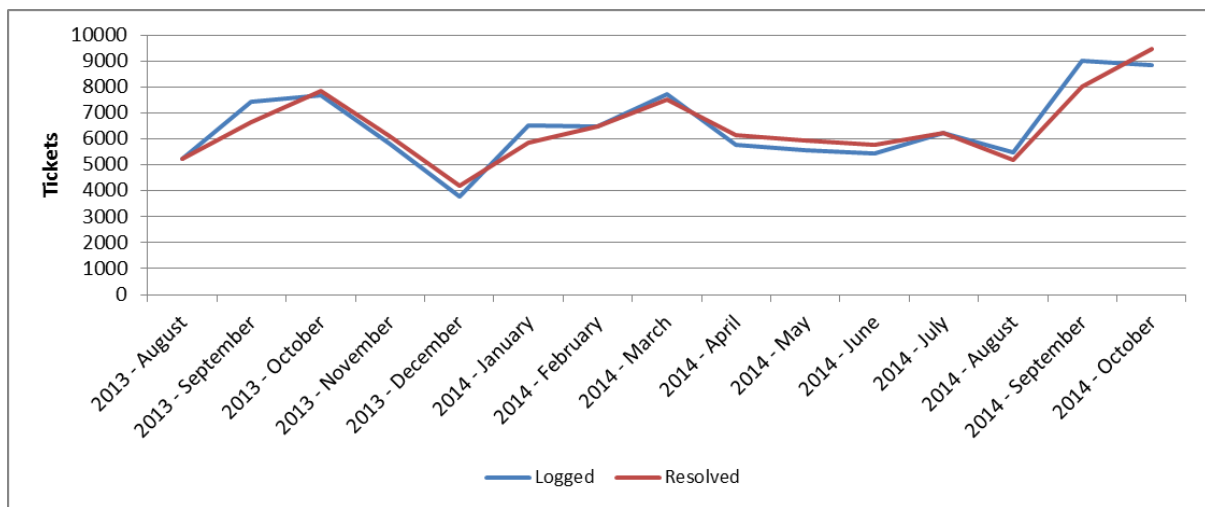


## October 2014 - Incident Management and Request Fulfilment

### Tickets

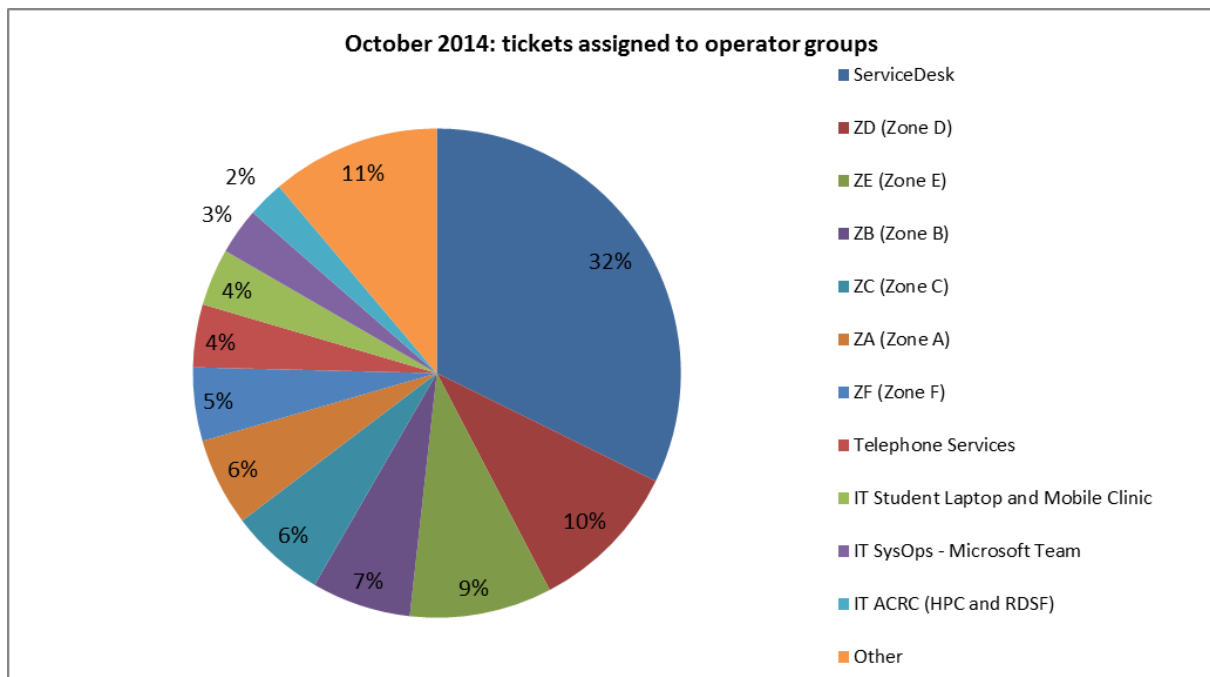
Incident type	Logged	Resolved
Malfunction	1969	2180
Service Request	5930	6377
Change Request	74	75
Request for information	812	829
Breach of Regulations	21	24
Unknown	21	1
<b>Total - 2014 - October</b>	<b>8827</b>	<b>9486</b>



