

Gardens & Museums IT

Colleague Feedback Survey Summer 2024

Throughout August 2024 the Gardens & Museum IT Team have been carrying out a Colleague Feedback Survey. We used a small number of questions to establish quantitative and qualitative data on what our colleagues think of the current IT provision and to establish levels of satisfaction, the elements of the provision which are most valued and crucially to identify IT areas, services and solutions which require improvement, alongside ideas of what those improvements could be.

This document has been split into the following 3 sections, with a Findings & Conclusions page to detail the information received, and what we have learned from the feedback.

- **Where we are right now:** Colleagues' thoughts on the current IT provision
- **Continuous Improvement:** How can the Gardens & Museums IT provision be improved?
- **Celebrating Success:** What have we done well?



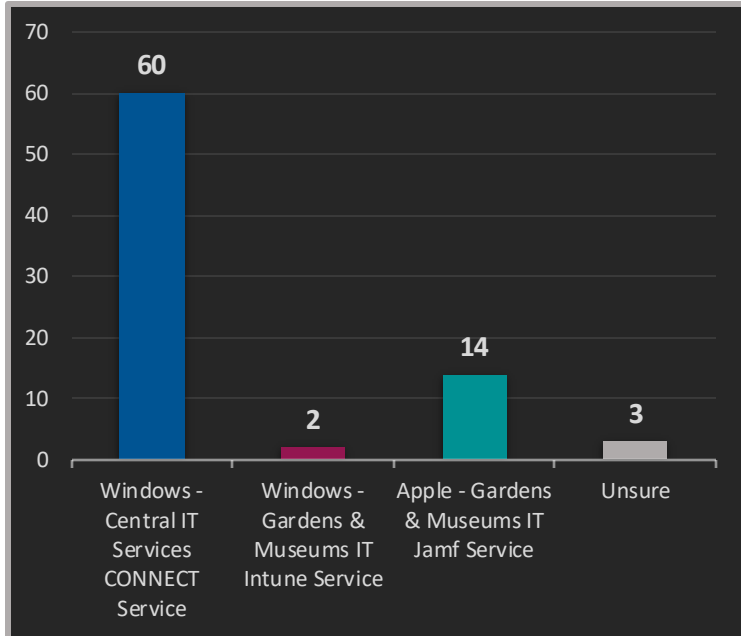
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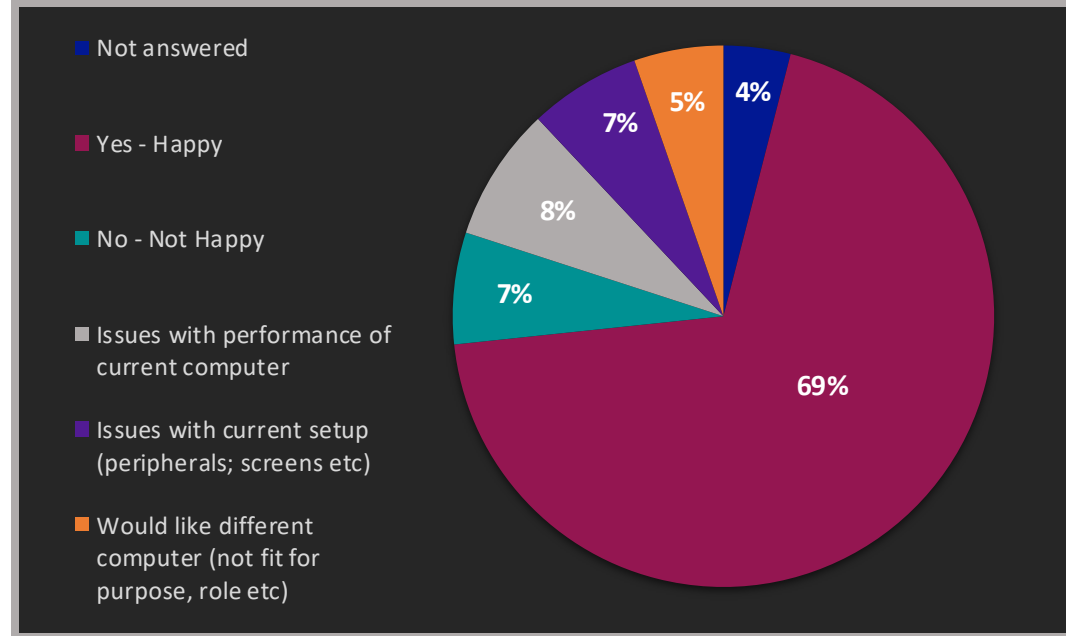


Where we are right now: Colleagues' thoughts on the current IT provision

Do you use a Windows or Apple computer within the Gardens & Museums?



Are you happy with your current Computing Equipment? If not, how could this be improved?



Yes! The IT team has been really kind about letting us choose options for the screens / accessories.

