Gardens & Museums IT

Service & Support Annual Report - 2022/2023
1st August 2021 - 31st July 2022

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. We have seen a regular and continued growth in support requests alongside a continued growth in the number of activities required to provide the various IT services which are needed and the 2021/2022 Academic Year has continued this trend. 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.

The number of IT support requests have increased as operations and developments across the estate have grown and continue to rely on new, or more complex technologies and IT. The undertaking of Hybrid Working activities, and the provisioning of, continues to cause an increase in equipment being used and in turn support with these devices and their use.

Despite the significant increase in requests during the 2021/22 Academic Year the Response and Resolution remains impressive, but the levels of demand, and maintaining these standards, has once more impacted our ability to progress and deliver a number of projects.

This report provides data covering the support requests we have received during the 2021/22 Academic Year - the numbers we have received, where they have come from, and in what service areas.

Gardens & Museums IT

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens & Museums IT

The diagrams on this page show the number of support requests which we received and resolved between 1st August 2021 and 31st of July 2022. The numbers received represents a 36% increase on the numbers received in 2021/2022.

In addition to the numbers received and resolved our response and resolution is also shown and demonstrates that despite the significant rise in the number of requests received response and resolution times have been impressively maintained.

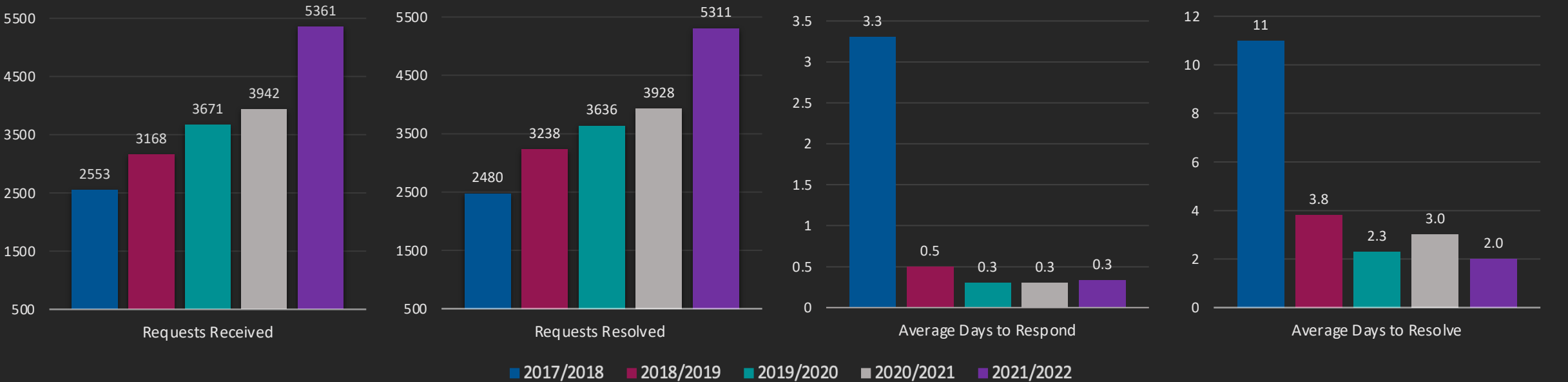| Support Requests Received	Support Requests Resolved	% Increase compared to 2020/21
5361	**5311**	**36%**

Average Days to Respond	Average Days to Resolve	% First Call Resolution
0.3	**2**	**63%**

Support Request Comparison - 2017/2018; 2018/2019; 2019/2020; 2020/2021; 2021/2022

Requests Received
- 2553
- 3168
- 3671
- 3942
- 5361

Requests Resolved
- 2480
- 3238
- 3636
- 3928
- 5311

Average Days to Respond
- 3.3
- 0.5
- 0.3
- 0.3
- 0.3

Average Days to Resolve
- 11
- 3.8
- 2.3
- 3.0
- 2.0

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

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens &
Museums **IT**

Type of Support Requests

Service	Q1	Q2	Q3	Q4	Total	%
Audio Visual Services	31	11	27	44	113	2
Cloud Services	75	93	100	116	384	7
Commercial	12	7	18	6	43	1
Communication & Documentation	55	68	57	47	227	4
Computing	344	392	436	380	1552	29
Email & Collaboration	81	69	92	63	305	6
Finance	45	62	78	72	257	5
Information Security	27	44	28	39	138	3
Monitoring	29	33	84	36	182	3
Network & Internet	162	140	212	264	778	14
Servers & Storage	35	31	53	92	211	4
Telephony & Conferencing	37	33	58	38	166	3
User Account	114	90	81	71	356	7
Websites & Digital	105	188	260	96	649	12
Total	1152	1261	1584	1364	5361	100
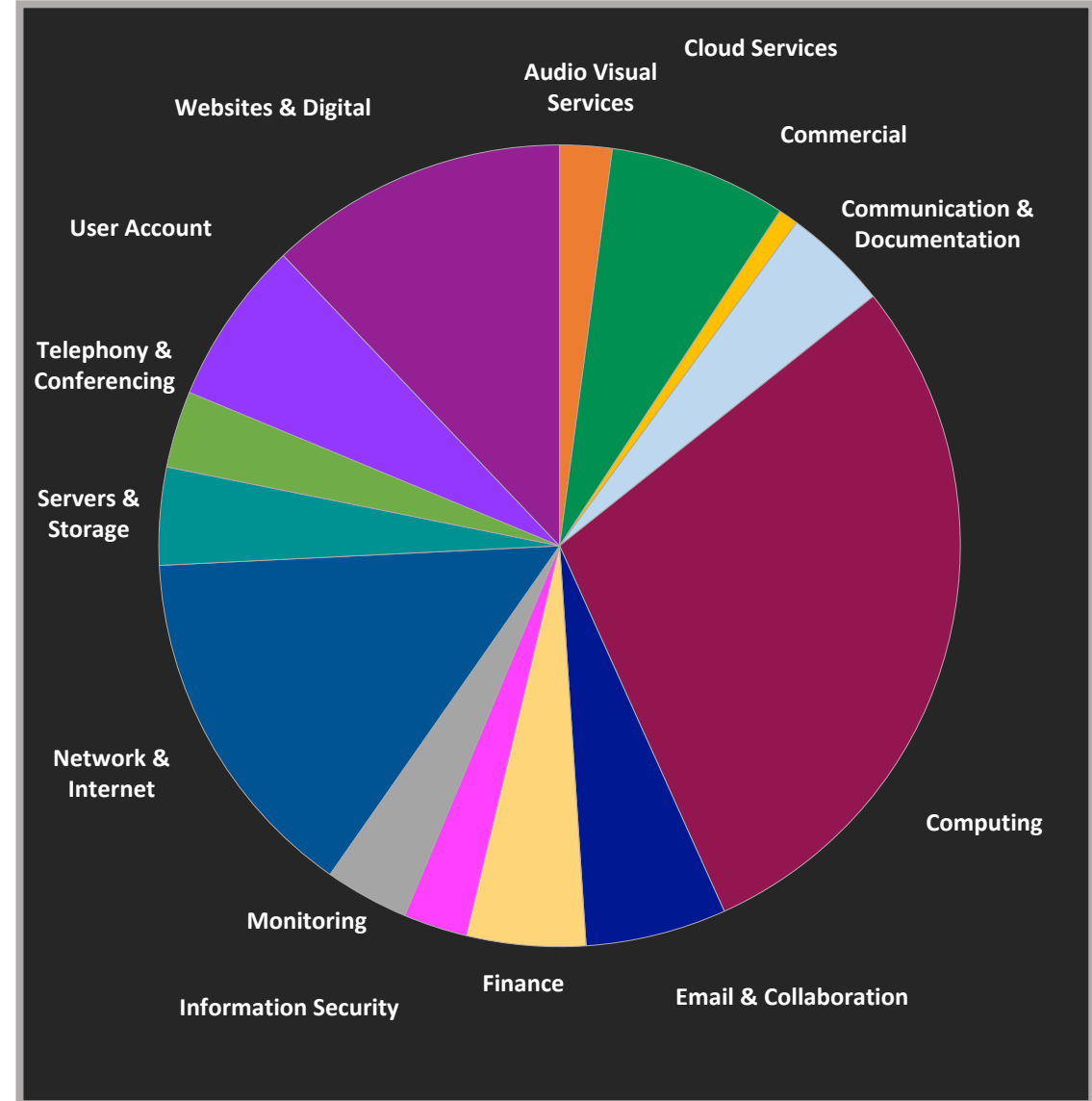
The types of support requests show the areas which we provide service and support, covering a large range of different IT areas.

