

Gardens & Museums IT

Annual Service Report 2023/2024 1st August 2023 - 31st July 2024

The 2023/24 Academic Year has once again been a busy time for the Gardens & Museums IT Team, with many challenges, changes, and a significant demand for assistance, engagement and involvement in various operations, activities and projects across the Gardens & Museums.

Throughout 2023/24 our engagement has not always been needed from a support perspective but more prevalently from a position of security and ensuring that existing technologies remain secure and that new new systems reach the Information Security requirements of the University. Additionally, and as IT underpins nearly all business operations and activities, our operational skills and experiences have been utilized in areas not necessarily considered as IT. And this looks to continue in the 2024/25 Academic Year with emerging security requirements and a number of departments looking at their respective service operations and management, and identifying us as having considerable and valuable experience in this area.

End-user computing continues to be the area with the most demand, with CONNECT requests having risen past the number of Apple request that we receive, showing further evidence to our growing and continued involvement in IT Services Managed Desktop (CONNECT) service, through the delivery of additional and extra layers of support

Across the year the response to our colleagues' requests continues to be incredibly impressive and appreciated throughout the Gardens & Museums. Also, after the increase in resolution times during the 2022/23 Academic Year, and after as a result of considerable effort and commitment from the team, resolution times have greatly improved and are once more at the standards that we had established.



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The diagrams on this page show the number of support requests which we received and resolved between 1st August 2023 and 31st of July 2024.

There was a decrease of 221 requests (4.5%) on the numbers received when compared to the 2022/23 Academic Year.

Response and Resolution speeds have improved on 2022/23. The 0.25 average days to respond is the fastest level of response achieved which is incredibly impressive and demonstrates our commitment to an efficient response to all requests.

Support Requests Received
4714

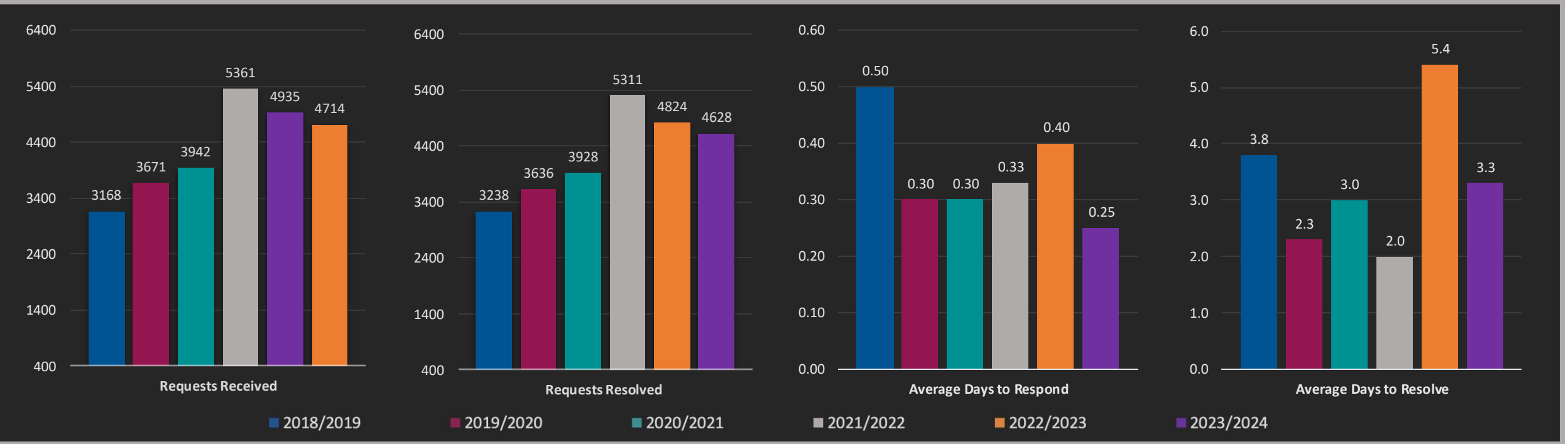
Support Requests Resolved
4628

% Increase compared to 2022/23
- 4.5%

Average Days to Respond
0.25

Average Days to Resolve
3.3

% First Call Resolution
53%



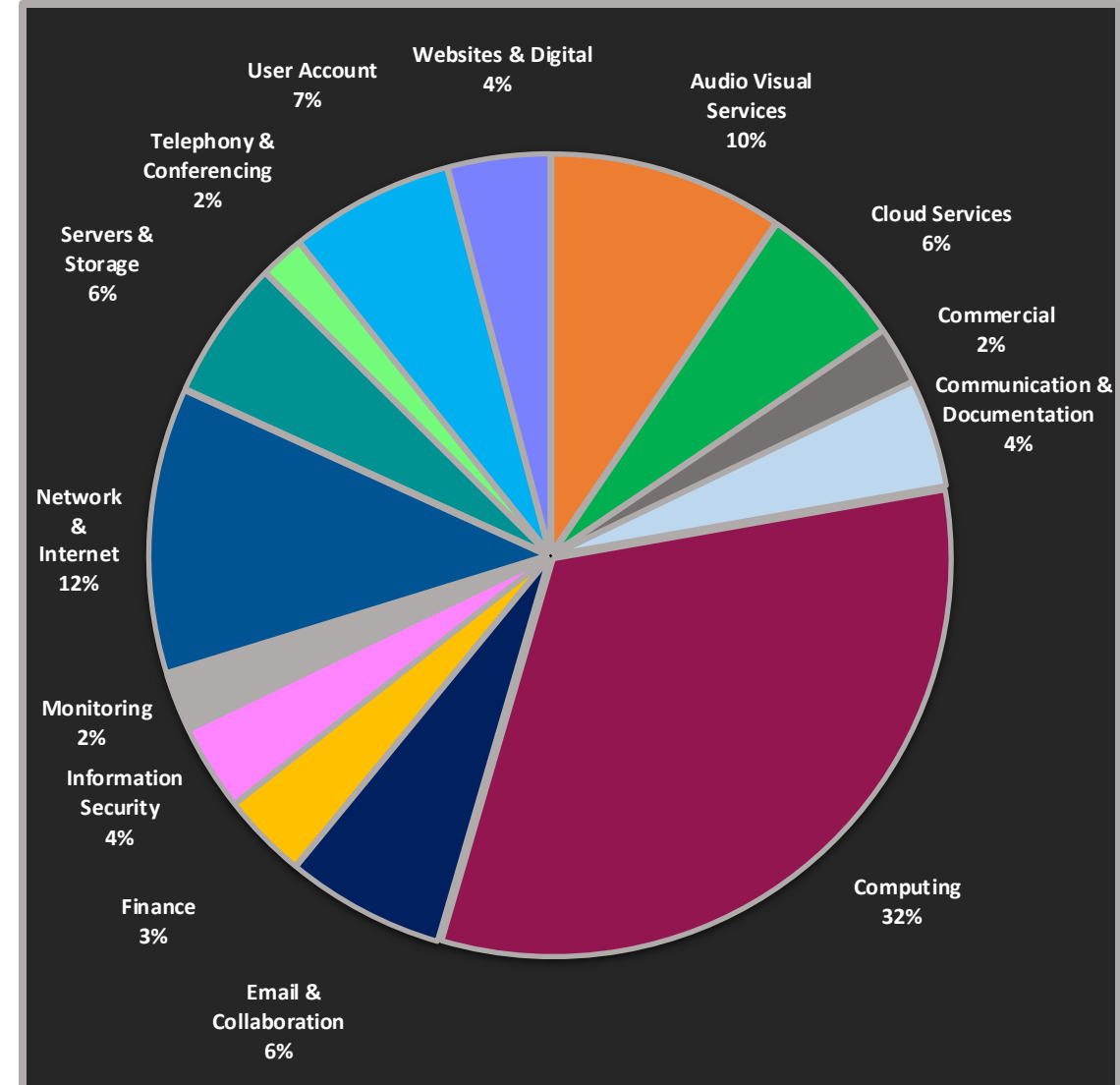
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Type of Support Requests

| Service | Q1 | Q2 | Q3 | Q4 | Total | % |
|-------------------------------|-------------|-------------|-------------|-------------|-------------|------------|
| Audio Visual Services | 90 | 98 | 149 | 111 | 448 | 10 |
| Cloud Services | 140 | 42 | 43 | 59 | 284 | 6 |
| Commercial | 30 | 25 | 38 | 17 | 110 | 2 |
| Communication & Documentation | 41 | 54 | 48 | 63 | 206 | 4 |
| Computing | 355 | 343 | 416 | 408 | 1522 | 32 |
| Email & Collaboration | 67 | 79 | 83 | 74 | 303 | 6 |
| Finance | 29 | 26 | 43 | 65 | 163 | 3 |
| Information Security | 38 | 22 | 35 | 69 | 164 | 3 |
| Monitoring | 28 | 37 | 28 | 18 | 111 | 2 |
| Network & Internet | 159 | 107 | 143 | 136 | 545 | 12 |
| Servers & Storage | 76 | 66 | 61 | 63 | 266 | 6 |
| Telephony & Conferencing | 18 | 18 | 27 | 21 | 84 | 2 |
| User Account | 87 | 69 | 74 | 83 | 313 | 7 |
| Websites & Digital | 53 | 30 | 39 | 73 | 195 | 4 |
| Total | 1211 | 1016 | 1227 | 1260 | 4714 | 100 |



There are a number of IT systems and services in use across the Gardens & Museums and this data and the associated graph show the service areas alongside the number of requests received in each across the 2023/2024 Academic Year.

The Computing Service area is once more the area which has the seen the most demand for support, with 32% of the requests received.

This is understandable as it includes the highest number of end-user services, including Apple MacOS and CONNECT - with Apple Mac OS having 469 requests and CONNECT 504 of the 1522 received.

