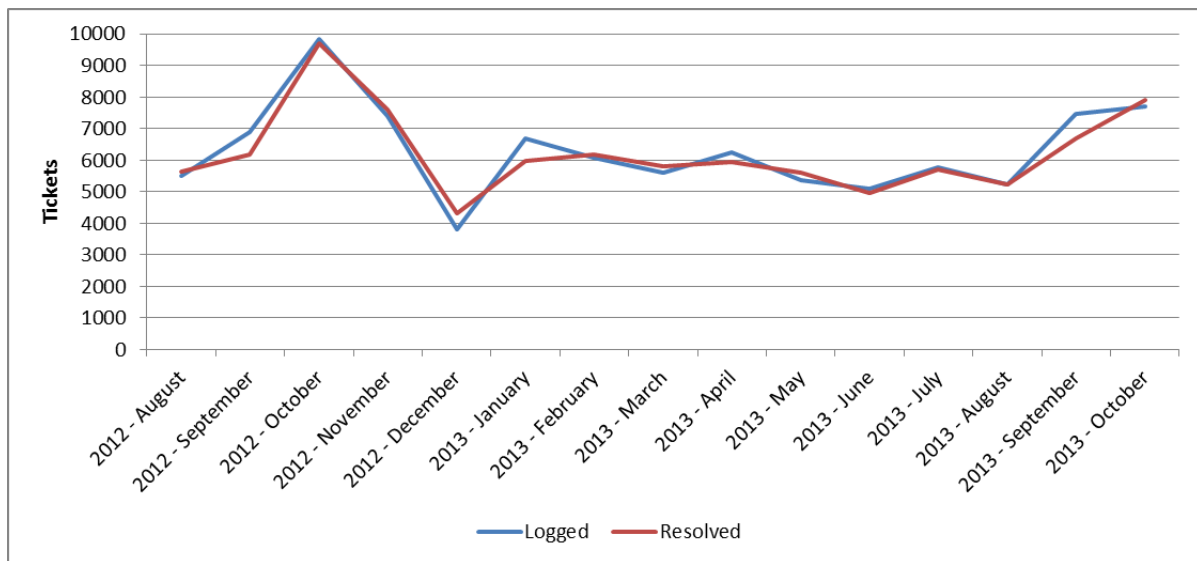


October 2013 - Incident Management and Request Fulfilment

Tickets

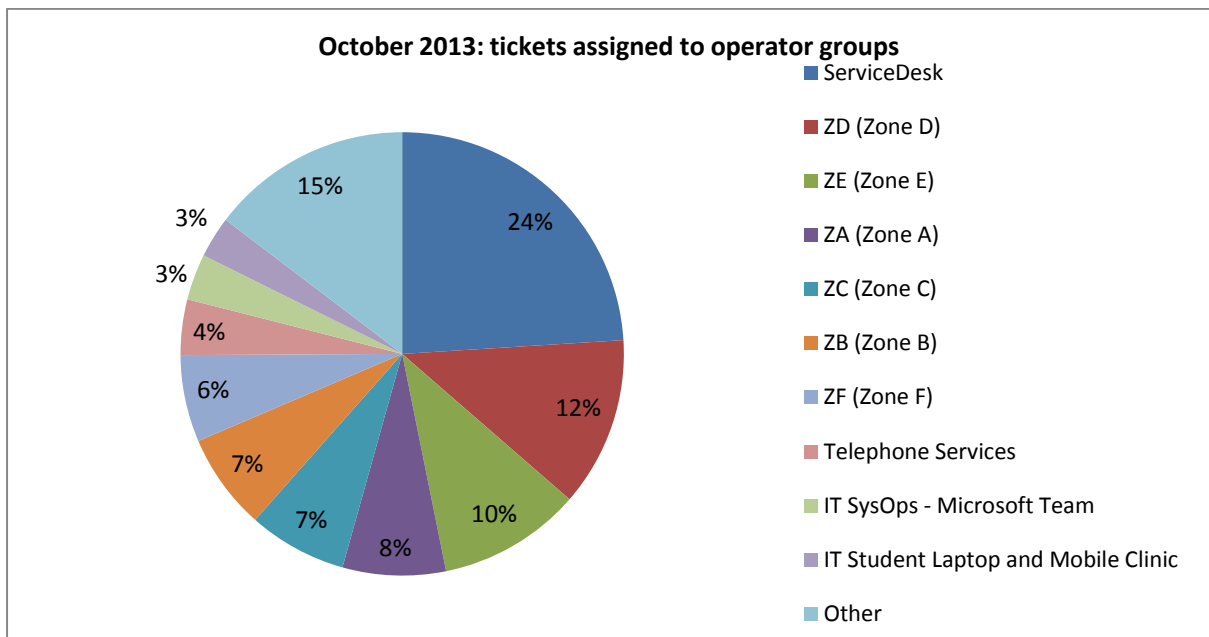
Incident Type	Logged	Resolved
Malfunction	2274	2436
Service Request	4548	4725
Change Request	191	210
Request for information	520	528
Breach of Regulations	15	11
Unknown	153	1
Total - 2013 – October	7701	7911