The areas of Computing, which includes Windows; Apple; Remote Working and Software (and others), and Networking & Internet, which includes Wired; Wireless and Firewall (and others) have proven to be very busy areas throughout the year.

Significantly Cloud Services and Websites & Digital are areas which have seen considerable numbers, particularly when compared with that of 2020/21 - please see next page for more on this.

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens & Museums **IT**

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

Service	2020/21	2021/22	Increase/ Decrease	Increase/ Decrease %
Audio Visual Services	70	113	43	61%
Cloud Services	97	384	287	296%
Commercial	20	43	23	115%
Communication & Documentation	121	227	106	88%
Computing	1239	1552	313	25%
Email & Collaboration	263	305	42	16%
Finance	267	257	-10	-4%
Information Security	145	138	-7	-5%
Monitoring	194	182	-12	-6%
Network & Internet	551	778	227	41%
Servers & Storage	308	211	-97	-31%
Telephony & Conferencing	94	166	72	77%
User Account	351	356	5	1%
Websites & Digital	227	649	422	186%
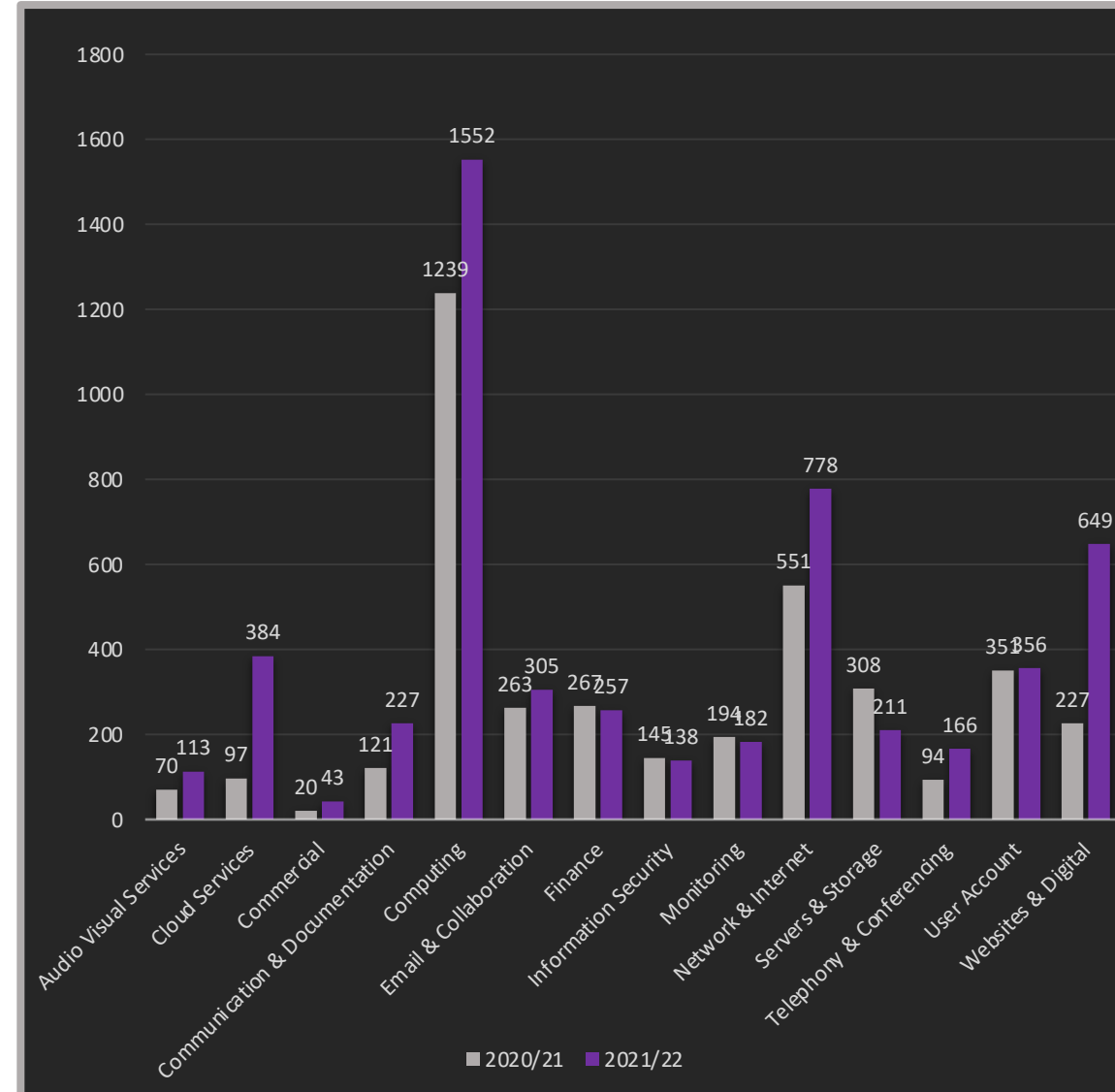
A number of service/system areas have seen growth when compared to 2020/21, and some quite significantly so. Computing is one such area, with many now utilising hybrid working the number of devices and attached peripherals has grown, and in turn the requirement for support with these.

Cloud Services and Websites & Digital have seen dramatic increase due primarily to the CMS and DAMS solutions now in place across the Museums and the technologies they utilise. As the solutions are in a live but transitional state developments are on-going as the solutions move towards business as usual. The solutions, although not directly services we "own" have a requirement for IT engagement in service management, technical guidance, administration, finance and vendor management.

