

Gardens & Museums IT

Quarterly Report 2020/2021

Quarter 1: 1st August 2020 - 31st October 2020

Quarter 1 of the 2020 to 2021 (1st August to 31st October 2020) Academic Year saw an increase in support requests as all sites re-opened with Covid-19 restrictions being eased. Many personnel began to spend time in the office as well as working from home, necessitating the requirement for more support and additional equipment.

Many colleagues who had been on Furlough due to the Pandemic returned to work which caused many questions relating to the availability of hardware, reminders of processes and how to access systems and services.

The team coped admirably during this increase in demand (alongside project work), continuing to provide a responsive and effective IT provision.

Gardens &
Museums IT

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Quarter 1: 1st August 2020 - 31st October 2020

Requests Received & Requests Resolved

Support Requests Received	848
Support Requests Resolved	855
Tasks Resolved	35

Response & Resolution

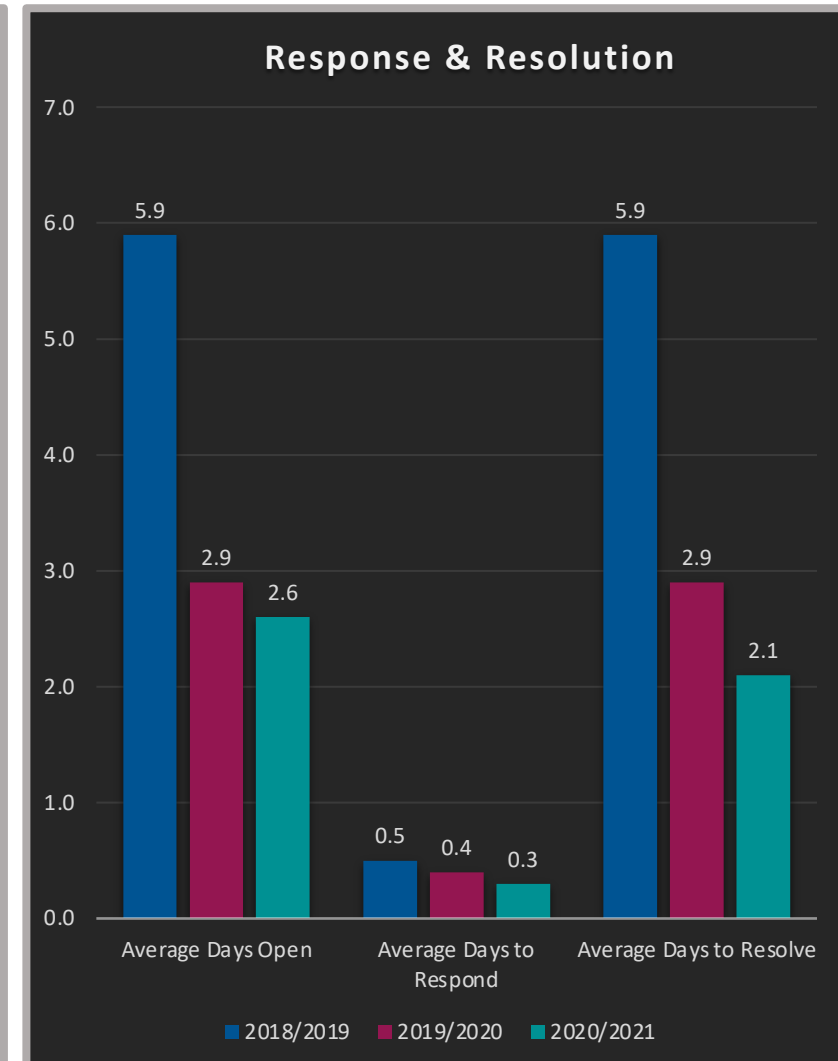
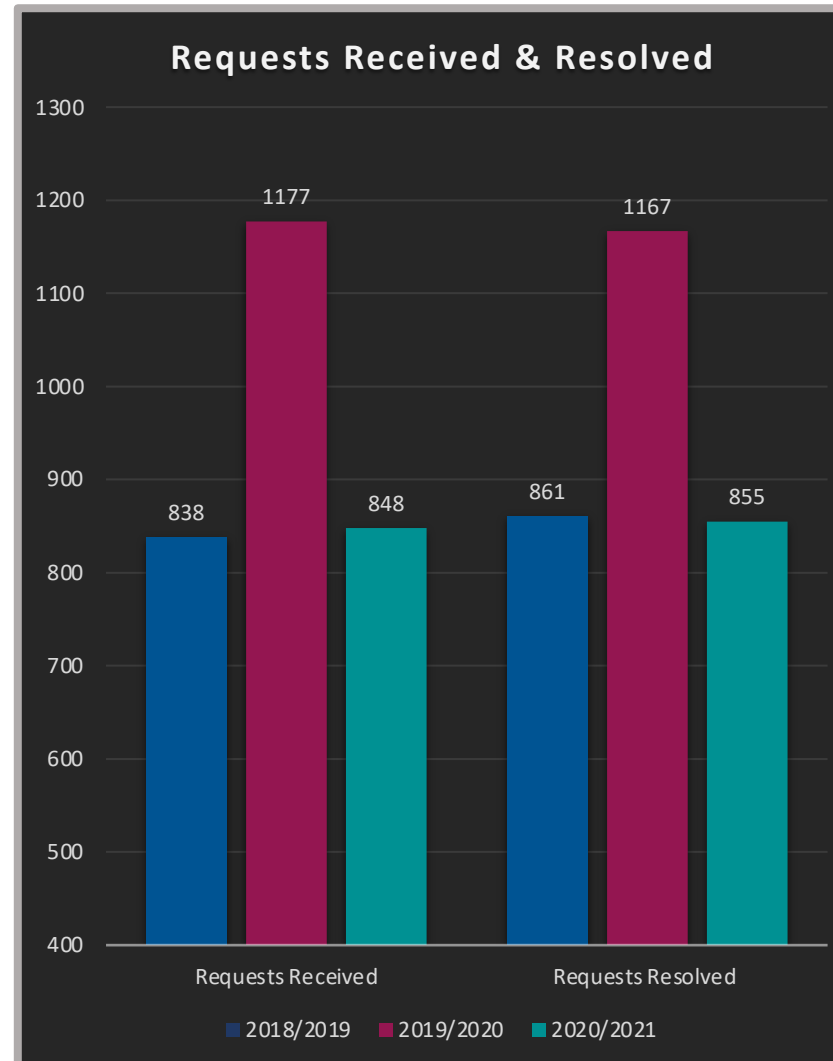
Average Days Open	2.6
Average Days to Respond	0.3
Average Days to Resolve	2.1
% First Call Resolution	56%