Very happy, set-up is useful, I am used to and enjoy Windows.

Laptops are heavy and should have better resolution screens - not good for images.

I am happy, thank you. I feel well equipped.

Yes - my new iMac that replaced a very, very old PC has made a massive difference to my work life! Thank you very much!

Equipment recently reassessed with/by IT and the setup is excellent (MacBook + large screen for content creation).

My PC is extremely slow.....and it is very frustrating!

My laptop can be a bit slow on Teams calls, which is a bit disconcerting at times! But mostly I get on ok with it. The Teams monitors we just had installed are really helpful - it means I don't have to lug a charger around as well as my laptop!

What we've learned:

60 of the 79 people who answered this question were using a Central IT Services Managed CONNECT Computer, which equates to 76%, and aligns with known computer numbers and the mixture of CONNECT, and the GMIT provided Apple Jamf and Microsoft Intune Windows Computers.

69% of people who answered this question were happy with their computer, but 27% were not. Various reasons were given for this, and they have been collated into 4 categories, being Not Happy; Performance Issues; Current Equipment and Peripherals setup; and those who's Computer is not fit for purpose. This is an obvious area for improvement, and one which will be benefit from respective replacement cycles, with an added requirement to engage the impacted colleague in this process to ensure equipment allows fulfilment of their role in the most effective manner.

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Where we are right now: Colleagues' thoughts on the current IT provision

How satisfied are you with the IT provision provided by the GMIT Team?

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Speed of Response	90%	10%	0%	0%	0%
Quality of Response	86%	13%	1%	0%	0%
Quality of Guidance and Resolution offered	82%	14%	3%	1%	0%
Range of Services and Solutions offered	74%	21%	4%	1%	0%
Communications - Service Announcements, Newsletter	83%	11%	5%	1%	0%
Information & Cyber Security - Guidance	75%	19%	6%	0%	0%

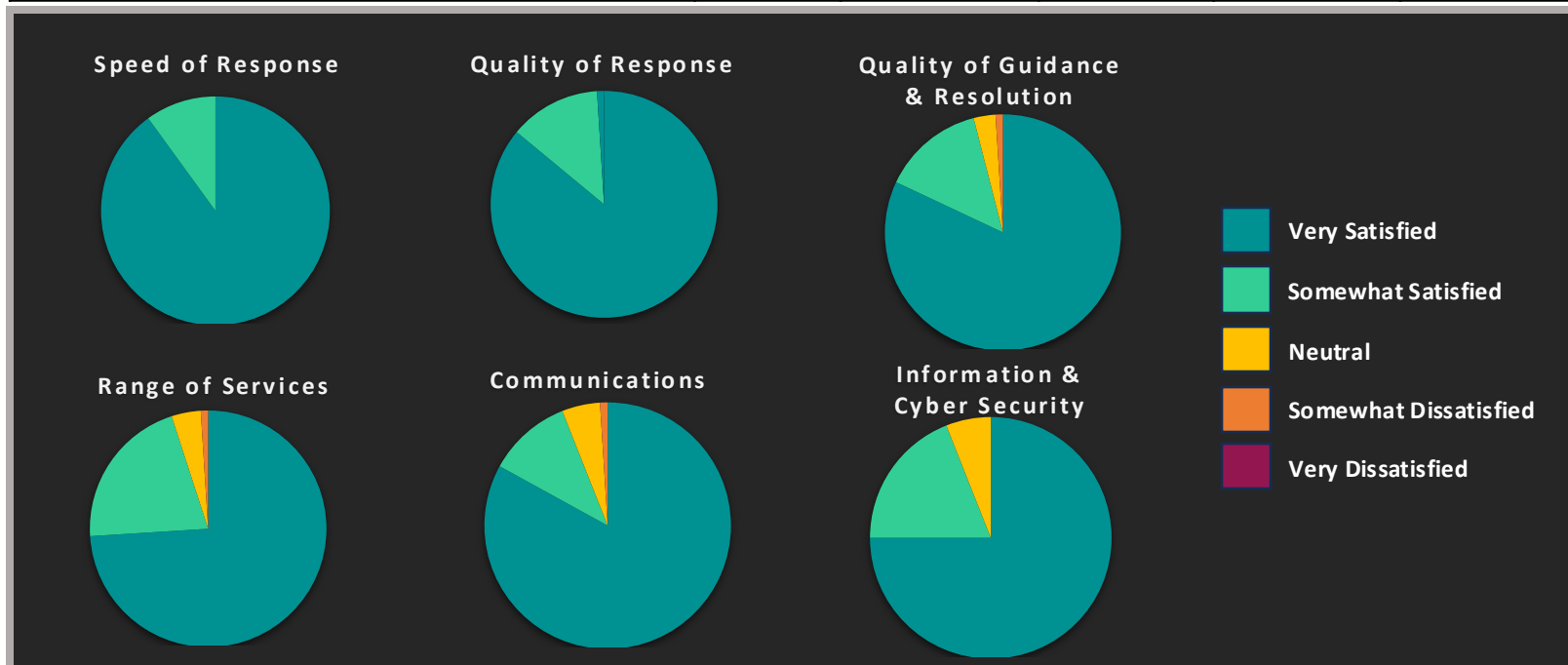
Very Satisfied - 81%

Somewhat Satisfied - 15%

Neutral - 3%
(neither satisfied or dissatisfied)

