Gardens & Museums IT

Quarterly Report 2023/2024
Quarter 2: 1st November 2023 – 31st January 2024

Quarter 2 of the 2023 to 2024 Academic Year was mixed when it came to support load and the number of requests we received, with both November (380 requests) and January (387 requests) being busy, but December (249 requests) being somewhat quieter. And as a collective period, the 1016 requests was the lowest number that we have received in some time - with quarterly numbers having been around 1200 per quarter on average since 2021. It is an important consideration that less requests can be a positive, with service improvements and preventative measures being implemented to improve service and to remove issues or fix problems before they become impactful. A particular example of this is within Networking and Internet, where extensive work has been taking place, and continues to take place to improve all aspects of this service area, whilst developing and implementing further preventative mechanisms, including monitoring across networking equipment, and internet and network-based services

Computer Support continues to be an area where we see significant demand for assistance, with 343 requests received in Quarter 2, which equates to 34% of the total. As the Computing Service area encapsulates several different services, systems and service components, it's not unexpected for this number to be high, and in general this is often the case, but recently we have seen an increase in the number of requests which we receive related to the CONNECT Service. In Q2 we received 125 CONNECT related requests, which we either dealt with directly or aided in the provision of support - this was higher than the number of Apple & MacOS requests (109) for the same period, which is one of our primary services.

The team's response to requests continues to impress, with 0.2 working days being the average time for a response to a request throughout Quarter 2. This is testament to the incredible effort and endeavour from the team, and our collective commitment to providing a responsive customer service.

UNIVERSITY OF OXFORD

Gardens Libraries & Museums

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Requests Received & Requests Resolved

Support Requests Received	1016
Support Requests Resolved	1007
Tasks Resolved	72

Response & Resolution

Average Days Open	4.0
Average Days to Respond	0.2
Average Days to Resolve	3.0
% First Call Resolution	55%

The diagrams on this page show that the number of Support Requests received in Q2 are lower than in the same period of the 2021/22 and 2022/23 Academic Years but higher than those that precede this.

Request Open and Resolution times have improved when compared to the same period in 2022/23, and support response times continuing to be quick at 0.2 days, which demonstrates the dedication and commitment to providing a responsive and efficient service.

Quarter 2 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/2023; 2023/2024

Support Requests Received & Resolved

Requests Received: 2019/2020 = 882; 2020/2021 = 901; 2021/2022 = 1261; 2022/2023 = 1176; 2023/2024 = 1016
Requests Resolved: 2019/2020 = 891; 2020/2021 = 909; 2021/2022 = 1251; 2022/2023 = 1156; 2023/2024 = 1007

Response & Resolution

Average Days Open: 2019/2020 = 2.8; 2020/2021 = 2.6; 2021/2022 = 2.2; 2022/2023 = 4.2; 2023/2024 = 4.0
Average Days to Respond: 2019/2020 = 0.4; 2020/2021 = 0.3; 2021/2022 = 0.4; 2022/2023 = 0.3; 2023/2024 = 0.2
Average Days to Resolve: 2019/2020 = 2.5; 2020/2021 = 2.6; 2021/2022 = 1.7; 2022/2023 = 3.4; 2023/2024 = 3.0

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Quarter 2 - Where have the Support Requests come from?

Location	November 2023	December 2023	January 2024
Ashmolean Museum	130	86	157
Museum of Natural History	34	30	54
Pitt Rivers Museum	53	21	51
History of Science Museum	16	17	32
Botanic Garden & Arboretum	22	16	10
GLAM Divisional Office	28	14	19
Bodleian Libraries	6	6	7
All Sites	91	59	57
Total	380	249	387

