

## September 2012 - Incident Management and Request Fulfilment

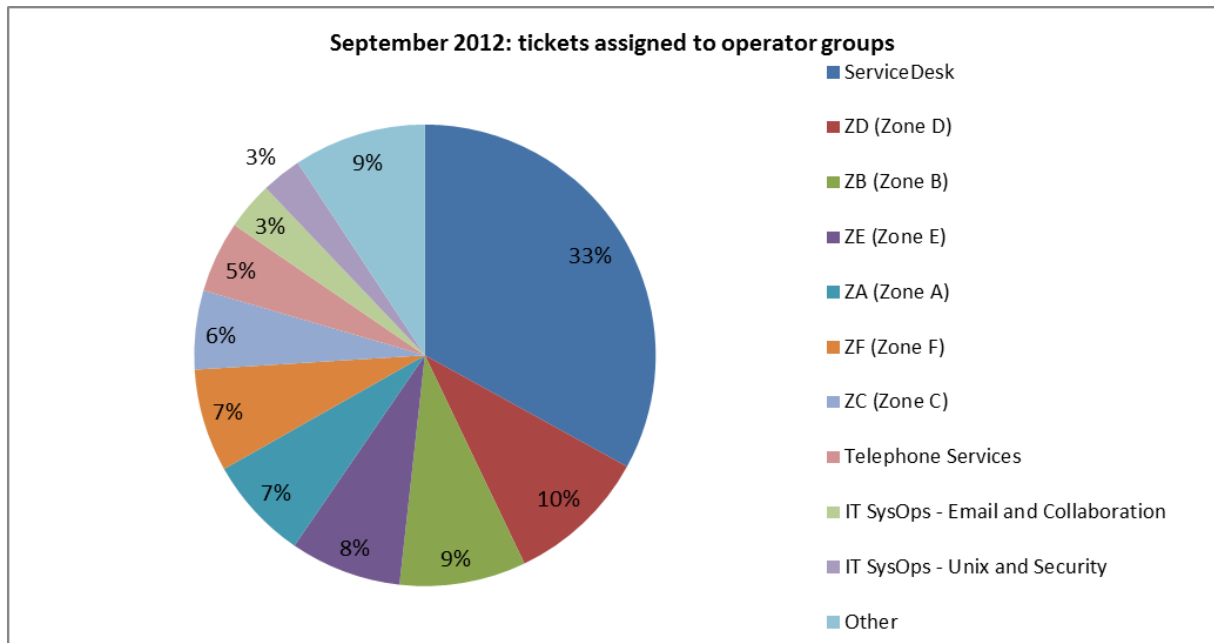
### Tickets

Incident Type	Logged	Resolved
Malfunction	1313	1145
Service Request	4678	4167
Change Request	252	212
Request for information	636	656
Breach of Regulations	7	9
<b>Total - 2012 - September</b>	<b>6886</b>	<b>6189</b>

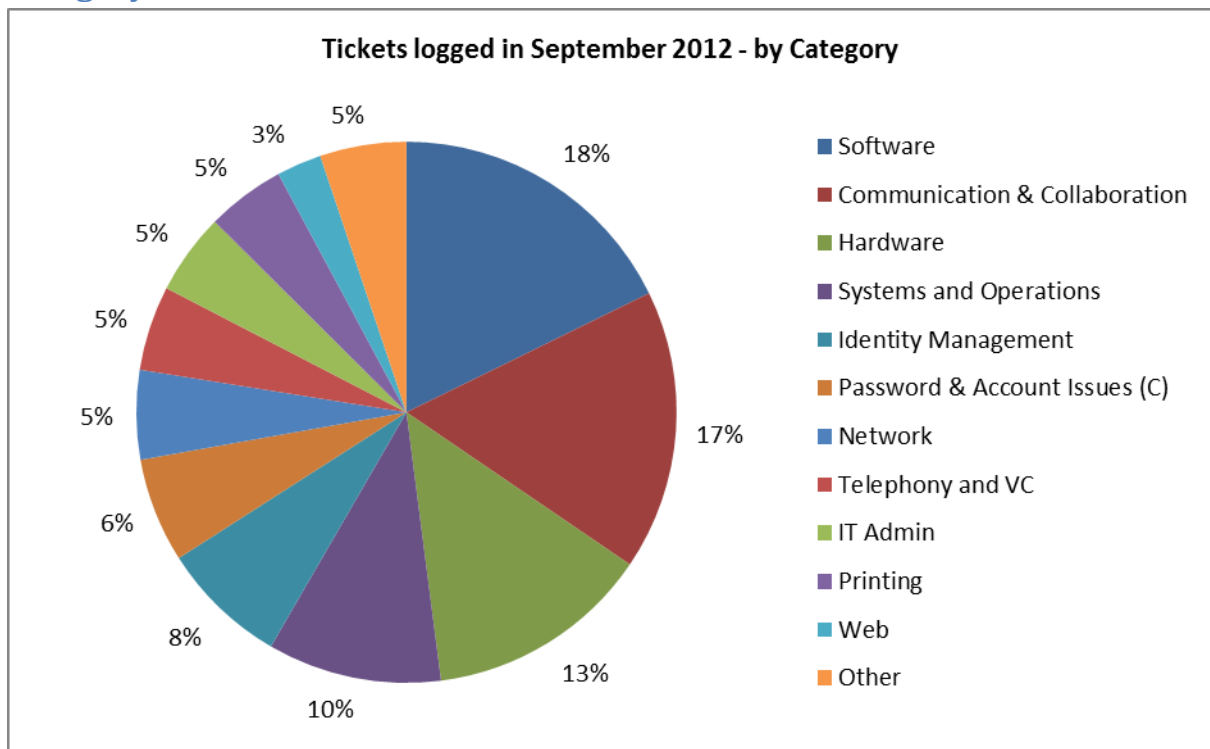
### Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Unknown	Totals
Arts	170	21	24	23	45	77		360
Engineering	333	14	69	81	32	39		568
Medicine & Dentistry	626	157		48	30	39		900
Medical & Veterinary Science	282	71	6	60	5	30		454
Science	461	46	13	161	11	59		751
Social Sciences & Law	441	30	15	81	107	81		755
Professional Services	1584	97	2	1	5	2		1691
Unknown							1407	1407
<b>Totals</b>	<b>3897</b>	<b>436</b>	<b>129</b>	<b>455</b>	<b>235</b>	<b>327</b>	<b>1407</b>	<b>6886</b>

### Destination of tickets



## Category of tickets



## Top ten subcategories