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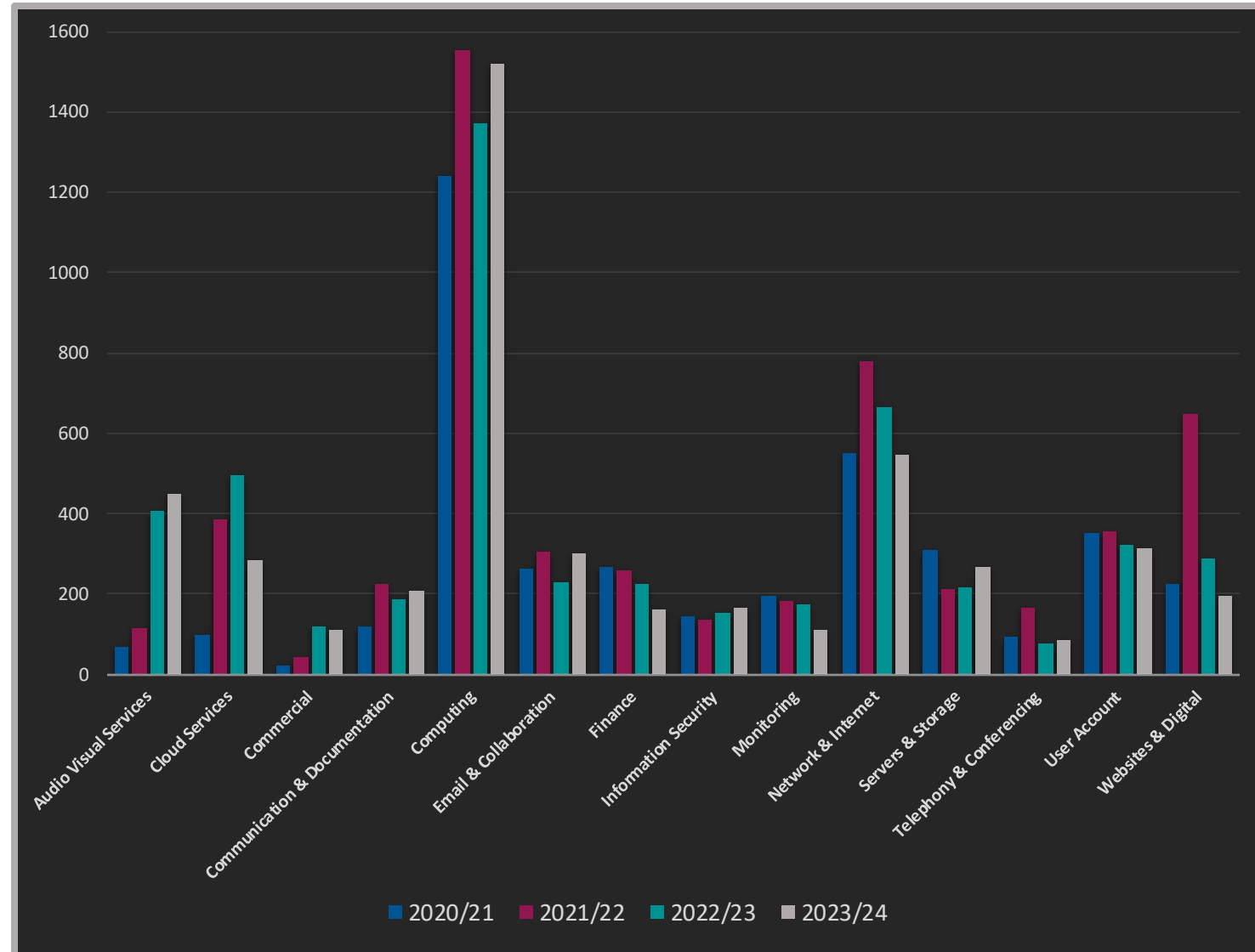
Type of Support Requests - comparison of 2020/21 & 2021/22

| Service | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|-------------------------------|---------|---------|---------|---------|
| Audio Visual Services | 70 | 113 | 408 | 448 |
| Cloud Services | 97 | 384 | 496 | 284 |
| Commercial | 20 | 43 | 118 | 110 |
| Communication & Documentation | 121 | 227 | 187 | 206 |
| Computing | 1239 | 1552 | 1368 | 1522 |
| Email & Collaboration | 263 | 305 | 229 | 303 |
| Finance | 267 | 257 | 227 | 163 |
| Information Security | 145 | 138 | 154 | 164 |
| Monitoring | 194 | 182 | 175 | 111 |
| Network & Internet | 551 | 778 | 664 | 545 |
| Servers & Storage | 308 | 211 | 215 | 266 |
| Telephony & Conferencing | 94 | 166 | 78 | 84 |
| User Account | 351 | 356 | 322 | 313 |
| Websites & Digital | 227 | 649 | 290 | 195 |

Although there has been a slight reduction in the number of requests received, when analysing numbers for specific service areas one can see fluctuations with certain areas having seen increased demand, and some decreased.

Noticeable decreases in numbers were seen in Cloud Computing and Websites & Digital. Many components within these areas relate to CMS and DAMS, and the infrastructure which host these solutions. And the Digital Collections Team now provide the primary support and coordination for these services, so much of this demand has been directed to them.

AV Services, Computing, and Information Security continue to show year-on-year growth, with the importance of these areas increasing.



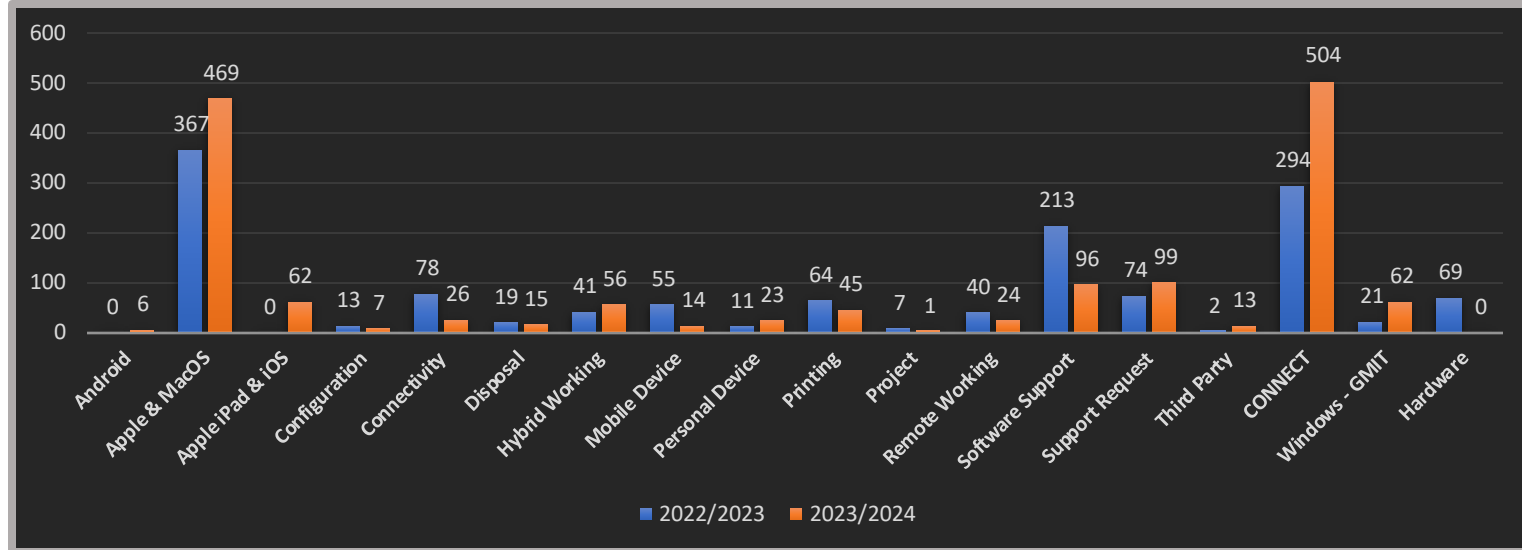
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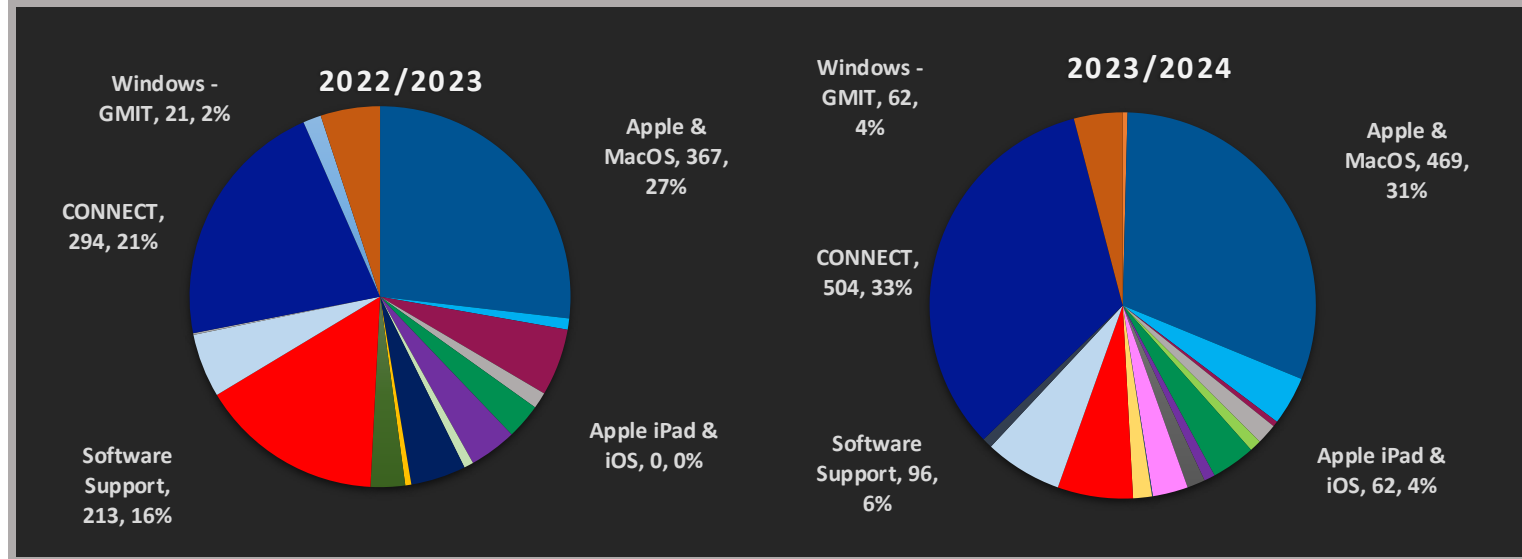
Computing Service Area in Detail: 2022/2023 compared to 2023/2024

