

# Gardens & Museums IT

## Quarterly Report 2020/2021

### Quarter 4: 1<sup>st</sup> May 2021 - 31<sup>st</sup> July 2021

Quarter 4 of the 2020 to 2021 (1<sup>st</sup> May 2020 to 31<sup>st</sup> July 2021 ) Academic Year has once more been an incredibly busy time, with demand for support across IT being very high. This was particularly evident with requests relating to Collections Management (97 requests), User Account queries (95 requests), Networking activities across G&M (210 requests), the Apple Service (109 requests) and Software Support (108 requests).

Significant effort and work also took place in the areas of Finance and Procurement (62 requests) with end of financial year activities taking place and many wanting to utilise available funds on IT equipment and needing guidance and support with this.

The team once more coped admirably during the continued high demand for IT assistance, but fulfilling these requests and continuing to provide a quick response did mean that some projects were negatively impacted and required re-prioritization in order to fulfil the support needs across the Gardens & Museums.

Gardens &  
Museums IT

# Gardens & Museums IT Quarterly Report 2019/2020

Quarter 4: 1st May 2021 - 31st July 2021

## Requests Received & Requests Resolved

Support Requests Received	1184
Support Requests Resolved	1194
Tasks Resolved	43

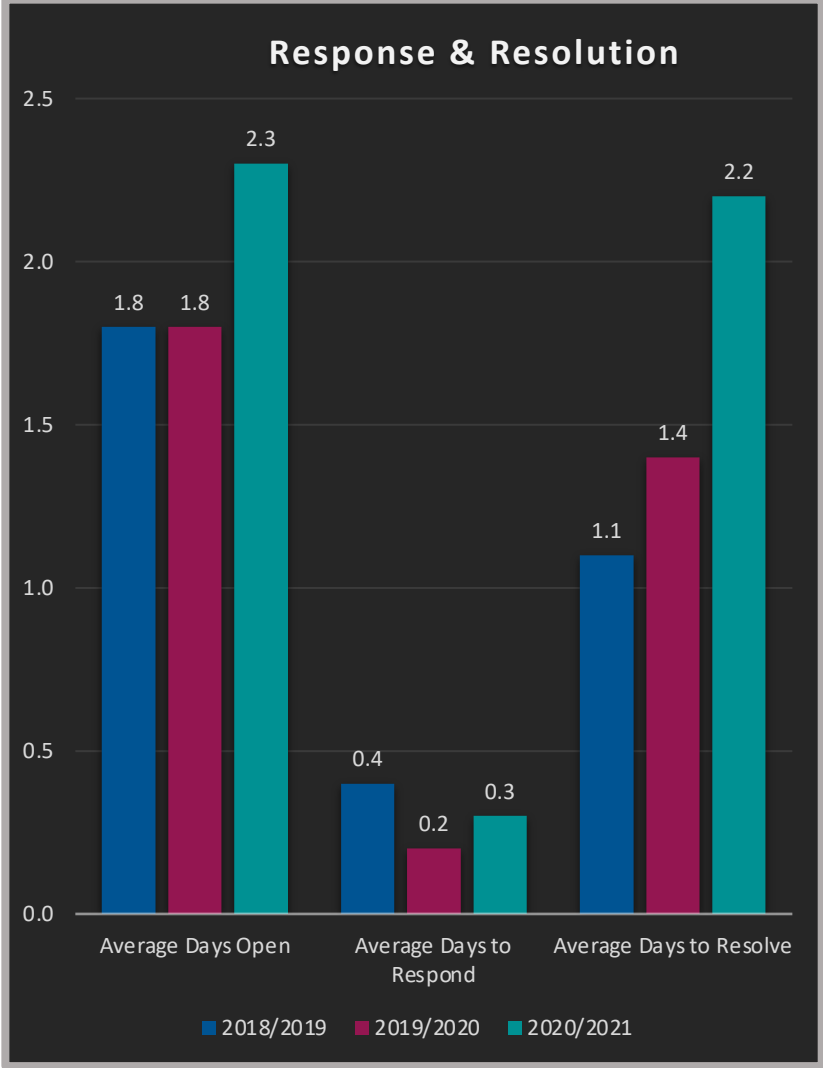
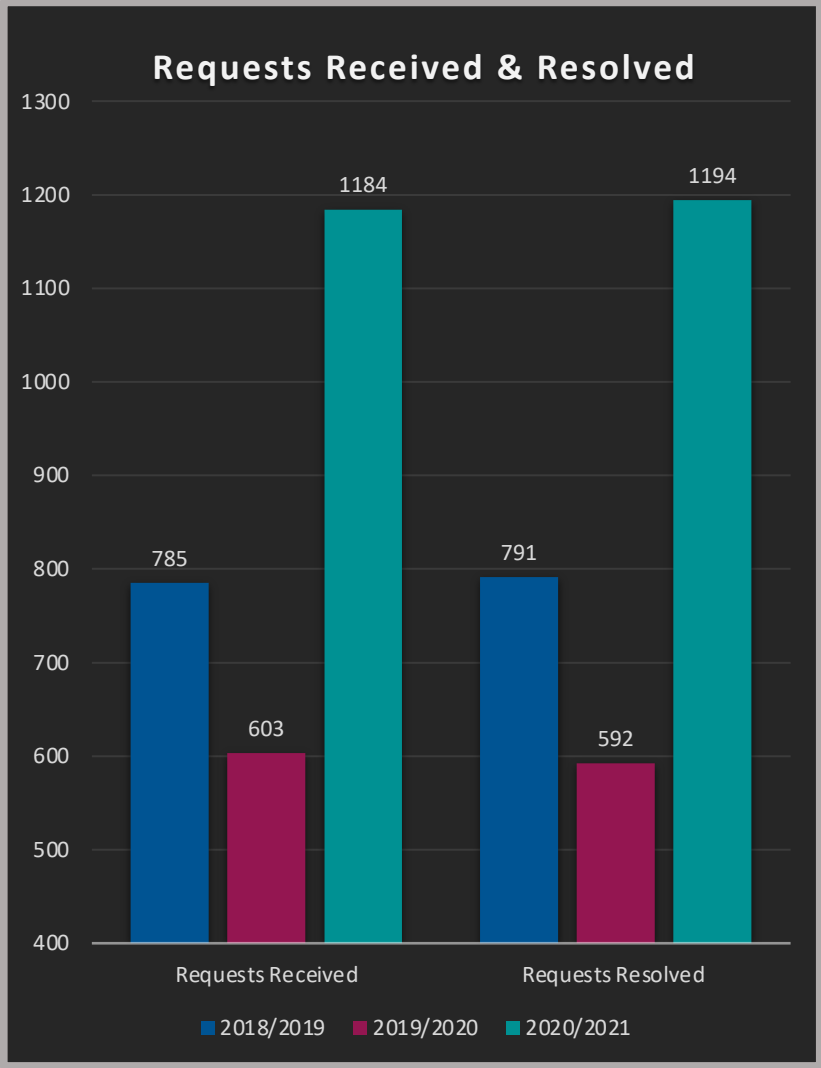
## Response & Resolution

Average Days Open	2.3
Average Days to Respond	0.3
Average Days to Resolve	2.2
% First Call Resolution	59%

The diagrams on this page show the number of Support Requests received in this quarter is significantly higher than in previous years, with the total number of requests being almost double of that in the same period in 2019/2020.

Numbers were expected to be lower than last year, due to Covid and the pressures and IT changes that this caused. But the demand for IT assistance continues to be high across the Gardens & Museums with year on year increases.