The diagrams on this page show that the number of Support Requests received in this quarter is lower than the same time period in 2019/2020, but very similar 2018/19.

August was a quieter month at 203 requests, but October high at 348.

The type of requests and variations of working practices have made support more complex, with some Working from Home, some in Office, and some both.

Quarter 1 Support Comparison – 2018/2019; 2019/2020; 2020/2021



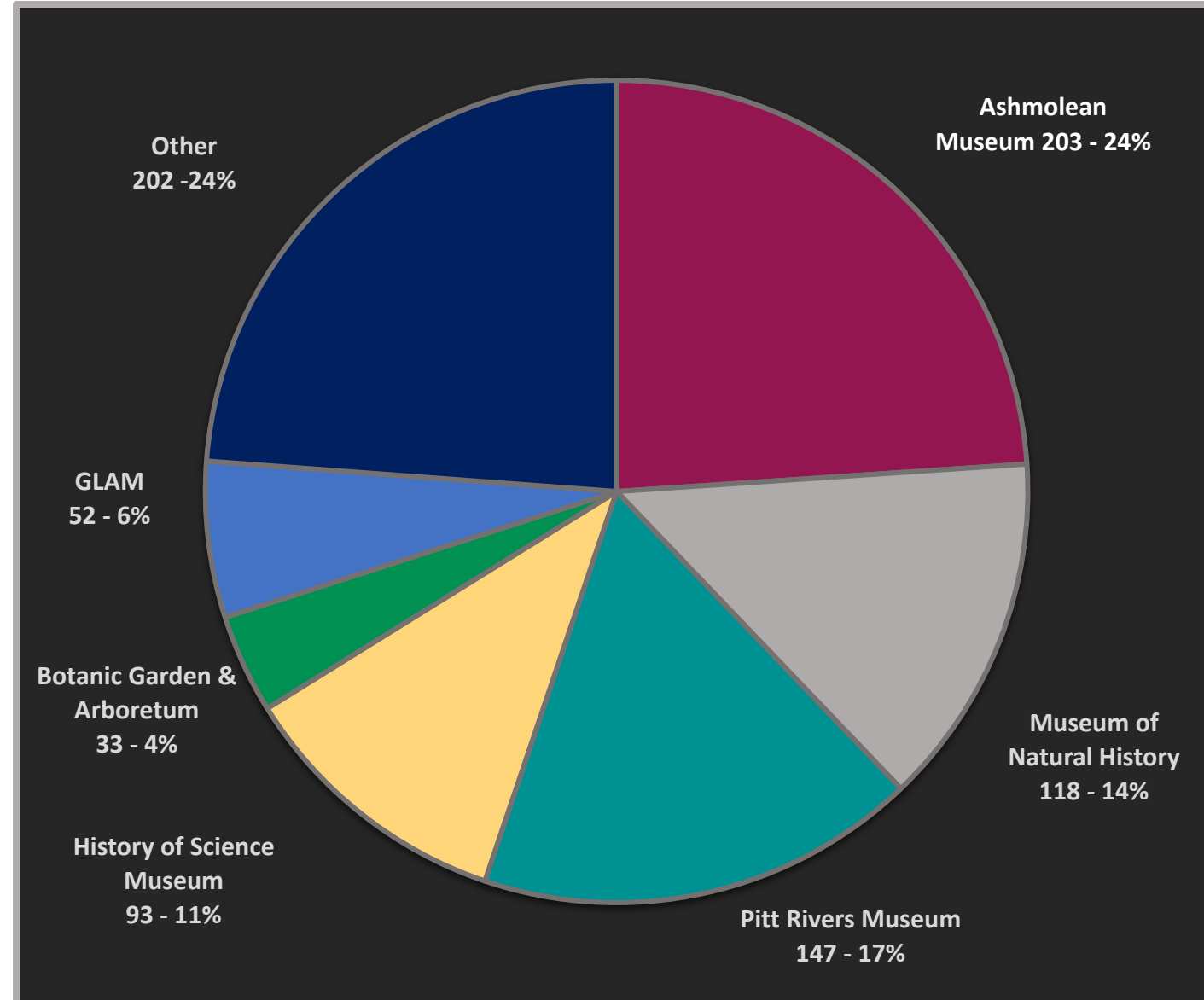
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Quarter 1: 1st August 2020 - 31st October 2020

Quarter 1 - Where have the Support Requests come from?

Location	August 2020	September 2020	October 2020
Ashmolean Museum	60	68	75
Museum of Natural History	19	50	49
Pitt Rivers Museum	24	52	71
History of Science Museum	18	43	32
Botanic Garden & Arboretum	6	17	10
GLAM Divisional Office	11	12	29
Other Requests	65	45	92
Total	203	287	358

The numbers of Support Requests from Gardens & Museum was lower than usual in August, had returned to expected levels in September, but were high in October. The distribution across the locations is as expected, though 'Other Support Requests' is high as significant work has taken place on Projects, Communication and Procurement in this time period.