| Service | 2022/2023 | % | 2023/2024 | % |
|------------------|-----------|----|-----------|----|
| Android | 0 | 0 | 6 | 0 |
| Apple & MacOS | 367 | 27 | 469 | 31 |
| Apple iPad & iOS | 0 | 0 | 62 | 4 |
| Configuration | 13 | 1 | 7 | 0 |
| Connectivity | 78 | 6 | 26 | 2 |
| Disposal | 19 | 1 | 15 | 1 |
| Hybrid Working | 41 | 3 | 56 | 4 |
| Mobile Device | 55 | 4 | 14 | 1 |
| Personal Device | 11 | 1 | 23 | 2 |
| Printing | 64 | 5 | 45 | 3 |
| Project | 7 | 1 | 1 | 0 |
| Remote Working | 40 | 3 | 24 | 2 |
| Software Support | 213 | 16 | 96 | 6 |
| Support Request | 74 | 5 | 99 | 7 |
| Third Party | 2 | 0 | 13 | 1 |
| CONNECT | 294 | 21 | 504 | 33 |
| Windows - GMIT | 21 | 2 | 62 | 4 |
| Hardware | 69 | 5 | 0 | 0 |



Looking at the Computing Service area in more detail shows that CONNECT has equated to 33% of the demand within this area (504 requests) and Apple & MacOS 31% (469 requests).

These areas have seen increased demand when compared to 2022/23. But where Apple & MacOS requests have risen from 367 to 469, and is a service that we are fully responsible for, CONNECT has increased from 294 to 504, and is a solution that is managed and delivered by Central IT Services. This data shows the the growing requirement for GMIT's involvement in CONNECT, and the delivery of this solution.



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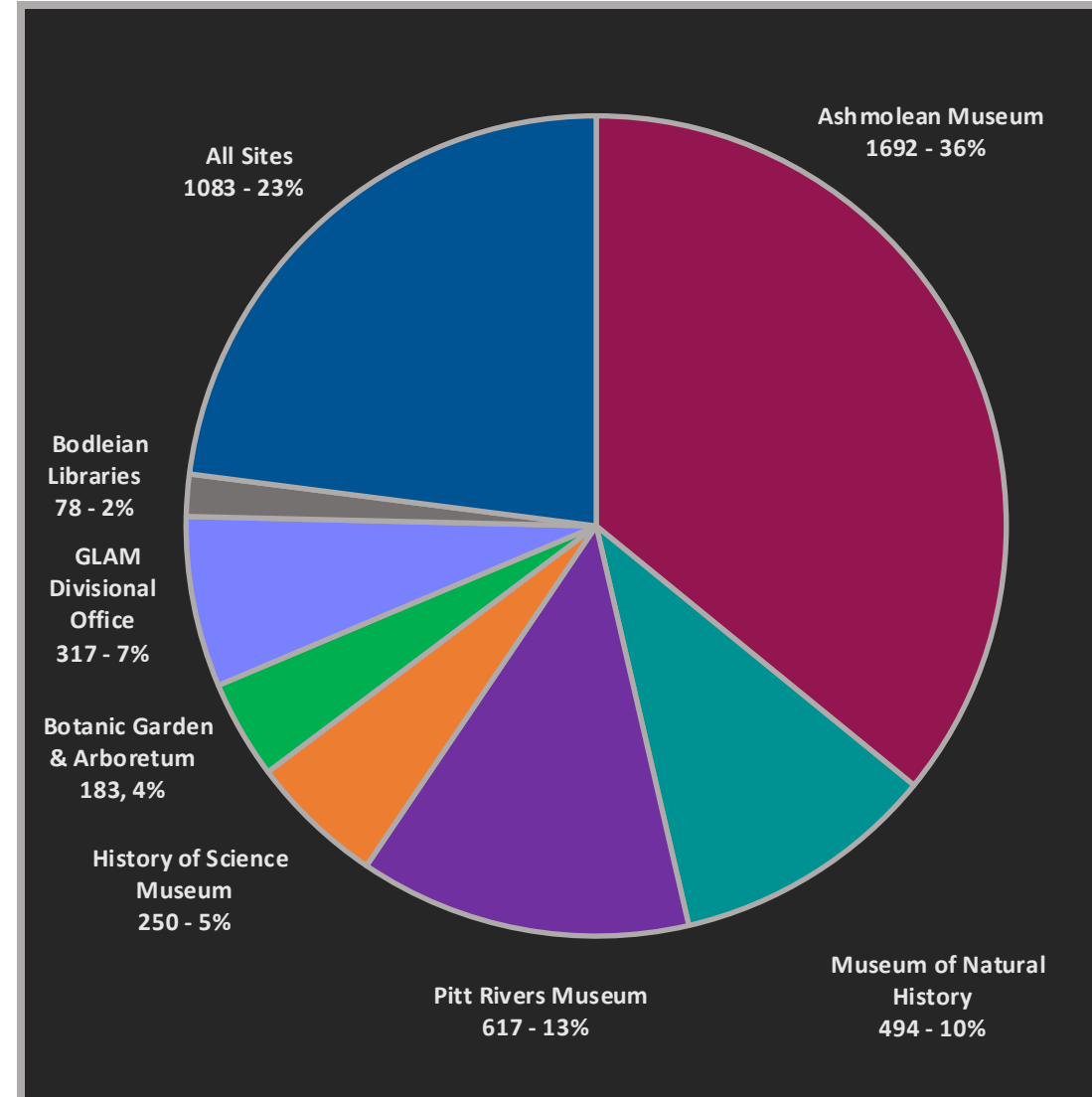
Where have the Support Requests come from?

| Location | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 |
|----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Ashmolean Museum | 1438 | 1191 | 981 | 1375 | 1553 | 1692 |
| Museum of Natural History | 443 | 465 | 538 | 658 | 414 | 494 |
| Pitt Rivers Museum | 489 | 576 | 631 | 809 | 689 | 617 |
| History of Science Museum | 206 | 324 | 316 | 211 | 224 | 250 |
| Botanic Garden & Arboretum | 28 | 112 | 142 | 158 | 226 | 183 |
| GLAM Divisional Office | 219 | 333 | 348 | 361 | 353 | 317 |
| Bodleian Libraries | 0 | 0 | 0 | 0 | 51 | 78 |
| All Sites | 345 | 662 | 991 | 1789 | 1425 | 1083 |
| Total | 3168 | 3671 | 3947 | 5361 | 4935 | 4714 |

The diagrams on this page shows where the demand for service has come from within the Gardens & Museums, and how this compares to previous years.

We have received an increase in the number of requests during 2023/2024 from the Ashmolean Museum, Museum of Natural History and the History of Science Museum. Whereas we have seen a decrease in the number of requests from the Pitt Rivers Museum, Botanic Garden & Arboretum and the GLAM Divisional Office. This does not include work that would affect, or is for the benefit of all locations, with this being listed under All Sites.

For the second year we have continued to see a small but consistent number of requests from the the Bodleian Libraries, despite this not being a location that we support. We continue to monitor this growing demand, but potential reasons for this are our closer working relationship with the Commercial Systems Team, and Central IT Services no longer accepting email requests with requests subsequently being directed to or reaching us.