Somewhat Dissatisfied - 1%

Very Dissatisfied - 0%



What we've learned:

Satisfaction for those services provided by the Gardens & Museums IT and the manner which they are delivered is very impressive with 96% of responses either being Very Satisfied or Somewhat Satisfied on average.

Despite this there is room for improvement, and particular areas such as the Range of Services offered, and Information & Cyber Security provide such opportunities.

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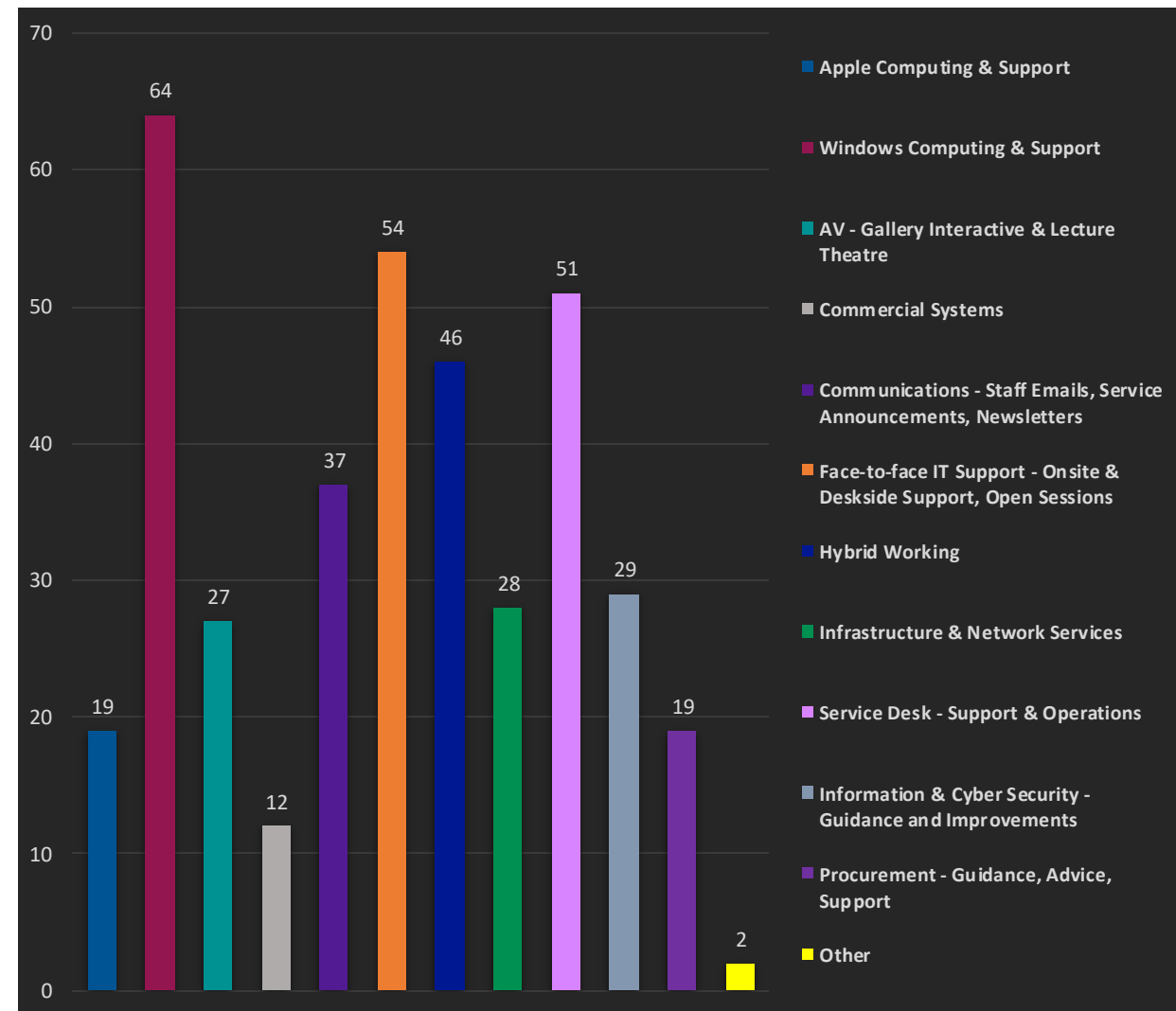
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Where we are right now: Colleagues' thoughts on the current IT provision

Which of the Gardens & Museums IT services are important to you?

