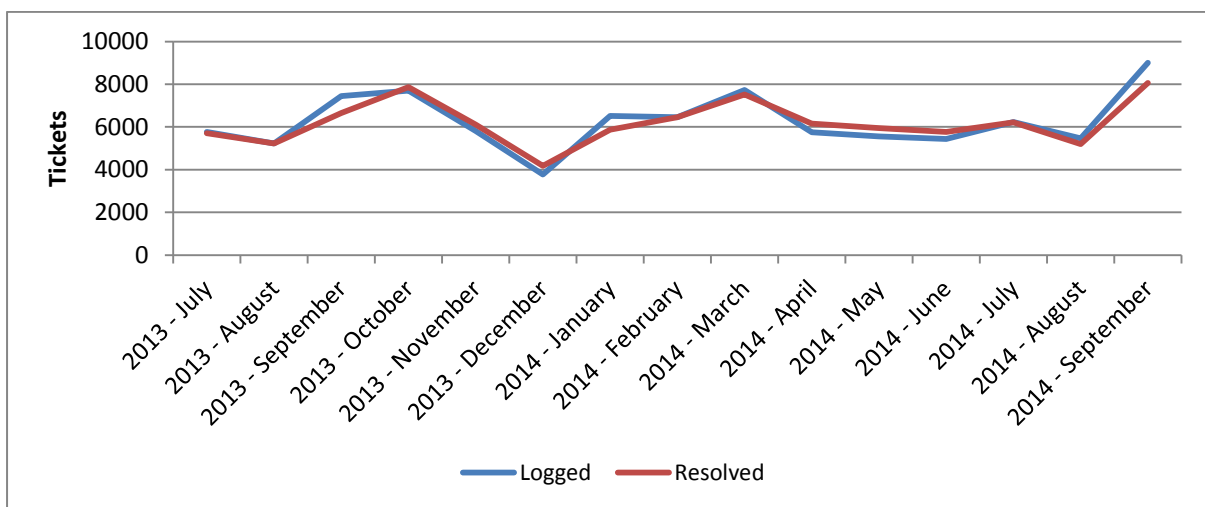


September 2014 - Incident Management and Request Fulfilment

Tickets

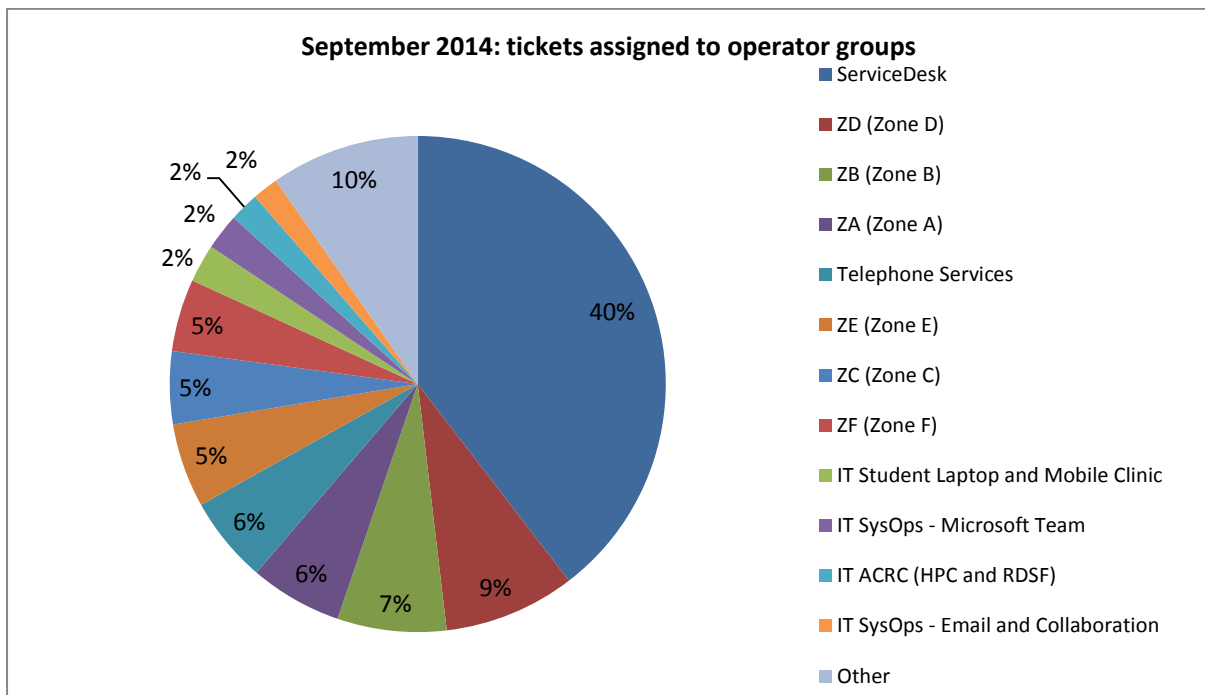
Incident type	Logged	Resolved
Malfunction	1987	1731
Service Request	5937	5512
Change Request	72	72
Request for information	753	738
Breach of Regulations	11	9
Unknown	251	0
Total - 2014 - September	9011	8062