Pie chart: Where have the Support Requests come from?
- All Sites 207 - 20%
- Bodleian Libraries 19 - 2%
- GLAM Divisional Office 61 - 6%
- Botanic Garden & Arboretum 48 - 5%
- History of Science Museum 65 - 6%
- Ashmolean Museum 373 - 37%
- Museum of Natural History 118 - 12%
- Pitt Rivers Museum 125 - 12%
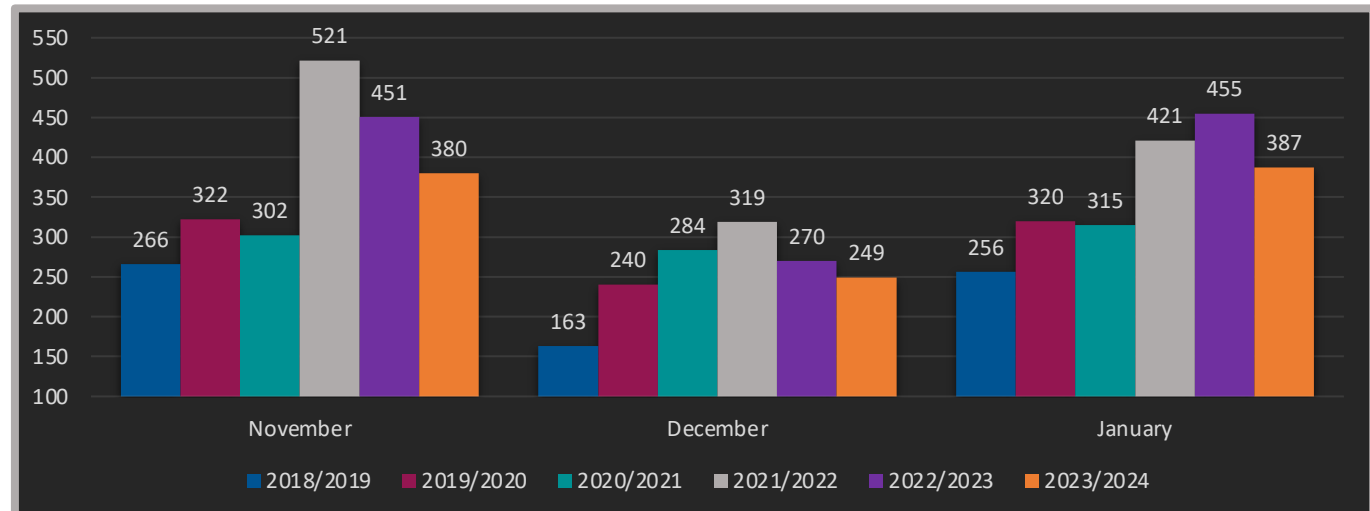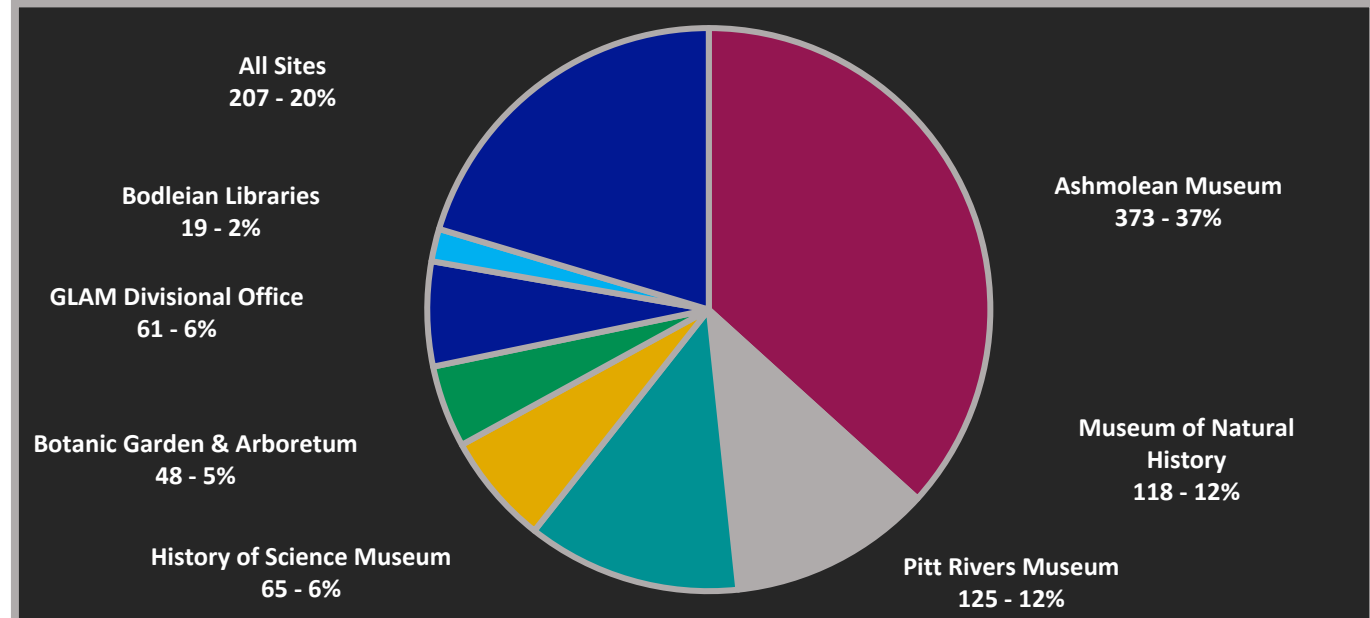
Both November and January were similar in respect to the number of requests received, with December being somewhat lower. This was to be expected with the holiday season and the extended leave which many colleagues took, alongside the University closure period, and associated location closures.

The number of requests received are lower across all months than in the same period of 2021/22 and 2022/23, but higher than years before this.

Bar chart — requests received by month and year:

November: 2018/2019 = 266; 2019/2020 = 322; 2020/2021 = 302; 2021/2022 = 521; 2022/2023 = 451; 2023/2024 = 380

December: 2018/2019 = 163; 2019/2020 = 240; 2020/2021 = 284; 2021/2022 = 319; 2022/2023 = 270; 2023/2024 = 249

January: 2018/2019 = 256; 2019/2020 = 320; 2020/2021 = 315; 2021/2022 = 421; 2022/2023 = 455; 2023/2024 = 387