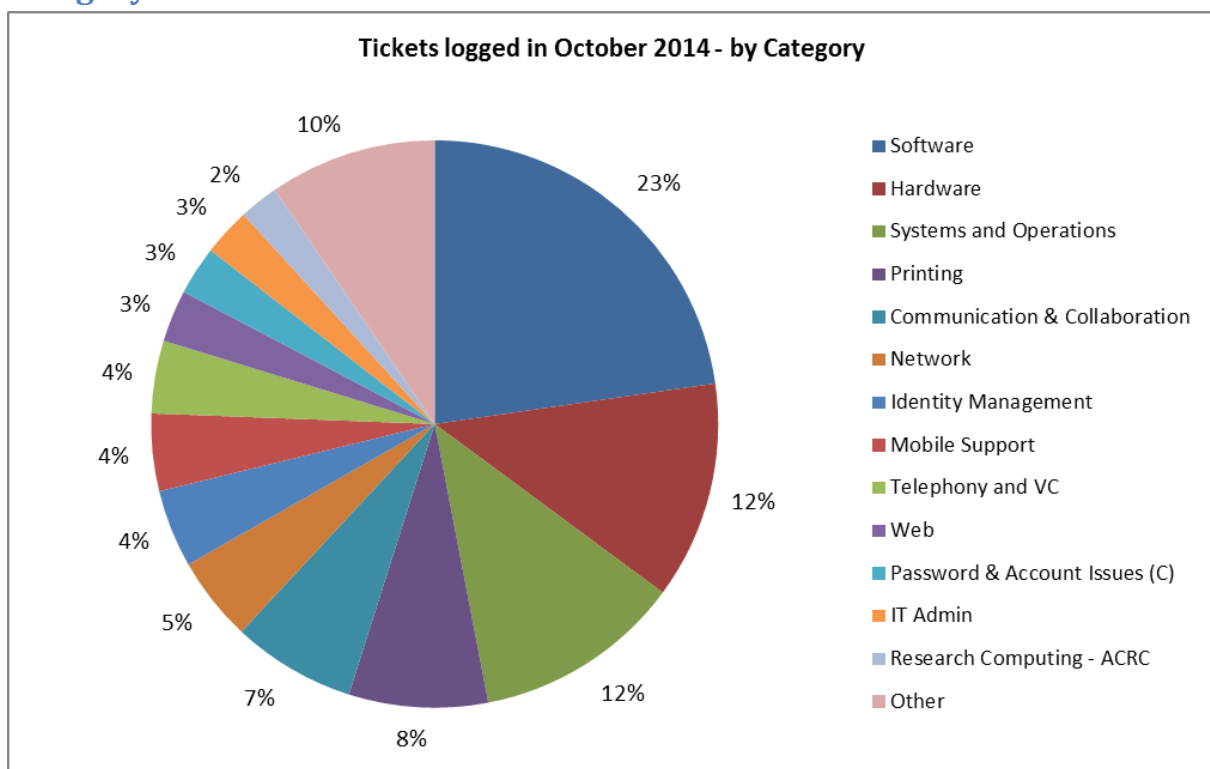
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	220	8	30	27	39	154	478
Engineering	482	17	32	210	39	116	896
Medicine & Dentistry	640	139	1	60	33	49	922
Medical & Veterinary Science	452	109	27	75	5	78	746
Science	606	90	75	255	28	210	1264
Social Sciences & Law	395	16	11	101	173	175	871
Professional Services	2035	101				23	2159
Unknown							1491
<b>Totals</b>	<b>4830</b>	<b>480</b>	<b>176</b>	<b>728</b>	<b>317</b>	<b>805</b>	<b>8827</b>

## Destination of tickets



## Category of tickets



## Top ten subcategories

