

Gardens & Museums IT

Quarterly Report 2021/2022 Quarter 4: 1st May 2022 - 31st July 2022

Quarter 4 of the 2021 to 2022 Academic Year (1st May 2022 to 31st July 2022) has once more been an incredibly busy time - and as with the other periods in the Academic Year we continue to see record numbers of support requests. With this period's 1364 requests alongside the 3997 received in Q1, Q2 and Q3 we have received 5361 requests across the 2021/22 Academic Year, which is a significant increase on the 3949 received in the 2020/21 Academic Year - which at the time was also a record.

IT within the Gardens & Museums, and University continues to change and adapt to new technologies and ways of workings. And with this the dependencies on the Gardens & Museums IT Team continue to grow and grow. We are now more involved and integrated in many systems and services, and have found ourselves needing to expand our service offering to ensure the expectancies and requirements of the Gardens & Museums are met as other supporting parties review and adjust their own support mechanisms, and in some scenarios offering less support than before.

We continue to analyse the support data and growing demand to establish areas of concern, and any such information will be further analysed and reviewed as part of the IT Review which due to commence in Autumn 2022.

Gardens & Museums IT Quarterly Report 2021/2022

Quarter 4: 1st May 2022 - 31st July 2022



Requests Received & Requests Resolved

Support Requests Received	1364
Support Requests Resolved	1327
Tasks Resolved	256

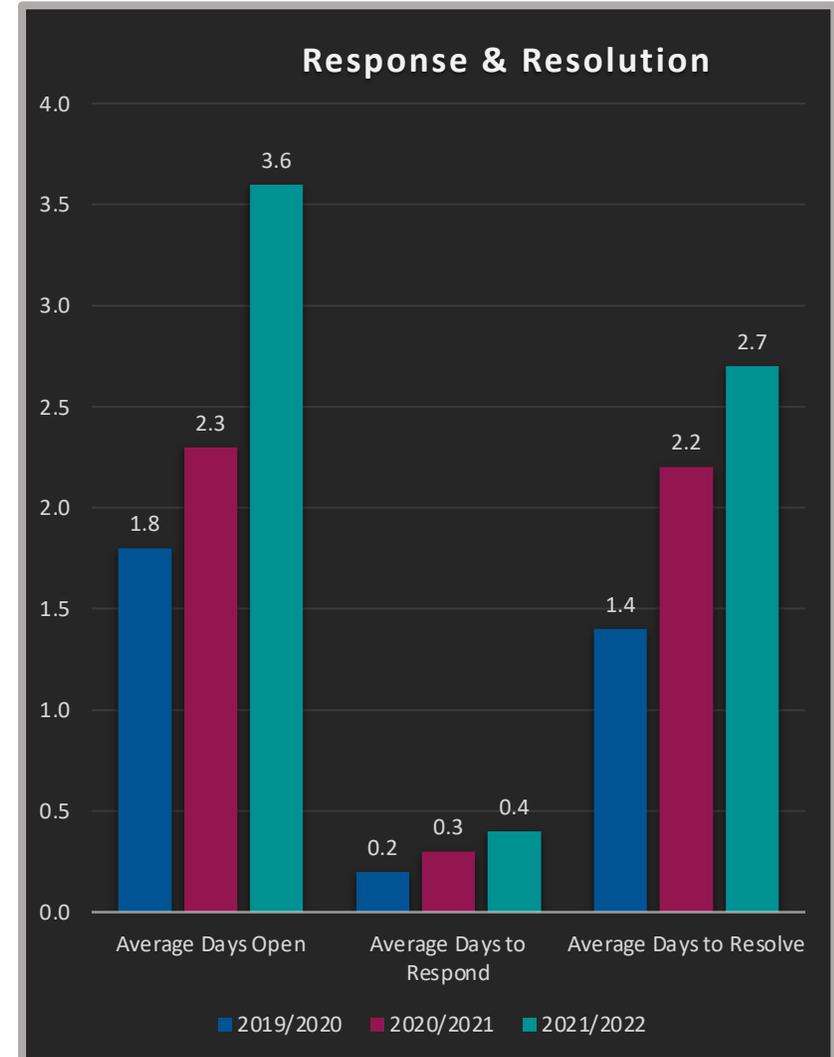
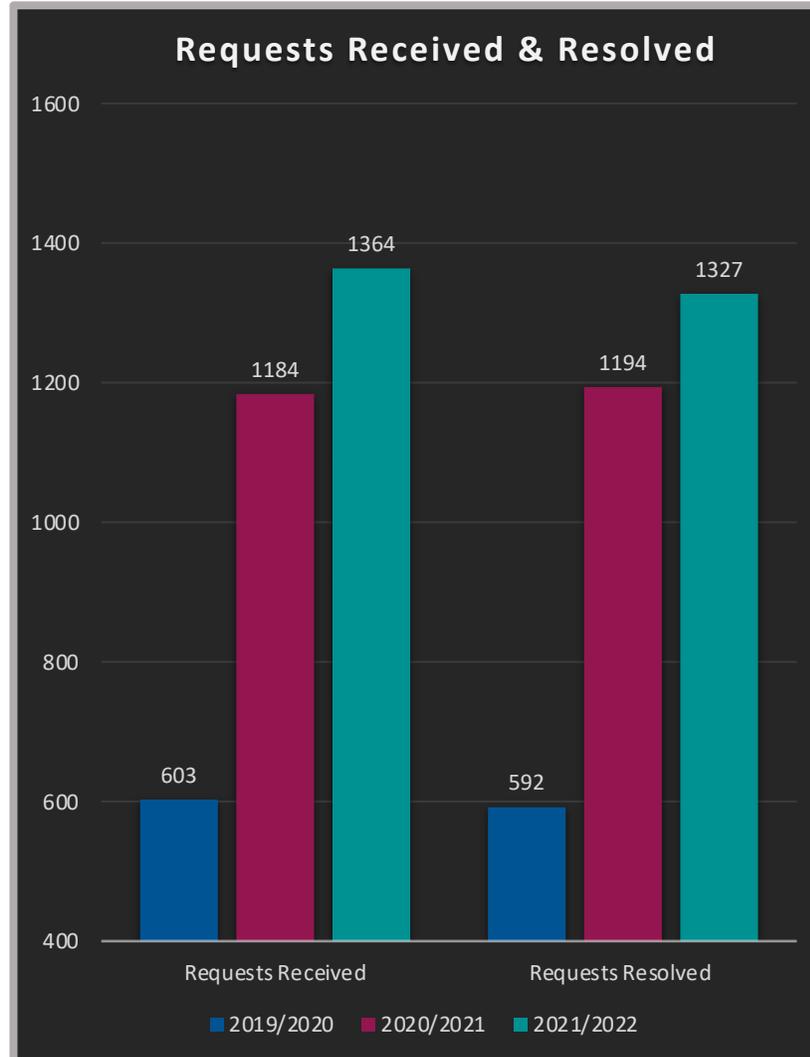
Response & Resolution

Average Days Open	3.6
Average Days to Respond	0.4
Average Days to Resolve	2.7
% First Call Resolution	48%

The diagrams on this page show that the number of Support Requests received in Q4 are once more higher than the same period in previous years.

The ever increasing demand has seen an impact on the time taken to resolve incidents. Response has impressively, despite the increased numbers, only slightly increased, but this is a concern moving forward if demand continues to increase. This is something which will be discussed as part of the IT Review due to commence in Autumn 2022.