## Quarter 4 Support Comparison – 2018/2019; 2019/2020; 2020/2021



# Gardens & Museums IT Quarterly Report 2019/2020

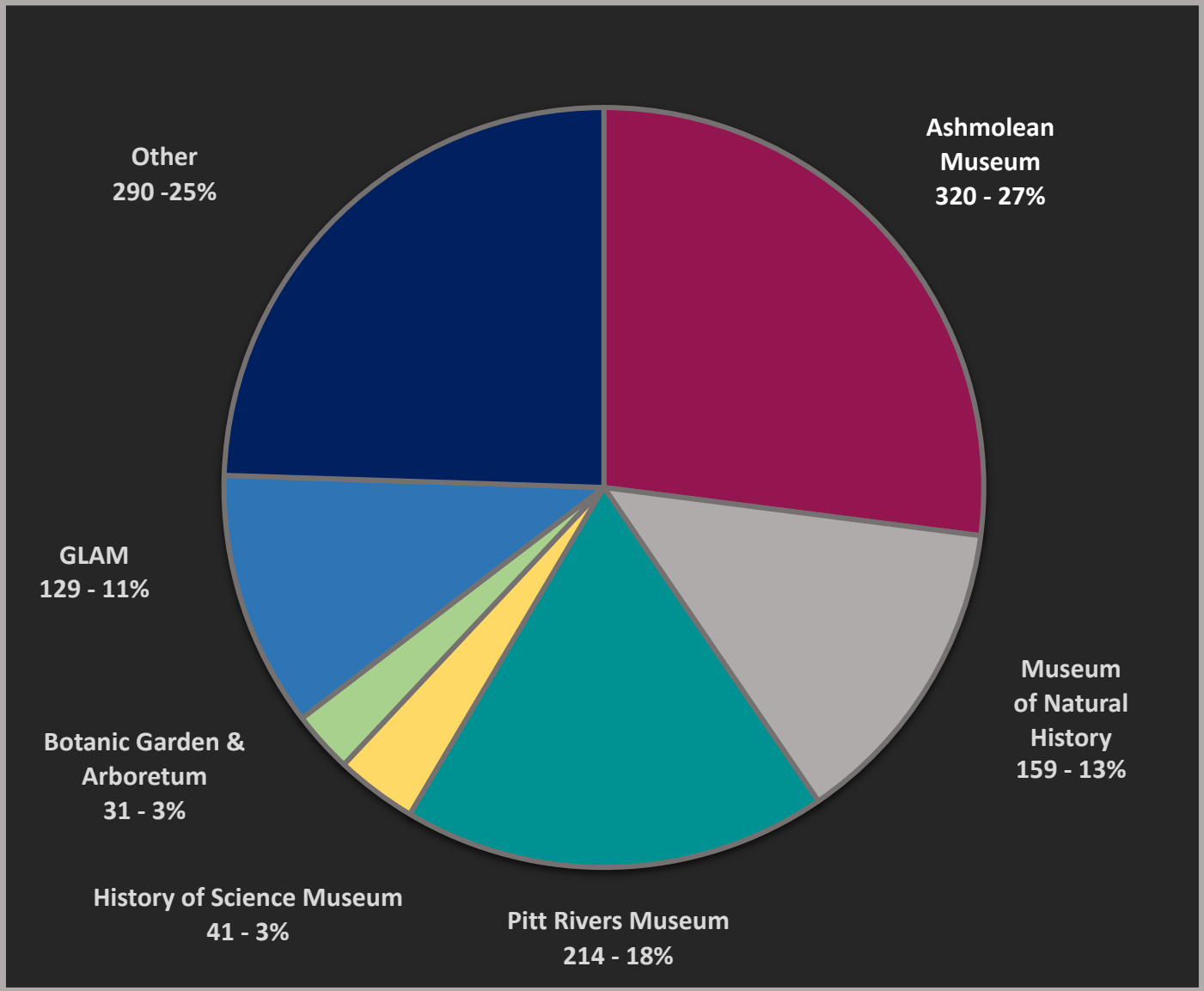
Quarter 4: 1st May 2021 - 31st July 2021

## Quarter 4 - Where have the Support Requests come from?

Location	May 2021	June 2021	July 2021
Ashmolean Museum	91	97	132
Museum of Natural History	50	36	73
Pitt Rivers Museum	52	90	72
History of Science Museum	12	5	24
Botanic Garden & Arboretum	8	8	15
GLAM Divisional Office	26	47	56
Other Requests	57	76	157
Total	296	359	529

The number of Support Requests received in May was in line with new expectations, with June being high. The number of requests in July is especially high, with the volume increasing across all Locations.