Service Area	No. of votes
Apple Computing & Support	19
Windows Computing & Support	64
AV - Gallery Interactive & Lecture Theatre	27
Commercial Systems	12
Communications - Staff Emails, Service Announcements, Newsletters	37
Face-to-face IT Support - Onsite & Deskside Support, Open Sessions	54
Hybrid Working	46
Infrastructure & Network Services	28
Service Desk - Support & Operations	51
Information & Cyber Security - Guidance and Improvements	29
Procurement - Guidance, Advice, Support	19
Other	2



What we've learned:

Many of the Gardens & Museums IT provided services and systems are popular and valued, with those utilised on a daily basis receiving a high number of votes as to their importance, including 'Windows Computing & Support', 'Hybrid Working' and 'Apple Computing & Support'. What is particularly interesting is how a number of the more invisible services, including 'Infrastructure & Network Services' also scored highly.

Many of the quality-focused Customer Service elements which have become critical to our provision including Communications and Face-to-Face Support are similarly highly valued. Since the Covid Pandemic, and the success of Remote IT Support, many providers have stopped offering Deskside support, but it is important to see that these user focussed parts of our provision offer value and are appreciated by our colleagues.

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Where we are right now: Colleagues' thoughts on the current IT provision

How satisfied are you with the IT provision within Central IT Services CONNECT Service?

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Speed of Response	40%	33%	17%	9%	1%
Quality of Response	46%	31%	14%	8%	1%
Quality of Guidance and Resolution offered	44%	29%	21%	5%	1%
Range of Services and Solutions offered	40%	29%	26%	4%	1%
Communications (e.g. all staff emails)	37%	23%	34%	5%	1%
Information Security Advice	39%	28%	28%	4%	1%

Very Satisfied - 41%

Somewhat Satisfied - 29%

Neutral - 23%
(neither satisfied or dissatisfied)

Somewhat Dissatisfied - 6%

Very Dissatisfied - 1%



What we've learned:

Satisfaction for the Central IT Services provided CONNECT service shows the majority selecting either Neutral (neither satisfied or dissatisfied), Somewhat Satisfied and Very Satisfied.

The combined score for Somewhat Satisfied and Very Satisfied is 70%, which shows an opportunity for improvement, with closer working between GMIT and IT Services being a potential mechanism to achieve this, and one which will be discussed further during the 2024/25 Academic Year.

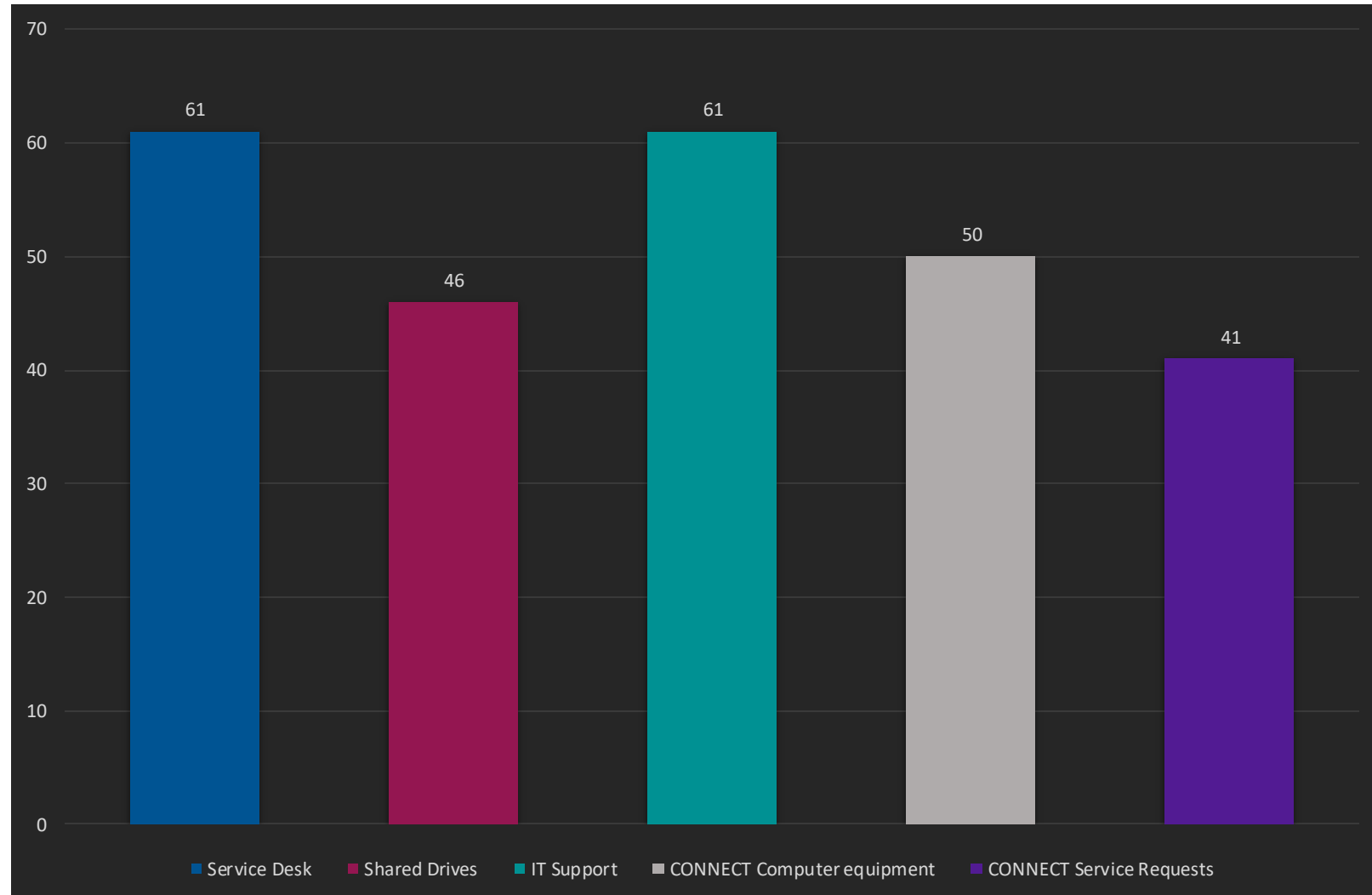
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Where we are right now: Colleagues' thoughts on the current IT provision

