# Gardens & Museums IT

## Quarterly Report 2021/2022
## Quarter 3: 1st February 2022 - 31st April 2022

As with Quarter 1 and Quarter 2 of the 2021 to 2022 Academic Year, Quarter 3 has also been a very busy time for us, and has actually seen a further increase in the number of support requests which we have received. March in particular saw a significant increase in requests - with the team receiving 691 in this month alone.

Before the pandemic we would have experienced a similar amount to that received in March for an entire quarter, and we have now received the same amount of requests in the 3 quarters of the 2021/22 Academic Year (3997) as we did in the entire 2020/21 Academic Year (3949). This further signifies the added demands on technology and in turn the Gardens & Museums IT Team.

Fortunately significant effort and work in documentation over the years has enabled us to provide quick and effective guidance as required, whilst continuing to provide an efficient and responsive service.

The team have collectively performed very well during this time and handled the continued high demand for support across the various services and areas which we support.

Gardens &
Museums IT

# Gardens & Museums IT Quarterly Report 2021/2022
## Quarter 3: 1st February 2022 - 31st April 2022

**Gardens & Museums IT**

## Requests Received & Requests Resolved

| Support Requests Received | 1584 |
|---|---|
| Support Requests Resolved | 1603 |
| Tasks Resolved | 63 |

## Response & Resolution

| Average Days Open | 1.9 |
|---|---|
| Average Days to Respond | 0.2 |
| Average Days to Resolve | 1.6 |
| % First Call Resolution | 60% |

The diagrams on this page show that the number of Support Requests received in Q3 are significantly higher than in same quarter of previous years.

Despite the increase in requests we have managed to maintain our high standards in response and resolution with requests being resolved within 2 days on average and responded to within 3 hours.

## Quarter 3 Support Comparison – 2019/2020; 2020/2021; 2021/2022

### Requests Received & Resolved



Requests Received: 2019/2020 = 1008, 2020/2021 = 1014, 2021/2022 = 1584
Requests Resolved: 2019/2020 = 986, 2020/2021 = 1012, 2021/2022 = 1603

Legend: 2019/2020, 2020/2021, 2021/2022

### Response & Resolution



Average Days Open: 2019/2020 = 3.0, 2020/2021 = 2.5, 2021/2022 = 1.9
Average Days to Respond: 2019/2020 = 0.2, 2020/2021 = 0.3, 2021/2022 = 0.2
Average Days to Resolve: 2019/2020 = 1.4, 2020/2021 = 2.3, 2021/2022 = 1.6