Audio Visual Services and Commercial have also seen an increase as we become more involved in the management, administration and support of.

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Where have the Support Requests come from?

Location	2017/18	2018/19	2019/20	2020/21	2021/22
Ashmolean Museum	1234	1438	1191	981	1375
Museum of Natural History	247	443	465	538	658
Pitt Rivers Museum	335	489	576	631	809
History of Science Museum	197	206	324	316	211
Botanic Garden & Arboretum	10	28	112	142	158
GLAM Divisional Office	10	219	333	348	361
All Sites	520	345	662	991	1789
Total	2553	3168	3671	3947	5361
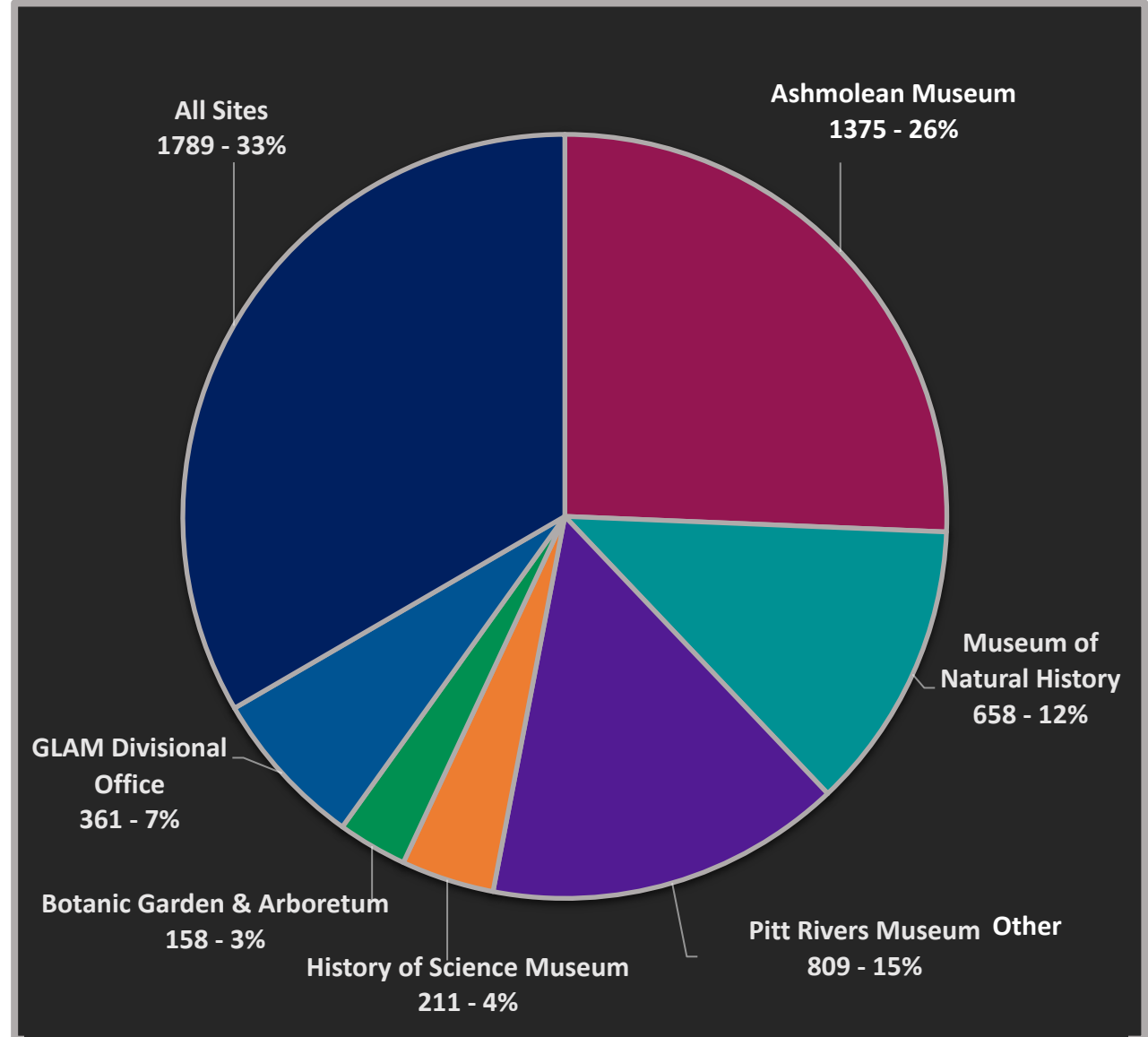
The diagrams on this page shows where the demand for service has come from within the Gardens & Museums, and how this compares to previous years.

We have received more requests this year from the Ashmolean Museum, Museum of Natural History, Pitt Rivers Museum , Botanic Garden & Arboretum and GLAM Divisional Office. We received less from History of Science Museum.

One area which has risen considerably is All Sites. This represents requests or activities which are for the benefit of all sites, such as communications, core networking and firewall improvements, finance and vendor relationship management.

As many services have been standardised into single solutions, and as we continue to standardise where possible, this number continues to rise year on year.

All Sites
1789 - 33%

Ashmolean Museum
1375 - 26%

Museum of Natural History
658 - 12%

Pitt Rivers Museum
809 - 15%   Other

History of Science Museum
211 - 4%

Botanic Garden & Arboretum
158 - 3%

GLAM Divisional Office
361 - 7%

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens & Museums IT

Overview of all G&M Requests

All G&M Support Requests 2021/2022	5361
All G&M Percentage of Requests	100%
All G&M Support Requests 2020/2021	3947
Increase/Decrease in Support Requests	1414
Percentage Increase/Decrease	36%

Support Requests numbers from across the Gardens & Museums have risen once more, with 1414 more requests in 2021/22 than 2020/21, representing a significant increase of 36%.

The demand for IT Support has gone up in each year from 2553 in 2017/18 to 3168 in 2018/19 (24% increase), to 3671 in 2019/20 (16% increase), 3947 in 2020/21 (8% increase) and now 5361 in 2021/22.

Comparing the numbers in 2017/18 to 2021/22 shows a request rise of 2808, which represents a 91% increase in support requests in 4 years.

All Gardens & Museums Support Requests 2021/2022

All Gardens & Museums Support Requests Comparison 2017/18; 2018/19; 2019/20; 2020/21; 2021/22

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens & Museums IT

Ashmolean Museum

Ashmolean Support Requests 2021/2022	1375
Ashmolean Percentage of Requests	26%
Ashmolean Support Requests 2020/2021	981
Increase/Decrease in Support Requests	394
Percentage Increase/Decrease	40%

Support Request numbers from the Ashmolean Museum remain the highest from all individual locations with 1375 requests within the 2021/22 Academic Year, which is 26% of the total received.

The 1375 received in 2021/22 re represents an increase of 394 from those received in 2020/21, and the likely reason for this there have been a number of personnel and structural changes within the museum, which have required IT Support.

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 1789, which is 33% of the overall total.