Which of the Central IT Services CONNECT Service components are important to you?

Service Desk	61
Shared Drives	46
IT Support	61
CONNECT Computer equipment	50
CONNECT Service Requests	41



What we've learned:

The Central IT Services Managed Desktop Service is the one of the key IT solutions in use across the Gardens & Museum, with around 450 computers (laptops and desktops) providing end-user computer service to over 500 people and core business operations.

The CONNECT Service is made up of a number of components, which are regularly used by our colleagues and as you can see there is a consistent level of appreciation for each, but the results do once again highlight how important our colleagues feel that the service and support aspects of the CONNECT Service and IT in general are.

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Continuous Improvement: How can the Gardens & Museums IT provision be improved?

Do you think there is anything which could be improved with the Gardens & Museums IT service?

N/A	10
Unsure	1
No - Excellent as it is	47
Communication changes	1
Support Channel Confusion	12
Weekend Support	1
Face-to-Face/Local/On-site Support	3
Additional Resource	2
AV	1

I think you are doing a wonderful job. I don't always know who different people are, it would be good to know.

I would like to say: The team is very supportive, prompt, skilled, and professional, and goes the extra mile to make sure we can get things done. Just make sure this brilliant team is supported and appreciated for all their efforts. Five stars!

I'm always very confused about the division between central IT and GLAM IT and the division of who does what and who to contact for what support.

It is often difficult to know who to speak to about a particular problem so face to face support is key.

It is still slightly confusing whether to contact GLAM IT or main IT helpdesk (Connect) though we often have emails reminding us. I think it's the names that make it less clear.

Do you think there is anything which could be improved with the IT Services Managed Desktop Service (CONNECT)?

N/A	13
Unsure	3
No	26
24/7 Support - reduced features of out of hours support	2
Standards of support - Response, Resolution and Knowledge	16
Onsite and face-to-face support, including induction	4
Support channel confusion	8
Communications & Updates	5
Shared Folders/File Shares	1
Hardware & Replacement Cycle	4

The self-service offer has potential to be incredibly useful but it's difficult to navigate unless you already know what you're looking for. Frequently you end up having to ring the helpdesk to ask which online form you need to complete to achieve the thing you need to achieve...

Support out of 'normal' hours - can be challenging if you have an issue in the morning when setting up things for early meetings as provision is sparse and something they lack the authority to resolve the problem - difficult when you have meetings that start at 8.30am.

It took me some time to get used to the Connect system at first, but now it's all up and running, it's pretty straight forward to use and I can access from home if needed.

I find the IT self service desk quite tricky to navigate, I am often unsure which link applies to me and where to log a ticket. If a ticket is taking longer to action than estimated an update would also be incredibly useful, to prevent logging an additional follow up ticket.

Yes - they are very nice, but the resolution seems to take a long time.

What we've learned:
 We asked our colleagues for information on where they felt improvements could be made with both the GMIT provided IT elements, and those provided by Central IT Services. The qualitative data that we've received has helped to identify potential improvements with both services, with some commonalities, but also certain differences. The responses with similarities have been grouped together to see where themes and also overlaps exist, with Support Channel Confusion appearing in both, and with a number of comments..