Legend: 2019/2020, 2020/2021, 2021/2022
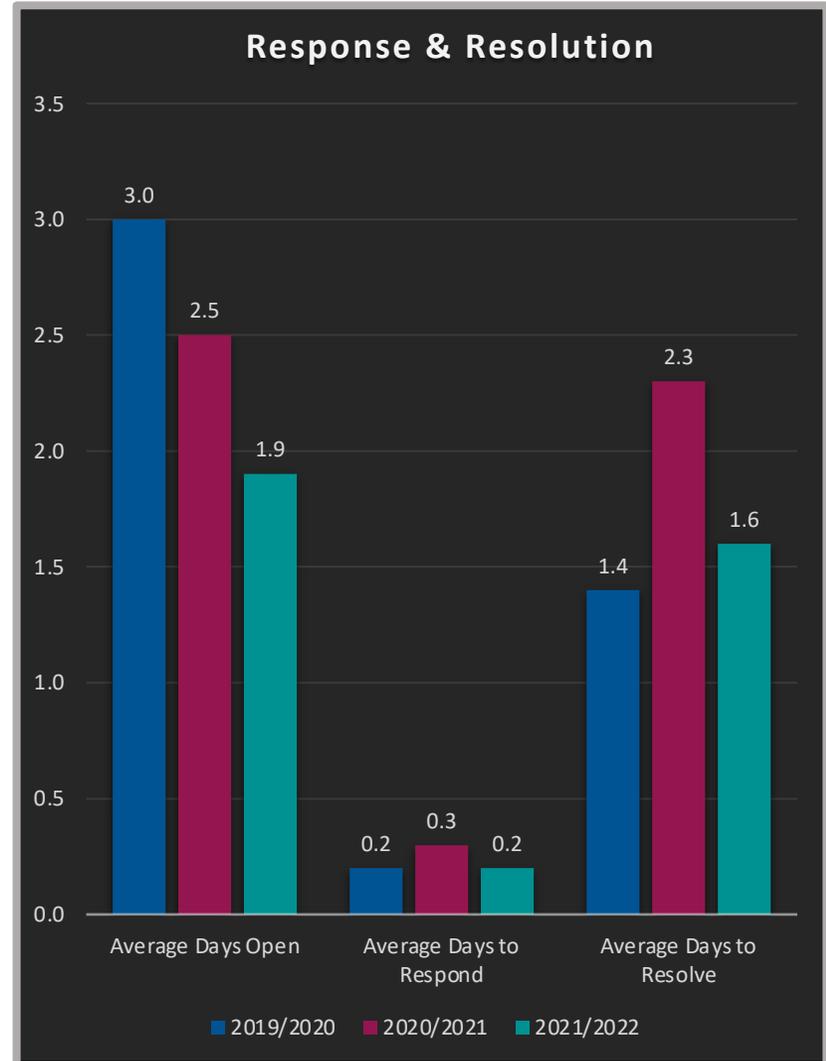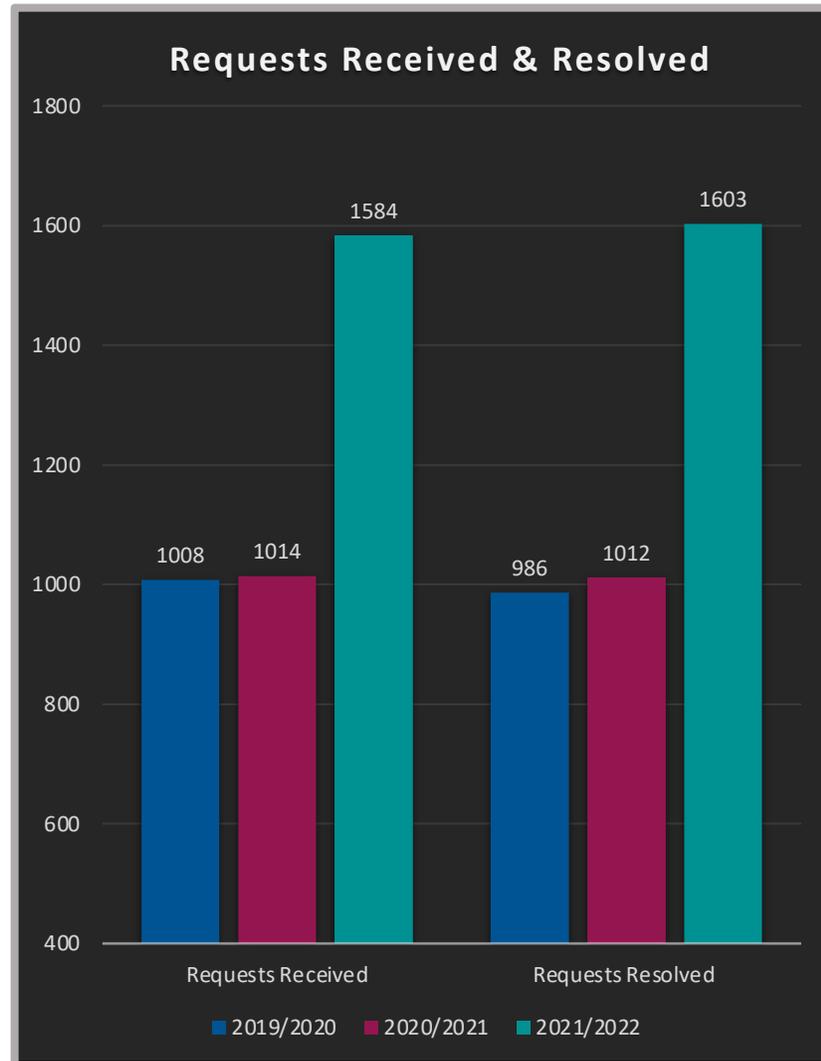
# Gardens & Museums IT Quarterly Report 2021/2022
## Quarter 3: 1st February 2022 - 31st April 2022