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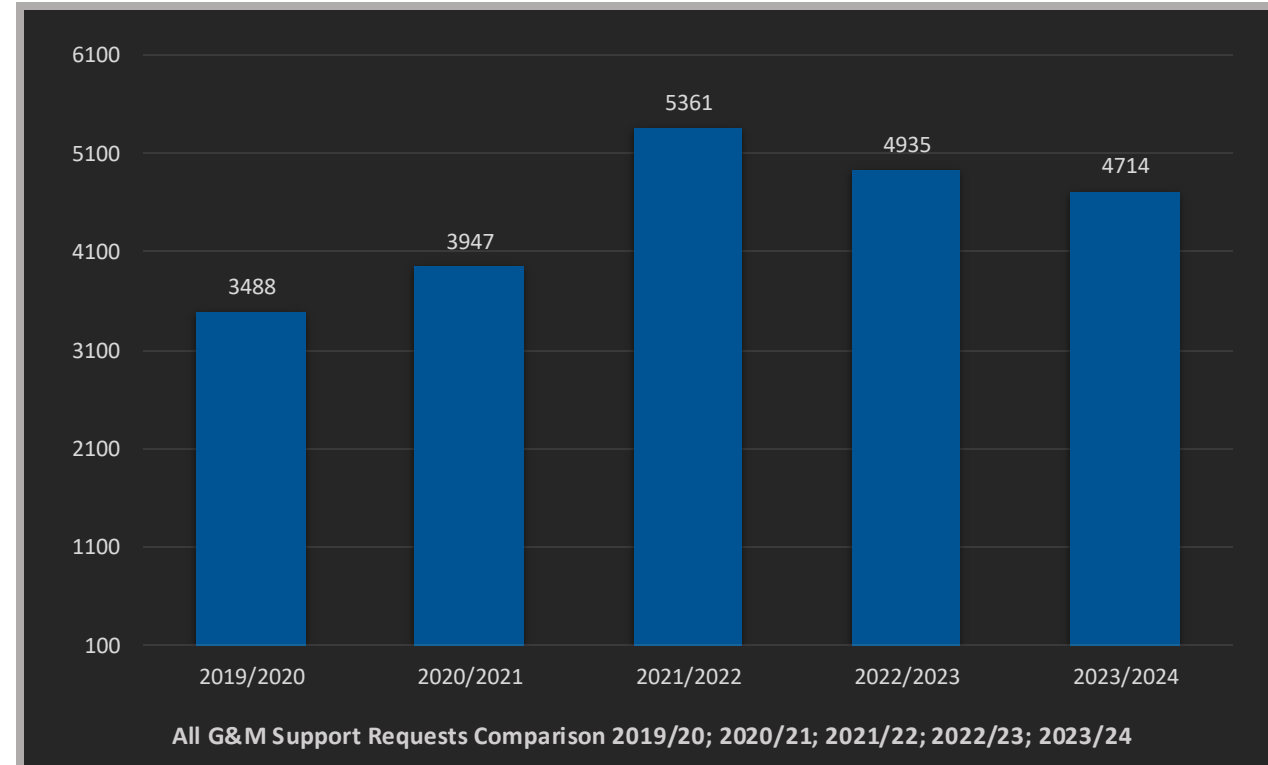
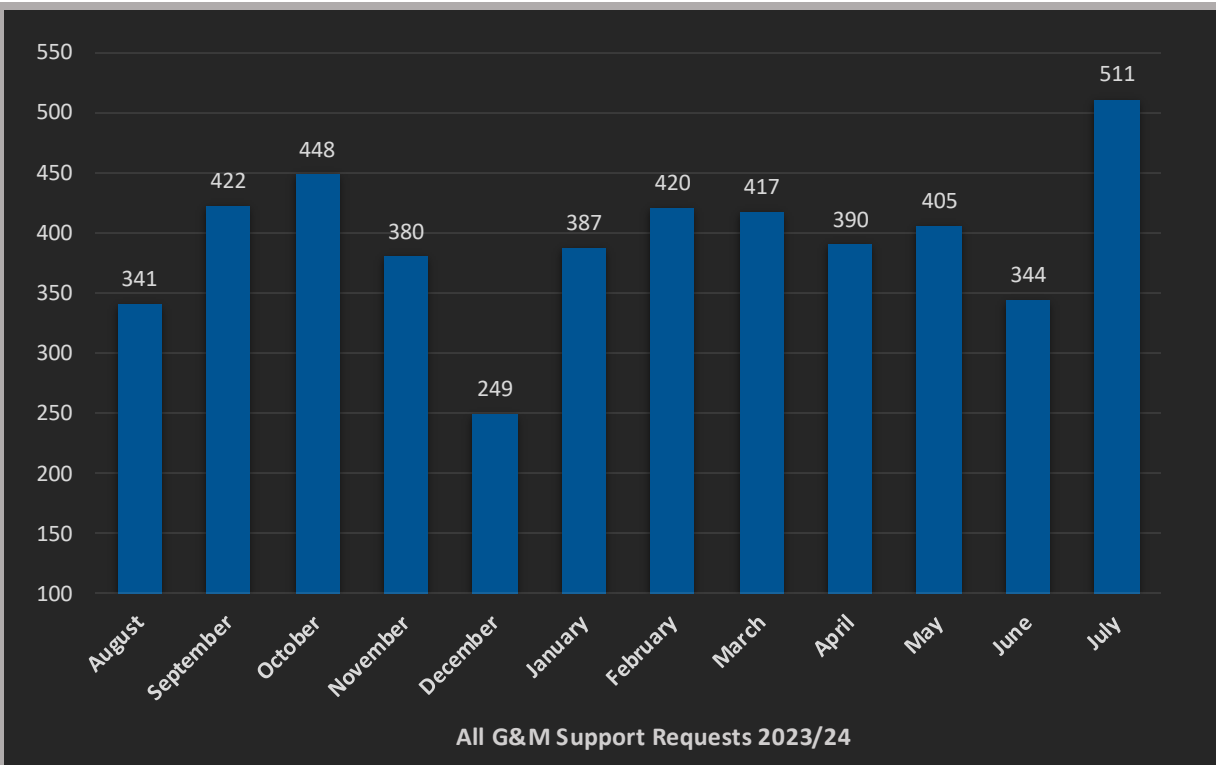


Overview of all Gardens & Museums Requests

| | |
|---------------------------------------|-------|
| All G&M Support Requests 2023/2024 | 4714 |
| All G&M Percentage of Requests | 100% |
| All G&M Support Requests 2022/2023 | 4935 |
| Increase/Decrease in Support Requests | - 221 |
| Percentage Increase/Decrease | - 5% |

Support Requests numbers from across the Gardens & Museums have decreased when compared to the 2022/23 Academic Year, with 4935 received in 2022/23 and 4714 received in 2023/24. Similarly, there was a reduction in numbers between 2021/22 (5361) and 2022/23. Despite this, these numbers are still considerably higher than in years 2019/20 and 2020/21.

Looking across the year the numbers are reasonably consistent at around the 400 mark, with the exception of December where numbers were particularly low at 249, which was likely caused by the Holiday season. And in July where 511 were received as a result of a very busy end to the year, with many projects completing and financial activities taking place.



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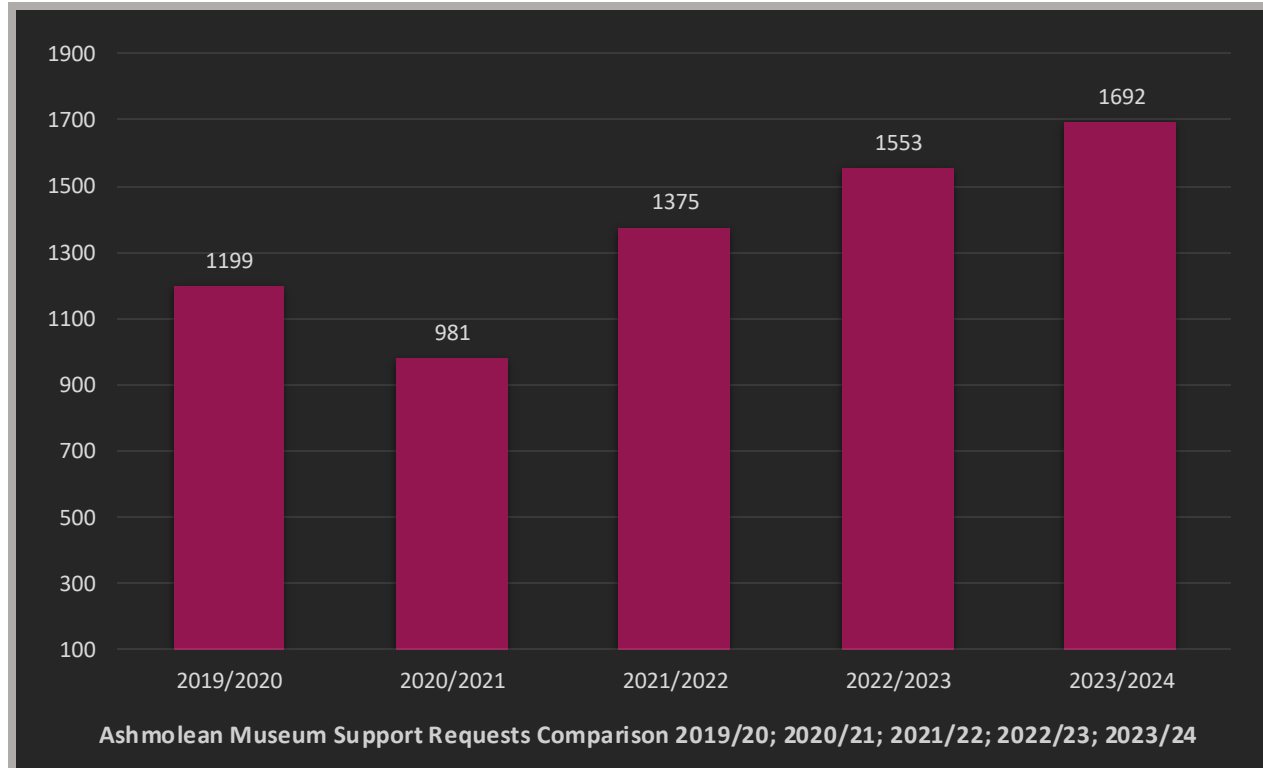
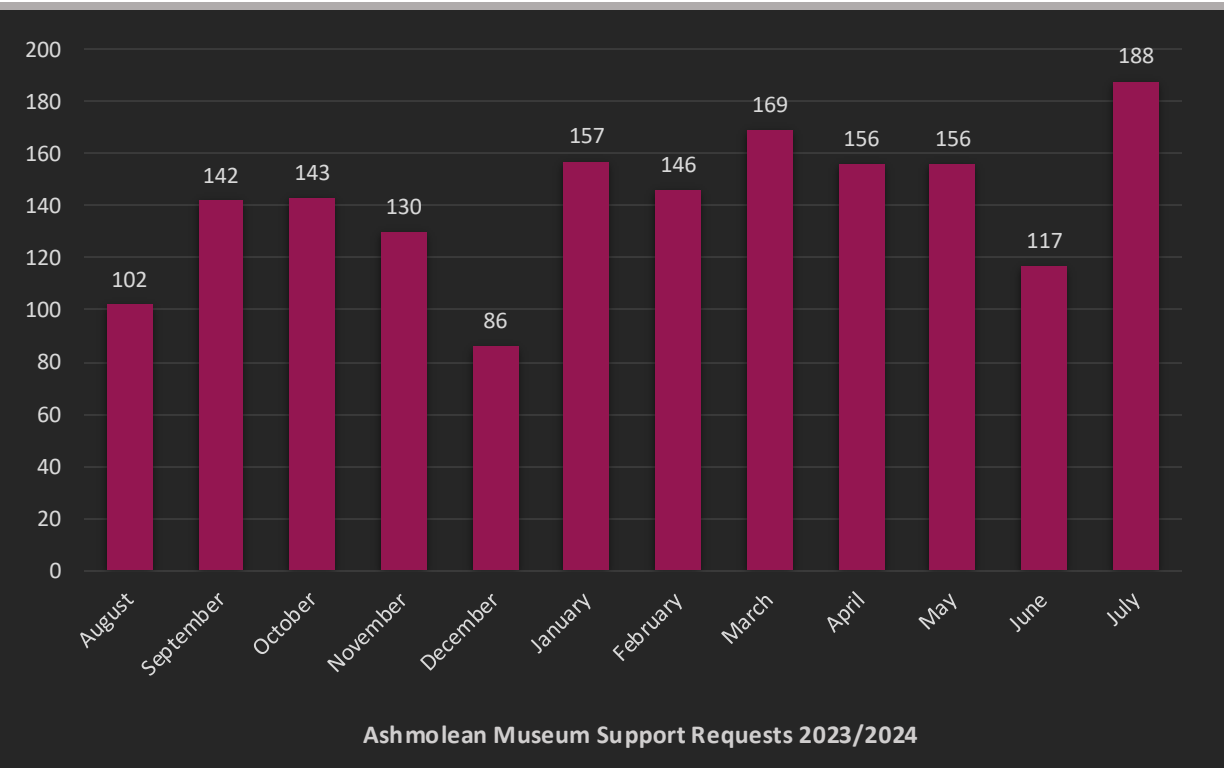
Ashmolean Museum