Ashmolean Museum Support Requests 2021/2022

2017/2018   2018/2019   2019/2020   2020/2021   2021/2022

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022
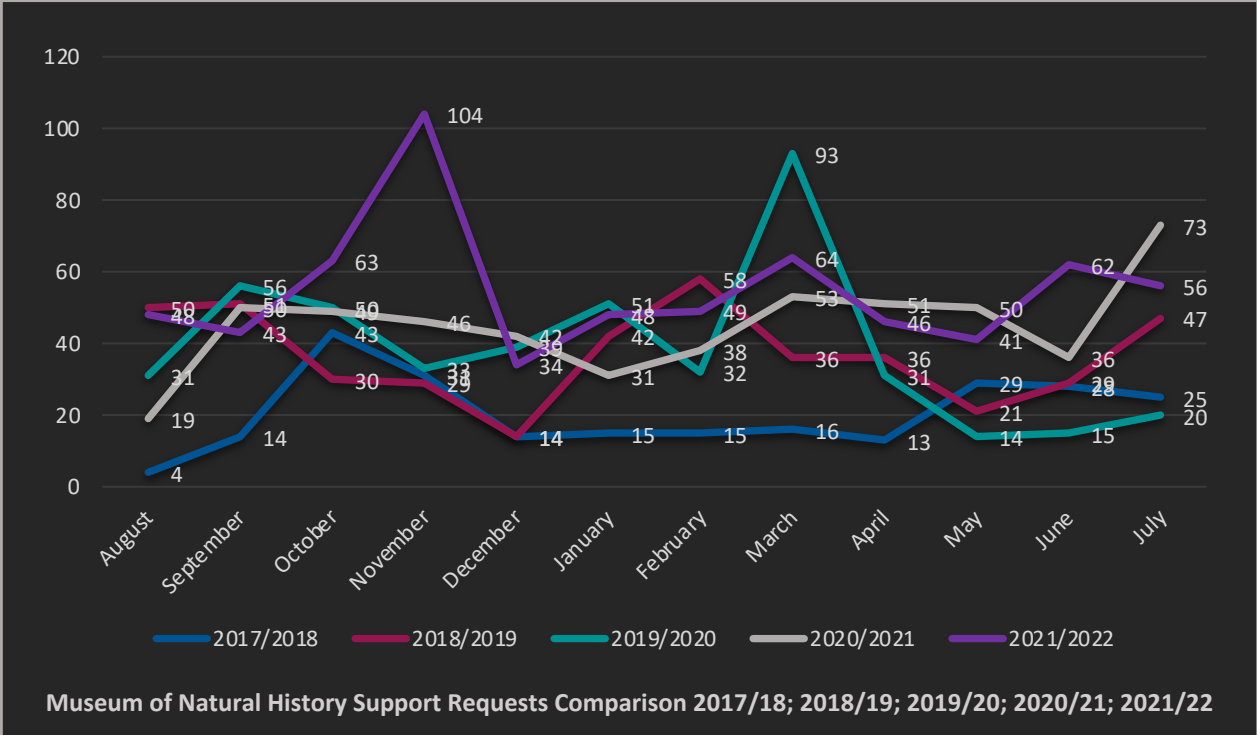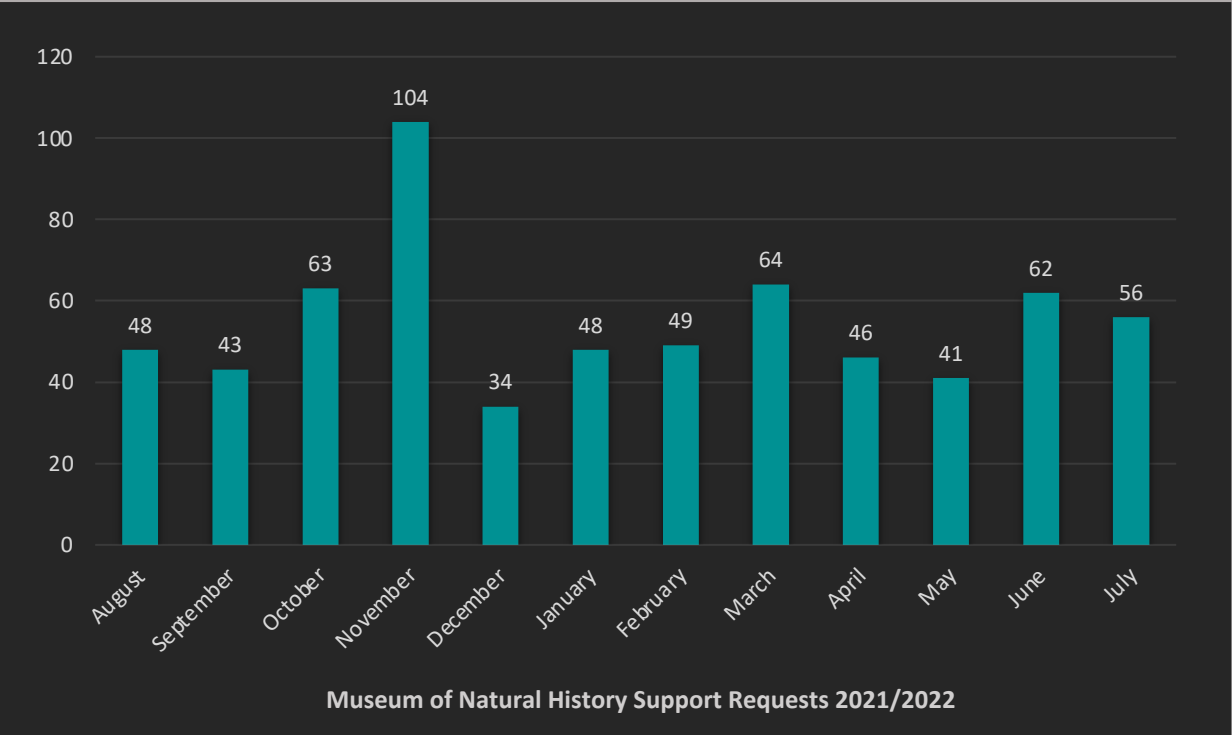
Gardens & Museums IT

Museum of Natural History

Natural History Support Requests 2021/2022	658
Natural History Percentage of Requests	12%
Natural History Support Requests 2020/2021	538
Increase/Decrease in Support Requests	120
Percentage Increase/Decrease	22%

Requests for IT Support from the Museum of Natural History have once more increased when compared to the 2020/21 Academic Year, representing a 22% increase in demand from the Museum.

This increase represents the fifth year in a row where the number of requests from the Museum of Natural History has risen (2017/18 - 247; 2018/19 - 443; 2019/20 - 465; 2020/21 - 538; 2021/22 - 658).

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 1789, which is 33% of the overall total.