Legend: 2018/2019, 2019/2020, 2020/2021, 2021/2022, 2022/2023, 2023/2024

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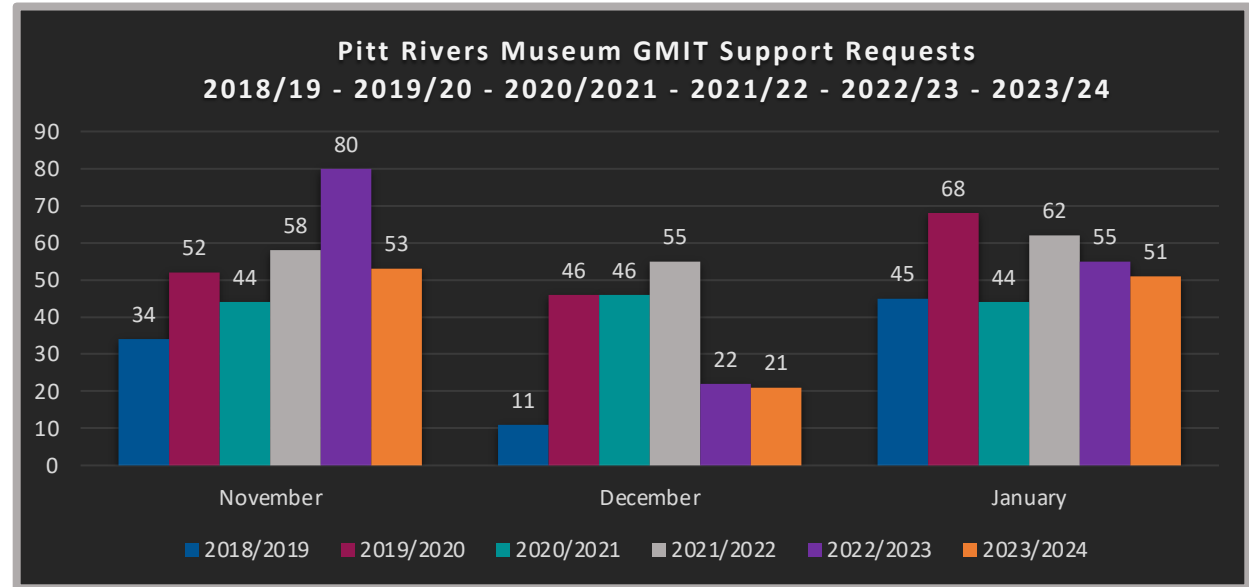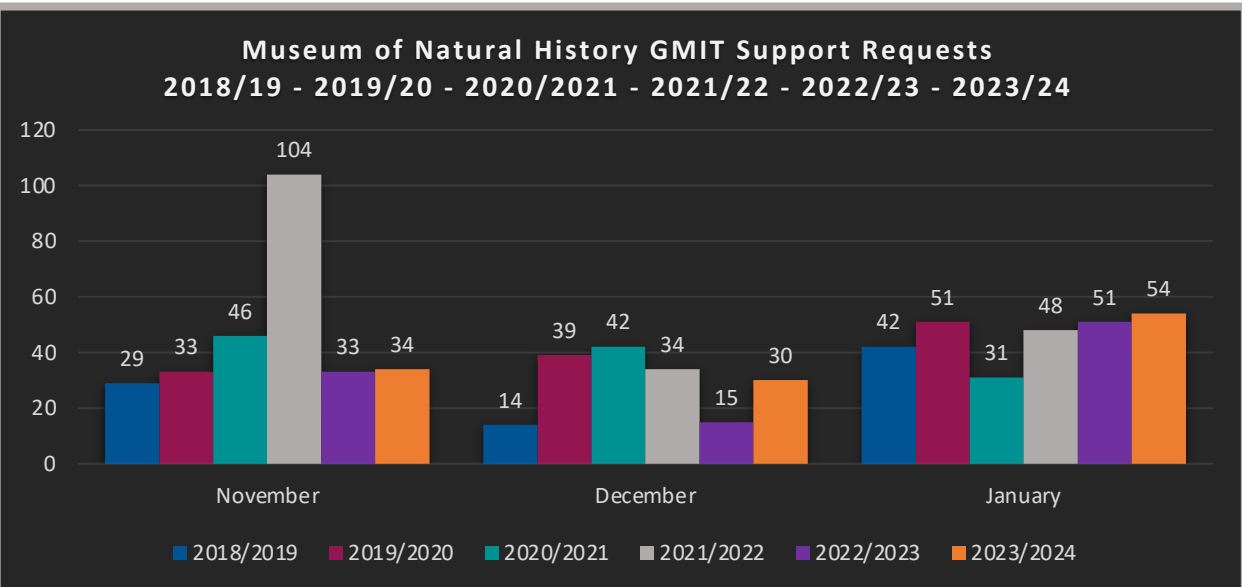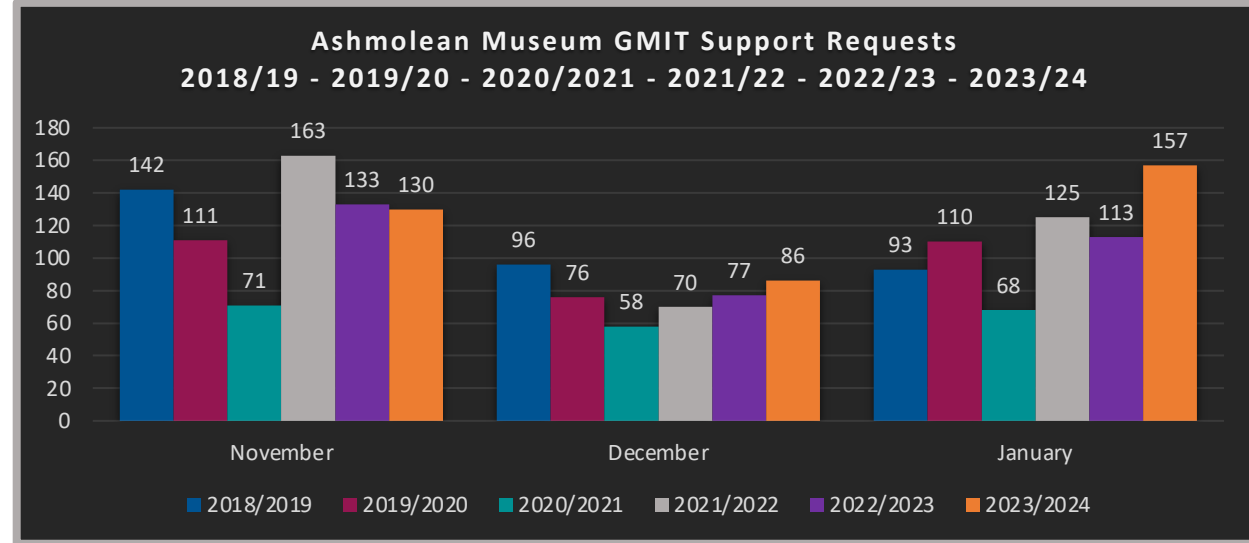
Quarter 2: 1st November 2023 – 31st January 2024

Quarter 2 - Where have the Support Requests come from?