The numbers of Other Requests are high in each period as this covers work which is for the benefit of all units, including Communication and Information Security.



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Quarter 4: 1st May 2021 - 31st July 2021



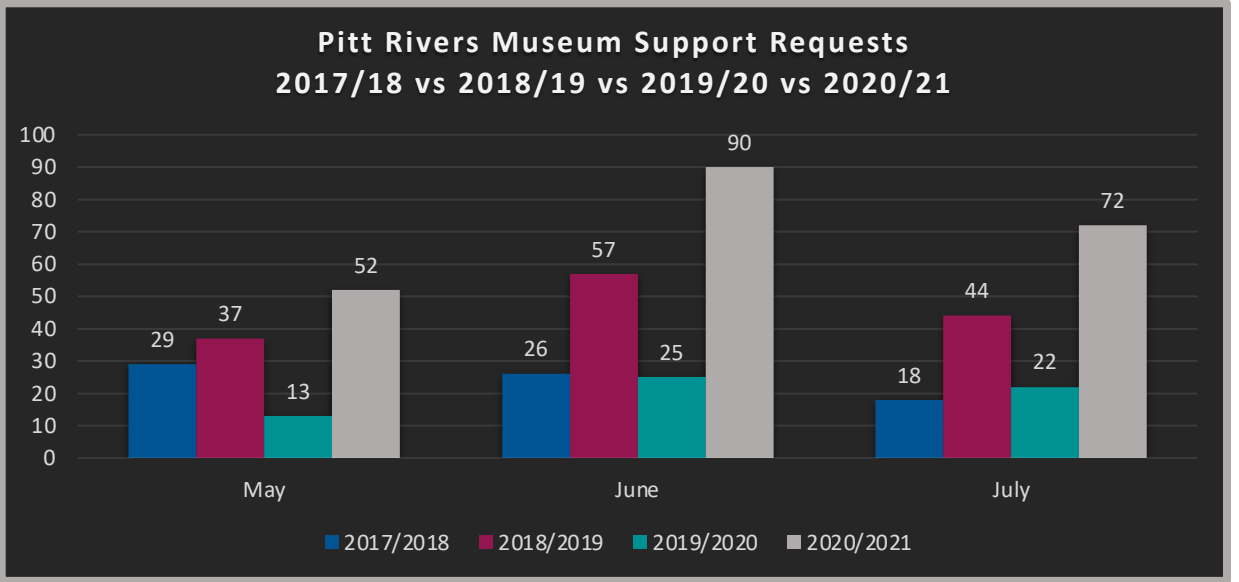
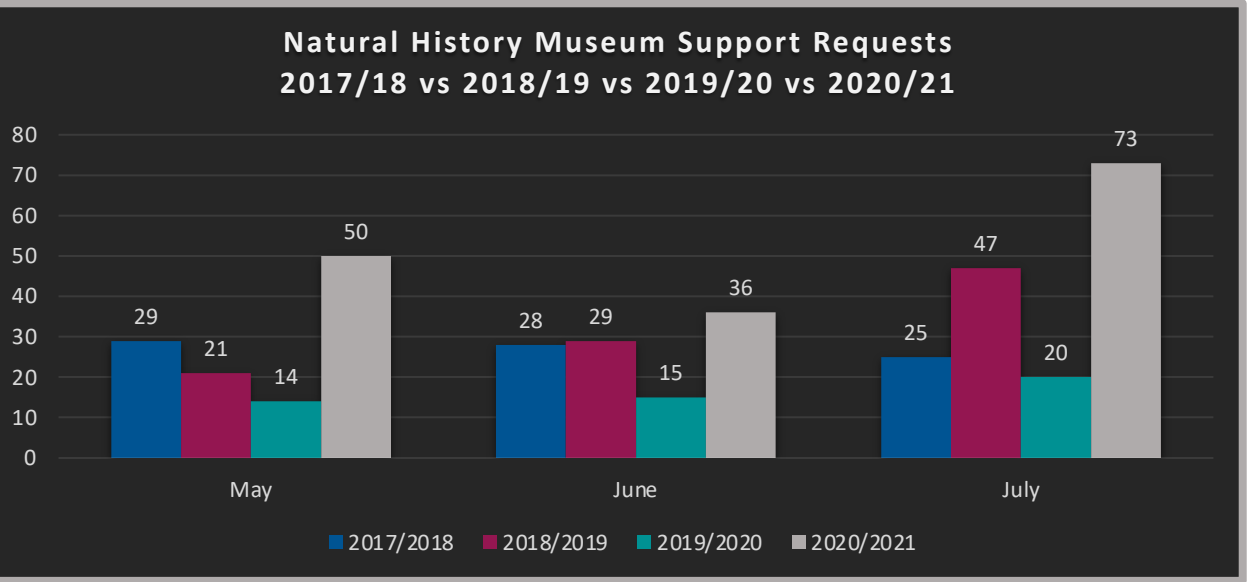
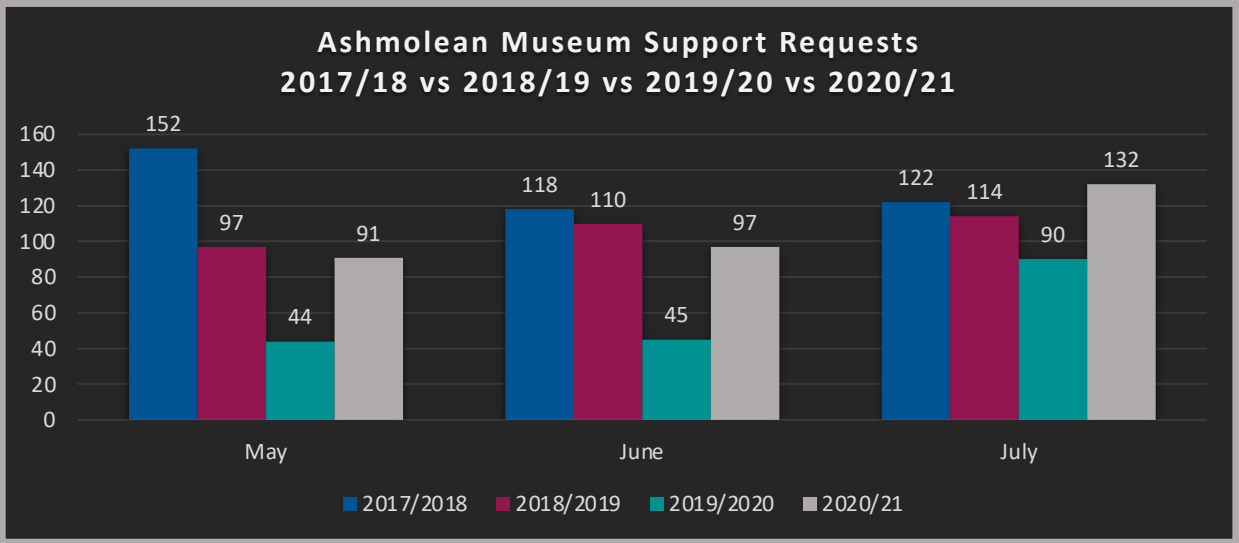
## Quarter 4 - Where have the Support Requests come from?

**Ashmolean Museum:** The Ashmolean numbers are much higher than last year (2019/20), and once more in line with the years before (2017/18 and 2018/19).

**Natural History Museum:** The numbers of requests from the Natural History Museum are higher than in all the previous, in particular May and July.