Museum of Natural History Support Requests 2021/2022

Museum of Natural History Support Requests Comparison 2017/18; 2018/19; 2019/20; 2020/21; 2021/22

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

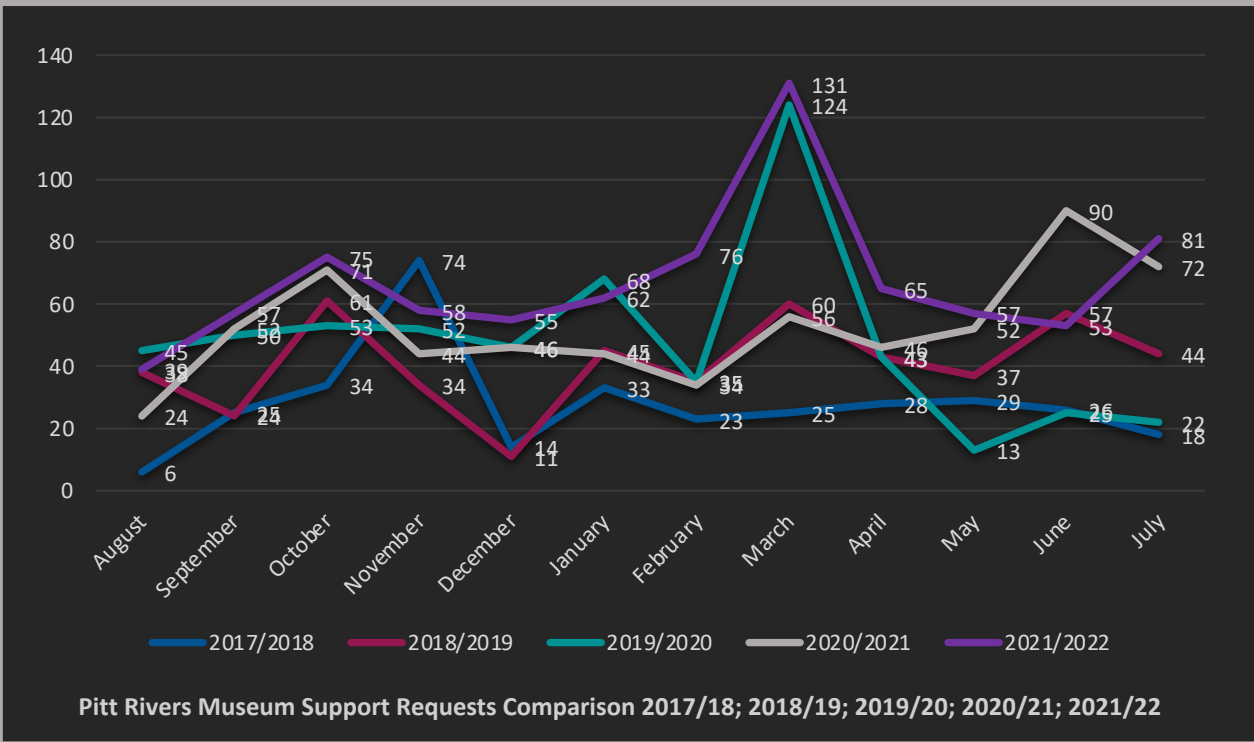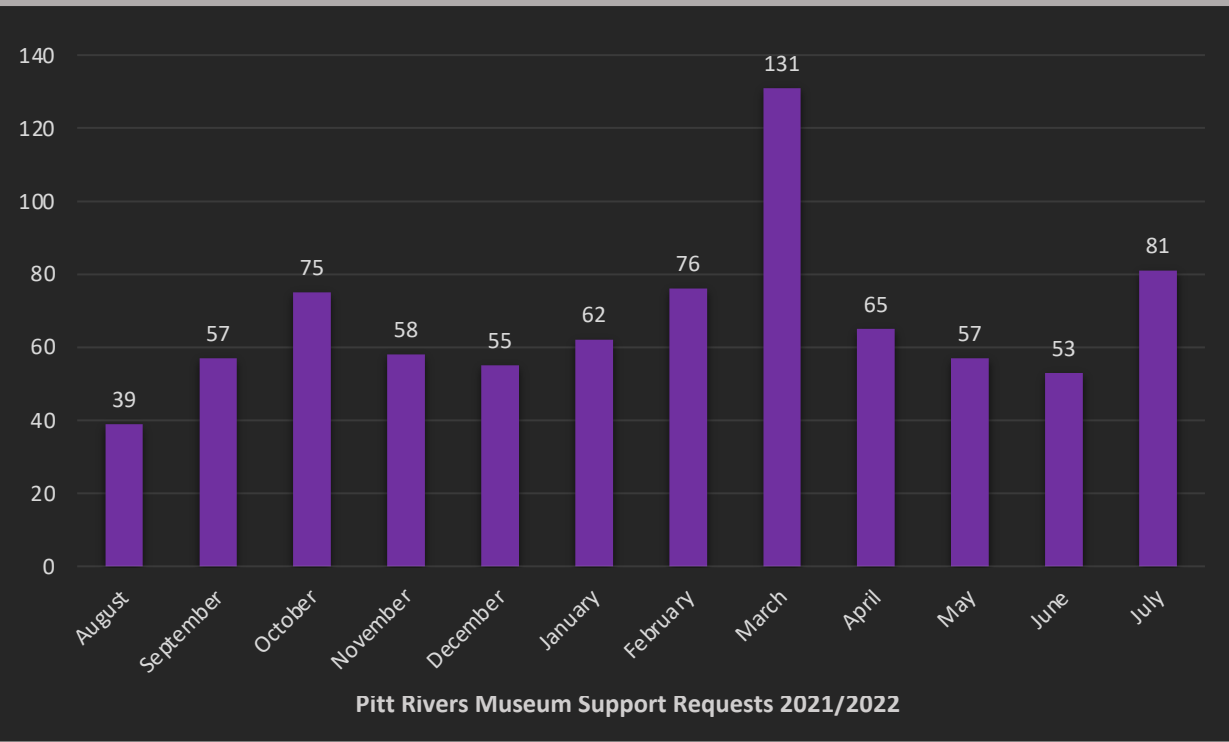Gardens & Museums **IT**

Pitt Rivers Museum

Pitt Rivers Support Requests 2021/2022	809
Pitt Rivers Percentage of Requests	15%
Pitt Rivers Support Requests 2020/2021	631
Increase/Decrease in Support Requests	178
Percentage Increase/Decrease	28%

Support Requests from the Pitt Rivers Museum have once again increased from 631 requests in 2020/21 to 809 in 2021/22, which is 28% increase. This will be directly related to the number of Apple devices in use across the Pitt Rivers Museum. The Pitt Rivers Museum is the second highest location for IT support requests behind the Ashmolean Museum at 15%.

The increase also represents the fifth year in a row where the number of requests from the Pitt Rivers Museum has risen (2017/18 - 335; 2018/19 - 489; 2019/20 - 576; 2020/21 - 631; 2021/22 - 809).

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 1789, which is 33% of the overall total.