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Continuous Improvement: How can the Gardens & Museums IT provision be improved?

Which aspects of the IT provision would you like to see continue? What stopped? And what would you most like to see started?

	Continue	Stop	Start
AV Service	4		
Everything!	15		
Face-to-Face/Local/On-site Support	17		
Hybrid Working	1		
Newsletter & Communications	6	2	
Open Sessions	8		
Printing Service	1		
Replacement Cycles			4
Single Support or Service Desk contact for IT			6
Website Support	1		

What we've learned:

There are a number of IT Systems, Services and Solutions in place that make up our provision, alongside certain activities and components that add to their delivery. The responses from 'Stop, Start, Continue' were advantageous in identifying whether what we're doing aligns with our colleagues' respective requirements, and whether we're providing value with our time and what we do.

The GMIT Newsletter & Communications were listed 'Continue', but also the only item in 'Stop'. And although there is conflict, the feedback is positive and suggests that thought is required as to the frequency of our communications, and whether there are better methods of delivery.

Many solutions were detailed as needing to 'Continue' and from a 'Start' perspective there were a number of responses requesting simpler IT support mechanisms.

I think the personable service and helpdesks are excellent. I also think having a GLAM repository of AV equipment is very useful but needs to be more widely advertised!

I continue to want a dedicated GLAM team; I'd personally like my CONNECT support from the same team.

Too many emails from IT generally.

Communication is always really useful; I love seeing the team in person rather than all services being remote.

Support with gallery interactives to continue please.

Please continue the personal/accessible approach, this is the thing that I see making the biggest difference to our staff. They feel like they know the GLAM team, and this builds trust and credibility.

It would be great if GLAM IT did it all - a one stop shop!

Stop nothing. Keep doing everything that they are doing now.

Current system appears to work quite well. Perhaps the refresh cycles can be shortened.

The G&M IT team's personal, face-to-face approach is extremely helpful, as is their willingness and enthusiasm to discuss projects up front and be involved in helping us make good investment decisions early in the planning process. The Newsletter is also helpful - a clean, clear summary of what's going on sent on a regular basis. The team's support around in-gallery digital display interactives, both advice up front for what to invest in and responsive, rapid support when we buy the wrong thing (like iPads) is very much appreciated. They are also proactive - if they are in the Museum over one issue, they are aware of related issues and offer to help with those as well.

Drop-in sessions are useful, and I've been very impressed by response time and the quality of the help I've received.

I really enjoy the newsletters! I like their friendly, upbeat and approachable tone. It's really good to be able to hear about the larger IT projects going on across the Gardens and Museums too, and to be able to dip into the pdf. Please continue them! I also think emails from G&MIT are pitched well in terms of frequency and subject.

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Continuous Improvement: How can the Gardens & Museums IT provision be improved?

Is there something within the field of IT that you wish could be done? Or something you would like to see done?

Not Answered	12
No	26
AI: Artificial Intelligence Applications and Use	3
Hardware & Equipment Improvements	8
IT Services Managed Desktop Improvements	2
Staff consultation with University IT initiatives	1
Service Desk Software for non-IT business areas	1
Space reviews and improvements - network; WIFI; AV	4
Service or Support Improvements	2
Starters & Leavers - preparations and understanding for Line Managers, inductions, access	4
Storage & Data Improvements - access, management, requests, data analytics	5
Training & Knowledge Sharing - Digital Communities; Information Security	5

What we've learned:

New technologies and innovations are regularly entering the IT world, and new developments are often occurring within the University. It's important to be aware of these, and to identify ways and means that these could lead to improvements. But often those best placed to identify whether these new technologies or initiatives could help are those who utilise the current services or solutions on a regular basis.

When asked "Is there something within the field of IT that you wish could be done? Or something you would like to see done?" the most frequent response was No. Other elements were mentioned, with some suggestions for the embrace of new technologies such as AI. But more prevalently requests for improvements to current processes and hardware were received in greater number.

I know it's a lot to ask - but I think perhaps line managers should receive some training about the basics of getting new starters up and running... I know so many new starters who have in fact been here for months and don't have access to quite basic things, or know where to look for help (because they haven't been told). But I think line managers can help and take responsibility with a bit of basic training and guidance. It might also be useful to know how to handle various IT aspects of getting interns or very temporary staff members set up to do the tasks they need to do.

Online sharing tips/skills sessions between colleagues - when working in an office, you often ask colleagues quickly - 'how can I doxyz?' Who knows how many things I am missing out on because I don't sit next to the right people? Could we try an online open forum called 'GLAM colleagues sharing their best Teams tips' or Word, Teams or Photoshop.

AV in meeting rooms - working and easy to manage.

Perhaps clearer guidance as to how to set up a new staff member and when. Although I think this may be HR/Recruitment conversation also. I have found it confusing to know when I need to contact IT to get a new user email etc. or whether this is actioned by HR.