Ashmolean Museum: The number of requests received from the Ashmolean remain the highest of the units we support. But due to the respective size of the Ashmolean this is to be expected, and the numbers themselves remain consistent with previous years.

Museum of Natural History: Requests from MNH were consistent across November and December, but somewhat higher in January, with the Wi-Fi replacement being a contributory factor.

Pitt Rivers Museum: Support requests from the Pitt Rivers Museum were similar in both November and January, but as with many sites during this period much lower in December.

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

Ashmolean Museum GMIT Support Requests
2018/19 - 2019/20 - 2020/2021 - 2021/22 - 2022/23 - 2023/24

Month	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
November	142	111	71	163	133	130
December	96	76	58	70	77	86
January	93	110	68	125	113	157

Museum of Natural History GMIT Support Requests
2018/19 - 2019/20 - 2020/2021 - 2021/22 - 2022/23 - 2023/24

Month	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
November	29	33	46	104	33	34
December	14	39	42	34	15	30
January	42	51	31	48	51	54

Pitt Rivers Museum GMIT Support Requests
2018/19 - 2019/20 - 2020/2021 - 2021/22 - 2022/23 - 2023/24

Month	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024
November	34	52	44	58	80	53
December	11	46	46	55	22	21
January	45	68	44	62	55	51

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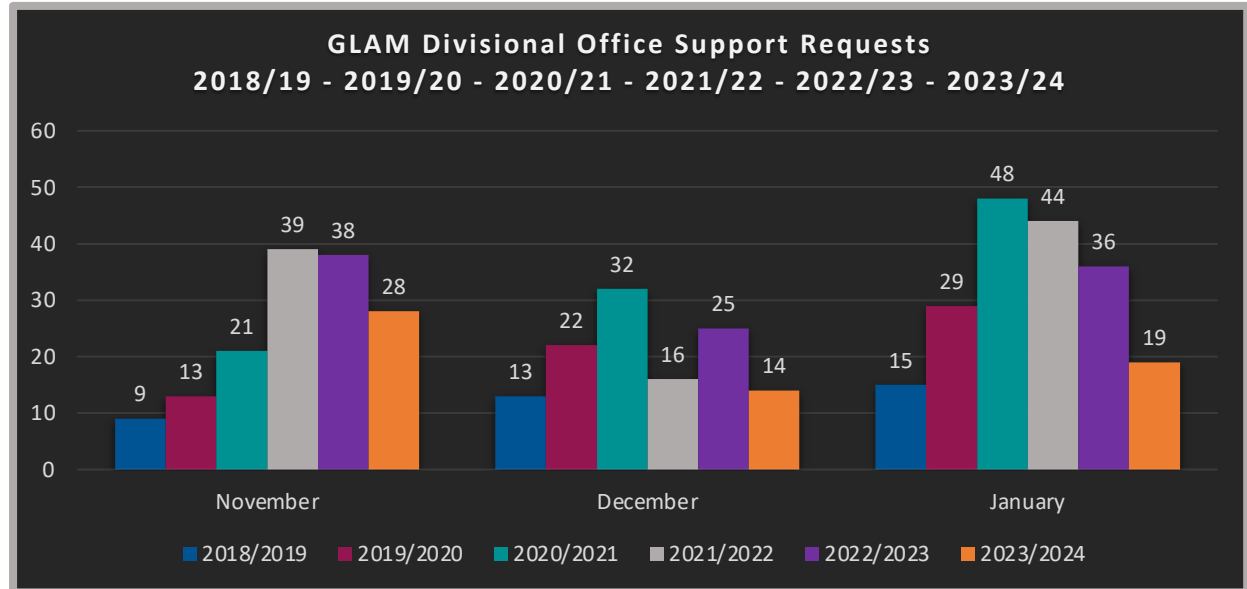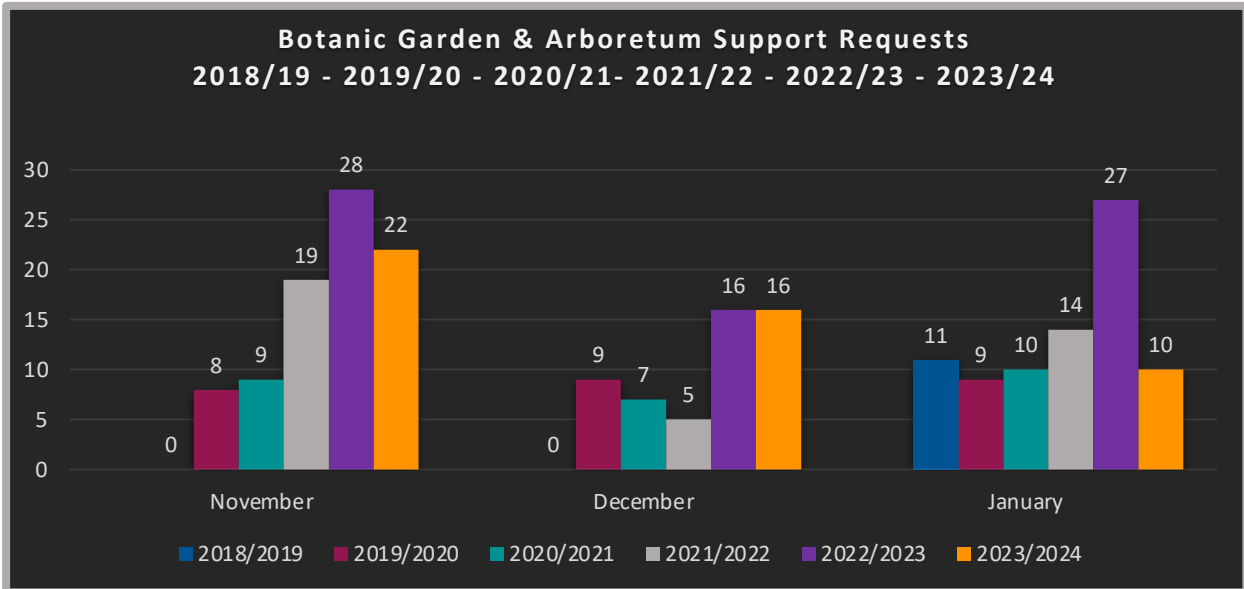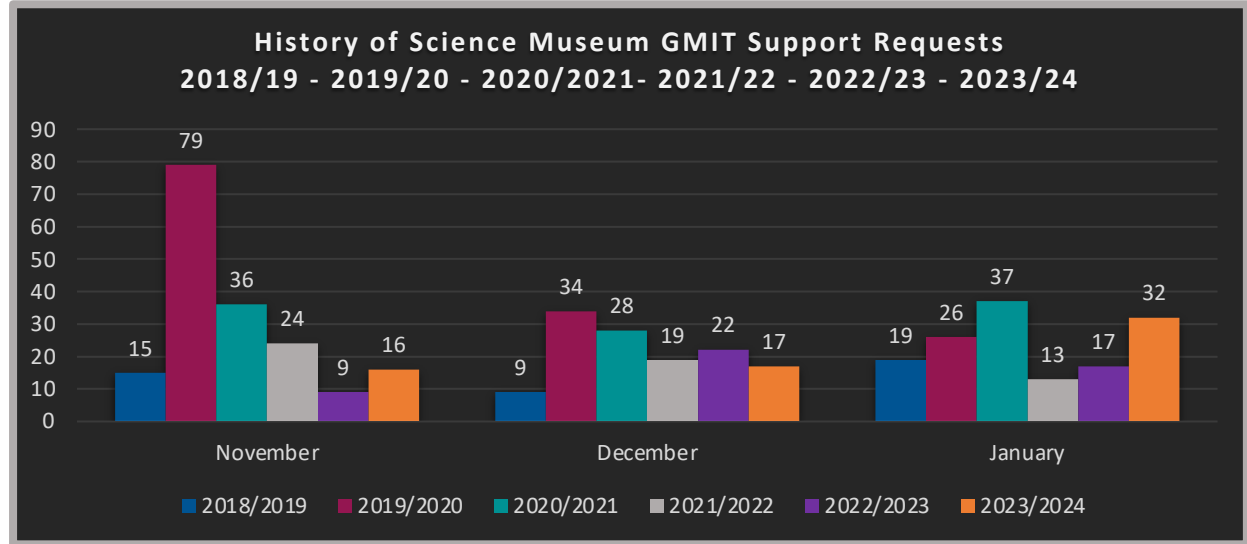## Quarter 2: 1st November 2023 – 31st January 2024

