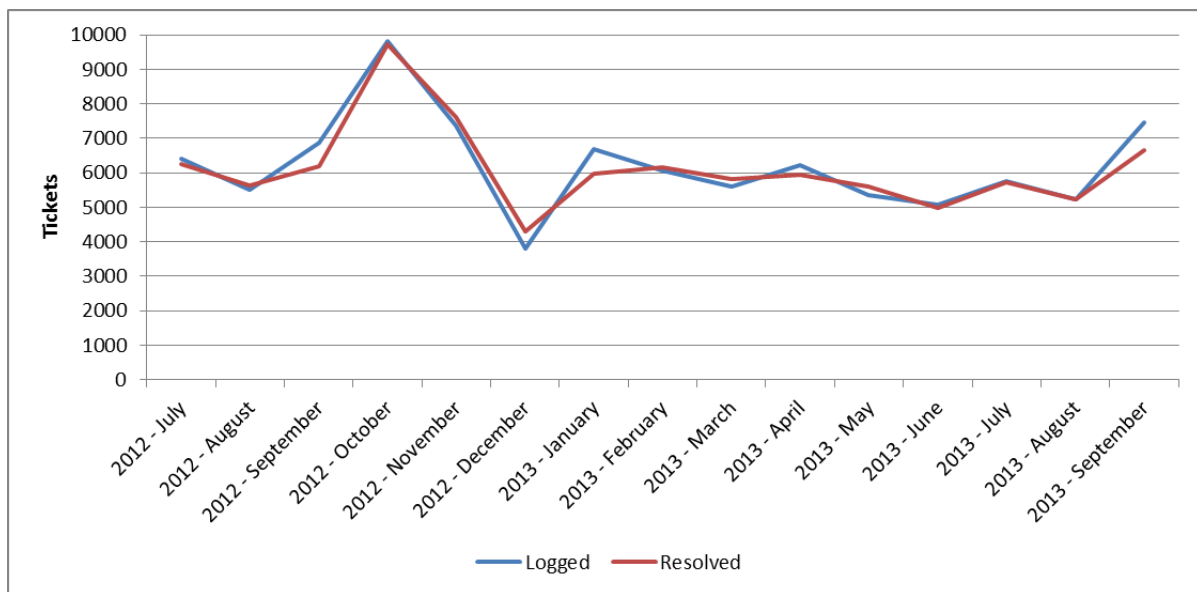


September 2013 - Incident Management and Request Fulfilment

Tickets

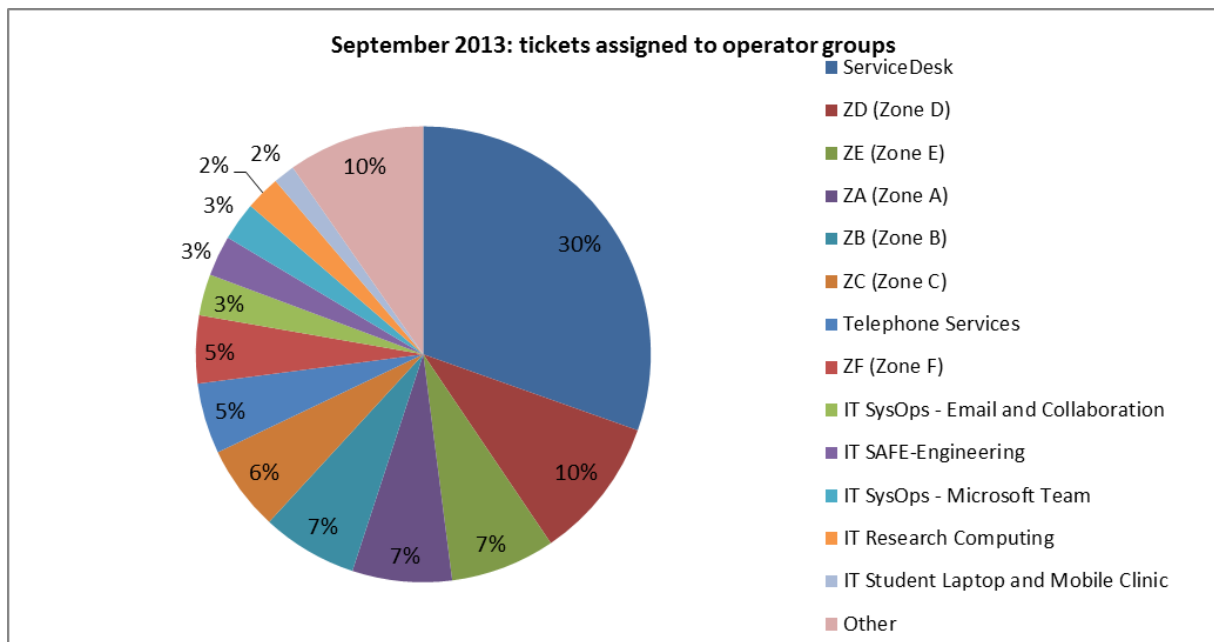
Incident Type	Logged	Resolved
Malfunction	2242	1855
Service Request	4407	4035
Change Request	197	224
Request for information	591	549
Breach of Regulations	5	5
Unknown	5	0
Total - 2013 – September	7447	6668



