

Gardens & Museums IT

Quarterly Report 2021/2022

Quarter 2: 1st November 2021 - 31st January 2022

Quarter 2 of the 2021 to 2022 Academic Year (1st November 2021 to 31st January 2022) has once more been incredibly busy, and much like Quarter 1 we continue to see an increased demand for IT support, with the dependencies on IT and technology continuing to grow.

The guidance changes from working from home to return to office, and vice versa has created significant demand as people have needed to adjust and re-adjust. Some have struggled with this transition, and the different technologies involved in new ways of working - or in the use of multiple devices which function differently.

We have seen large numbers of requests in the areas of Computing (391) - which includes Apple Computing (118), Windows Computing (55) and Software Support (85). The areas of Network & Internet (140) and Websites & Digital(188) have also generated significant amounts of work.

The team continue to cope admirably with the high demand for help, and continue to provide a quick and efficient response.

Gardens &
Museums **IT**

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Requests Received & Requests Resolved

Support Requests Received	1261
Support Requests Resolved	1251
Tasks Resolved	71

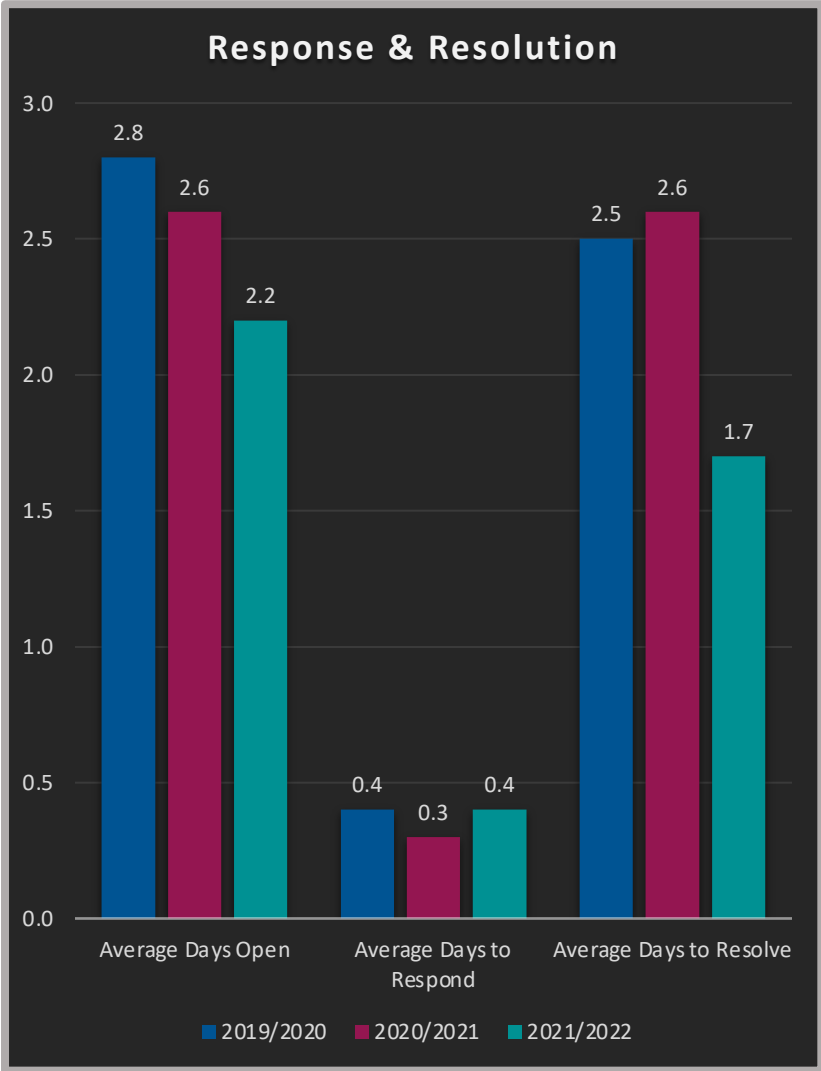
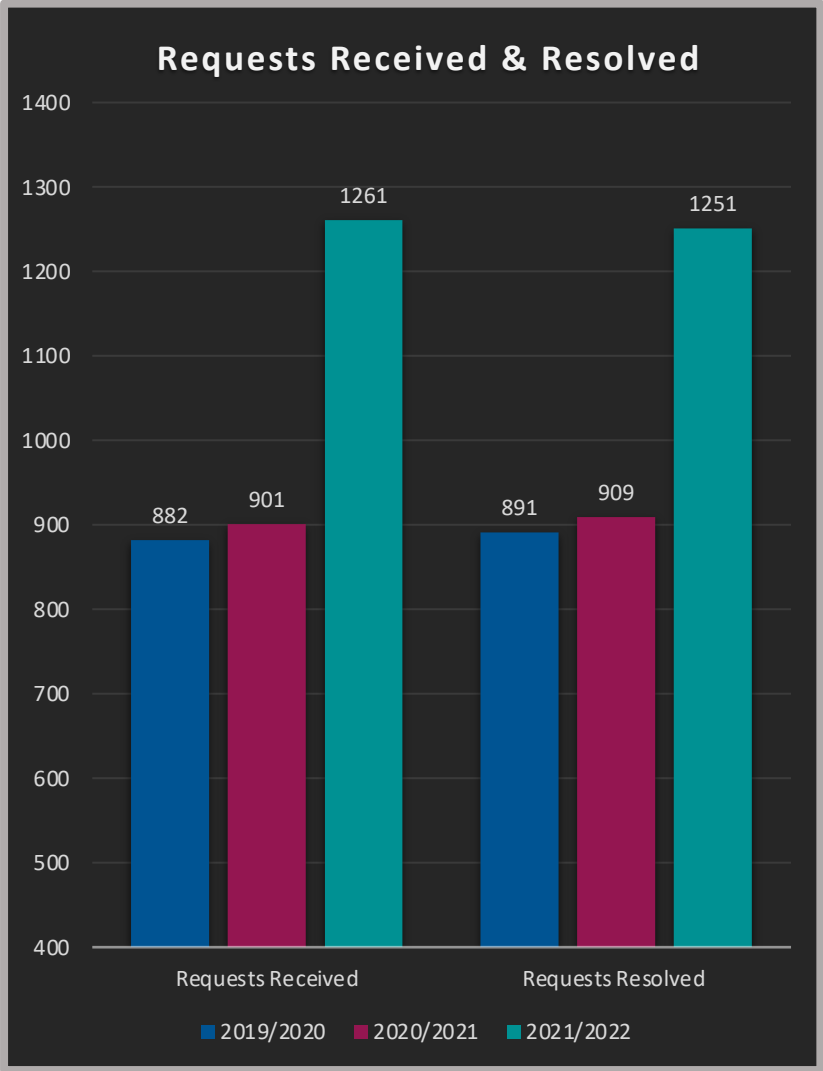
Response & Resolution

