

Gardens & Museums IT

Quarterly Report 2020/2021

Quarter 2: 1st November 2020 - 31st January 2021

Quarter 2 of the 2020 to 2021 (1st November 2020 to 31st January 2021) Academic Year was a very busy time for the Gardens & Museums IT Team with the demand for IT support continuing to be very intensive.

The need for additional hardware and software (including laptops, webcams, headsets) returned as new Covid-19 restrictions were imposed, and colleagues once more were advised to Work from Home, causing a reassessment of their requirements and IT equipment.

The team coped amazingly during this high pressured time balancing the continued high demand for support alongside project work and their own personal demands.

Gardens &
Museums IT

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Quarter 2: 1st November 2020 - 31st January 2021

Requests Received & Requests Resolved

Support Requests Received	901
Support Requests Resolved	909
Tasks Resolved	48

Response & Resolution

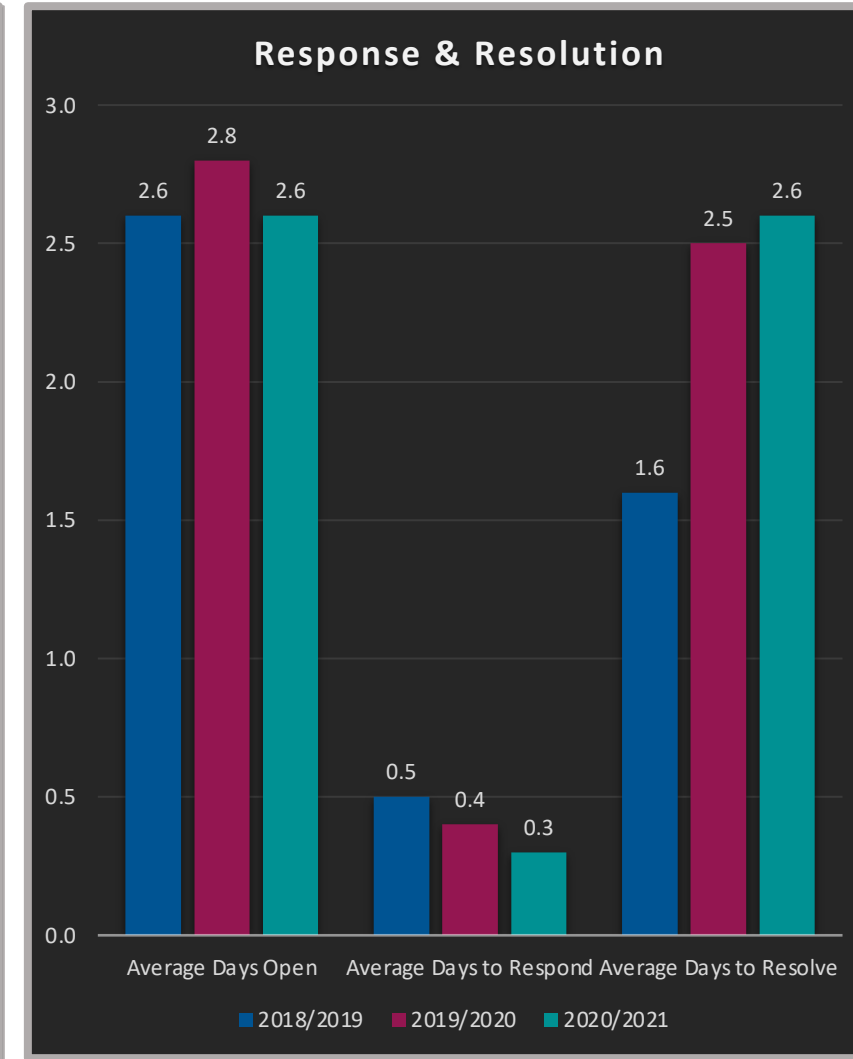
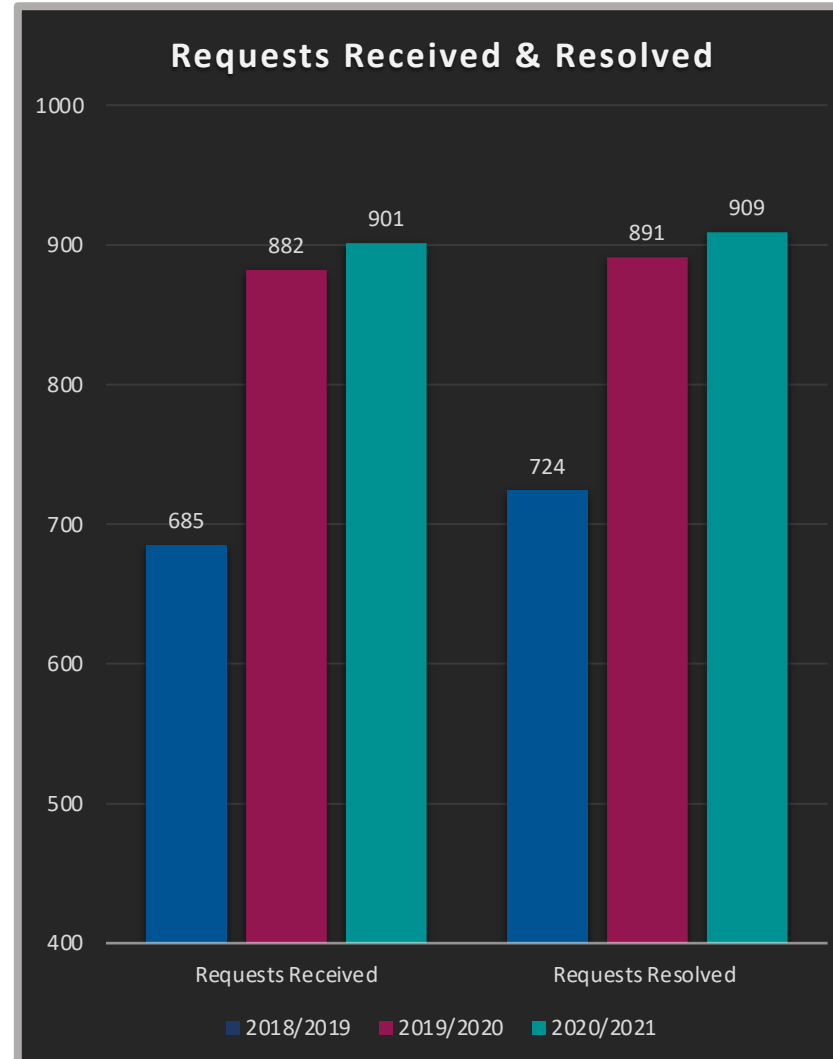
Average Days Open	2.6
Average Days to Respond	0.3
Average Days to Resolve	2.6
% First Call Resolution	59%