| | |
|---------------------------------------|------|
| Ashmolean Support Requests 2023/2024 | 1692 |
| Ashmolean Percentage of Requests | 36% |
| Ashmolean Support Requests 2022/2023 | 1553 |
| Increase/Decrease in Support Requests | 139 |
| Percentage Increase/Decrease | 9% |

Support Request numbers from the Ashmolean Museum remain the highest from all individual locations with 1692 requests received during the 2023/24 Academic Year, equating to 36% of the total received.

This represents an increase of 139 requests on those received in 2022/23, which also saw an increase from the previous year of 178 from 1375 (2021/22) to 1553 (2022/23). Our engagement in important projects, including security system improvements, WiFi Replacement Project and AV, are factors in this rise. As is the ageing CONNECT Computer estate, with computers (laptops and desktops) developing performance issues and faults due to their respective age.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to this location. Requests that covered the entire Gardens & Museums totalled 1083, which represents 23% of the overall total.



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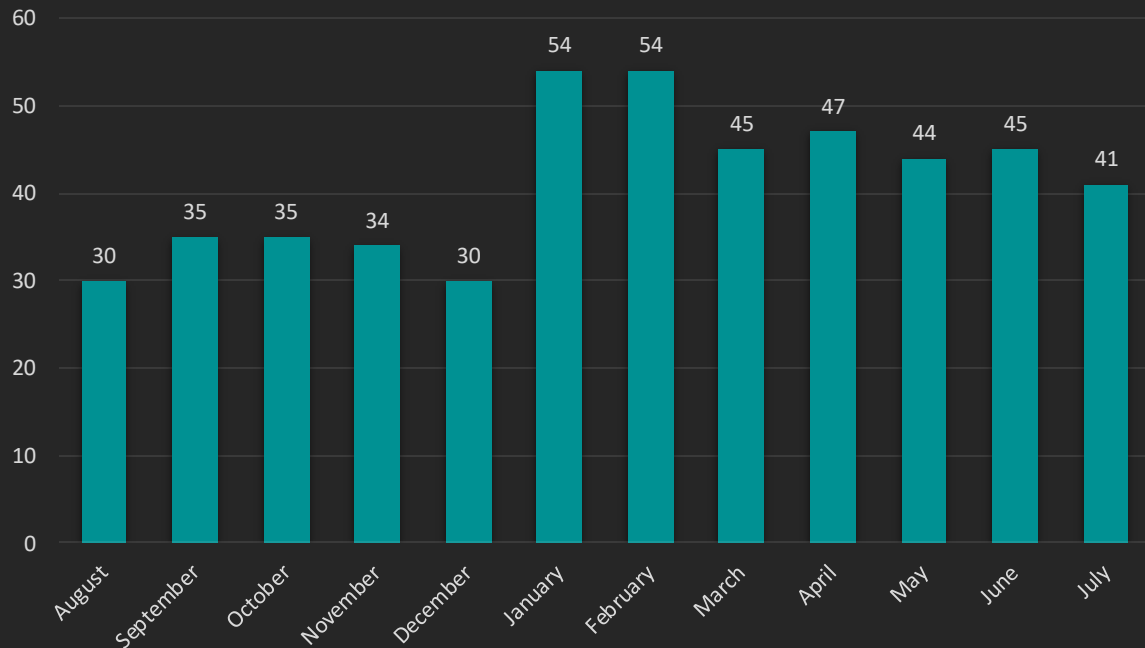
Museum of Natural History

| | |
|--|-----|
| Natural History Support Requests 2023/2024 | 494 |
| Natural History Percentage of Requests | 10% |
| Natural History Support Requests 2022/2023 | 414 |
| Increase/Decrease in Support Requests | 80 |
| Percentage Increase/Decrease | 19% |

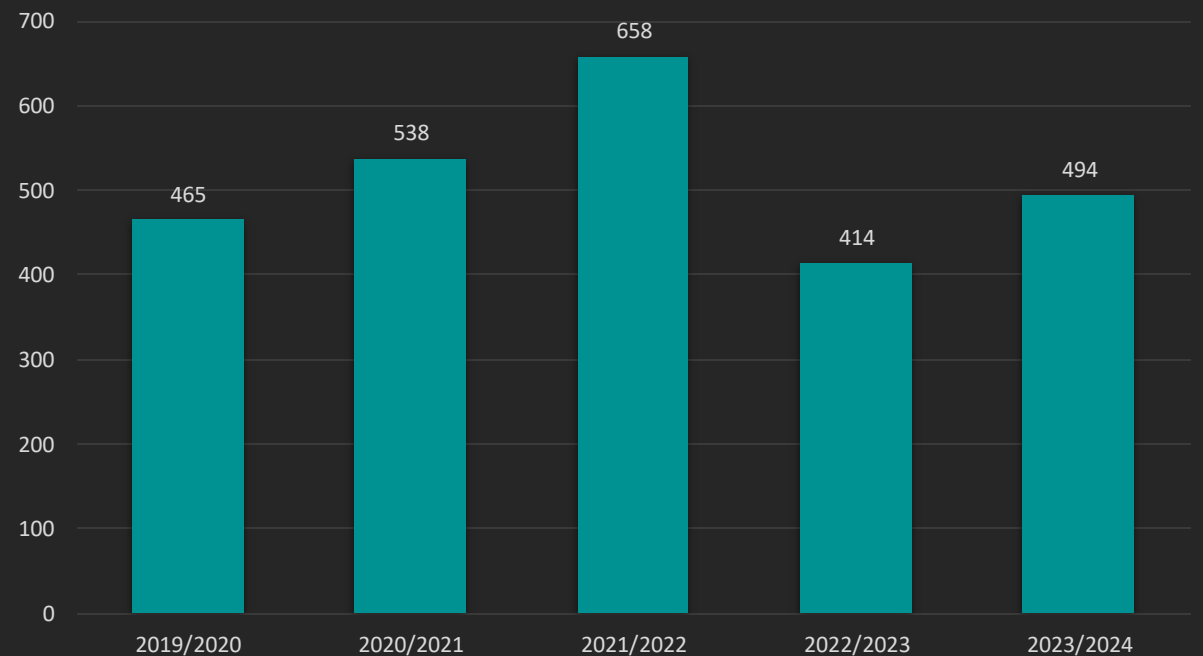
Requests from the Museum of Natural History have increased this year, having seen a decrease from 2021/22 (658 requests) and 2022/23 (414 requests). The 494 requests received during this Academic Year represents a percentage increase of 19%

The WiFi Replacement Project is a significant factor in this rise, as is the ageing CONNECT Computer estate, with computers (laptops and desktops) developing performance issues and faults due to their respective age.

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Museum of Natural History Support Requests 2023/2024



Museum of Natural History Support Requests Comparison 2019/20; 2020/21; 2021/22; 2022/23; 2023/24