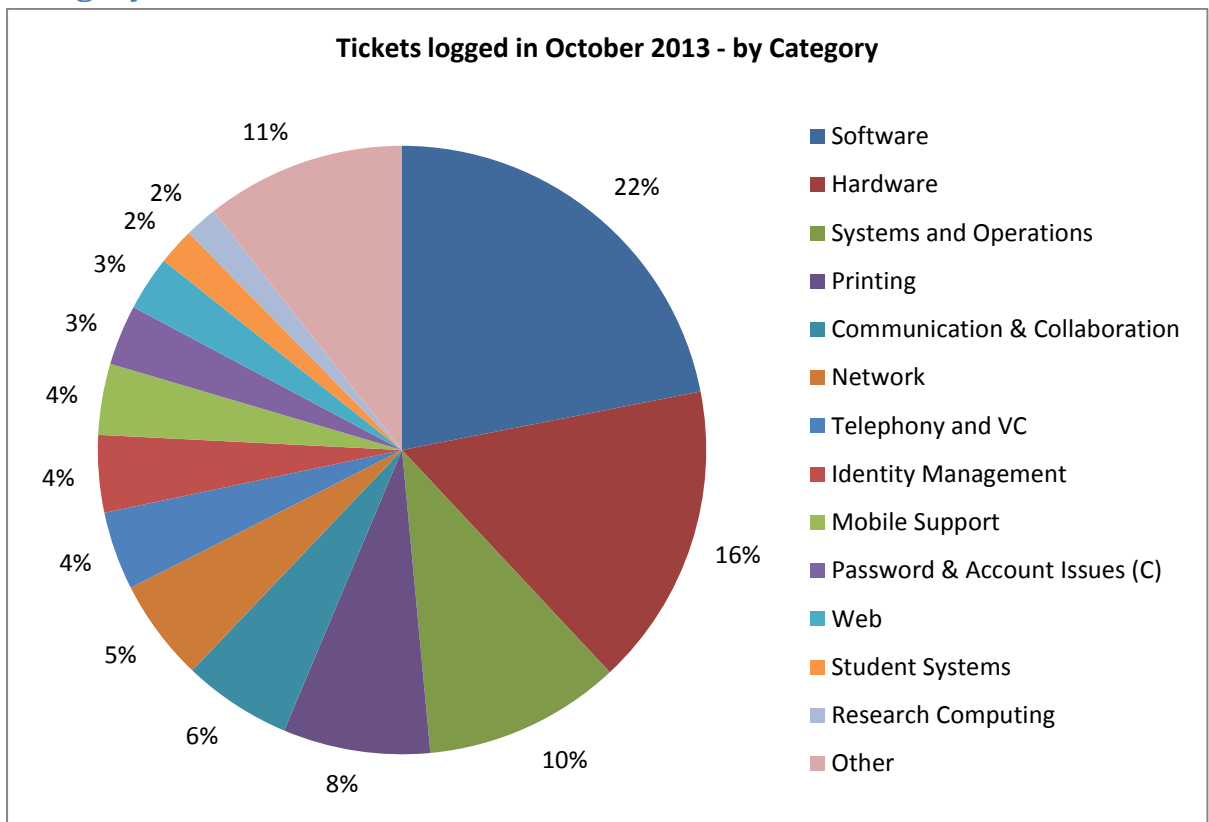
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Unknown	Totals
Arts	179	16	27	18	46	106		392
Engineering	510	27	19	215	30	102		903
Medicine & Dentistry	557	151		33	13	26		780
Medical & Veterinary Science	423	90	28	55	9	46		651
Science	616	64	89	224	21	207		1221
Social Sciences & Law	435	20	16	78	132	107		788
Professional Services	1999	83			1	19		2102
Unknown							864	864
Totals	4719	451	179	623	252	613	864	7701

Destination of tickets



Category of tickets



Top ten subcategories