The diagrams on this page show that the number of Support Requests received in this quarter are similar to the same time period in 2019/20.

This is despite an extended holiday period, and sites being closed for significant periods of time from the beginning of November 2020 to end of January 2021 due to the Covid-19 Pandemic restrictions.

Response and Resolution remains incredibly positive despite the increased requests and the complexity of supporting remote users and more varied equipment.

Quarter 2 Support Comparison – 2018/2019; 2019/2020; 2020/2021



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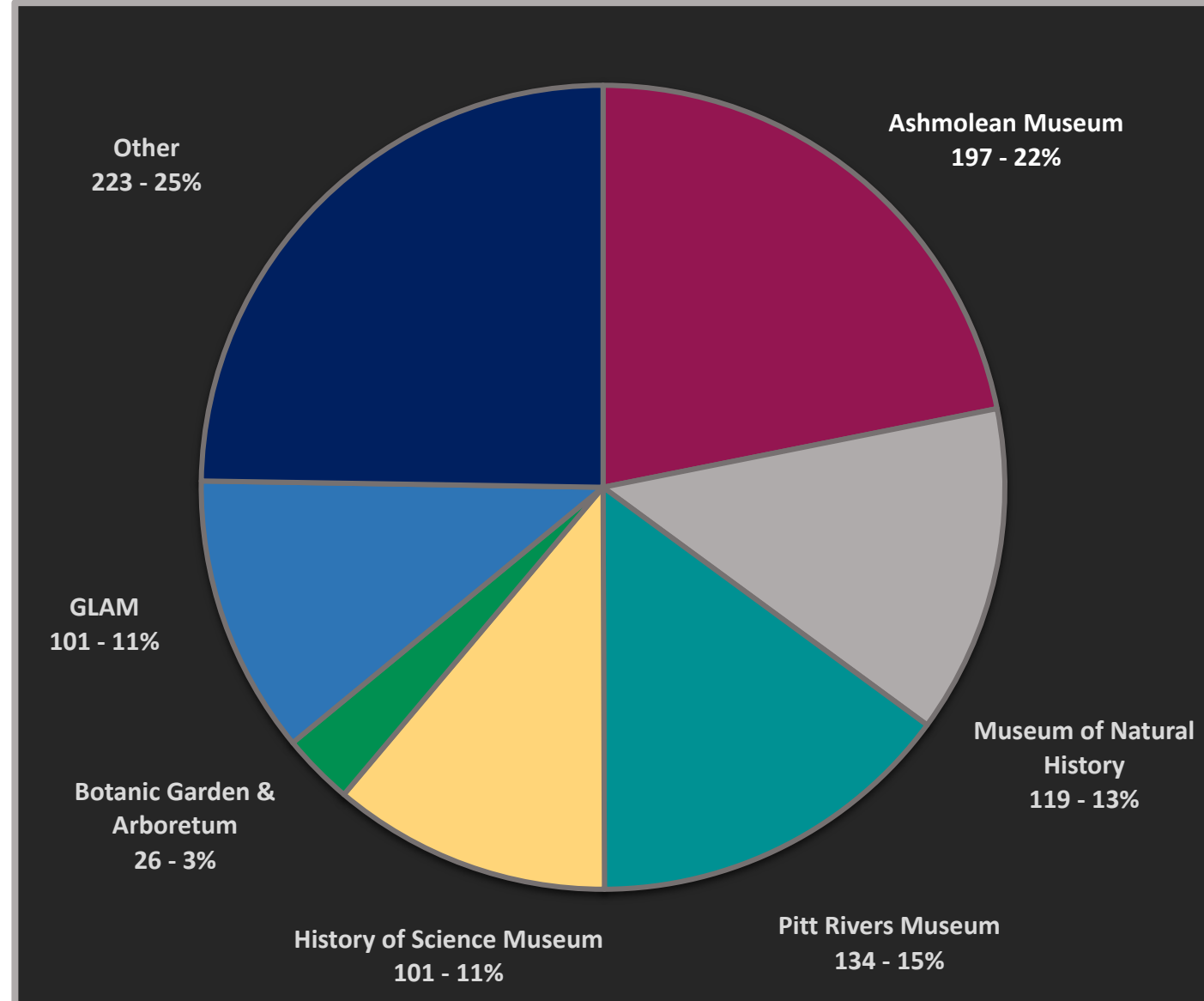
Quarter 2: 1st November 2020 - 31st January 2021

Quarter 2 - Where have the Support Requests come from?

Location	November 2020	December 2020	January 2021
Ashmolean Museum	71	58	68
Museum of Natural History	46	42	31
Pitt Rivers Museum	44	46	44
History of Science Museum	36	28	37
Botanic Garden & Arboretum	9	7	10
GLAM Divisional Office	21	32	48
Other Requests	75	71	77
Total	302	284	315

The number of Support Requests from the Gardens & Museum were consistently high throughout November, December and January.