I'm spending more of my time exploring AI and new tech developments which the Ashmolean could benefit from. I think this will become more of a trend in the museum sector over the next few years. However, I don't think the current GLAM IT team have capacity for this. I would be interested in discussing whether external support could be identified to create a post linked to this new area.

Can we use public WIFI data to understand customer behaviour?

Rostering software delivered by HR systems (years in the waiting) - off the peg software available. Efficiency driven by investment in systems and systems interfaces eg galaxy :oracle: counterpoint Digital Transformation Project to support digitisation of our collections and archive - can AI speed up process and support extraction of useful structured information for records and research. Cyber security awareness training given to staff using GLAM / CONNECT computers (although this is partly covered by InfoSec training I don't feel I know enough about the systems we have in place to protect and alert us).

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Celebrating Success: What have we done well?

Has there been a time when you were particularly impressed by the IT provision within the Gardens & Museums?

Knowing when we've done an especially good job, and alongside this identifying individual and team success and celebrating this, is incredibly important to us. On asking 'Has there been a time when you were particularly impressed by the IT provision within the Gardens & Museums? Could you provide details?' we received many kind responses.

Thank you to those who provided such lovely feedback - it is very much appreciated. And over the next two pages please see a selection of these comments.

I think the team have been doing a great job overall from every interaction I've had in the last year or so, and I particularly appreciate the improvements to infrastructure management and communications around it since Jona started his role.

I was particularly impressed with help we received for exhibitions - being on hand to help during installation of digital and AV was incredibly helpful.

The team is very supportive, prompt, skilled, and professional, and goes the extra mile to make sure we can get things done (despite their limited resources).

Generally speaking, every time there is a change in provision, compliance, or risk management - the GLAM team are particularly good at building sensible, approachable comms around these and helping users understand what's happening, why, what the impact might be etc.

Calum has been extremely responsive to all of our team at the Pitt Rivers- new cables and helpful responses (even help with coding!), have been proved so quickly and efficiently!

The whole team is always enabling and positive in their interactions.

Whenever I have had a problem that falls within GLAM IT it is solved speedily and with such good humour. Really grateful for the wonderful team.

I was very pleased when Alex brought me a set of headphones, he did it without ceremony and has made my life a lot easier. Also, I was very pleased with the setup of our new team member, although we were worried about it, on the day it was very smooth and well put together.

I have always been impressed by the service from Carl and the Team. They have helped me with procuring new devices for multiple departments. Amanda is brilliant at supporting the wider department with any Apple related needs. Alex has also offered much need support with setting up a new departmental iPad and talked the team through storage options, in person. Jona has helped me try and make sense of AWS billing. All have been fantastic :)

I am always impressed by how friendly, empathetic and non-judgmental the team is - they do not make you feel silly for asking questions, no matter how small or obvious.

I really am genuinely impressed with the Gardens and Museums IT team. I think Carl is an exceptional service manager, explaining things as clearly as possible without overwhelming staff with information. And his team always respond really quickly and courteously to anything I've had to ask, with humour and diligence too. I like the informal in-person IT sessions as well (though I rarely have any specific questions to ask that haven't already been quickly answered... I like the biscuits too!) I think an approachable, supportive and responsive IT team is a really important thing to have for an institution like this, and we're lucky enough to have just that. Well done IT team: you are appreciated!

Wi-Fi hotspots for traders at Arb Fairs and Christmas Fairs has been a massive help. Expansion of Wi-Fi across the Arb. Jona worked with external production company to facilitate Christmas Fair WIFI. Lots of help from Calum and Dan with PA systems for Friends events. The team are always happy to help with advice.

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Celebrating Success: What have we done well?

Has there been a time when you were particularly impressed by the IT provision within the Gardens & Museums?

We had a digital-first display project in late 2023/early 2024 which was on an extremely short timescale where some screens were being donated from a supporter in Hong Kong.

We talked to the Museums IT team upfront and they were patient, proactive and helpful, taking time to look at the display space, the specification of the donated screens and spending considerable time sourcing back-up plans in case the screens didn't arrive from Hong Kong in time.

They also took the time to come to the Museum to set up the screens in advance, trouble-shooting any problems, and their advice, cheatsheets for Front of House and overall support has been invaluable as we navigate how to keep the screens running and keep improving the visitor experience.

We're impressed every time, but this was above and beyond on a very short timeframe.

If I get in touch for specific help, I'm really impressed how quickly someone arranges to come out to help. I find face-to-face much better, particularly as a none IT specialist it is often difficult for me to pinpoint and clearly describe the problem I am having, plus muddily to understand what I need to do to resolve if advice given is via email. So totally impressed with all face-to-face help and advice received.

Whenever I have had a problem that falls within GLAM IT it is solved speedily and with such good humour. Really grateful for the wonderful team.

All team members are helpful and friendly, thank you.