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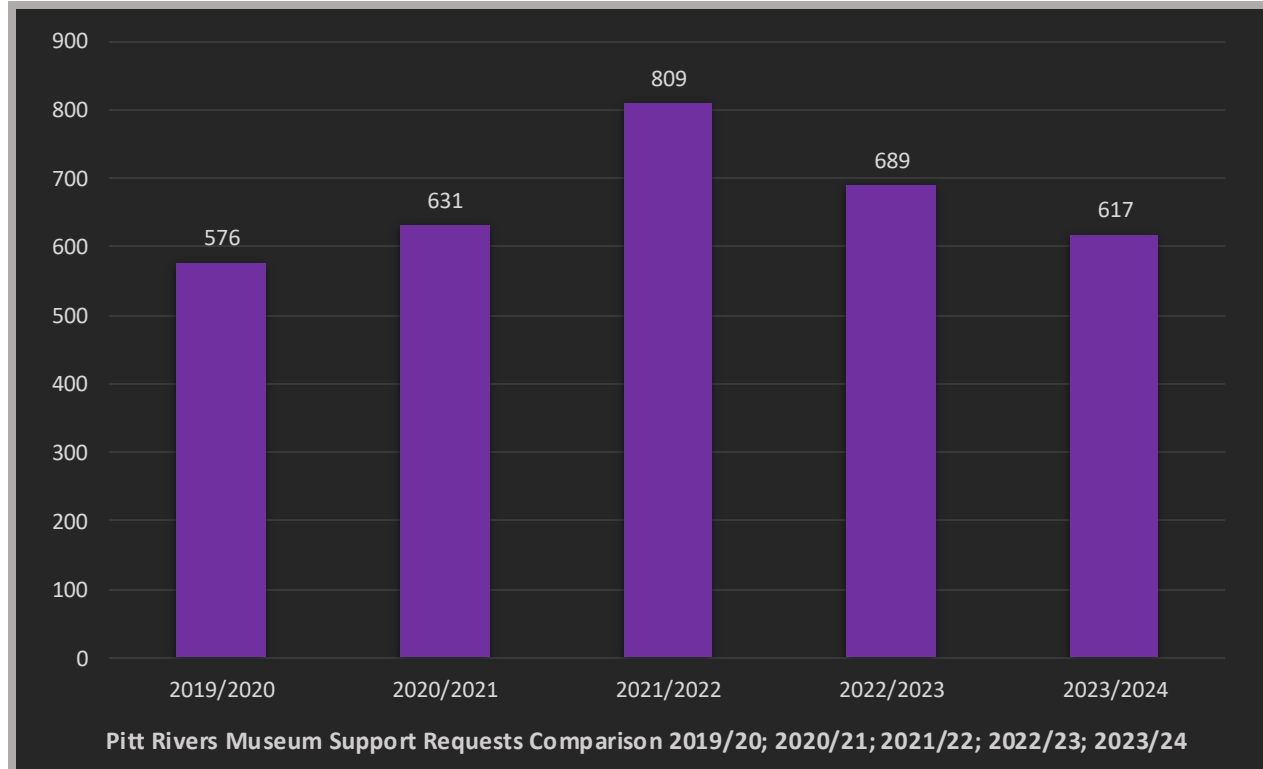
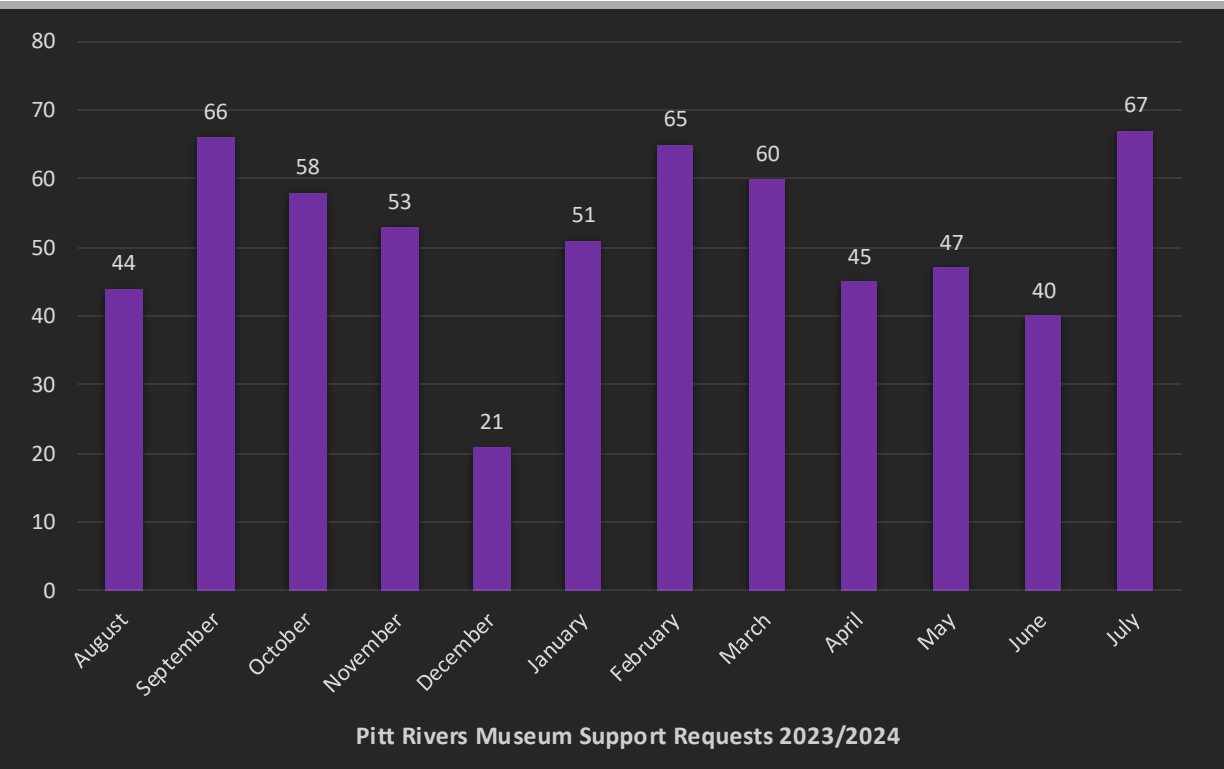
Pitt Rivers Museum

| | |
|--|--------------|
| Pitt Rivers Museum Support Requests 2023/2024 | 617 |
| Pitt Rivers Museum Percentage of Requests | 13% |
| Pitt Rivers Museum Support Requests 2022/2023 | 689 |
| Increase/Decrease in Support Requests | - 72 |
| Percentage Increase/Decrease | - 10% |

In the 2023/24 Academic Year there were 617 requests from the Pitt Rivers Museum - this is 10% decrease on the 689 received in 2022/23, which was also a decrease on 809 received in 2021/22. Despite the reduction, the Pitt Rivers Museum remains the second placed location (behind the Ashmolean) for IT support demand.

Apple Computing is a considerable factor to the Pitt Rivers Museum's numbers due to the museum having the highest proportion of Apple equipment. Equally AV support remains in high-demand, be it through support or project engagement.

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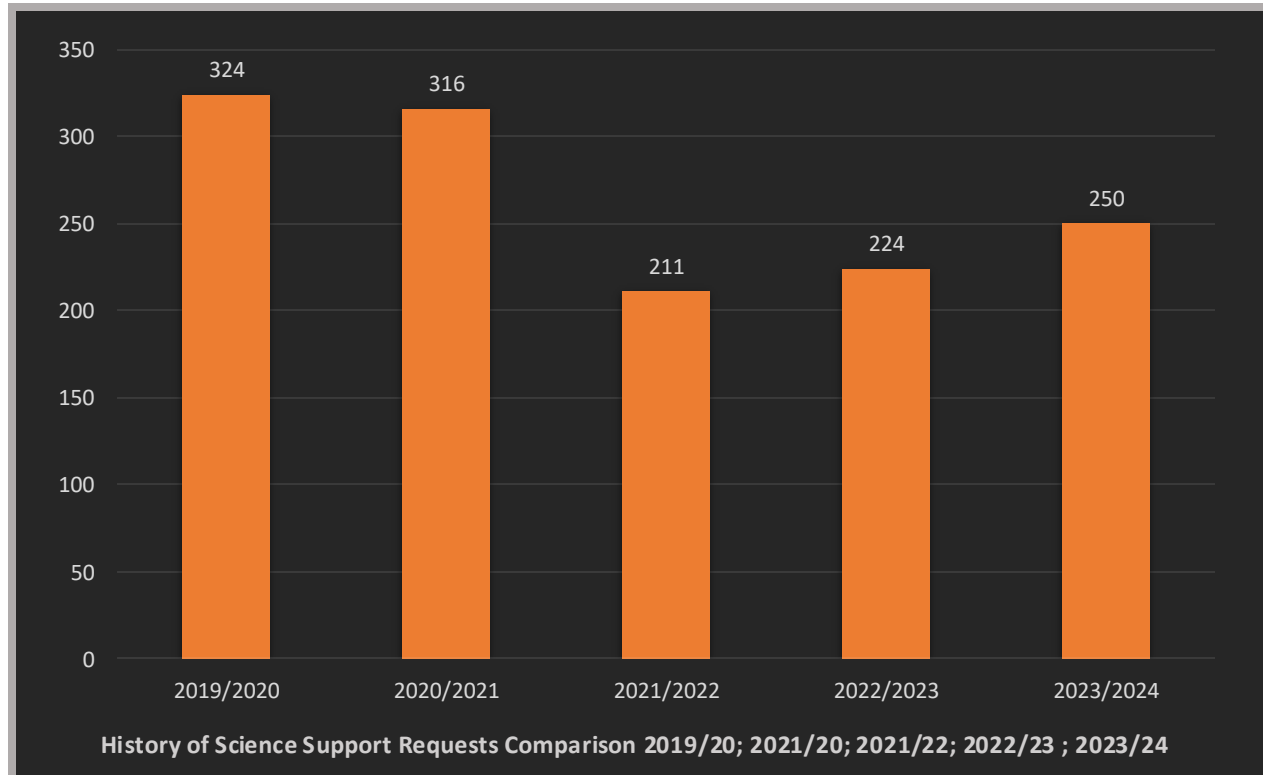
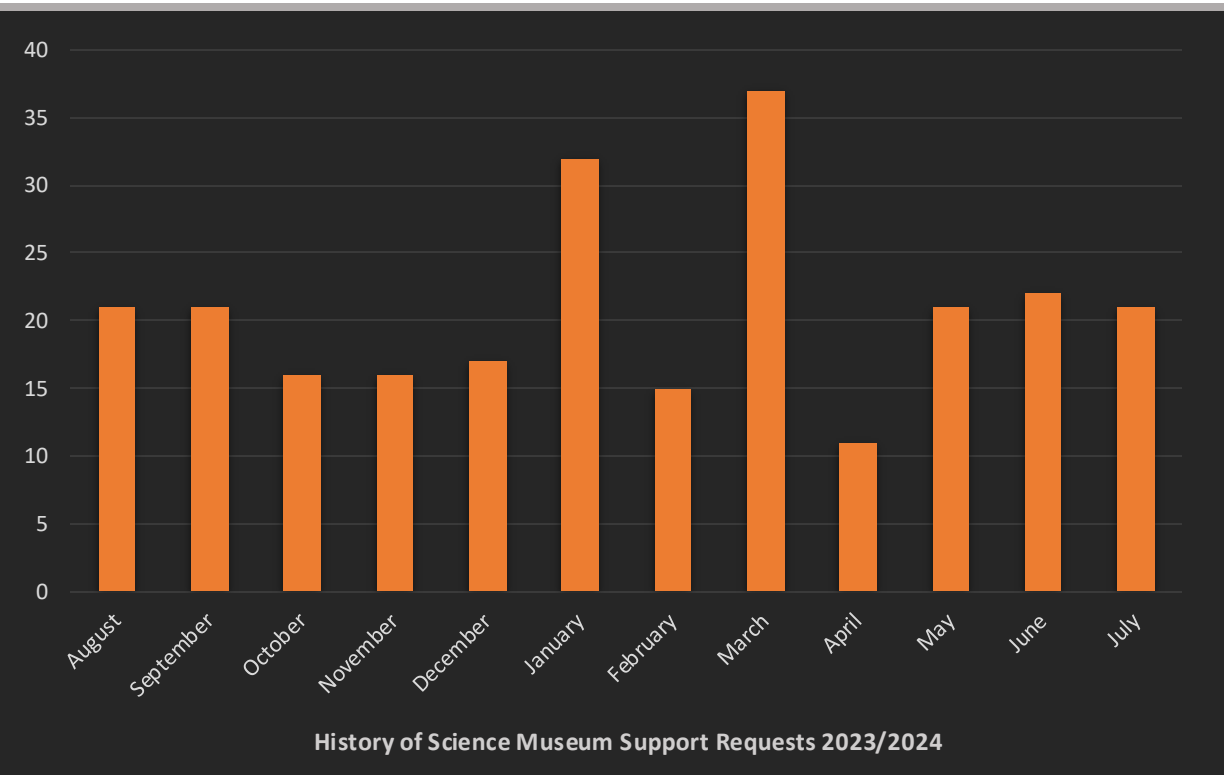
History of Science Museum