The proportionate distribution across the locations is as expected, though 'Other Support Requests' - which benefit all sites - is high, as significant work has taken place on Projects, Communication, Procurement and the development of the Gardens & Museums IT Website in this period.



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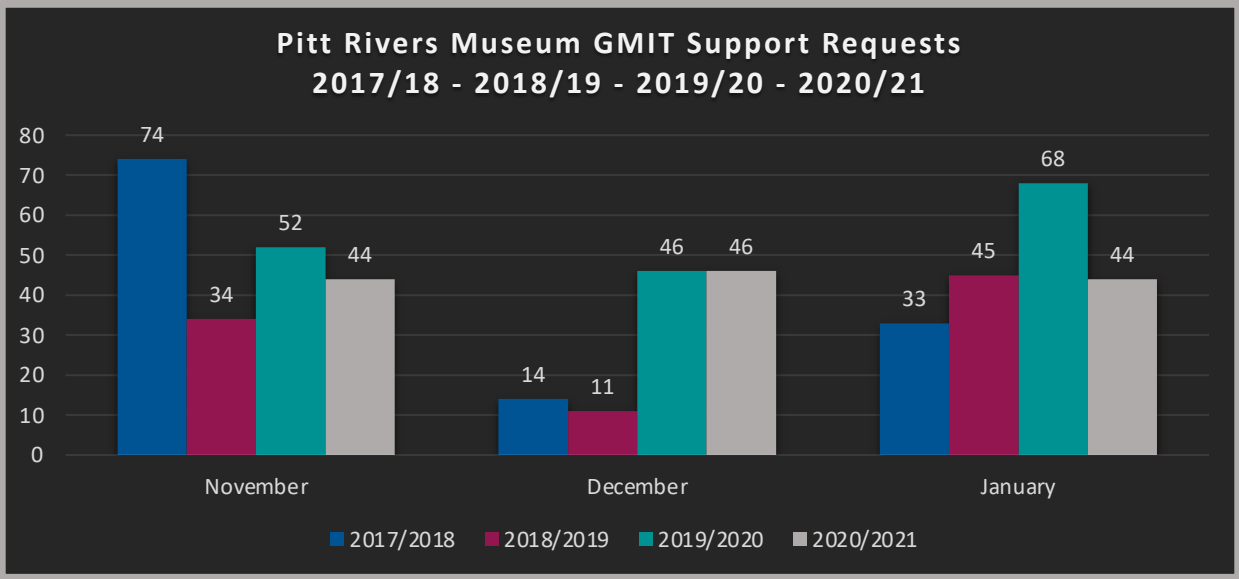
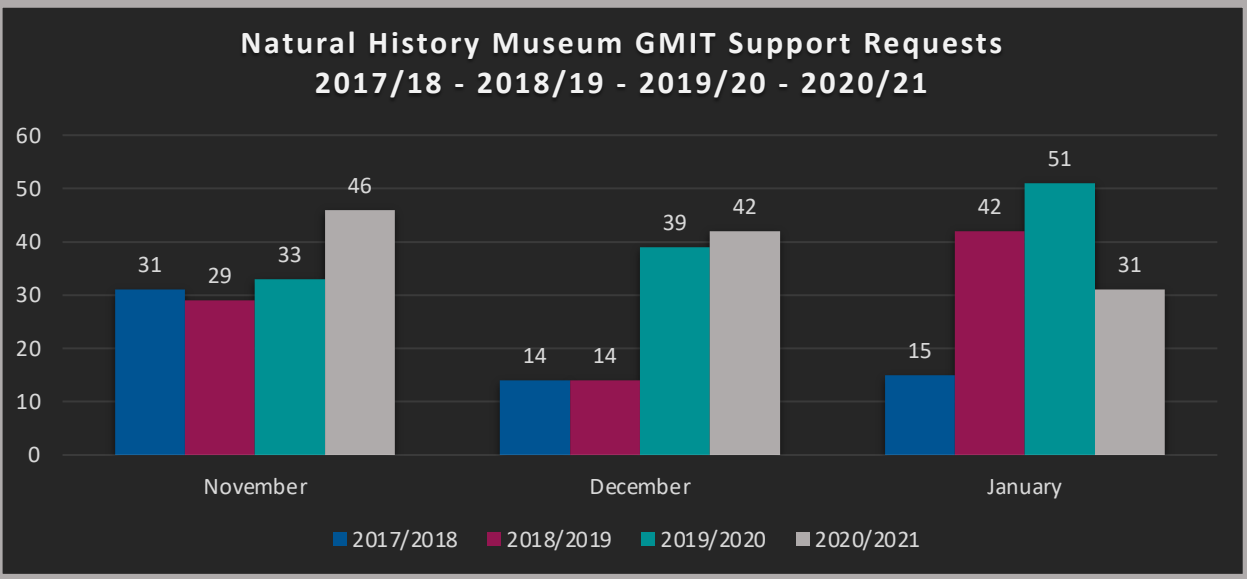
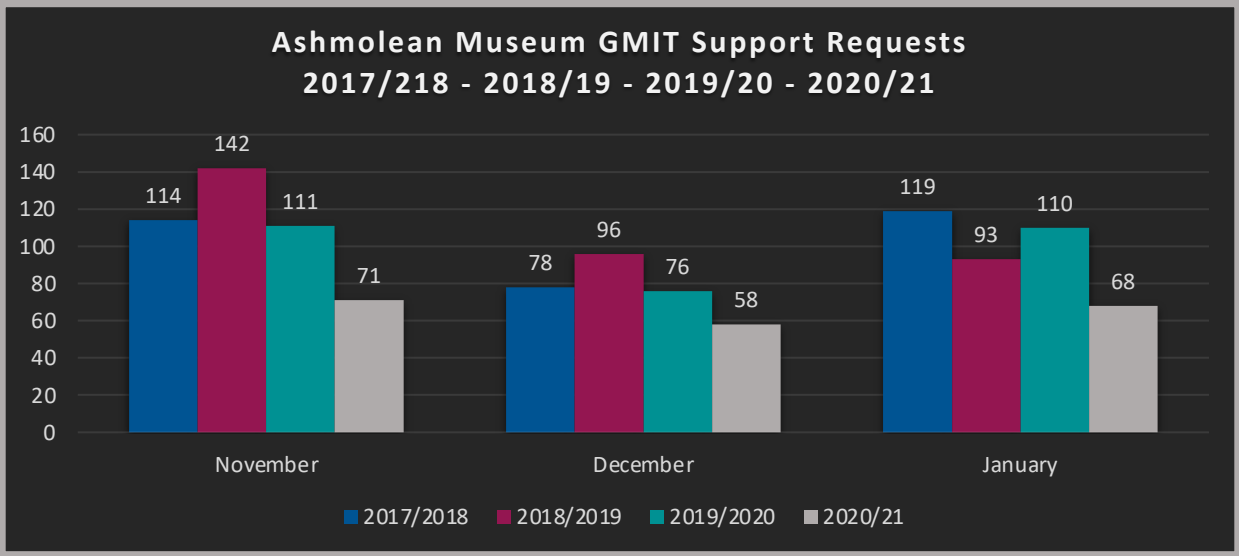
Quarter 2 - Where have the Support Requests come from?