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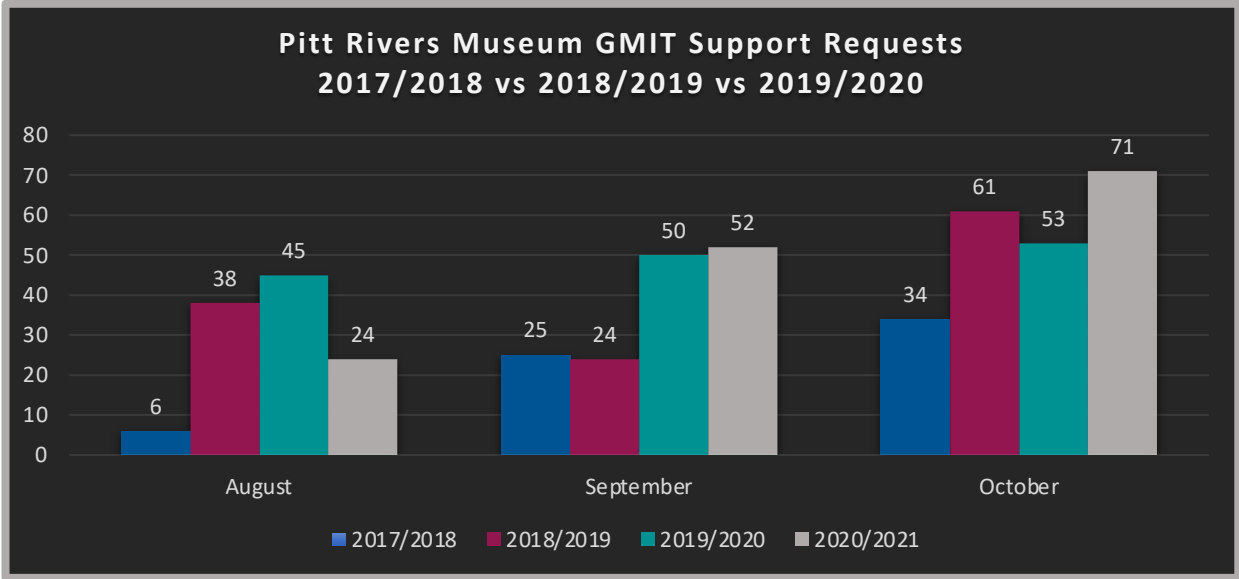
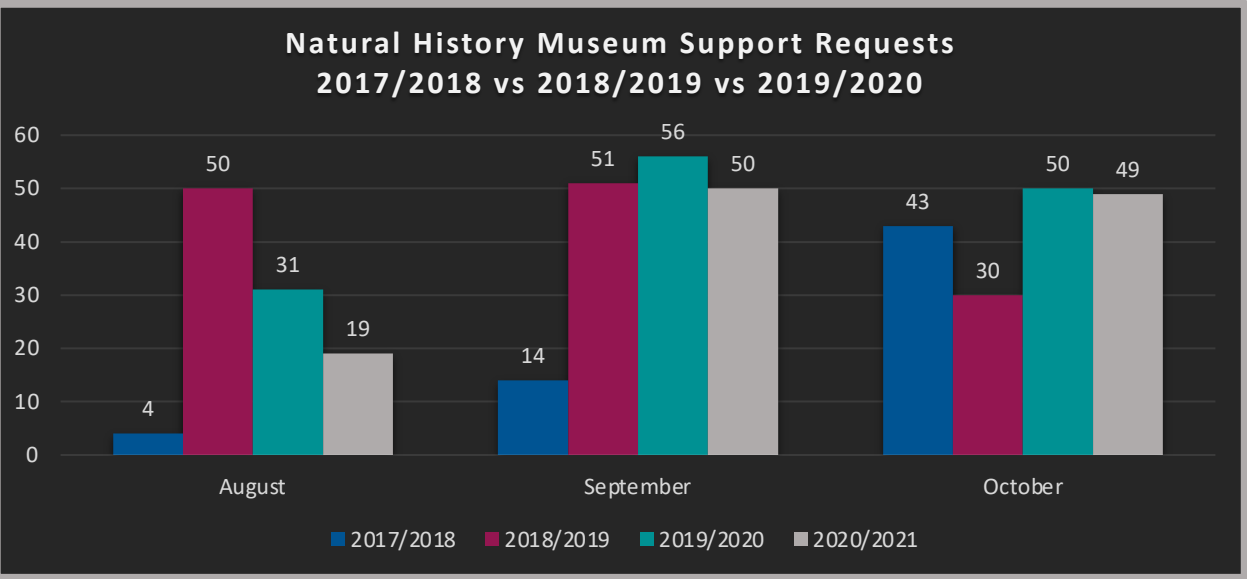