Quarter 2 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum were in-line and consistent with those received in previous years.

Botanic Garden & Arboretum: The number of requests from the Botanic Garden & Harcourt Arboretum were a similar number to those received in Q2 2022/23, except for January 2023, where they were particularly high.

GLAM Divisional Office: Requests from the Divisional Office were lower than those received throughout Q2 in 2022/23, and the lowest in total over a period for some time.

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


History of Science Museum GMIT Support Requests
2018/19 - 2019/20 - 2020/2021- 2021/22 - 2022/23 - 2023/24

Botanic Garden & Arboretum Support Requests
2018/19 - 2019/20 - 2020/21- 2021/22 - 2022/23 - 2023/24

GLAM Divisional Office Support Requests
2018/19 - 2019/20 - 2020/21 - 2021/22 - 2022/23 - 2023/24

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Quarter 2 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	98	10
Cloud Services	42	4
Commercial	25	2
Communication & Documentation	54	5
Computing	343	34
Email & Collaboration	79	8
Finance	26	3
Information Security	22	2
Monitoring	37	4
Network & Internet	107	11
Servers & Storage	66	6
Telephony & Conferencing	18	2
User Account	69	7
Websites & Digital	30	3
Total	1016	100
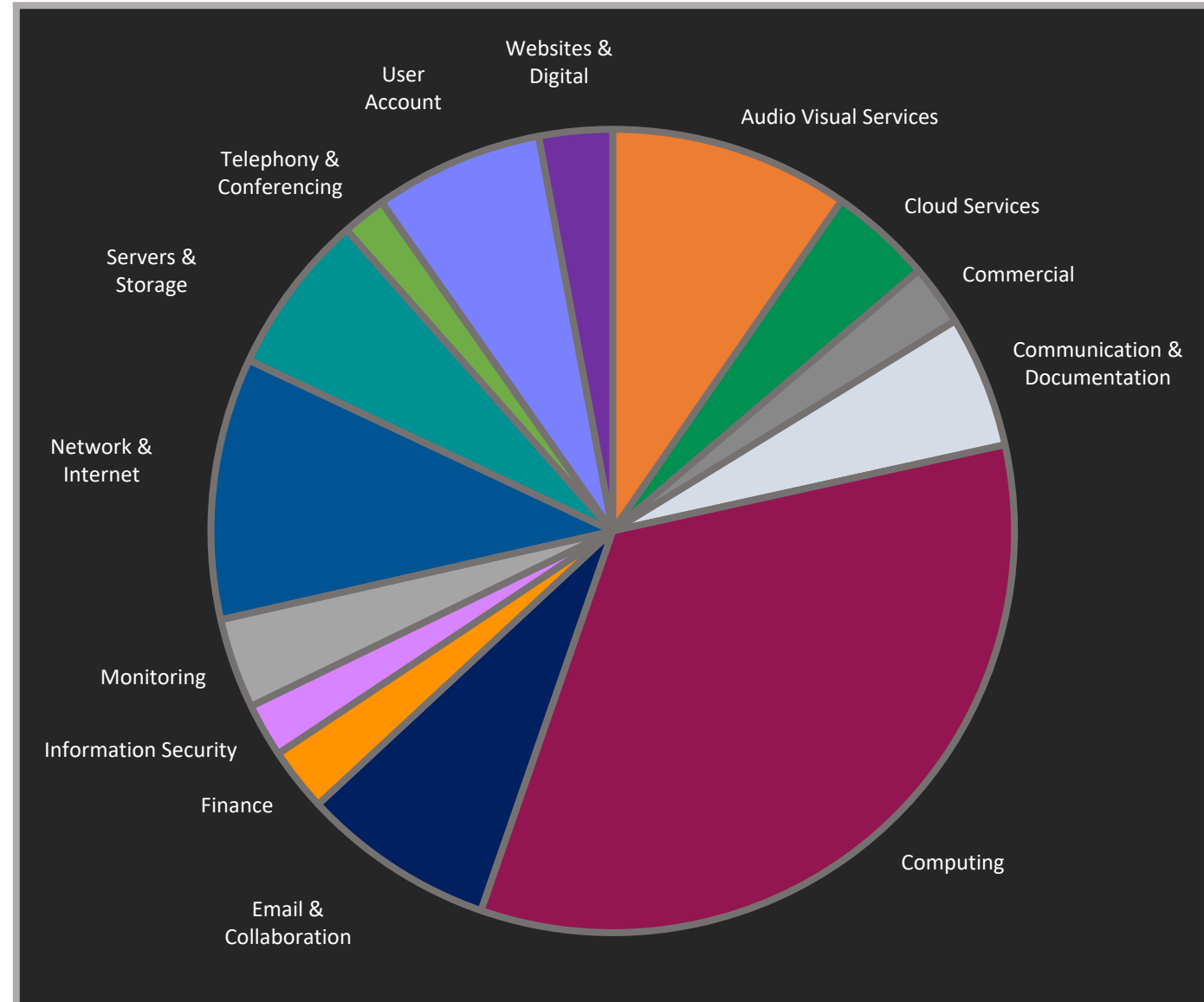
The table and chart show the types of requests we have received, and what service or system they fall in. This demonstrates the wide variety of services and systems that we operate, manage and support across the Gardens & Museums, and the number of support requests which each receive.

In Q2 of this Academic Year a number of areas had particularly high numbers, including Computing, Network & Internet and Audio-Visual Services. AV continues to show growth as we do more and more in this area.
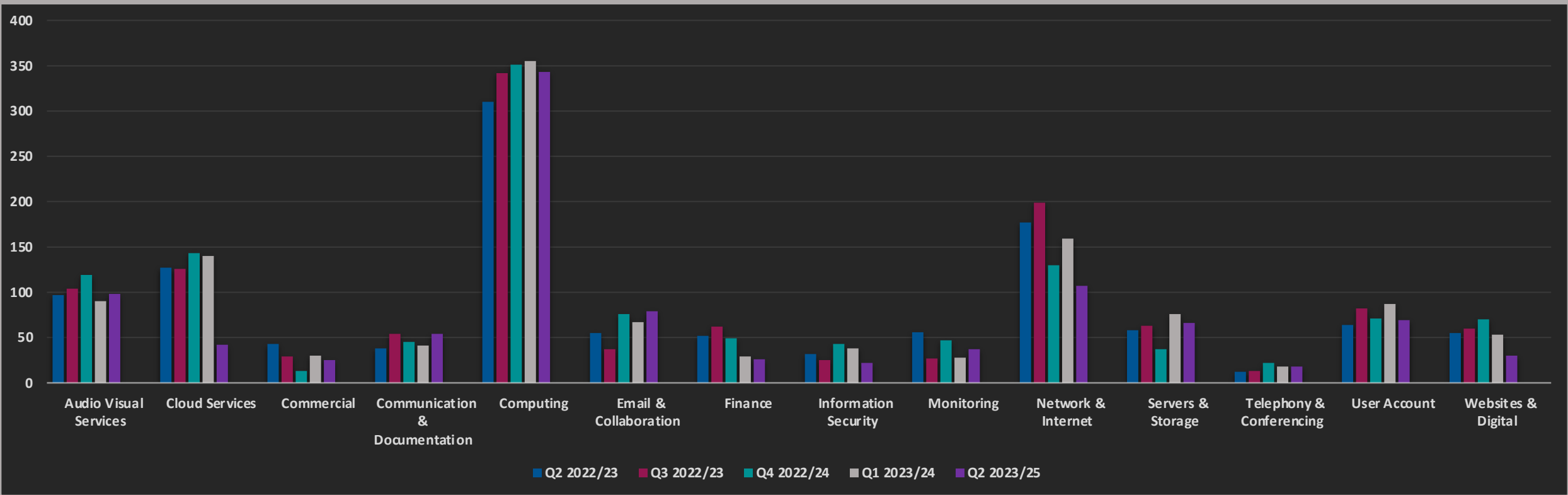
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Quarter 2 - Type of Support Requests Received

Comparing the Service Areas on a Quarterly basis and over a period of time allows for extended analysis and identification of areas where requests may be growing or demand increasing, or where requests are lessening or demand decreasing. At this stage it's important to understand that a reduction in requests can be a positive thing, as it may indicate a service or system has become more stable, or a service improvement or addition had added preventative methods which have mitigated or prevented any impact on our colleague's work.