## Quarter 3 - Where have the Support Requests come from?

| Location | February 2022 | March 2022 | April 2022 |
|---|---|---|---|
| Ashmolean Museum | 121 | 181 | 93 |
| Museum of Natural History | 49 | 64 | 46 |
| Pitt Rivers Museum | 76 | 131 | 65 |
| History of Science Museum | 11 | 35 | 22 |
| Botanic Garden & Arboretum | 9 | 14 | 2 |
| GLAM Divisional Office | 36 | 24 | 36 |
| All Sites | 148 | 242 | 179 |
| Total | 450 | 691 | 443 |
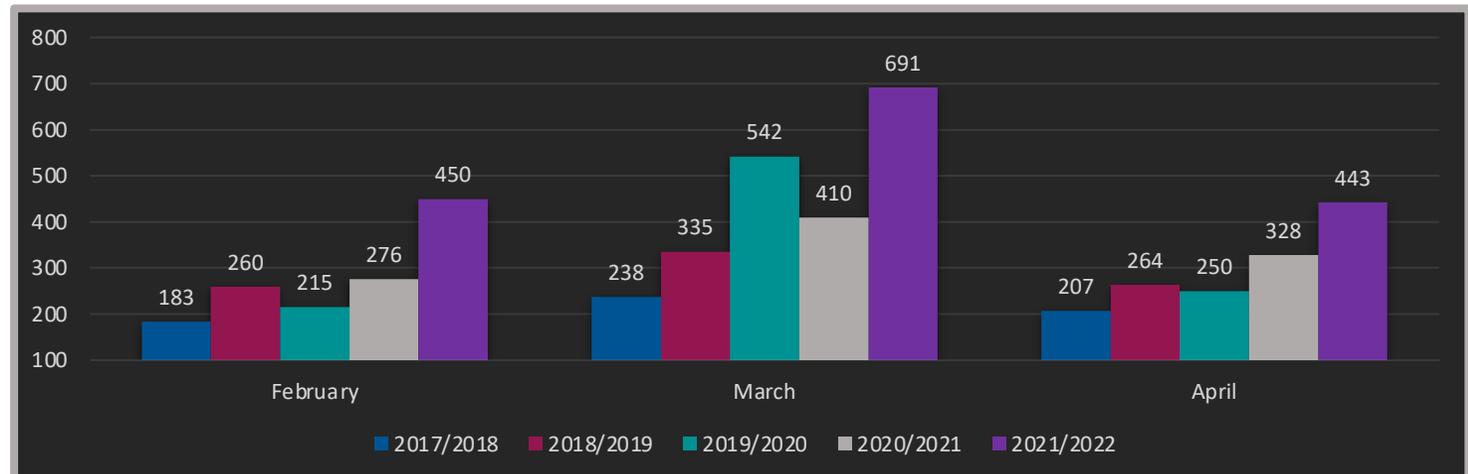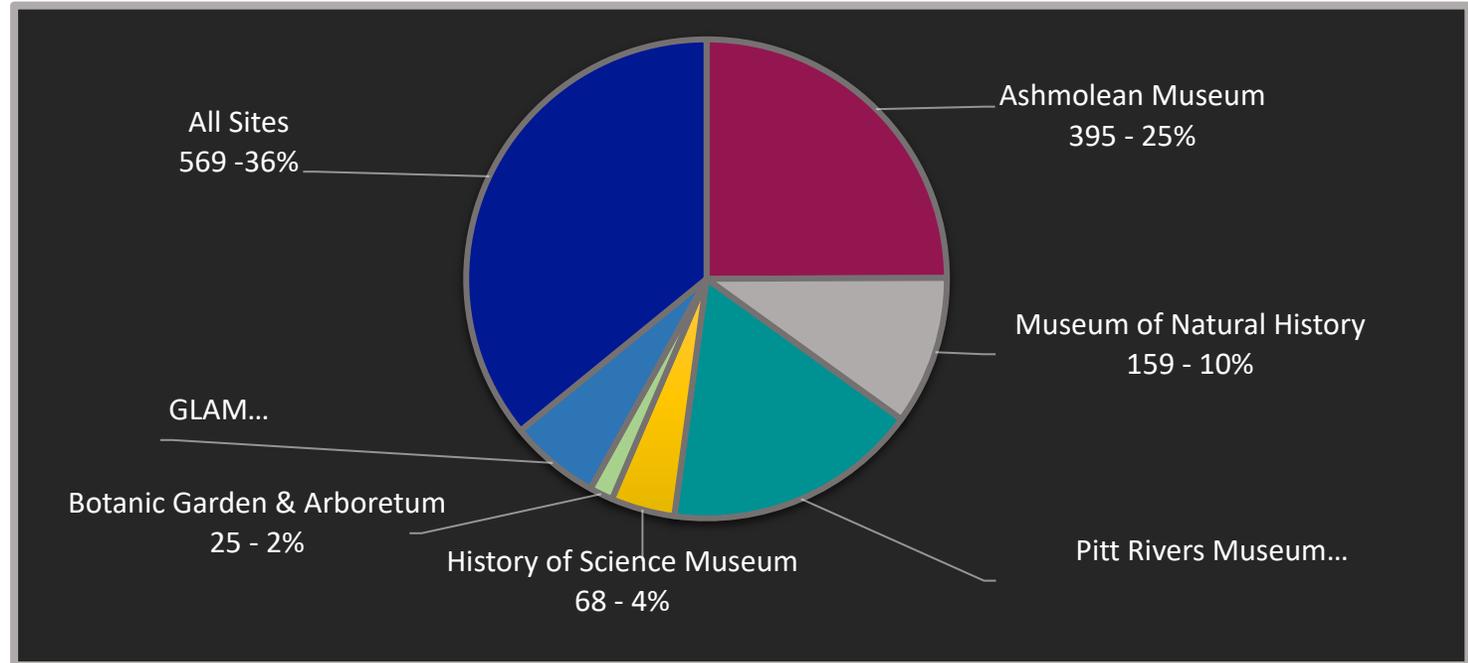
The number of Support Requests received in all months across Q3 were high, with March being particularly busy. During March we received 691 requests, which is more than the entire Q3 of 2017/18 (628).