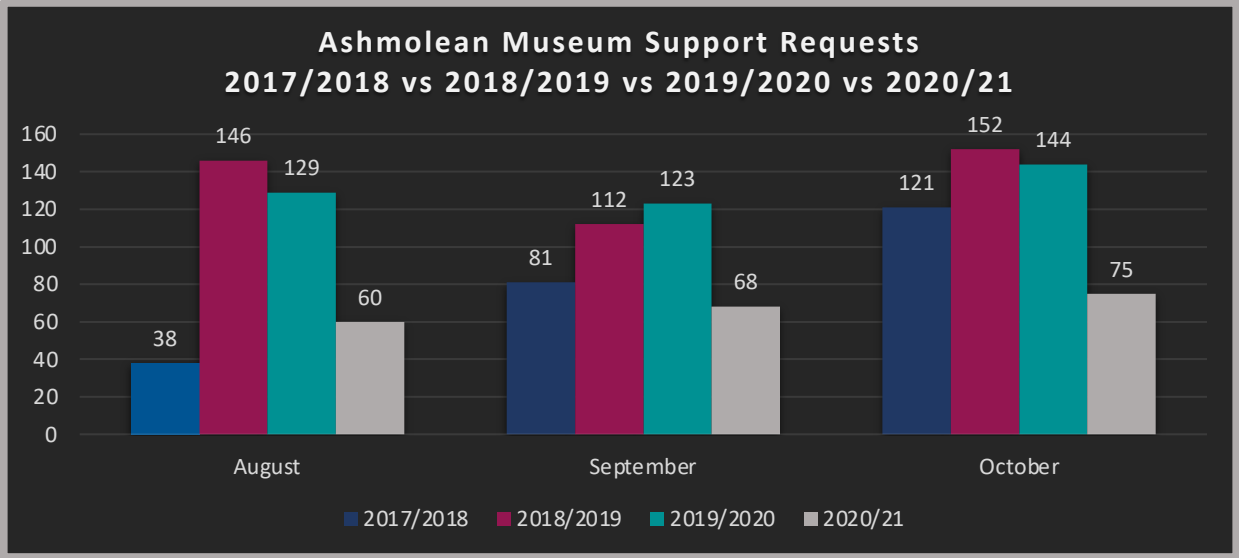
Quarter 1 - Where have the Support Requests come from?