| | |
|---|-----|
| History of Science Support Requests 2023/2024 | 250 |
| History of Science Percentage of Requests | 5% |
| History of Science Support Requests 2022/2023 | 224 |
| Increase/Decrease in Support Requests | 26 |
| Percentage Increase/Decrease | 12% |

We have once again seen an increase in support requests from the History of Science Museum, with a rise from 224 in 2022/23 to 250 in 2023/24. This represents 5% of the total received by the Gardens & Museums IT Team during the 2023/24 Academic Year.

As the History of Science Museum have a number of different Gallery Interactives that utilise varying technologies Audio Visual Support continues to be an area where we receive various requests, and the opportunity to offer considerable value to this element of the museum's operations.

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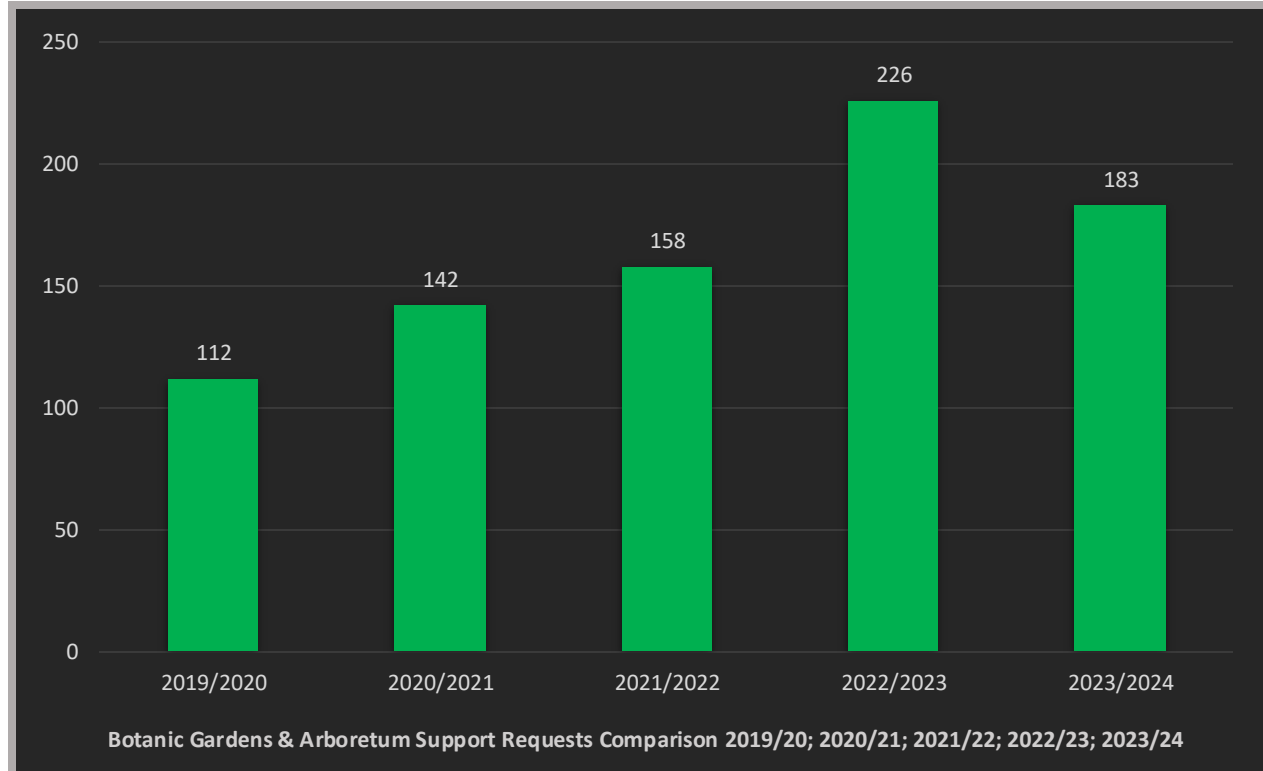
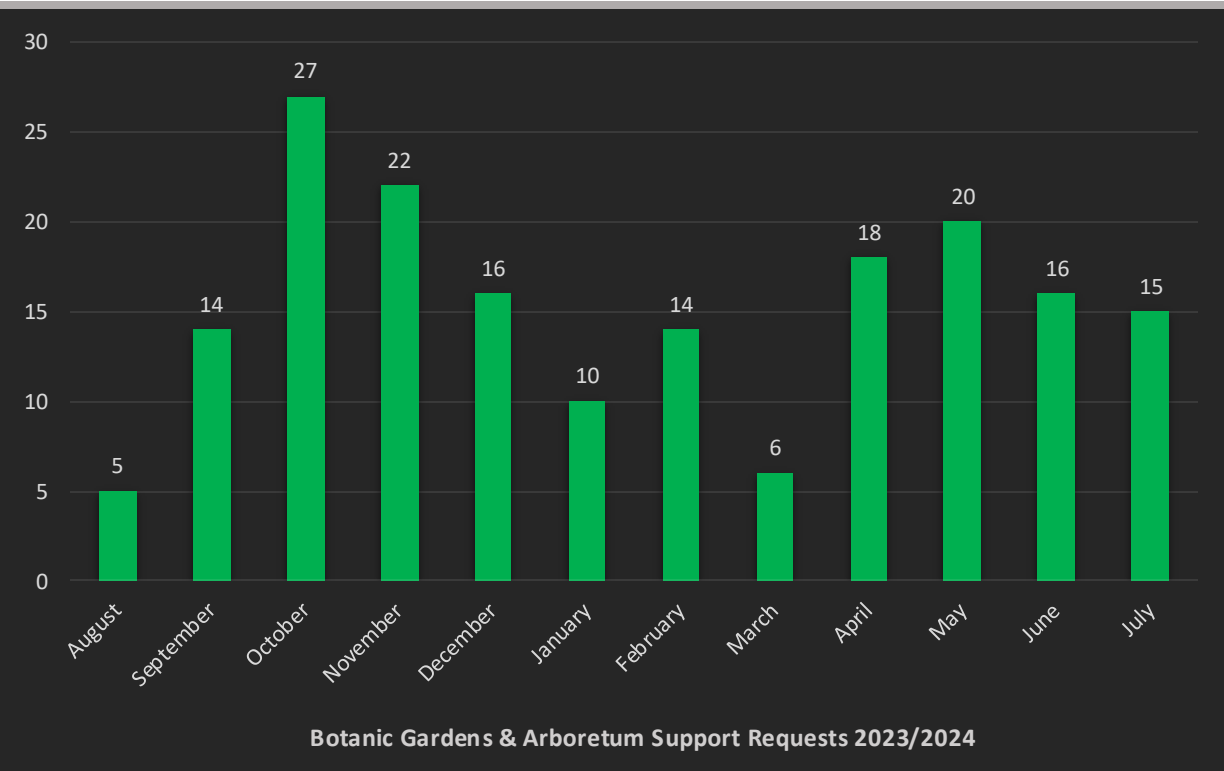
Botanic Garden & Arboretum

| | |
|---|-------|
| Botanic Garden Support Requests 2023/2024 | 183 |
| Botanic Garden Percentage of Requests | 4% |
| Botanic Garden Support Requests 2022/2023 | 226 |
| Increase/Decrease in Support Requests | - 43 |
| Percentage Increase/Decrease | - 19% |

Having shown year-on-year growth from 2019/20 to 2022/23 the number of requests from the Botanic Garden and Arboretum have shown a decline this year from 226 in 2022/23 to 183. 183 is still more than those years preceding 2022/23 though.

Throughout this year we have assisted with a number of CONNECT issues at the Botanic Garden related to the ageing CONNECT estate, alongside a preference to send requests to the Gardens & Museums IT Team. We have also assisted the Commercial Systems Team with certain activities at the location.