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.



Pie chart labels:
- All Sites 569 - 36%
- Ashmolean Museum 395 - 25%
- Museum of Natural History 159 - 10%
- Pitt Rivers Museum...
- History of Science Museum 68 - 4%
- Botanic Garden & Arboretum 25 - 2%
- GLAM...



Bar chart data:

February: 2017/2018 183, 2018/2019 260, 2019/2020 215, 2020/2021 276, 2021/2022 450
March: 2017/2018 238, 2018/2019 335, 2019/2020 542, 2020/2021 410, 2021/2022 691
April: 2017/2018 207, 2018/2019 264, 2019/2020 250, 2020/2021 328, 2021/2022 443

Legend: 2017/2018, 2018/2019, 2019/2020, 2020/2021, 2021/2022

# Gardens & Museums IT Quarterly Report 2021/2022
## Quarter 3: 1st February 2022 - 31st April 2022

**Gardens & Museums IT**

## Quarter 3 - Where have the Support Requests come from?

Ashmolean Museum:  The Ashmolean numbers are much higher than last year (2020/21) in February and March, with April being similar to previous years.

Museum of Natural History: Request numbers from MNH are similar and in line with previous years.

Pitt Rivers Museum:  The number of support requests from the Pitt Rivers Museum are greater than those in previous years, with March being particularly high.

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).



Ashmolean Museum GMIT Support Requests
2017/2018 - 2018/2019 - 2019/2020- 2021/22

| | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2020 |
|---|---|---|---|---|---|
| February | 94 | 122 | 63 | 58 | 121 |
| March | 110 | 144 | 190 | 114 | 181 |
| April | 87 | 110 | 74 | 89 | 93 |



Museum of Natural History  GMIT Support Requests
2017/2018 - 2018/2019 - 2019/2020 - 2020/2021 - 2021/22

| | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 |
|---|---|---|---|---|---|
| February | 15 | 58 | 32 | 38 | 49 |
| March | 16 | 36 | 93 | 53 | 64 |
| April | 13 | 36 | 31 | 51 | 46 |



Pitt Rivers Museum GMIT Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/2021 - 2021/22

| | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 |
|---|---|---|---|---|---|
| February | 23 | 35 | 35 | 34 | 76 |
| March | 25 | 60 | 124 | 56 | 131 |
| April | 28 | 43 | 43 | 46 | 65 |
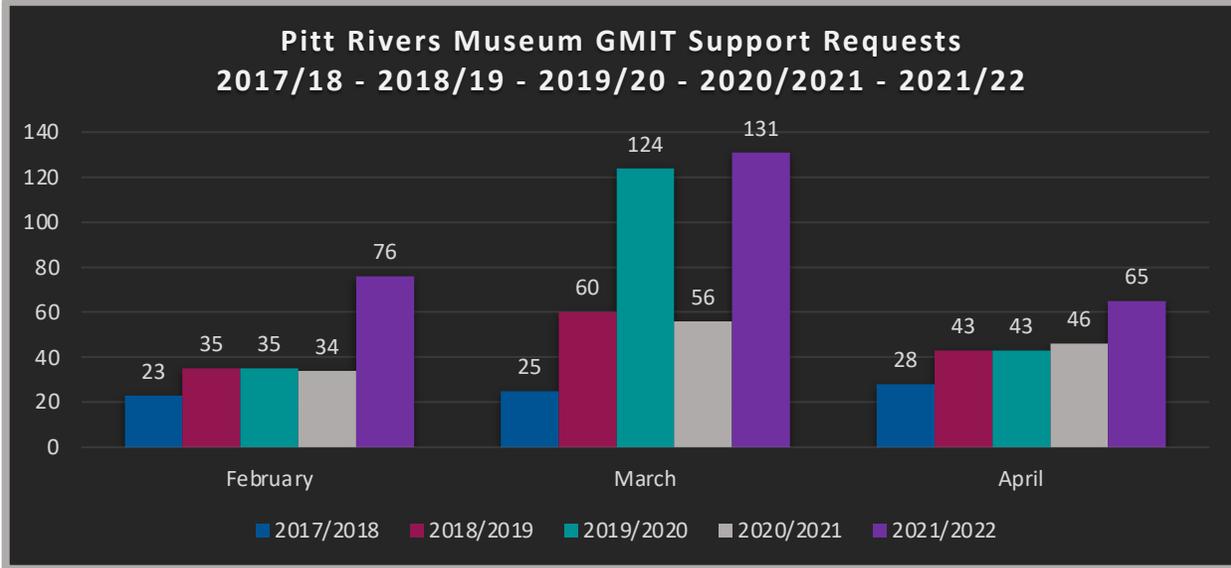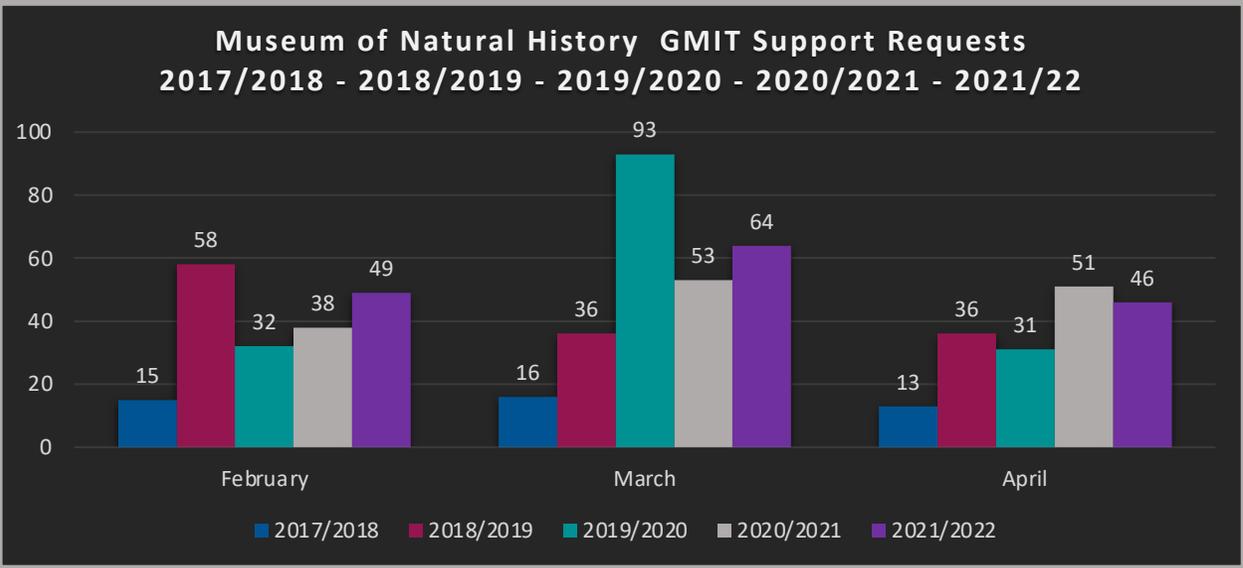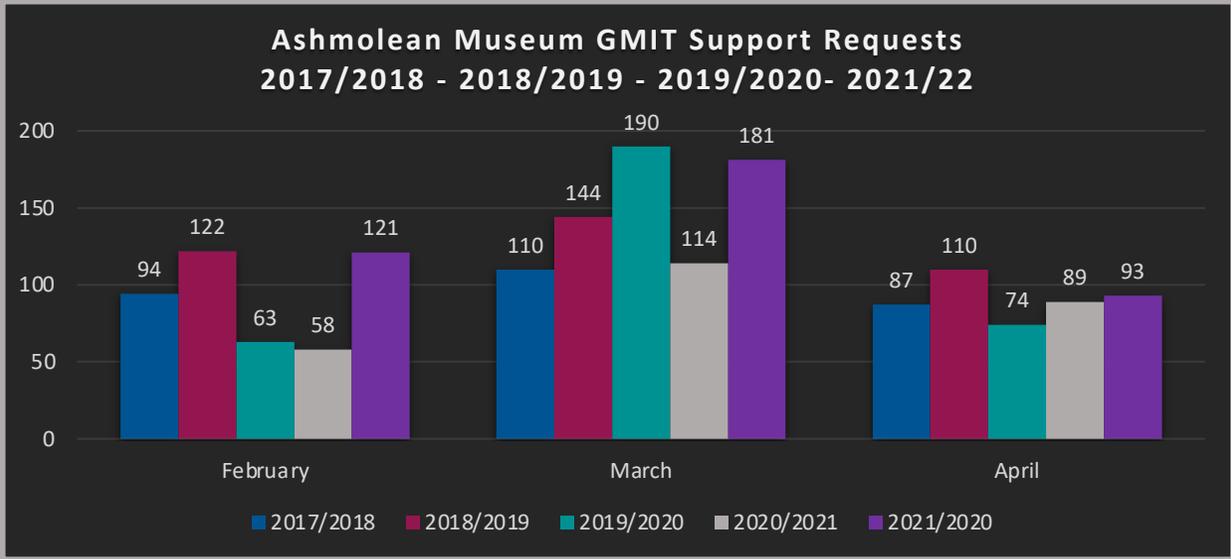
# Gardens & Museums IT Quarterly Report 2021/2022
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**Gardens & Museums IT**