**Pitt Rivers Museum:** As with the Natural History Museum requests from the Pitt Rivers have been much higher than in 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 4: 1st May 2021 - 31st July 2021



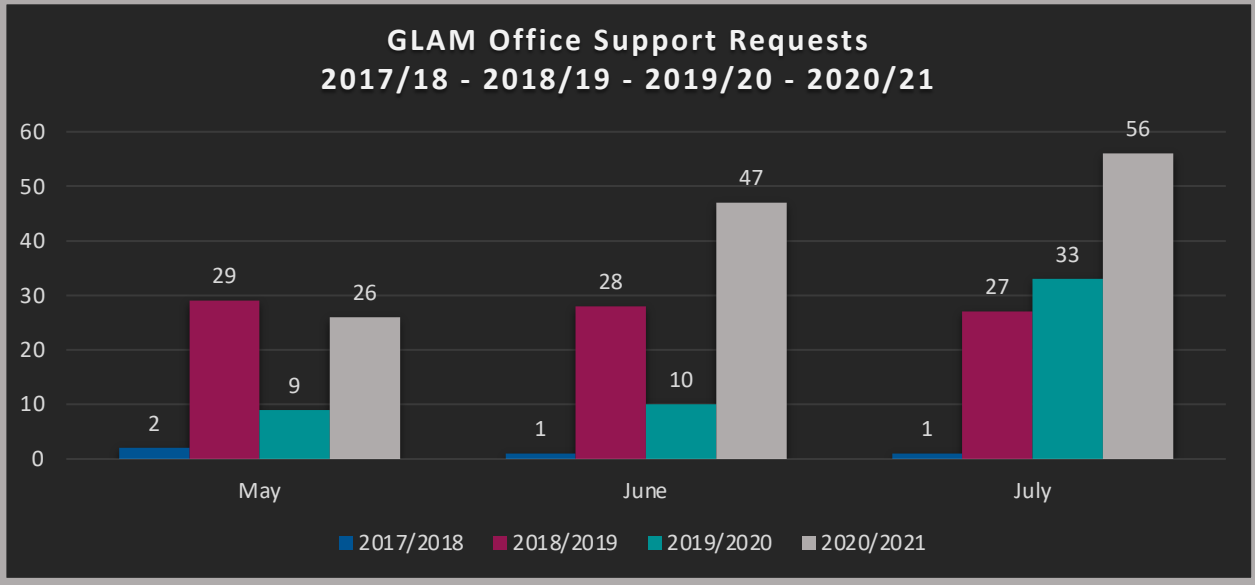
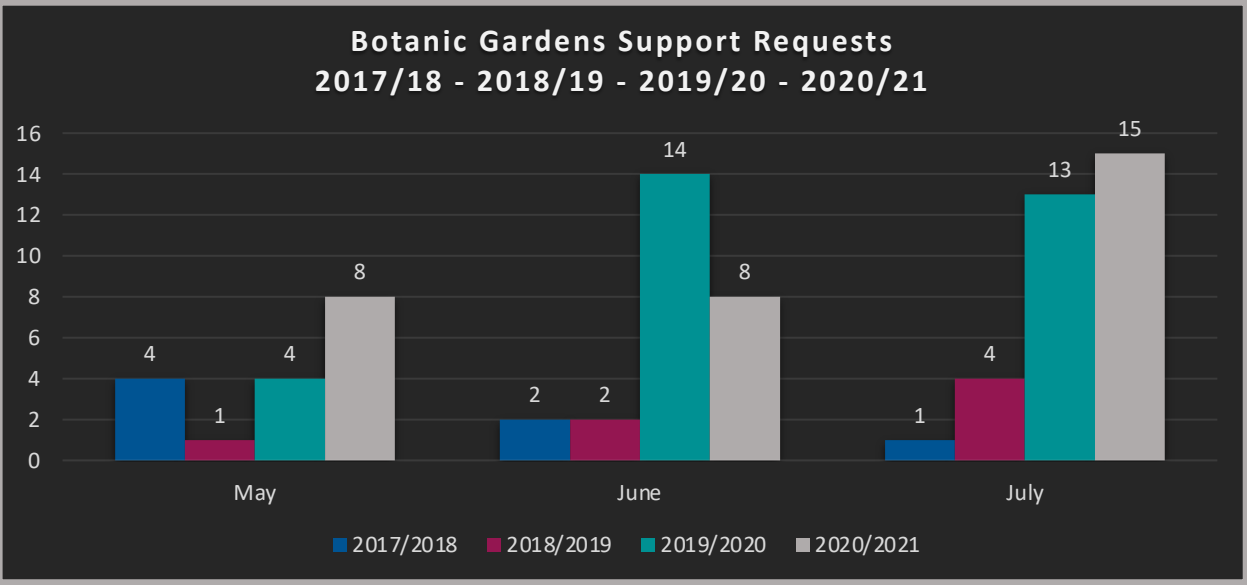
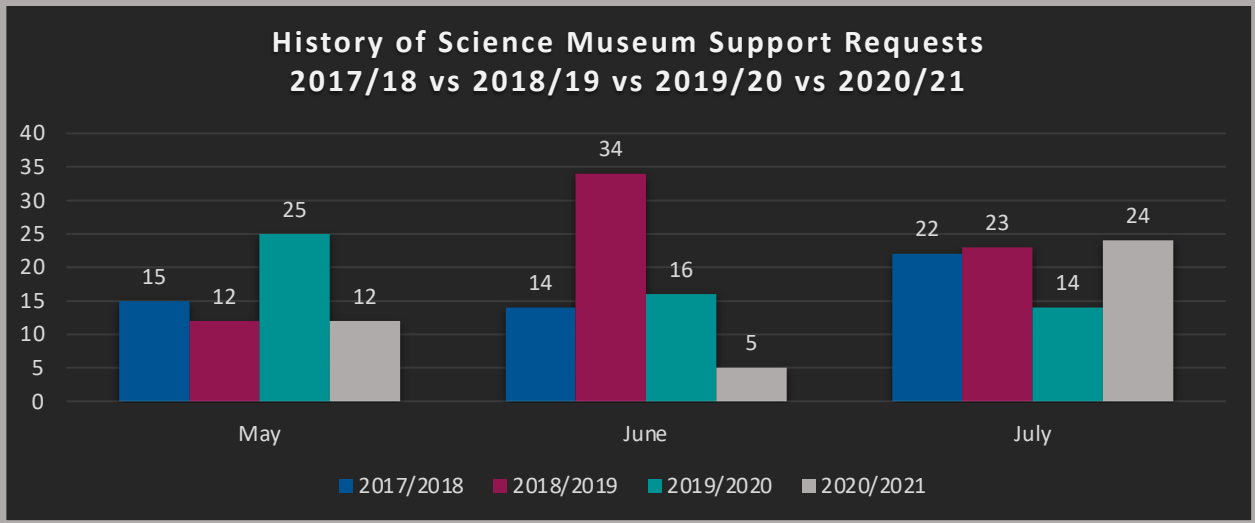
## Quarter 4 - Where have the Support Requests come from?

**History of Science Museum:** Requests from the HSM have dropped in May and June, but risen in July compared to 2019/20. Alongside OBG, HSM numbers have been the most consistent over this period and in-line with expectations.

**Botanic Gardens & Arboretum:** Requests from the Botanic Gardens are in-line with expectations.

**GLAM Divisional Office:** Requests from the Divisional Office were much higher in June and July.

**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 4: 1st May 2021 - 31st July 2021

## Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	40	3
Cloud Services	32	3
Commercial	8	1
Communication & Documentation	54	4
Computing	346	29
Email & Collaboration	64	5
Finance	62	5
Information Security	47	4
Monitoring	31	3
Network & Internet	210	18
Servers & Storage	61	5
Telephony & Conferencing	37	3
User Account	95	8
Websites & Digital	97	8
Total	1184	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 Q4 a number of areas had particularly high numbers. Computing had 346 requests, of which 109 were Apple related and 108 Software Support.

User Account requests were also high at 95. And Network & Internet particularly high at 210 (including Wired and Wireless work).