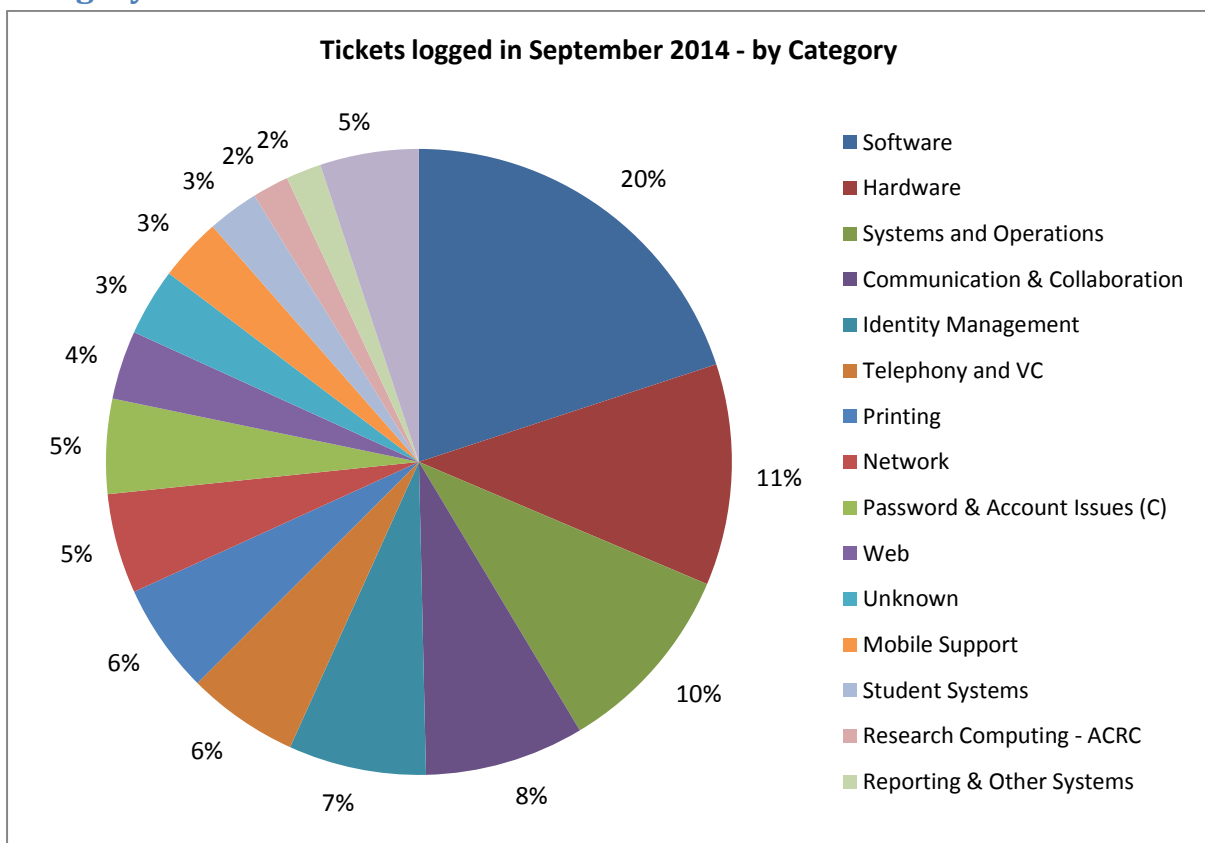
Origin of tickets

	Ord staff	Hon staff	HPT staff	PGR	PGT	UG	Totals
Arts	239	19	28	39	62	149	536
Engineering	380	20	68	104	35	84	691
Medicine & Dentistry	748	186		55	27	34	1050
Medical & Veterinary Science	408	83	29	62	15	42	639
Science	598	94	42	241	26	123	1124
Social Sciences & Law	528	33	11	74	266	128	1040
Professional Services	1843	122			3	27	1995
Unknown							1936
Totals	4744	557	178	575	434	587	9011

Destination of tickets



Category of tickets



Top ten subcategories