Pitt Rivers Museum Support Requests 2021/2022

Pitt Rivers Museum Support Requests Comparison 2017/18; 2018/19; 2019/20; 2020/21; 2021/22

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens & Museums IT

History of Science Museum

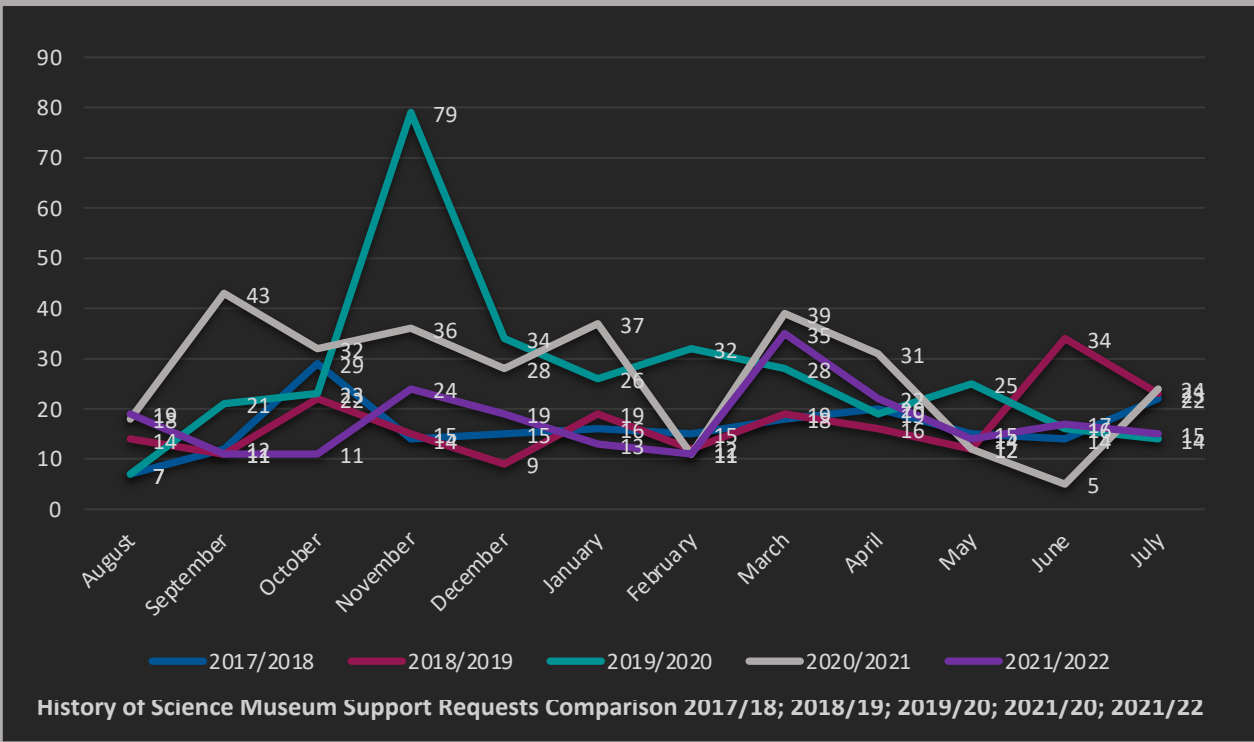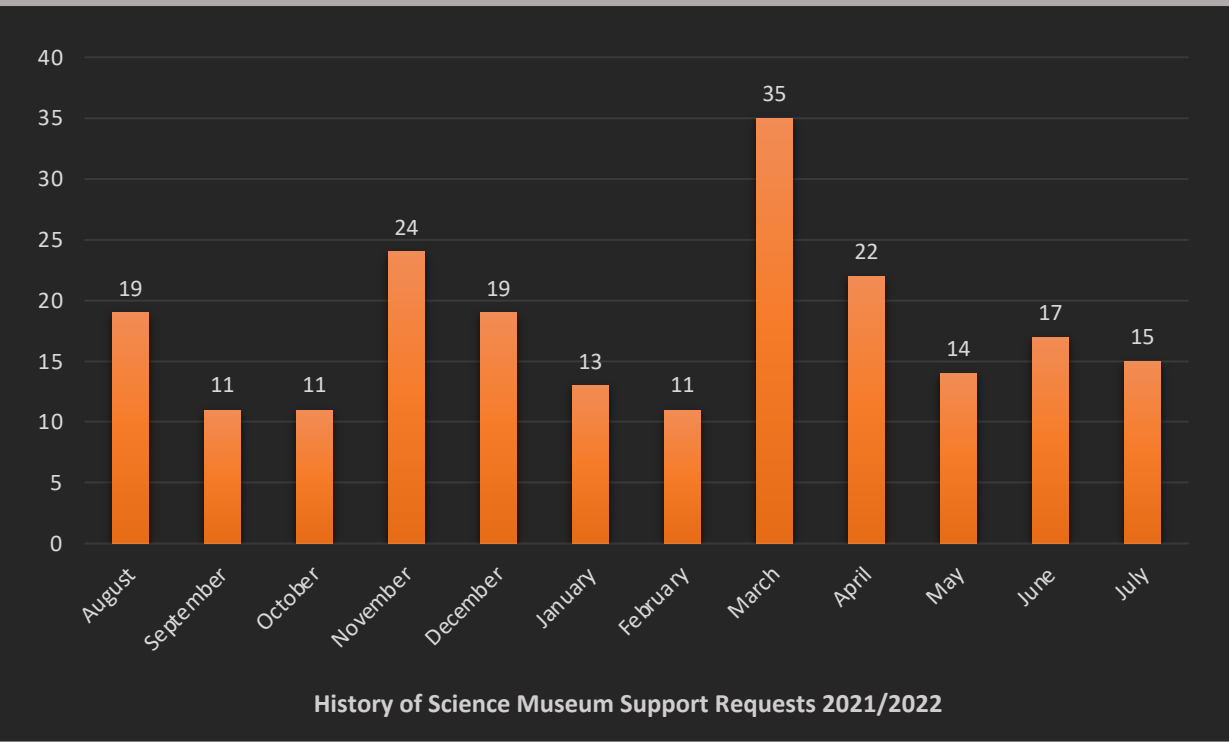|	
History of Science Support Requests 2021/2022	211
History of Science Percentage of Requests	4%
History of Science Support Requests 2020/2021	316
Increase/Decrease in Support Requests	-105
Percentage Increase/Decrease	-33%

Gardens & Museums IT Support Requests in 2021/22 Academic Year from the History of Science Museum have decreased substantially (by 105) when compared to 316 in 2020/21, and are once more at similar levels to that in 2018/19 (206).

The History of Science Museum is the only location which we support that has not seen an increase in support requests.

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 1789, which is 33% of the overall total.