Quarter 4 Support Comparison – 2019/2020; 2020/2021; 2021/2022



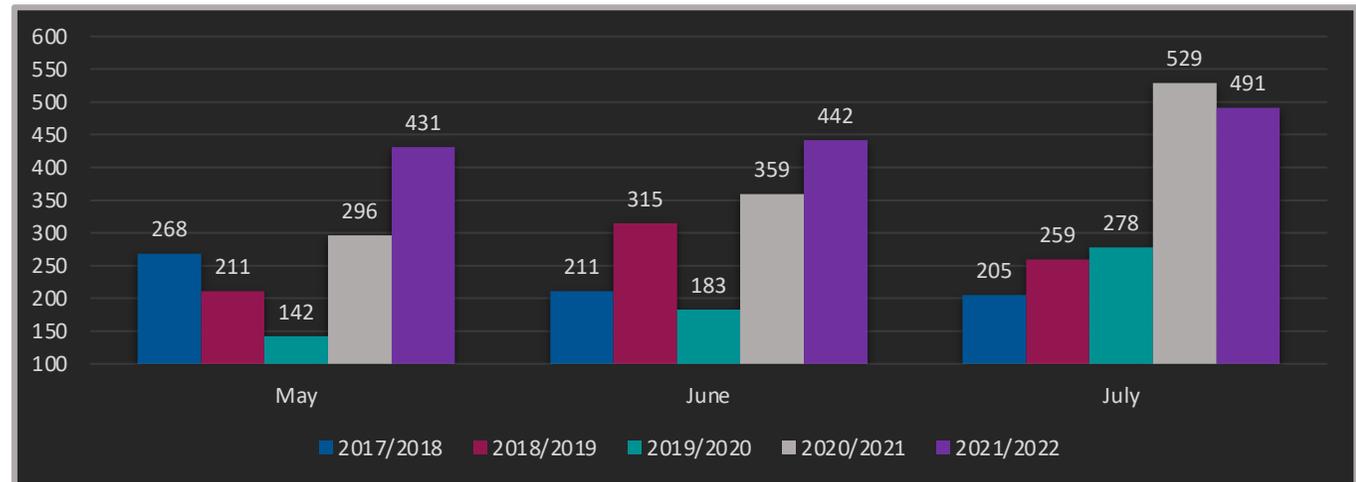
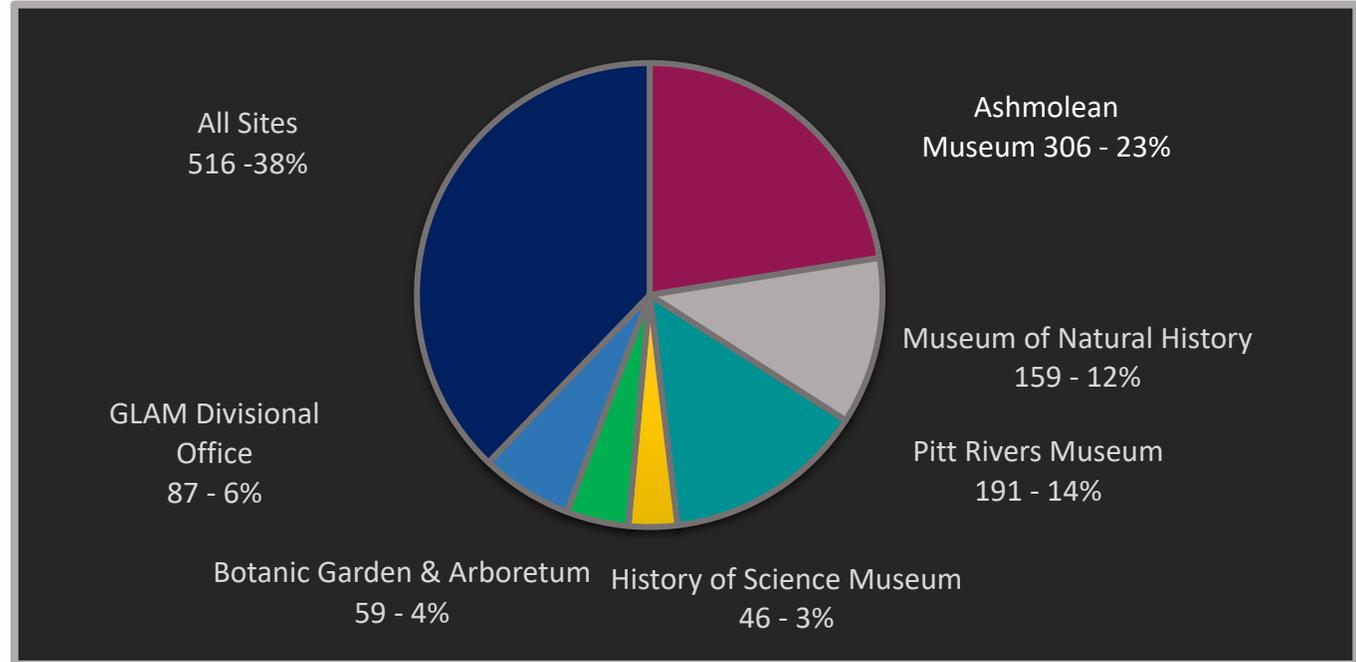
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Quarter 4: 1st May 2022 - 31st July 2022



Quarter 4 - Where have the Support Requests come from?