A particular example of this is Network & Internet, where extended work has gone in to stabilising the networks, introducing improved monitoring to detect and fix outages before they impact, and the Wi-Fi replacement project to replace aged hardware with new. These work streams have resulted in a steady decline in the number of requests in this service area.
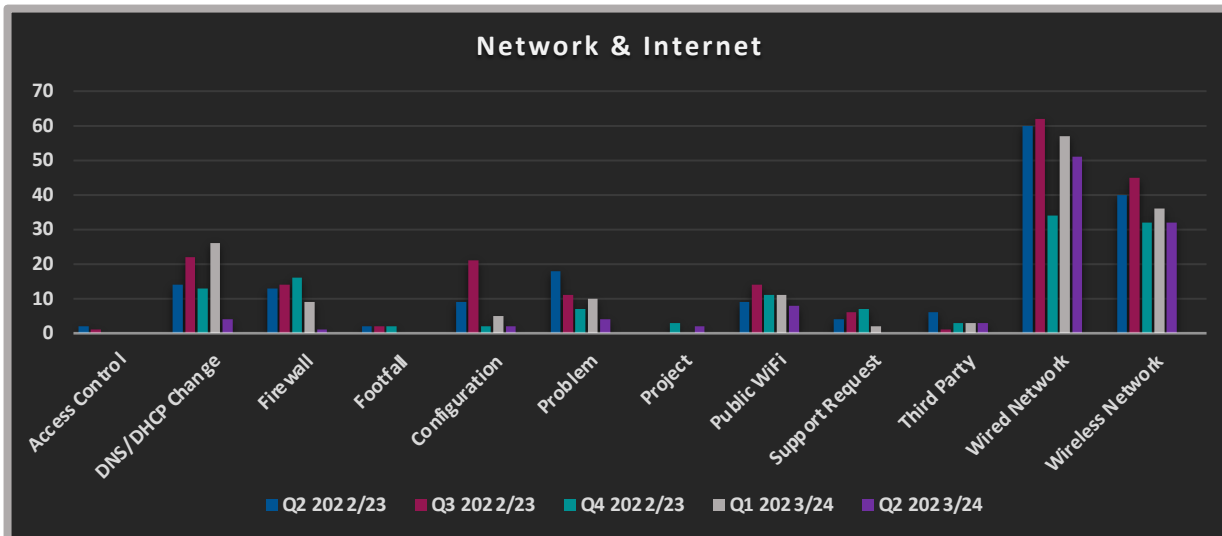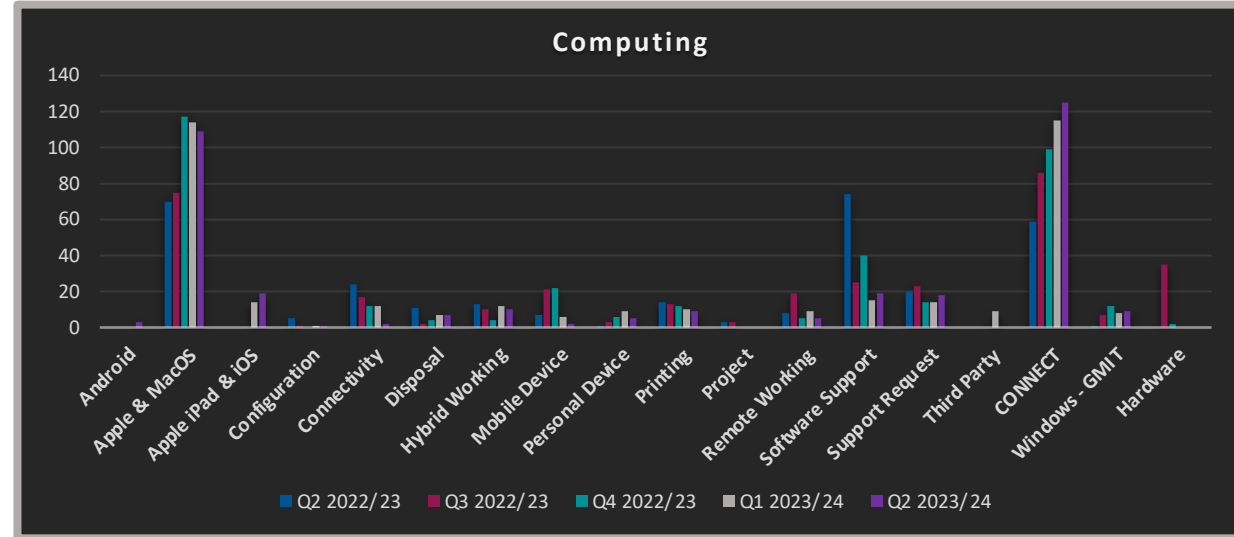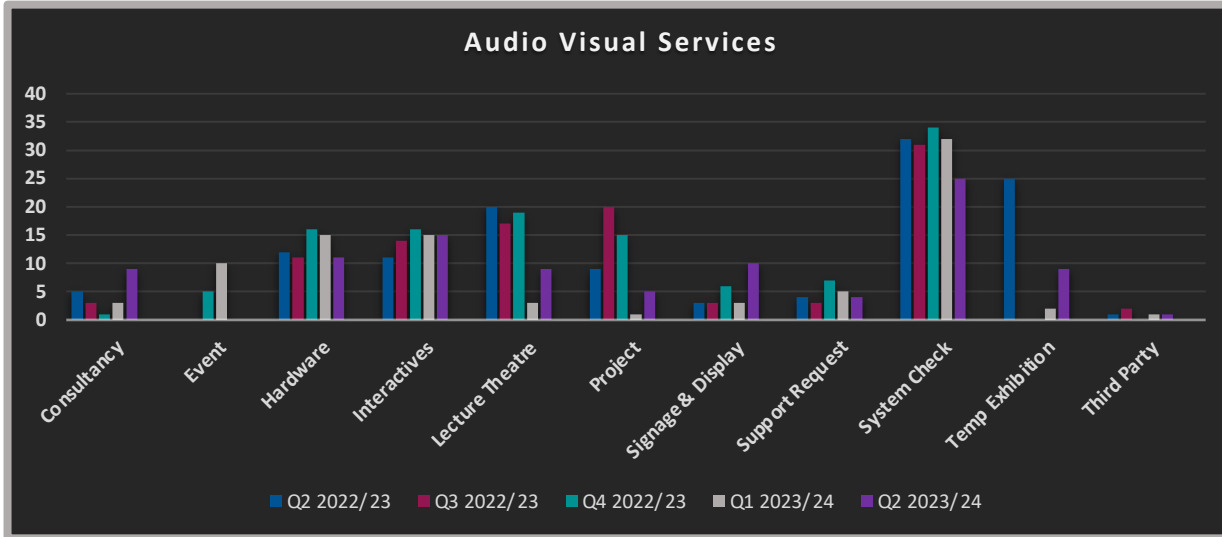
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Quarter 2 - Type of Support Requests Received