Average Days Open	2.2
Average Days to Respond	0.4
Average Days to Resolve	1.7
% First Call Resolution	70%

The diagrams on this page show the number of Support Requests received in Q2 are significantly higher than in previous years.

The frequent changes in guidance from Return to Office, to Working from Home to Return to Office created much uncertainty , and these frequent changes created significant demand upon IT to assist with the transitions to and from.

Quarter 2 Support Comparison – 2019/2020; 2020/2021; 2021/2022



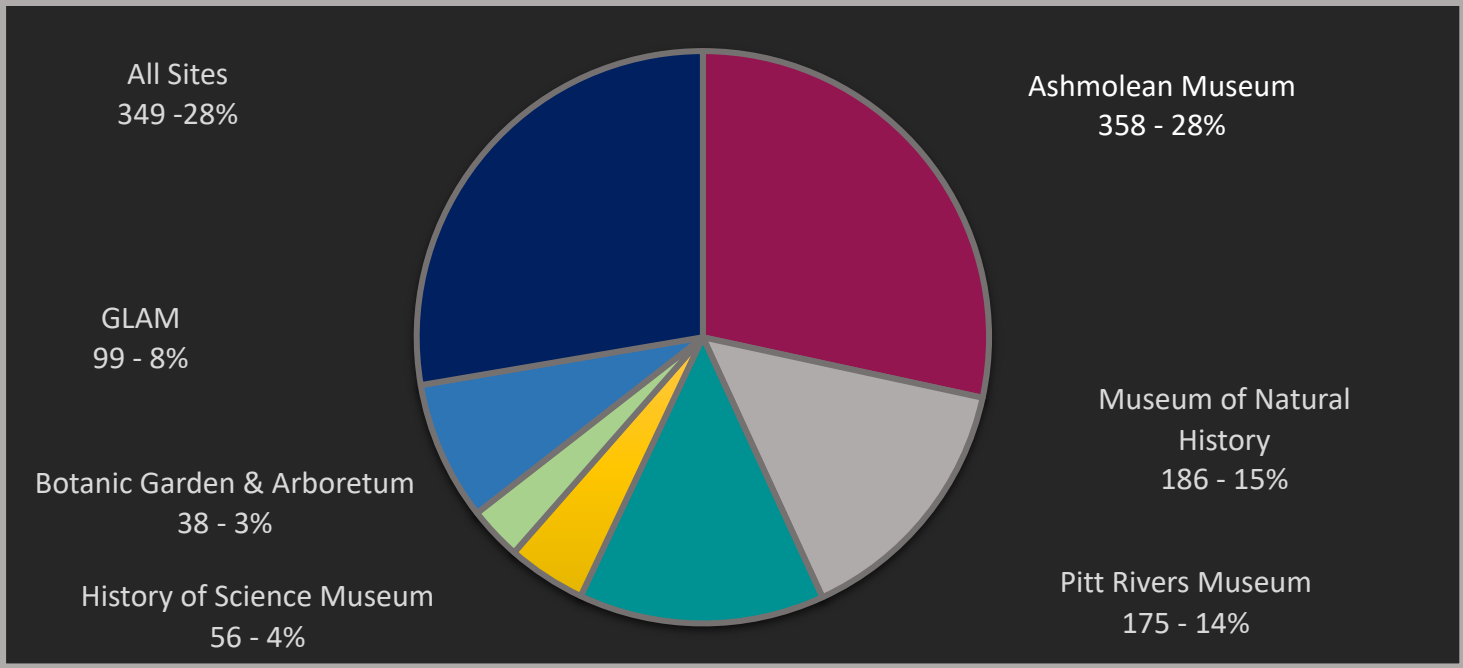
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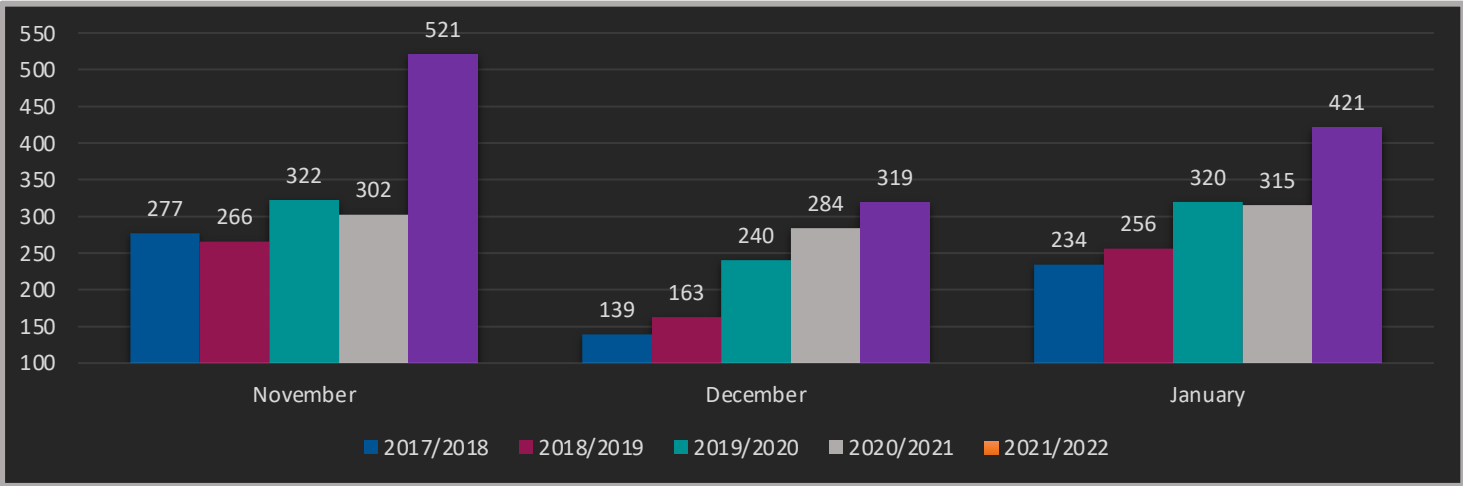
Quarter 2 - Where have the Support Requests come from?