Location	May2022	June 2022	July 2022
Ashmolean Museum	93	105	108
Museum of Natural History	41	62	56
Pitt Rivers Museum	57	53	81
History of Science Museum	14	17	15
Botanic Garden & Arboretum	16	27	16
GLAM Divisional Office	33	27	27
All Sites	177	151	188
Total	431	442	491



The number of Support Requests received in all months across Q4 continue to be high, as has been the case for the last 18 months.

As many services across Gardens & Museums are now interlinked and standardised the work under 'All Sites' is comparatively high. 'All Sites' covers activities which are for the benefit of all units - examples being Communication, Information Security, Procurement, Vendor Management and Infrastructure which is shared across the G&M, including Firewalling and Network.

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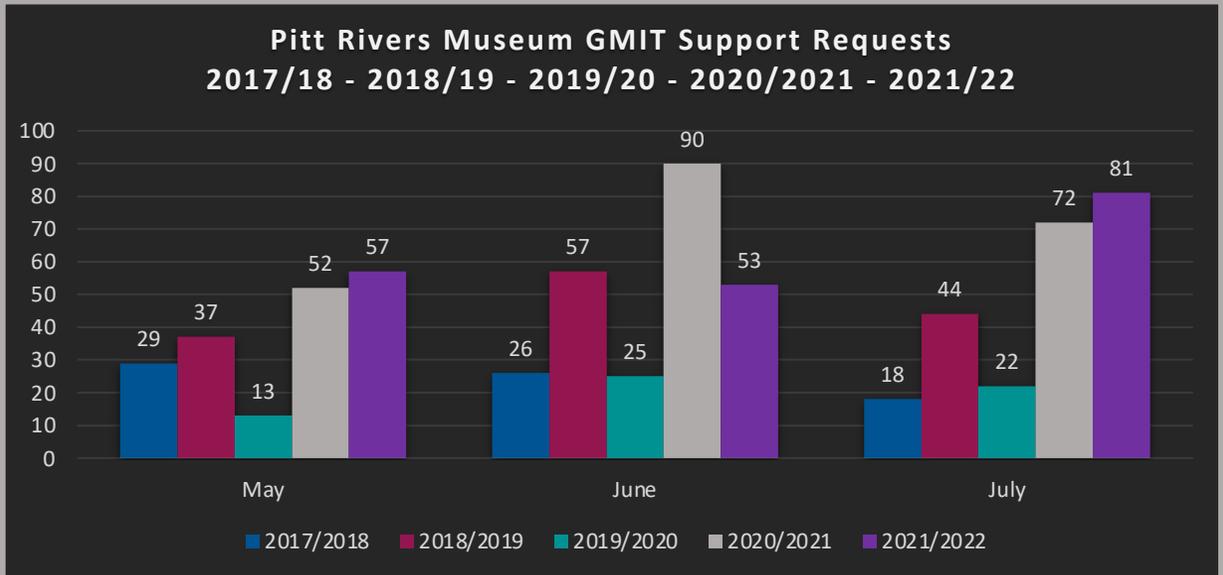
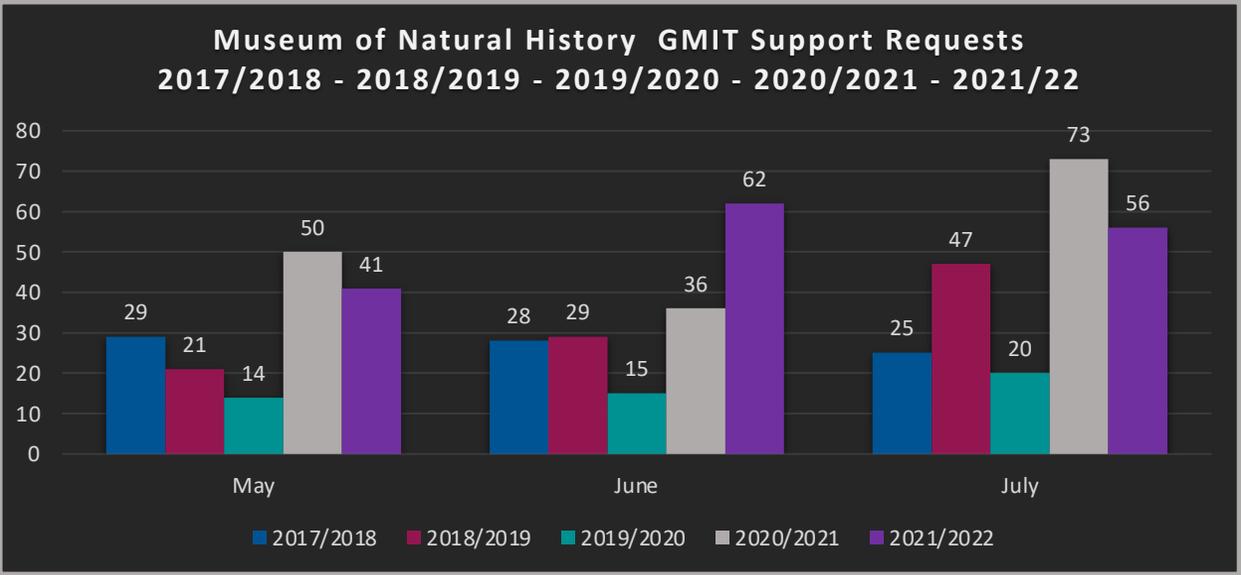
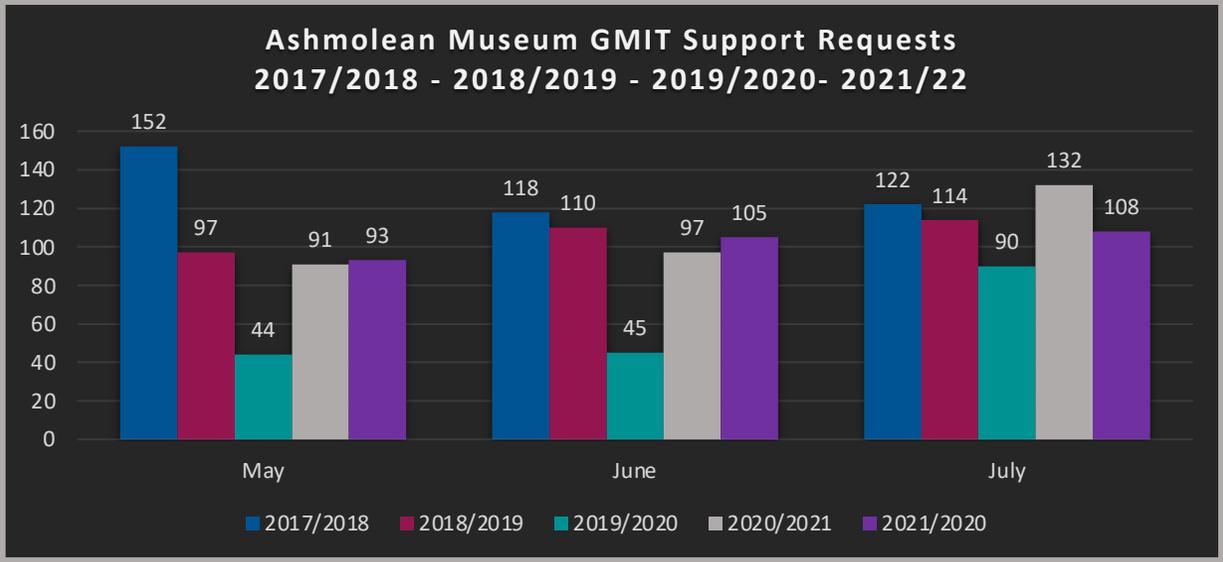
Quarter 4 - Where have the Support Requests come from?

Ashmolean Museum: The Ashmolean numbers are very much in-line with those in previous years at around 100 requests per month.

Museum of Natural History: Request numbers from the Museum of Natural History were noticeably higher in June, but line with previous years in May and July.