Each Service Area which we offer is made up of different services, systems or components. And for these areas which repeatedly show high numbers of requests or recent growth it is important to analyse this data further to ensure that there are no problem areas, or to establish if certain components are more demanding that others, and whether there is need for additional consideration.

AV is an area we are closely monitoring due to it being a new service within our provision, and one we know where significant current demand exists. Within the Computing Area we can see that Apple & MacOS receives a high number of requests, but this is expected due to it being one of our primary services. In comparison, there is consistent growth in CONNECT Requests which we are either dealing with or directly involved in, with colleagues directly approaching Gardens & Museums IT to assist in the servicing of this area, despite service direction being to contact IT Services directly.

As mentioned on the previous page the number of instances related to Network & Internet are showing decline, and this is across the various service components, due to improved monitoring,

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Report Findings & Conclusion

The 2023/24 Academic Year has continued with considerable demand for IT assistance, alongside a number of new and progressing workstreams. In particular, January was quite busy with the beginnings of several new activities - with some instigated as part of our Annual Roadmap, and some new projects from across the Gardens & Museums. Audio Visual Services was an area which saw particular demand, with projects commencing at nearly all locations which we support, and a variety of skills and expertise from across our Service Portfolio needed to navigate and offer value to these instances.

Computing continues to be the Service Area which sees the most demand, so further analysis of the data has taken place to establish the reasons for this, and to quantify and provide evidence to our thoughts and reasoning. As numbers have dropped for this Quarter (taking into consideration an unexpectedly quiet December), this additional analysis helps to provide positive reasoning to this change.

IT Services Managed Desktop Service (CONNECT)

Through Q2 we have continued to work closely with IT Services regards the CONNECT Service, and crucially the offer of deskside support, user setups, and in the progression and resolution of issues. Our acknowledgement of the reasons why our userbase look to contact us where and when possible, even for services which we are not directly responsible for, is seen from a positive perspective, and extensive investigation (as part of the IT Review) have taken place to fully establish and quantify this, and measure against the resource commitment it takes to fulfil, whilst also outlining opportunities and service improvements that a formalised approach would afford.

Actively taking on and looking to progress such instances requires a significant level of coordination and communication, and usually across a variety of teams with differing pressures and service expectancies and timescales. Taking a more active role in the CONNECT Service has meant that the average days to resolve requests, and the average days open are higher than in the preceding years, but the value this offers our colleagues justifies this. And the continued excellent results in response show our continued commitment and the delivery of a responsive and customer focussed service.

Network & Internet

The Network & Internet service area continues to see much effort and considerable improvements. The Wi-Fi Replacement Project continues, and the History of Science, Pitt Rivers and Museum of Natural History have all been onboarded into the new wireless service, with new hardware offering improved service and signal. This has helped lead to a reduction in the number of wireless related requests and problems. Alongside this, much work has gone into expanding the preventive monitoring which we have in place, with more and more internet and network-based devices and services being added to the monitoring provision, so that issues and problems can be established, identified, investigated and resolved before they become negatively impactful, and therefore reducing the number of support requests.

Audio-Visual Services

As mentioned above AV continues to be a business area of growing demand, and more and more projects and innovations are now linking into this or include significant Audio-Visual requirements. In January projects have commenced at each of the Ashmolean, Museum of Natural History, Pitt Rivers, and History of Science Museum. And as each projects AV needs are contrasting the relevant technologies, skills, knowledges and aptitudes required to assist, progress and fulfil are quite different. Therefore, different personnel within the team have needed to be engaged, which demonstrates the varied nature of AV, but also the variety and complimentary skills which we have within the Gardens & Museums IT Team.

In Conclusion

We continue to provide a service which is focussed on a quick, efficient and effective response. And this approach is applied to all services that we directly offer, and to instances where we are not directly responsible if there is value to be gained, either from an efficiency, economic, operational or customer service perspective. We continue to monitor our support data to ensure that all services are suitably maintained and that the qualities which are required are appropriately fulfilled, and consideration is taken to how to maintain and continue this.