Location	November 2021	December 2021	January 2022
Ashmolean Museum	163	70	125
Museum of Natural History	104	34	48
Pitt Rivers Museum	58	55	62
History of Science Museum	24	19	13
Botanic Garden & Arboretum	19	5	14
GLAM Divisional Office	39	16	44
All Sites	114	120	115
Total	521	319	421



The number of Support Requests received in all months across Q2 were much higher than anticipated, with November and January in particular being much higher.

The work under 'All Sites' is high in each period as this covers activities which is for the benefit of all units, examples being Communication, Information Security, Procurement and Vendor Management.



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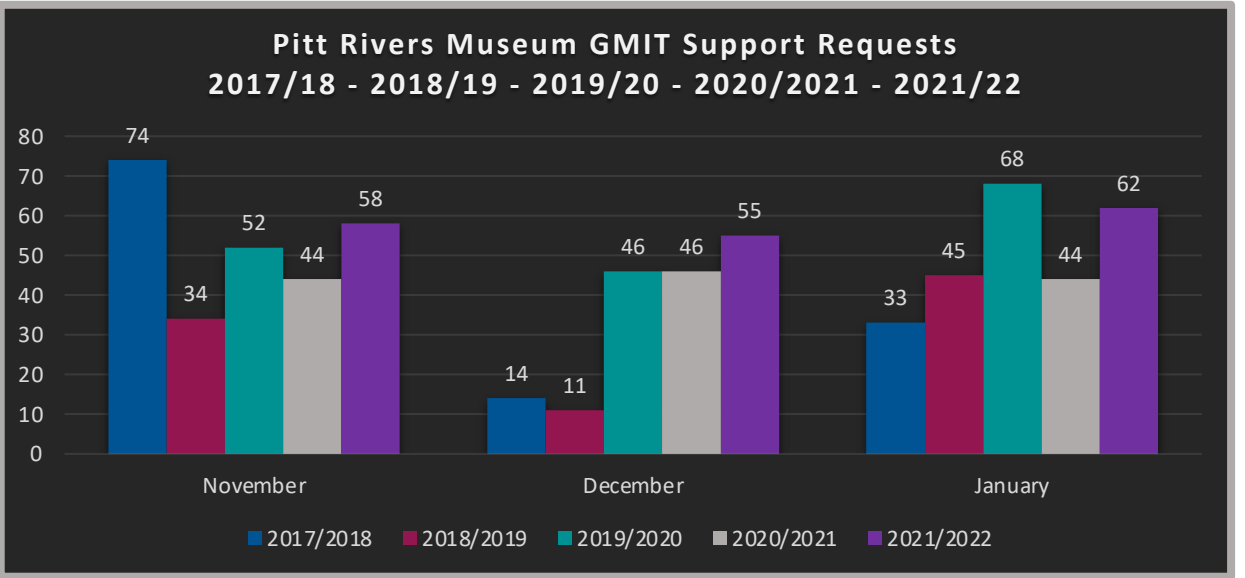
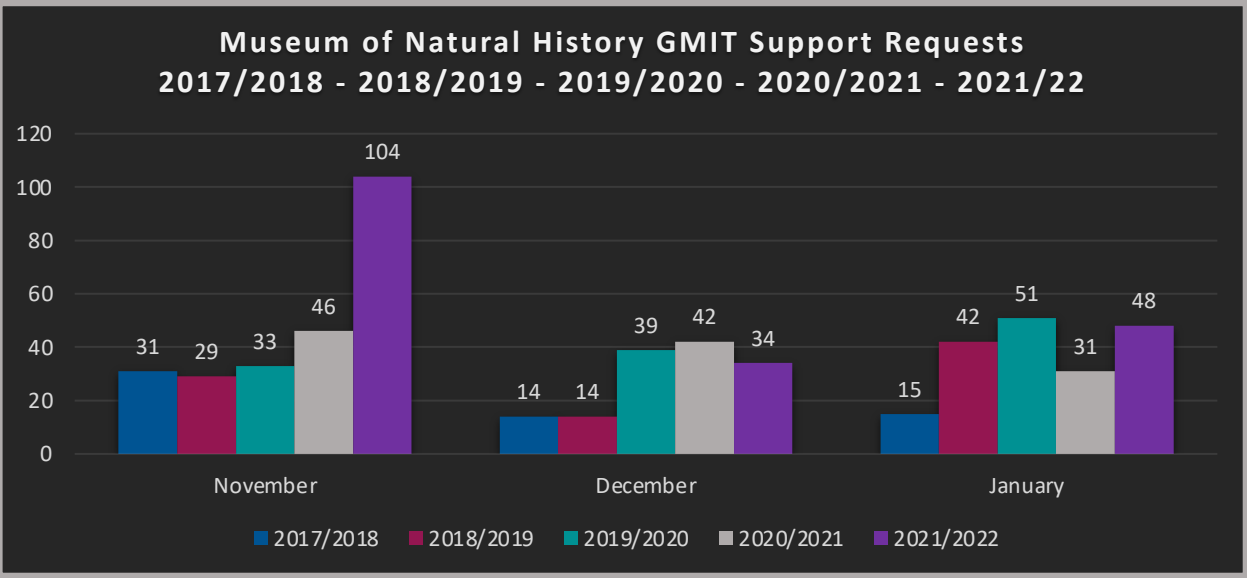
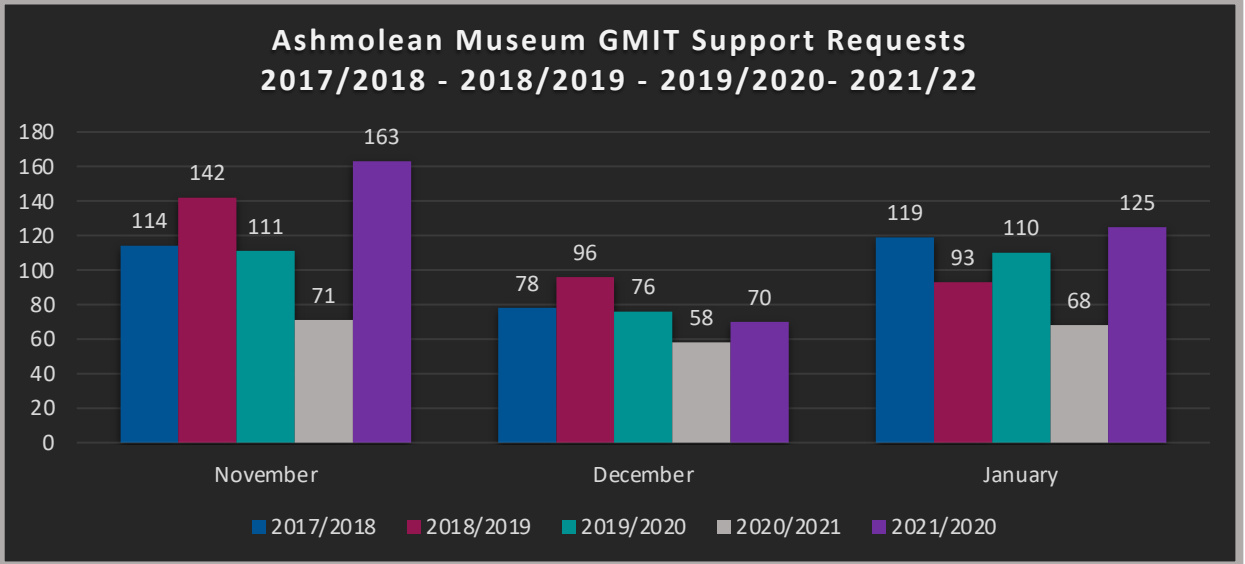
Quarter 2 - Where have the Support Requests come from?

Ashmolean Museum: The Ashmolean numbers are much higher than last year (2020/21), and November and January are the highest numbers since we began recording data.

Museum of Natural History: Request numbers from the MNH were high in November due to work on CMS/DAMS. December and January were in line with previous years.