History of Science Museum Support Requests 2021/2022

History of Science Museum Support Requests Comparison 2017/18; 2018/19; 2019/20; 2021/20; 2021/22

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens & Museums IT

Botanic Garden & Arboretum

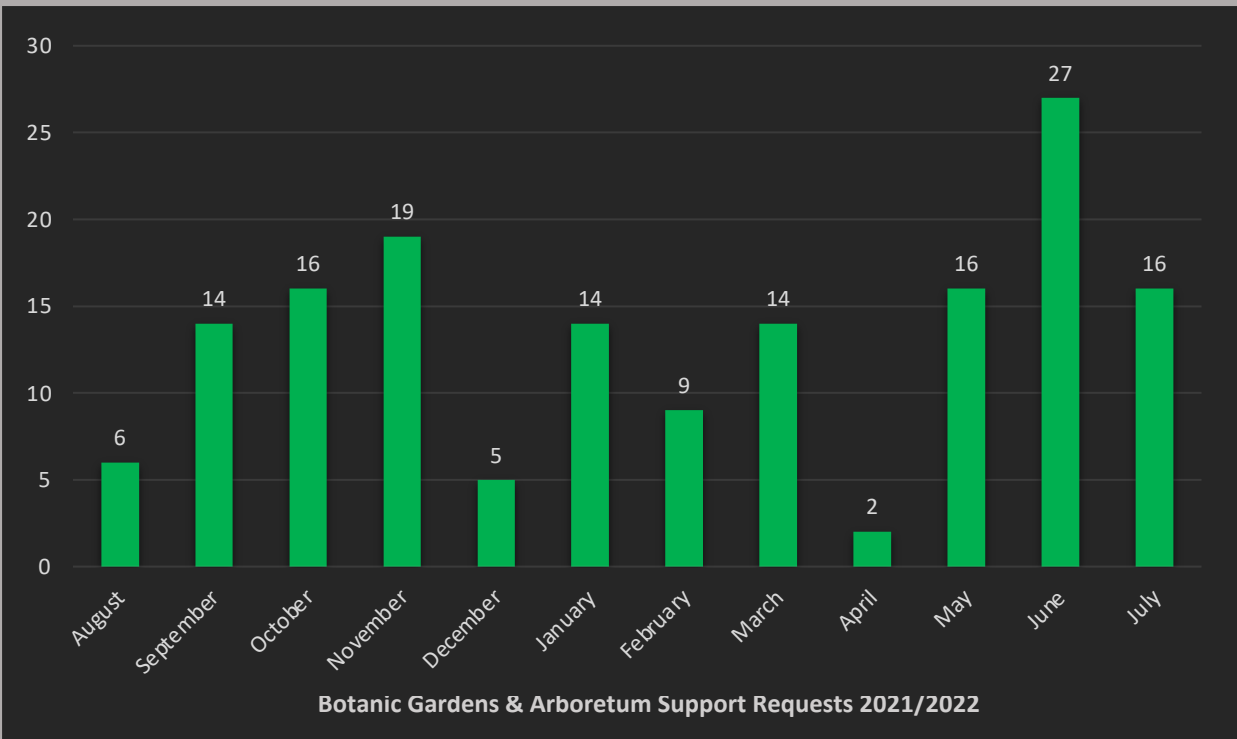|	
Botanic Garden Support Requests 2021/2022	158
Botanic Garden Percentage of Requests	3%
Botanic Garden Support Requests 2020/2021	142
Increase/Decrease in Support Requests	16
Percentage Increase/Decrease	11%

The increase in IT support demands experienced in the 2019/20 and 2020/21 Academic Years has continued in the 2021/22 Academic Year with a total of 158 from the Botanic Garden & Arboretum, which is an increase of 16 requests, and a percentage increase of 11% on 2020/21.

This increase represents the fifth year in a row where the number of requests from the Botanic Garden and Arboretum has risen (2017/18 - 10; 2018/19 - 28; 2019/20 - 112; 2020/21 - 142; 2021/22 - 158).

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 1789, which is 33% of the overall total.

Botanic Gardens & Arboretum Support Requests 2021/2022

Botanic Gardens & Arboretum Support Requests Comparison 2017/18; 2018/19; 2019/20; 2020/21; 2021/22

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Gardens & Museums IT

GLAM Divisional Office

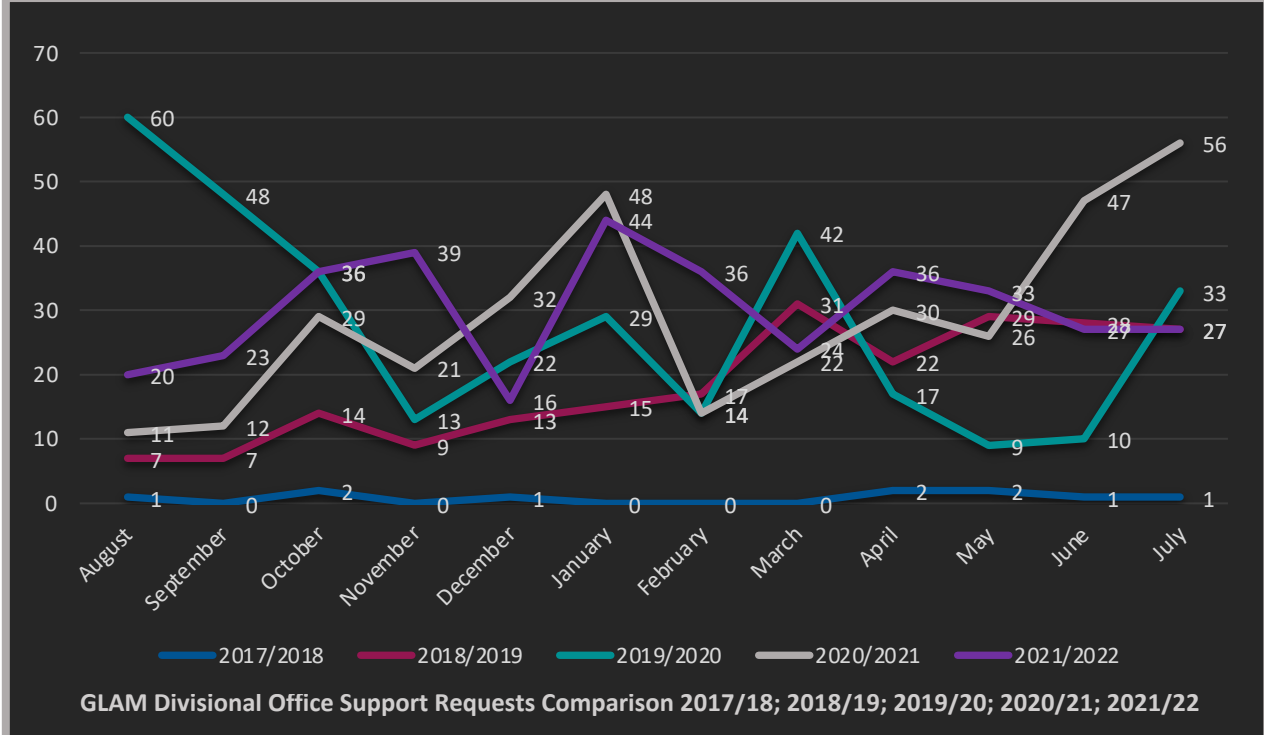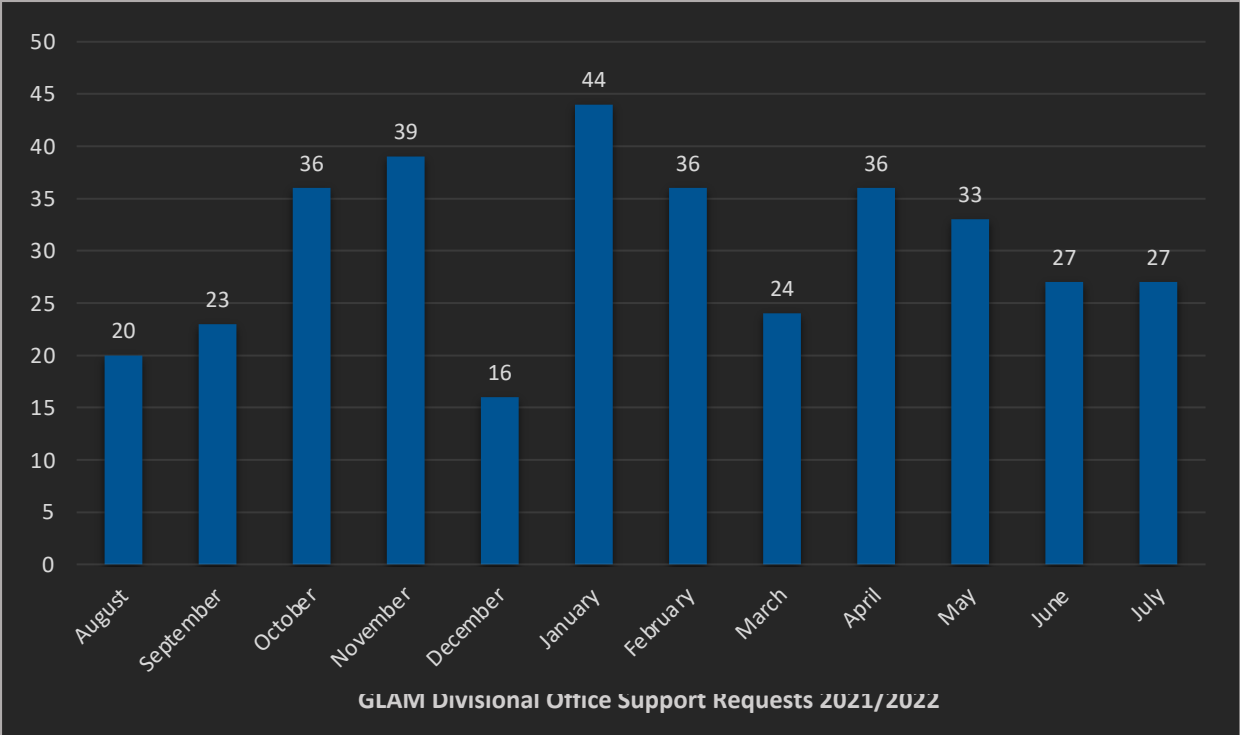|	
GLAM Support Requests 2021/2022	361
GLAM Percentage of Requests	7%
GLAM GMIT Support Requests 2020/2021	348
Increase/Decrease in Support Requests	13
Percentage Increase/Decrease	4%