Ashmolean Museum:
The Ashmolean numbers are the lowest they have been in this period.

Natural History Museum:
Requests from the Natural History Museum are comparable to those in 2019/20.

Pitt Rivers Museum:
Requests from the Pitt Rivers Museum have similar to those in 2019/20

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



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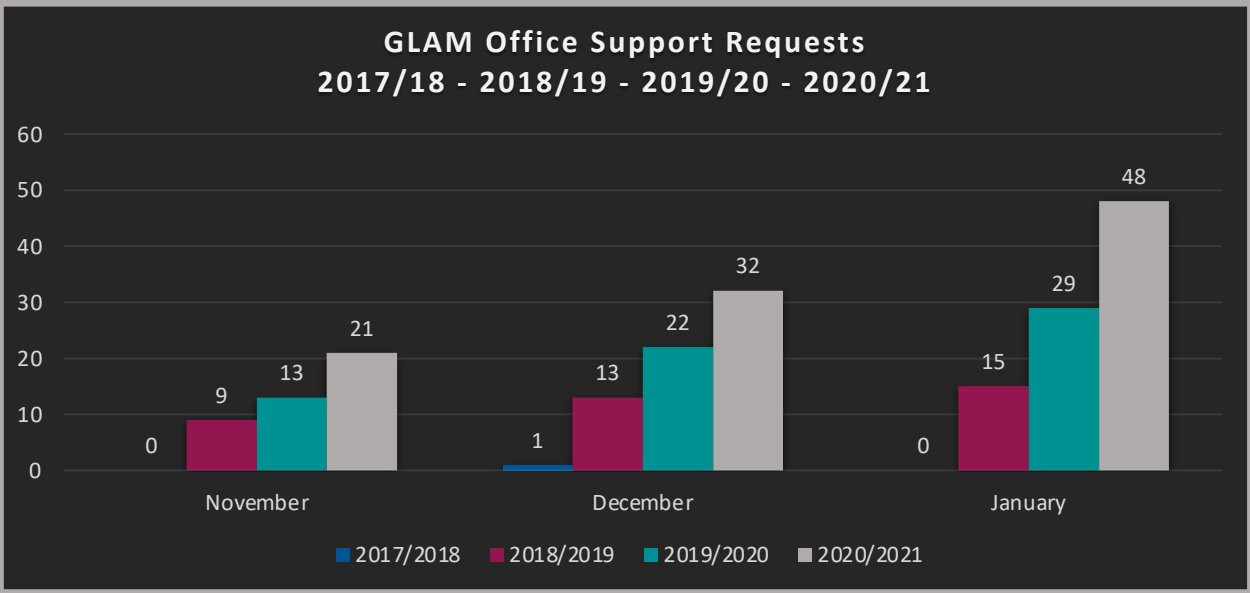
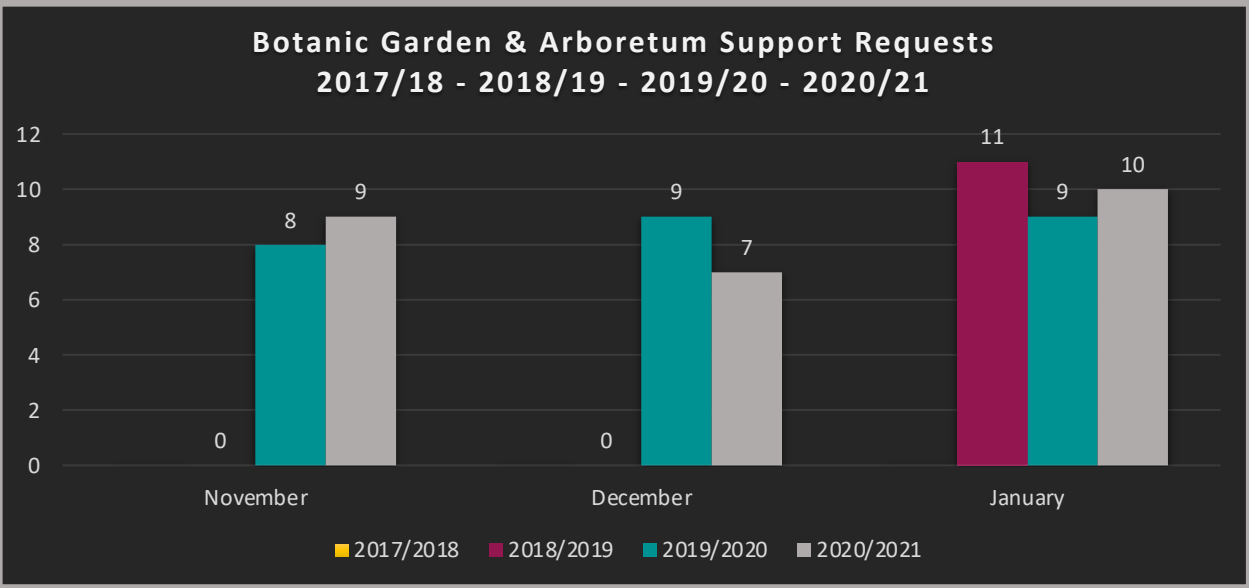
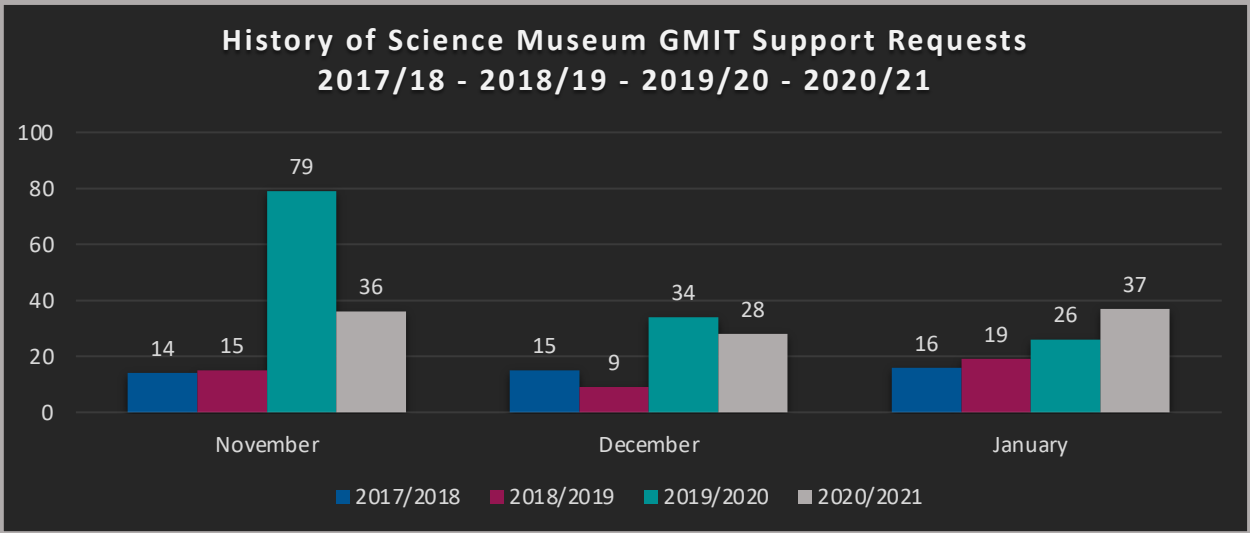
Quarter 2 - Where have the Support Requests come from?

History of Science Museum:
Requests from the History of Science Museum are comparable to those in 2019/20.

Botanic Garden & Arboretum:
Requests from the Botanic Garden & Arboretum are similar to those in 2019/20.

GLAM Divisional Office:
Requests have gradually increased throughout the years.

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



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Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual	8	1
Cloud Services	38	4
Commercial	2	0
Communication & Documentation	20	2
Computing	284	33
Email & Collaboration	59	7
Finance	89	10
Information Security	28	3
Monitoring	69	8
Network & Internet	135	15
Servers & Storage	63	7
Telephony & Conferencing	15	2
User Account	12	1
Websites & Digital	56	6
Total	909	100

The table and chart display the requests we have resolved based on the service area they are categorised in within our Service Management system.

In December we reviewed these service areas and made a number of changes. We will now have improved information and a better understanding of the requests we receive and in what IT area they fall, in view to making further improvements