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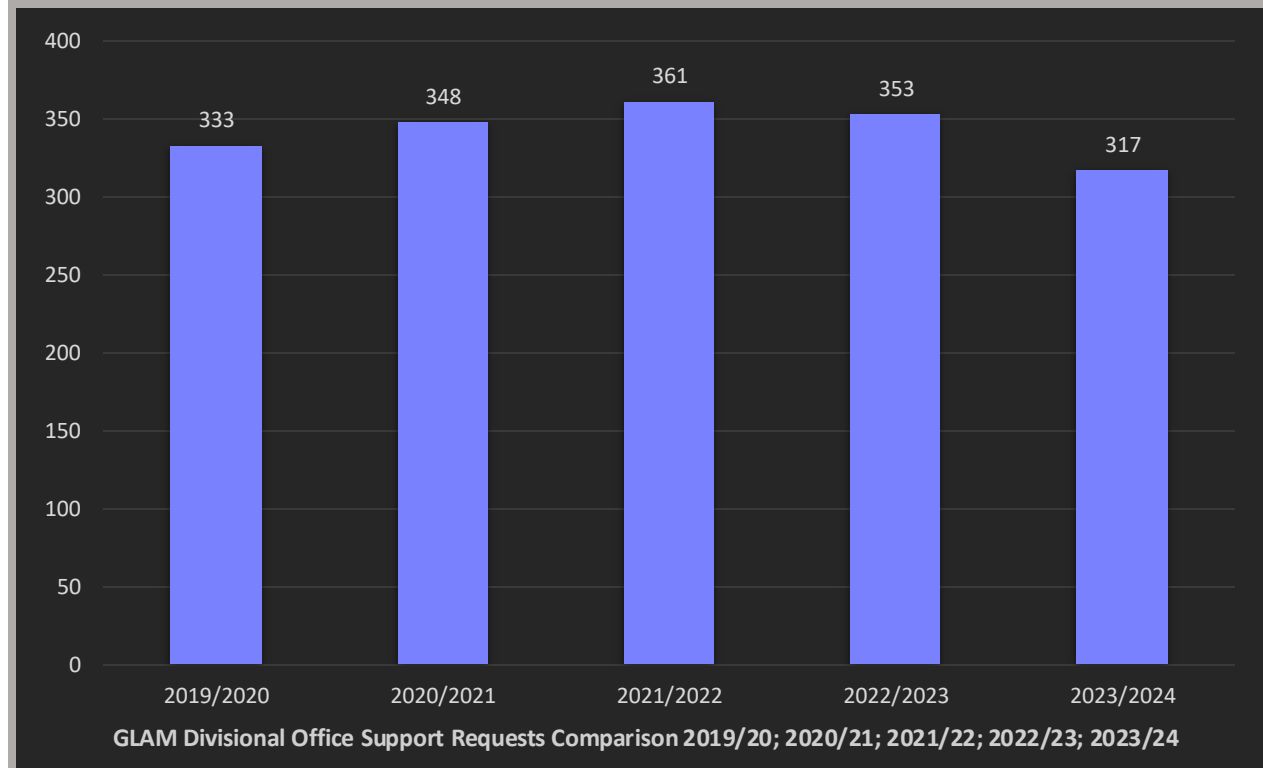
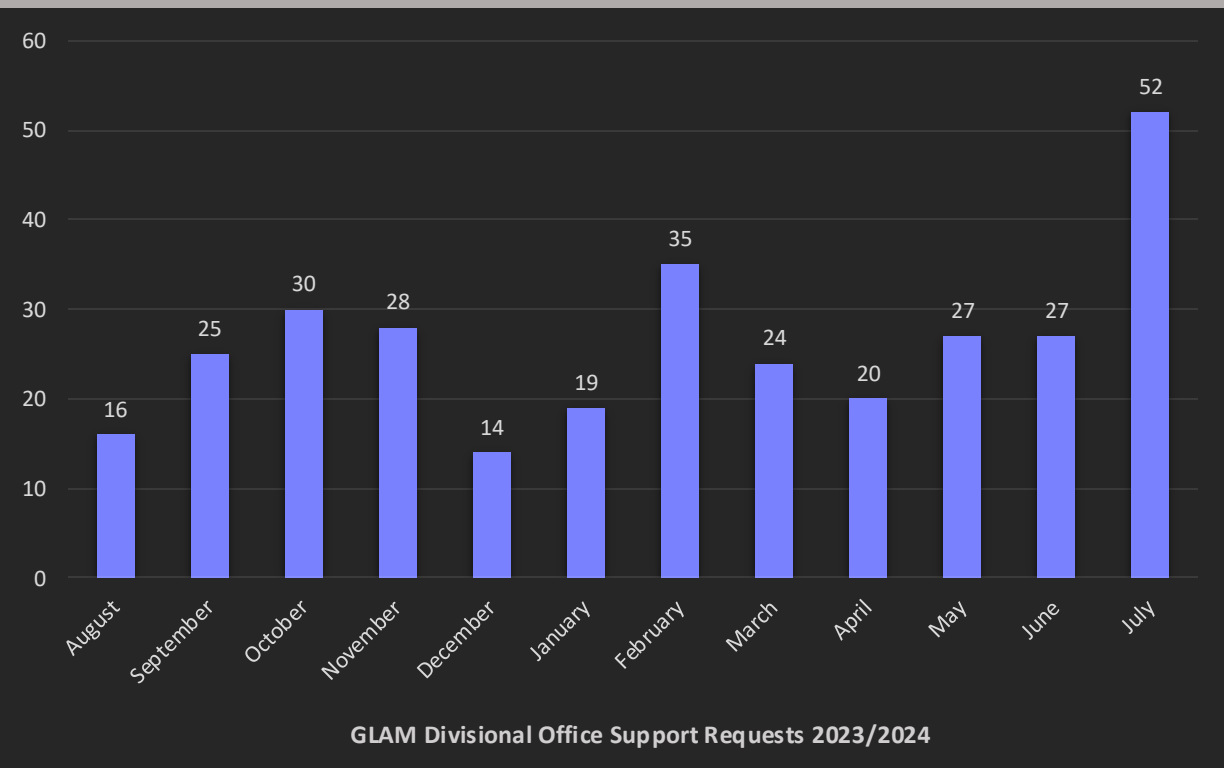
GLAM Divisional Office

| | |
|--|--------------|
| GLAM Support Requests 2023/2024 | 317 |
| GLAM Percentage of Requests | 7% |
| GLAM GMIT Support Requests 2022/2023 | 353 |
| Increase/Decrease in Support Requests | - 36 |
| Percentage Increase/Decrease | - 10% |

The number of requests from the GLAM Divisional Office during the 2023/24 Academic Year have decreased when compared with 2022/23, which had also seen a decrease when compared to 2021/22. 317 requests were received during 2023/24; 353 requests received in 2022/23; 361 requests received in 2021/22.

The 317 requests received is the lowest number received across the years, and this is likely related to the GLAM Divisional Office having seen growth in personnel in the years preceding this. During this year there have been a notable number of CONNECT related requests which have required our involvement to progress.

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Report Findings & Conclusion

| | |
|---|---|
| Overview The high demand for IT assistance, as evidenced by the 4714 requests across the 2023/24 Academic Year, continues to show the need for IT service and support across the Gardens & Museums. Although some service areas have seen a reduction, others have seen an increase such as Information & Cyber Security and AV. The Information and data received allows us to properly understand which service areas are most in demand, and make data driven decisions to resourcing and training to ensure that we continue to have, maintain and develop the skills needed to effectively deliver the standard of service that is needed. During the 2023/24 Academic Year the following items have either been particularly impactful or will drive decision making and direction for the 2024/25 Academic Year. | |
| Response & Resolution | Although the Response and Resolution figures of the 2022/23 Academic Year were admirable, they were below our established expectations. Therefore, reestablishing these standards was an important target for us during the 2023/24 Academic Year. Doing so has been a challenge, but the team have been committed and have collectively put significant effort into once more achieving these standards. Even more impressive is that the level of Response has surpassed expectations at 0.25 days on average per request. |
| Audio Visual Service | AV continues to be an area where we see a growing demand, but also an opportunity to make an impact on a business area that is becoming more and more important. The requirements for support for issues has been relatively contained, but there has been an almost constant need for our engagement and involvement in many projects across the Gardens & Museums, and this looks set to continue in 2024/25 with planned Gallery renovations, building, lecture theatre and display improvements, and new exhibitions. |
| Information & Cyber Security | Information & Cyber Security is an area where year-on-year growth has been seen. Recent major events in the heritage and culture sector, as well as other well publicised compromises and outages have significantly raised the awareness to the risks. Considerable work has taken place in this area during 2023/24, but it will continue to be a priority for us in the 2024/25 Academic Year, and we plan to approach as three distinct elements, being Technical and Security Controls; Policy, Processes and Documentation; Engagement, Awareness and Understanding. This approach will allow us to utilise the varied skills and aptitudes within the team and share the associated responsibilities, whilst delivering collaboratively. |
| How to obtain support | The mechanism for obtaining IT Support within the Gardens & Museums has been split between ourselves and IT Services, but this approach has often caused confusion. Despite considerable effort over the years, this confusion has not gone away. More and more people - as shown by the year-on-year growth in CONNECT requests which we are involved in - are contacting us for support with CONNECT, and as further supported through feedback in the 2022/23 IT Review and 2023/24 Colleague Feedback Survey, colleagues would prefer a single support mechanism. With this in mind, we are currently exploring the options of implementing a Single Point of Contact Service Desk, with all IT requests coming to Gardens & Museums IT, to then be triaged and escalated as required. Our plans are to introduce through a phased delivery, with full implementation by Spring 2025. |
| CONNECT Computer Replacements | Throughout the course of 2023/24 we have seen a number of requests linked to the performance, or failure of CONNECT Computers due to the age of these machines. A critical requirement for 2024/25 will be the efficient and effective progression of the replacement of those CONNECT Computers that are end of life through the CONNECT Computer Replacement Project. Data has been gathered and consolidation activities have taken place, but pragmatic progression will now be prioritised to ensure impacts are minimised. |
| In Conclusion The 2023/24 Academic Year has seen IT continue to be a key aspect of Gardens & Museums operations, and a function that underpins a growing range of systems, services and working practices. Our commitment to providing efficient and effective response and resolution, and a user centred service continues to be greatly received, with this being key to the generation of trust and enhancement of our relationships with colleagues, teams, departments and locations. The team's individual and collective contributions to this is highly commendable and greatly appreciated. | |