Ashmolean Museum: The Ashmolean numbers are the lowest they have been in this period since 2017/18 (when support recording processes were in transition).

Natural History Museum: Requests from the Natural History Museum are in line with previous years.

Pitt Rivers Museum: Requests from the Pitt Rivers Museum have increased slightly but still remain fairly similar to previous years.

Note: These number do not include work which will have impacted the entire Gardens & Museums estate.



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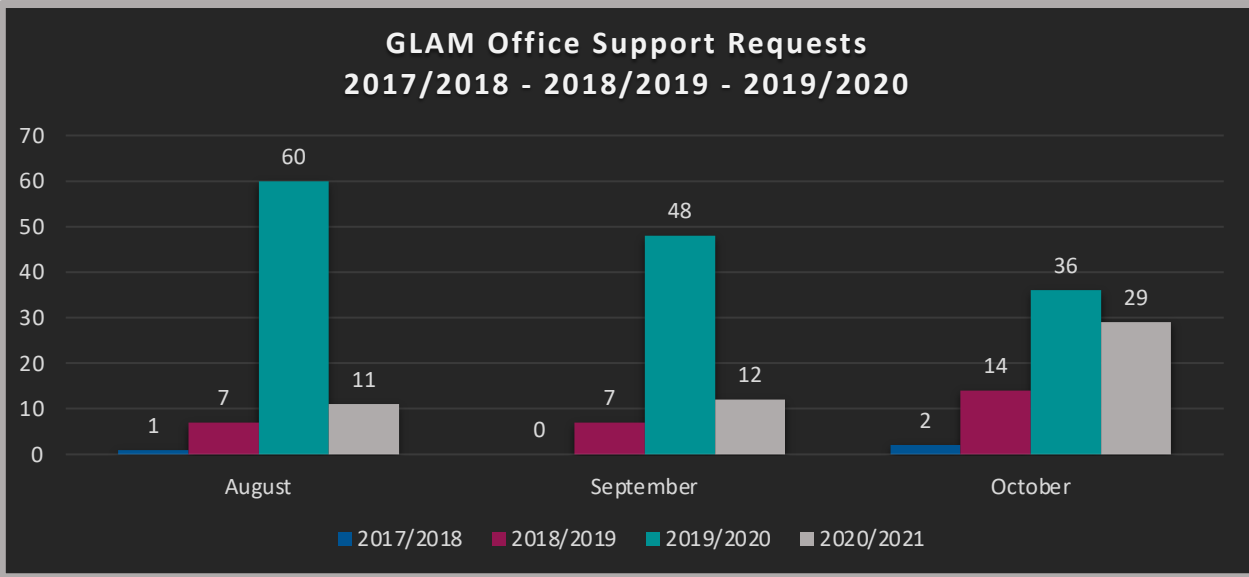
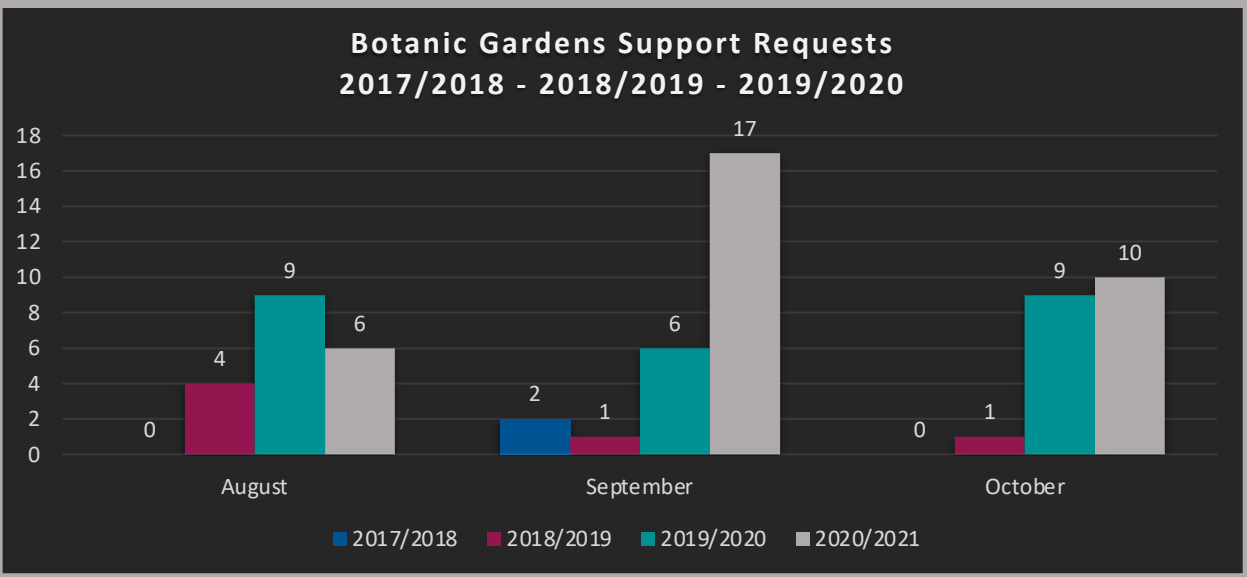
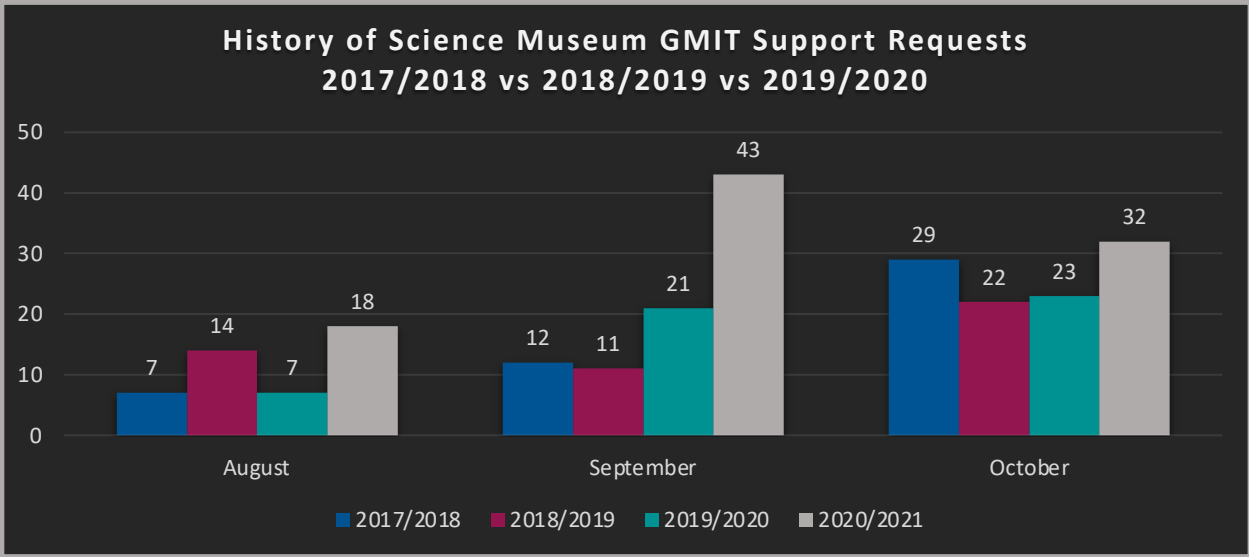
Quarter 1 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum have risen in each of the months in comparison to previous years.

Botanic Gardens & Arboretum: Requests from the Botanic Gardens were high in September due to Project Work taking place.

GLAM Divisional Office: Requests have lessened, as requests and work which impacts the entire G&M estate are no longer being recorded in the GLAM category.

Note: These number do not include work which will have impacted the entire Gardens & Museums estate.



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Quarter 4: 1st May 2020 - 31st July 2020

Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	11	1
Cloud Services	7	1
Communications	16	2
Digital & Web Services	31	4
Information Security	12	1
File Server & Storage	54	6
Internet, Networking & Firewall	52	6
Project	15	2
Software Support & Purchasing	134	16
Email & Calendars	78	9
Hardware & Connectivity	192	23
General ICT	122	14
Printing	5	1
Remote Working & BYOD	33	4
Backup & Recovery	0	0
Monitoring	79	9
Commercial	7	1
Total	848	100

The table and chart show the types of requests we have had, and what service or system they fall in. Thus demonstrating the wide variety of requests we receive and services we offer.

A number of areas, including ‘Software Support & Purchasing; Email & Calendars; Hardware & Connectivity’ had significant numbers.