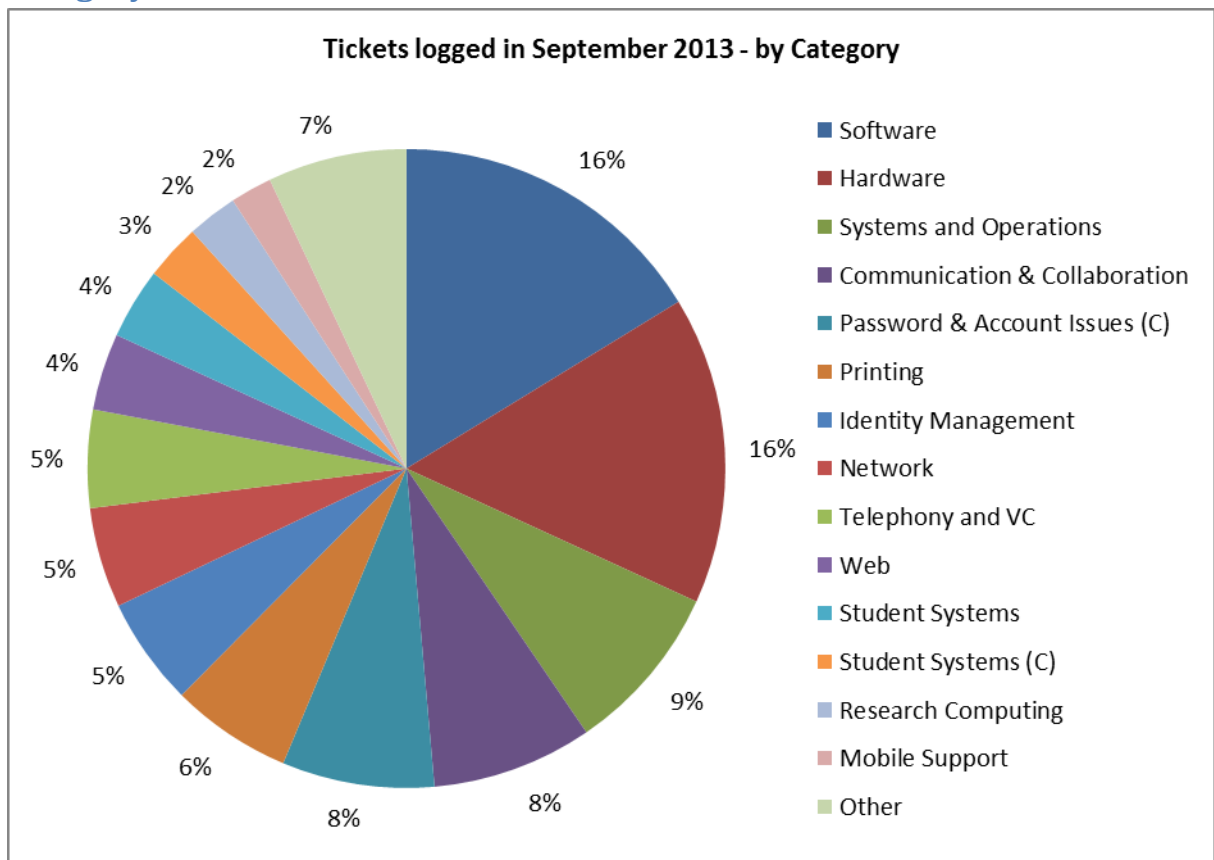
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Unknown	Totals
Arts	237	25	9	20	44	153		488
Engineering	476	21	31	120	51	61		760
Medicine & Dentistry	524	134	1	48	22	52		781
Medical & Veterinary Science	374	82	28	32	2	48		566
Science	558	42	86	140	18	72		916
Social Sciences & Law	427	26	15	76	138	96		778
Professional Services	1835	65				25		1925
Unknown							1233	1233
Totals	4431	395	170	436	275	507	1233	7447

Destination of tickets



Category of tickets



Top ten subcategories