## 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 lower than those received during the same period in the 2020/21 Academic Year.

**GLAM Divisional Office:** Requests from the GLAM Divisional Office were in line with those received in previous years, with the exception of January where they were higher.

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).

### History of Science Museum GMIT Support Requests
### 2017/18 - 2018/19 - 2019/20 - 2020/2021- 2021/22



February: 15, 12, 32, 11, 11
March: 18, 19, 28, 39, 35
April: 20, 16, 19, 31, 22

Legend: 2017/2018, 2018/2019, 2019/2020, 2020/2021, 2021/2022

### Botanic Garden & Arboretum Support Requests
### 2017/18 - 2018/19 - 2019/20 - 2020/21- 2021/22



February: 0, 2, 3, 18, 9
March: 1, 0, 21, 12, 14
April: 0, 2, 7, 22, 2

Legend: 2017/2018, 2018/2019, 2019/2020, 2020/2021, 2021/2022

### GLAM Divisional Office Support Requests
### 2017/18 - 2018/19 - 2019/20 - 2020/21 - 2021/22



February: 0, 17, 14, 14, 36
March: 0, 31, 42, 22, 24
April: 2, 22, 17, 30, 36

Legend: 2017/2018, 2018/2019, 2019/2020, 2020/2021, 2021/2022
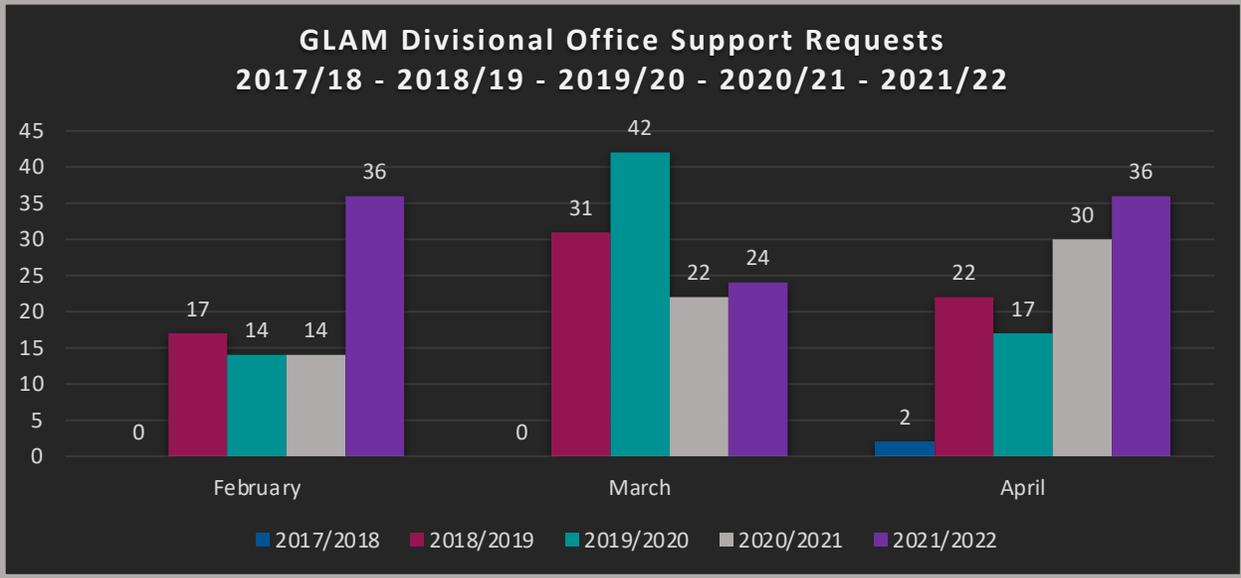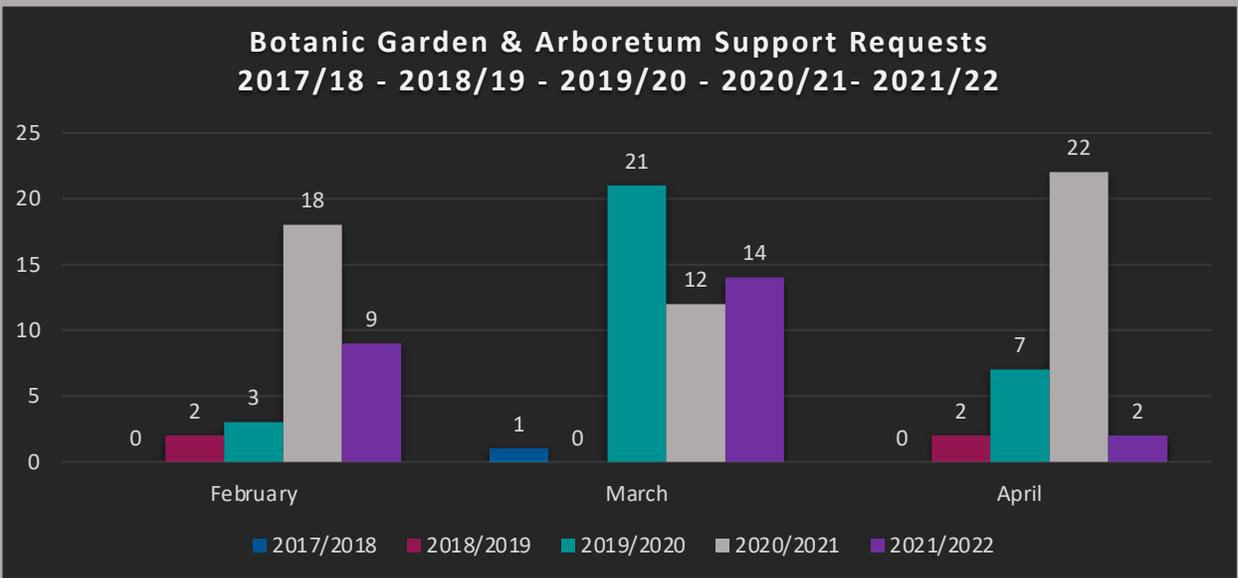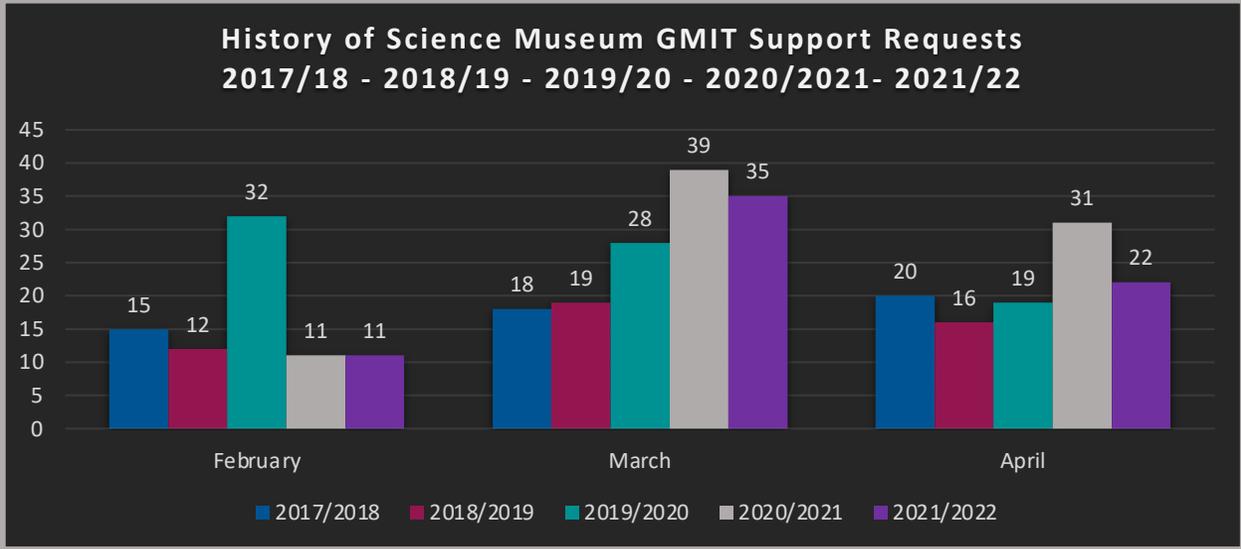
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Gardens & Museums **IT**