Pitt Rivers Museum: Support requests from the Pitt Rivers were similar to previous years in each month.

Note: These numbers do not include work which will have impacted the entire Gardens & Museums estate (Information Security; Communications; Finance; Site-Wide Project Work and Service Improvements).



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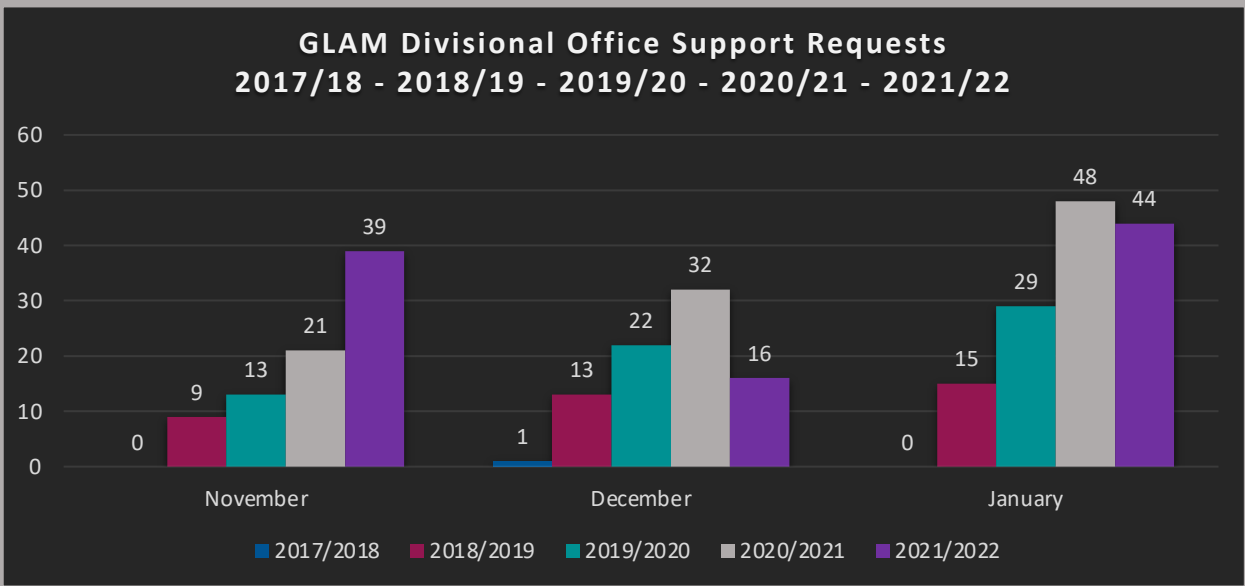
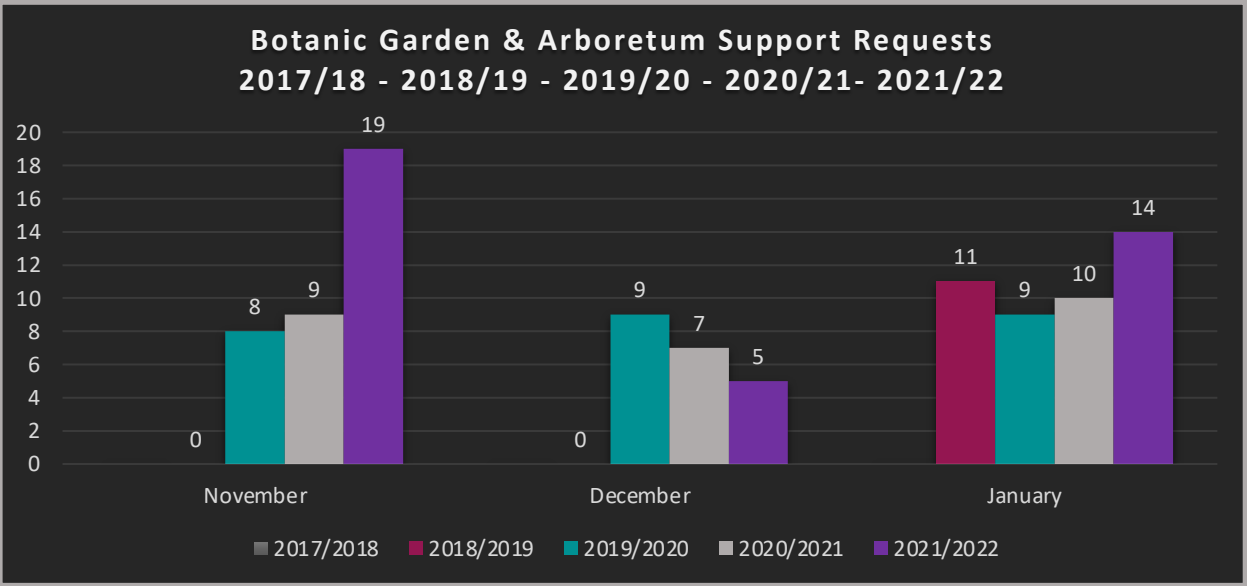
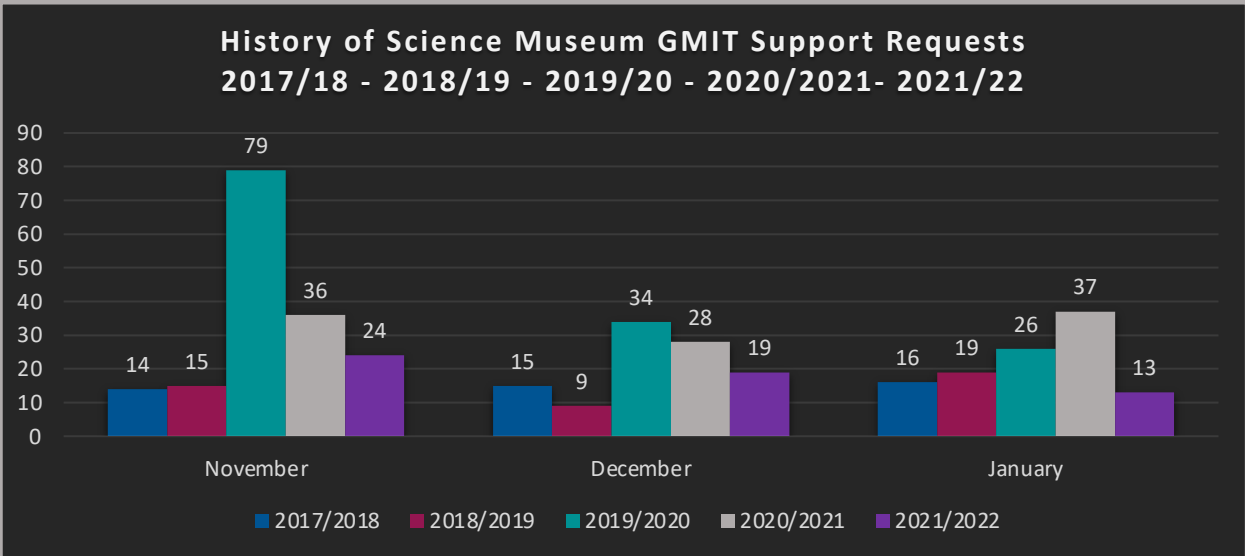
Quarter 2 - Where have the Support Requests come from?

History of Science Museum: Requests from the HSM are very much the same as in previous years.

Botanic Gardens & Arboretum: Requests from OBGA were higher in November and January due to work at the Harcourt Arboretum to install wi-fi (November) and repair a severed network connection (January)

GLAM Divisional Office: Requests from the Divisional Office were in line with previous years.

Note: These numbers do not include work which will have impacted the entire Gardens & Museums estate (Information Security; Communications; Finance; Site-Wide Project Work and Service Improvements).



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Quarter 2 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	11	1
Cloud Services	93	7
Commercial	7	1
Communication & Documentation	68	5
Computing	392	31
Email & Collaboration	69	5
Finance	62	5
Information Security	44	3
Monitoring	33	3
Network & Internet	140	11
Servers & Storage	31	2
Telephony & Conferencing	33	3
User Account	90	7
Websites & Digital	188	15
Total	1261	100

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

In Q2 a number of areas had particularly high numbers. Computing had 344 requests, of which 118 were Apple related. User Account requests were also high at 90 with a number of staff changes across G&M.

Finance requests were also reasonably high at 62, with new equipment required and liaison with vendors and guidance needed.