I have been impressed every single time I have asked GLAM IT for assistance. They are amazing.

Whenever I need help you have always been great, even once when I had a personal IT issue which was very kind

Always impressed by Carl, Jona and the team.

All my visits/dealings with the Gardens and Museums IT team have been very fruitful - I always feel listened to and my concerns/problems captured accurately for speedy resolution. I always know you guys will have the answers!

There have been numerous occasions when the GLAM IT team have gone above and beyond to help and have made the effort to call or visit me in person. I never feel like any question is silly.

I have many examples of fabulous service, particularly from the IT Team at the Ashmolean. They have advised on issues related to AV equipment in the galleries They have guided us in the purchase of new equipment for the Department that was suitable and cost effective They have responded incredibly quickly when we were left to deal with old equipment failure and guided us in finding suitable replacements. They are very knowledgeable, efficient, very responsive and just lovely human beings

Calum has always been such a great help; prompt and kind on any question I've sent!

The team is very supportive, prompt, skilled, and professional, and goes the extra mile to make sure we can get things done (despite their limited resources). Five stars!

The team is consistently helpful, very quick to respond and finds great solutions. You are the best shared service that we have in GLAM - it must be very challenging, but you do a brilliant job for us all - thank you!

The team based at the Ashmolean are great - always helpful and always with a smile.

Whenever I ask for help with Apple issues they have been solved quickly and in person. Thank you to Amanda who is amazing.

Getting my battery replaced - central IT went very quiet for a while after I dropped it off with them, but GMIT eventually swooped in, got the laptop back and changed the battery. I am also very impressed at how willing the team are to jump in and help, even without an appointment. Thanks!

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Report Findings & Conclusion



Overview

The 2024 Colleague Feedback Survey has been a positive activity, and the wonderful comments and thanks throughout the Feedback Survey are incredibly well received, and we are truly grateful for the level of kindness and support shown to us. There has been a number of comments which provide evidence of aspects within the service which are popular, offer value and should continue. And alongside this, those IT areas, services and systems which need improvement.

The quantitative information received has proved vital in capturing data to establish popularity or need for change, whilst the qualitative information has helped to offer further context to this, and to provide the ideas where, and how, improvements could be made. Those areas of particular success, and those which require improvement are detailed below with greater context.

Deskside and Face-to-Face Support	We pride ourselves on our customer service and in offering a user focussed and personal service provision. A significant part of this is our preference to provide face-to-face support; be it through deskside help or open sessions. Therefore, it has been incredibly gratifying to see that these service side initiatives are popular and positively impact user satisfaction. The number of comments and the data received show the importance of this, and the value this offers and the needs for this to remain and to be expanded. We are now trying to use our successes to influence others to adopt a similar approach, and the feedback and data from this survey will assist with this.
Hardware Replacement	The age of hardware, and current and ongoing issues because of this, has seen repeated comments - and although there is a satisfactory level of happiness with current equipment (69%), this could be greatly improved. The progression of replacement cycles will be critical to this, with significant work ongoing to commence the CONNECT Computer refresh.
Communications & Newsletter	The Gardens & Museums Newsletter & Communications have received repeated mentions throughout the survey from a positive perspective, receiving high satisfaction scores, and many positive comments. Despite this within the 'Continue, Stop, Start' part of the survey, both the Newsletter and Communications received 'Stop' responses - with the Newsletter mentioned as not being required (not necessary. no other department does it. save time) or that there are too many IT related emails (Too many emails from IT generally). Although these responses are in conflict to the many received it is important to be mindful of this, and we will give further consideration to the frequency of our communications and the methods of delivery.
Service & Support Confusion - Simplification of Support Channels	As we currently have two different providers for IT support within the Gardens & Museums, we have two different methods for whom to contact. This has caused continued confusion and despite much effort and endeavour to remedy, including documentation and support guidance, the confusion has persisted. Crucially, this confusion has been regularly fed back as something which impacts user experience. It's natural that people need simple and consistent mechanisms for establishing support, and the responses from this survey are pertinent to ongoing discussions on this subject and how we can improve this situation. These responses, alongside the data from the IT Review in 2023 provide further evidence to suggest that a single method of support contact would offer a significant improvement to our colleagues IT experience. We are currently investigating and progressing plans to implement Single Point of Contact IT Support, with the aim to see all support requests being sent to the Gardens & Museums IT Team, who will subsequently triage and carry out any necessary escalations to IT Services on behalf of our colleagues.

In Conclusion

The Colleague Feedback Survey has been an incredibly positive experience, and not only due to the many lovely comments that we have received, but also the ideas for how things can be improved further - through potential new initiatives or adjustments to those services and solutions already in place. The elements identified above will be factored into our annual plan and in respect to Hardware Replacement and Single Point of Contact planning and consultation is already underway, with plans for implementation and delivery being established.