## Quarter 2 - Type of Support Requests Received

| Service | No. of Requests | Percentage |
|---|---|---|
| Audio Visual Services | 27 | 2 |
| Cloud Services | 100 | 6 |
| Commercial | 18 | 1 |
| Communication & Documentation | 57 | 4 |
| Computing | 436 | 28 |
| Email & Collaboration | 92 | 6 |
| Finance | 78 | 5 |
| Information Security | 28 | 2 |
| Monitoring | 84 | 5 |
| Network & Internet | 212 | 13 |
| Servers & Storage | 53 | 3 |
| Telephony & Conferencing | 58 | 4 |
| User Account | 81 | 5 |
| Websites & Digital | 260 | 16 |
| **Total** | **1584** | **100** |
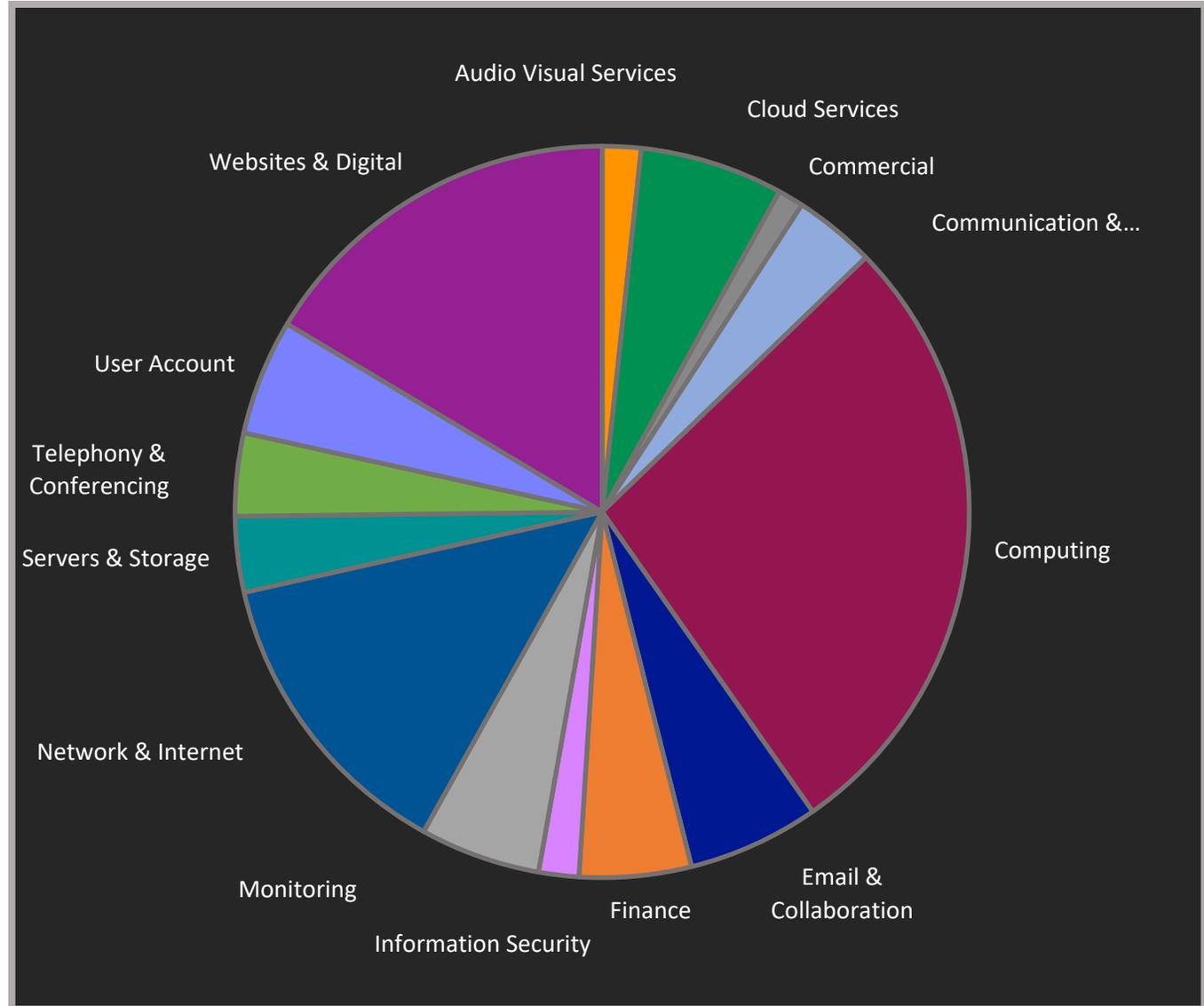
In Q3 a number of areas had particularly high numbers. Computing had 436 requests and User Account requests were also high at 81 with a number of staff changes across G&M.

Finance requests were once again high at 78, with new or additional equipment being required as colleagues continue to adjust towards hybrid working, and the extra equipment needed to facilitate this. This work involved specialist knowledge and liaison with suppliers to establish availability and quotes as the IT sector continues to be impacted by part and product availability.