The GLAM Office continues to expand in terms of numbers, operations and activities. In line with this the number of Gardens & Museums IT requests for support has once more risen - in particular with requests for the installation of hybrid working solutions and the subsequent support of.

This increase represents the fifth year in a row where the number of requests from the GLAM Divisional Office has risen (2017/18 - 10; 2018/19 - 219; 2019/20 - 333; 2020/21 - 348; 2021/22 - 361).

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 1789, which is 33% of the overall total.

GLAM Divisional Office Support Requests 2021/2022

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

Gardens & Museums IT Annual Report 2021/2022
1st August 2021 - 31st July 2022

Report Findings & Conclusion

The demand for IT support by the Gardens & Museums IT Team continues to grow, and the information shows that the increased demand is across all locations (with the exception of direct requests from the History of Science Museum) and the growth in requests across all services. Below are particular areas which have seen significant growth in the 2021/22 Academic Year as evidenced by support numbers, and potential reasons for the growth.

Computing - Hybrid Computing & Device Numbers

The number of computers and devices within the Gardens & Museums have dramatically risen, and how they are used is now more diverse and complex than before the Pandemic, which naturally brings about a higher requirement for IT support and a greater number of IT issues. Pre-pandemic the average user's equipment would be stationery and the number of peripherals attached minimal. This has now changed - most people are now hybrid working to some extent, and either utilising multiple devices or have a laptop which they move between locations - they will also be using several attached peripherals including headsets and webcams. Equally over the course of the last 2 years the technologies and applications used within our day-to-day working lives have changed - some caused by the Pandemic, some through developmental changes. Our colleagues are now faced with using and understanding such technologies as Multi-Factor Authentication; Microsoft Teams; Zoom, and such technologies require support from both a guidance perspective on how to use, and a support perspective on when they don't work. Both scenarios *can* cause issues, and in turn a request for IT support. Most end-users when they experience an issue of any kind will seek support for said issue - this is not true of all, but for the majority this is true. In our case, as we are highly responsive, on-site, and willing to offer desk-side support our colleagues instantly look to us to aid.

Cloud Computing/ Websites & Digital - CMS & DAMS

The CMS and DAMS solutions - which have contributed heavily to increased support in Cloud Computing and the Websites & Digital service areas - utilised across the museums are new technologies, and although more secure with greater performance they are more complex with a number of associated dependencies and supporting parties. As the solutions are in a live but transitional state developments are on-going as the solutions move towards business as usual. The solutions, although not directly services we "own" have a requirement for IT engagement in service management, technical guidance, administration, finance and vendor management. At this stage we cannot predict whether this demand will dissipate over time or whether it will continue - though it is likely that IT engagement will always be necessary

In Conclusion

As technology becomes more and more imbedded in business operations, strategy, direction and crucially security, this demand is likely to continue to grow, and IT support and technical skills will be needed more and more as the Gardens & Museums develop their business operations and look for further revenue streams and means of engagement. Therefore there is likely to be further demand for the Gardens & Museums IT to expand their service provision in to additional key business areas. Both Commercial Operations and Audio Visual are examples of this and are key components of our 2021/22 Strategy and critical aspects of the Gardens & Museums IT Review which will commence in the Autumn of 2022. Commercial Operations and Audio Visual require both technical operations, management and service delivery to optimise, enhance and secure the services.

Alongside this will be Information Assurance activities, which will assess, and look to improve the Information Security status across the Gardens & Museums, alongside Asset Management, System and Service Resilience and Redundancy. Due to the importance of these activities and associated projects, and the necessity for the GMIT engagement and leadership the activities will be prioritised, but will need the requisite skills and team capacity to do so. As the completion, and continued management and maintenance of these business areas will require Gardens & Museums IT involvement these aims will be key components of the IT Review in ensuring that appropriate consideration is made to the capacity within the team to ensure that such activities are fulfilled, without compromising the importance of Response and Resolution.