Pitt Rivers Museum: Support requests from the Pitt Rivers were similar to previous years in each month, though July is showing a trend for increases in July.

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



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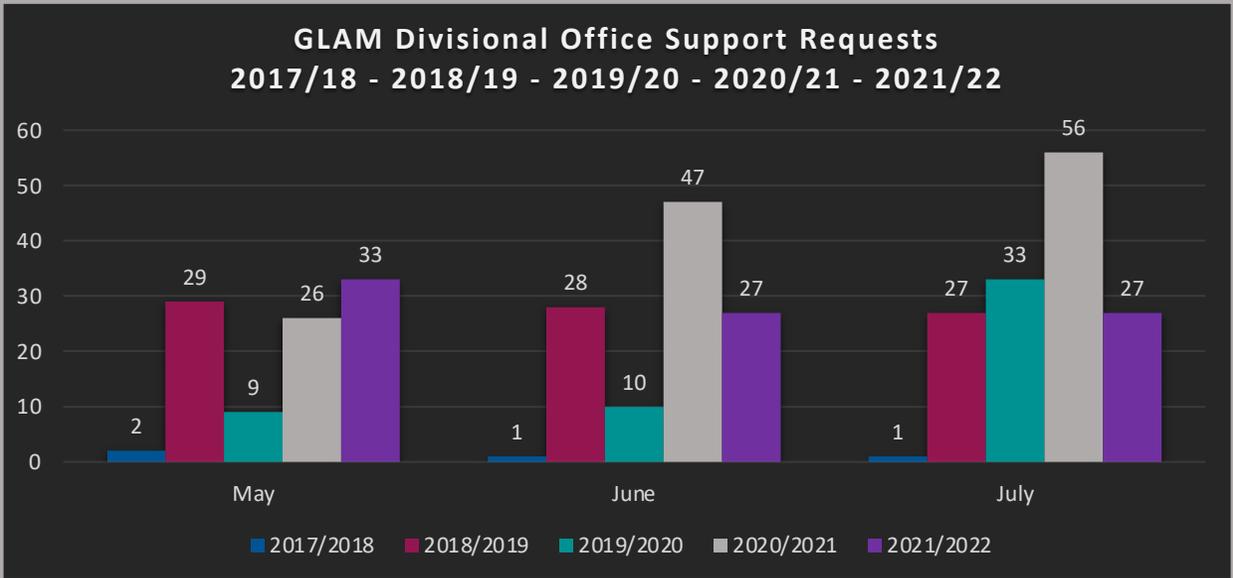
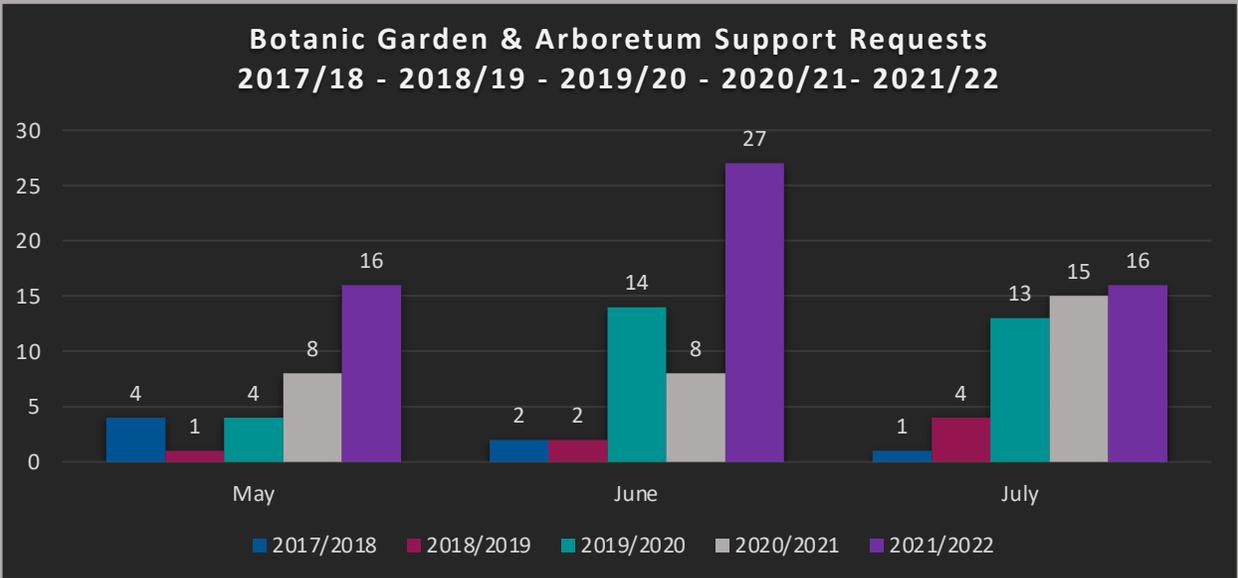
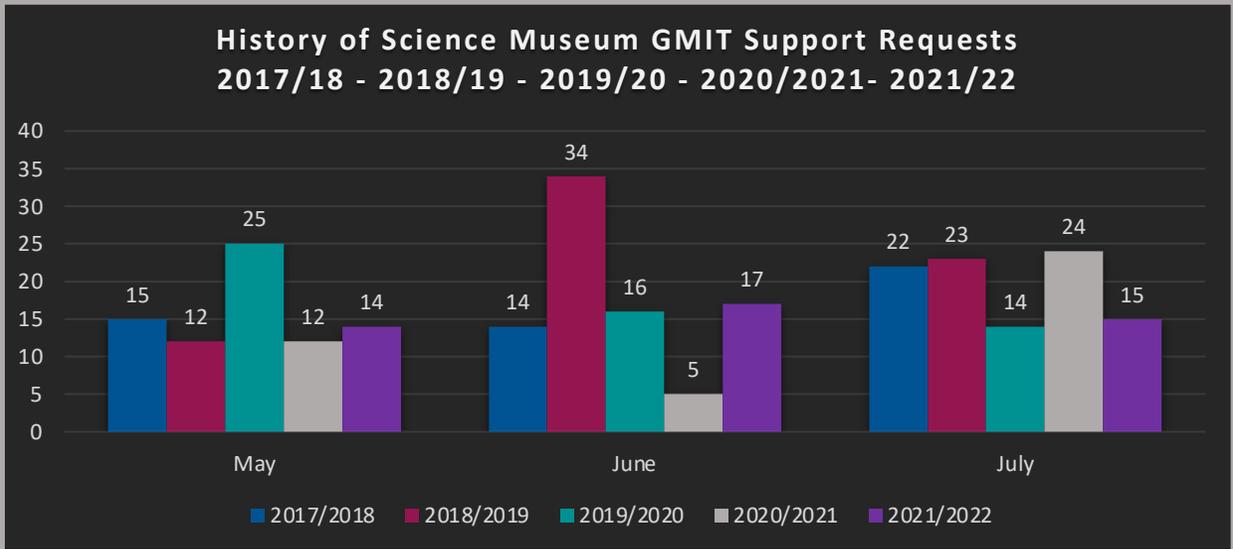
Quarter 4 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum are similar to those in previous years.

Botanic Gardens & Arboretum: Requests from OBGAs were noticeably higher in June, but settled back down to the levels of previous years - though there is a year on year increase.

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 Infrastructure and Project Work and Service Improvements).



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Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	44	3
Cloud Services	116	9
Commercial	6	0
Communication & Documentation	47	3
Computing	380	28
Email & Collaboration	63	5
Finance	72	5
Information Security	39	3
Monitoring	36	3
Network & Internet	264	19
Servers & Storage	92	7
Telephony & Conferencing	38	3
User Account	71	5
Websites & Digital	96	7
Total	1364	100

The table and chart show the types of requests we have received, and what service or system they fall in, which shows the wide variety of requests we receive.

In Q4 a number of areas had particularly high numbers. Computing had 380 requests, which comprises Apple, Windows, Printing and Software. Network & Internet requests were also high at 264, but this was directly related to a number of standardisation and resilience implementations across the estate.

Finance requests were high at 72, which this was directly related to end of year activities with new equipment required and liaison with vendors and guidance needed, and also chasing current orders which had been delayed due to continued supply issues.

