

Gardens & Museums IT

Quarterly Report 2022/2023 Quarter 3: 1st February 2023 – 30th April 2023

Quarter 3 of the 2022 to 2023 Academic Year has continued in the same manner as Q1 and Q2 with the number of requests (1223) for support being high. Although the numbers of requests received are less than in the same period last year (2021/22), they are much higher than in Quarter 3 for both 2019/20 and 2020/21. And as shown with the previous quarters whereas request numbers before 2021/22 were around the 1000 mark per quarter they are now at least 1200.

The AV and Commercial Systems Review has continued in to Q3, and as per Q1 and Q2 of this academic year both key business areas continue to benefit heavily from our involvement and varied skillsets and knowledges assisting in general support, project work, Information Security implementation and service improvements. In Quarter 3 we received 104 Audio Visual requests (9% of overall total), and 29 Commercial Systems requests (2% of our overall total), whereas in the same period of the 2021/22 Academic Year, we received only 27 AV requests (2% of total) and 18 Commercial requests(1% of total).

To improve our data capture, and to show our direct involvement in the IT Services provided Managed Desktop Service (CONNECT), we introduced a new service category within our service management system to formally capture those requests which are CONNECT related, including first-line support, hardware changes and new equipment set ups. This was only implemented at the beginning of March, so does not show a full quarter of information, but 87 requests of the 342 Computing requests we received were directly related to the CONNECT Managed Service, which equates to 7% of the Q3 total of 1223.

As was the case with Q1 and Q2 of the 2022/23 Academic Year our request resolution times were not as quick as in the preceding years, but response times continue to be impressive despite the number of requests.



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Requests Received & Requests Resolved

Support Requests Received	1223
Support Requests Resolved	1209
Tasks Resolved	202

Response & Resolution

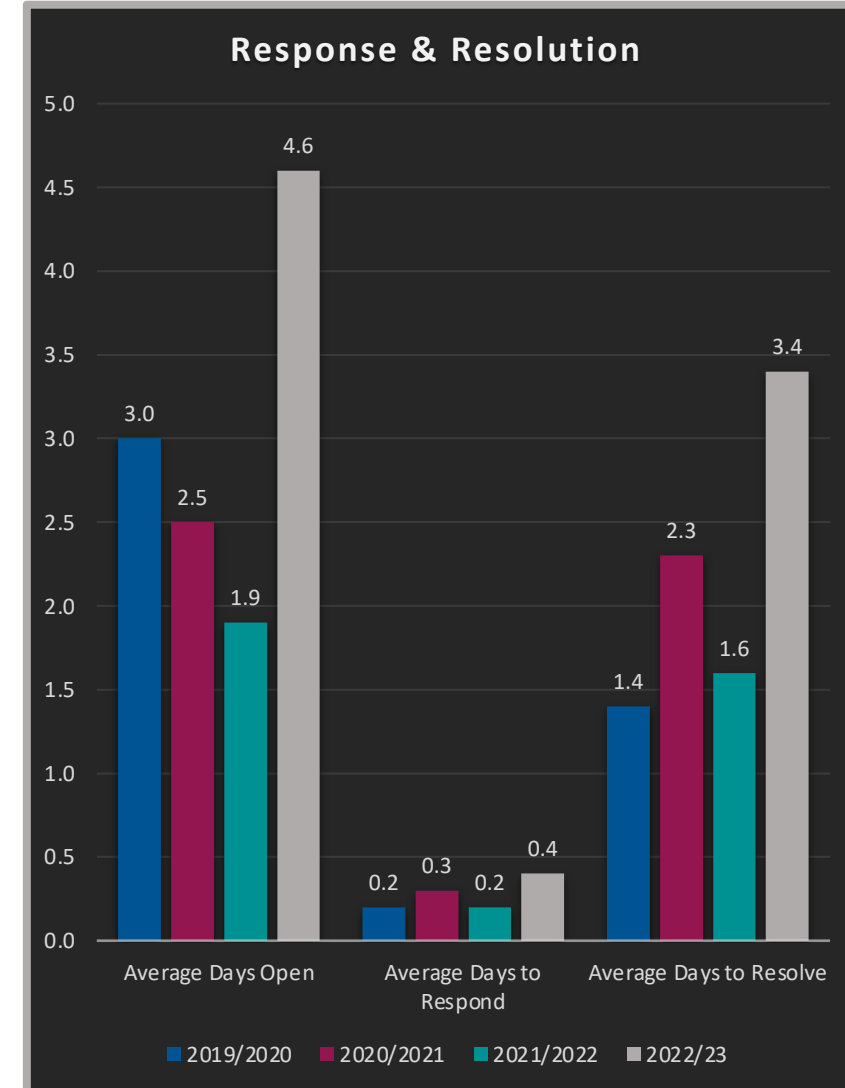
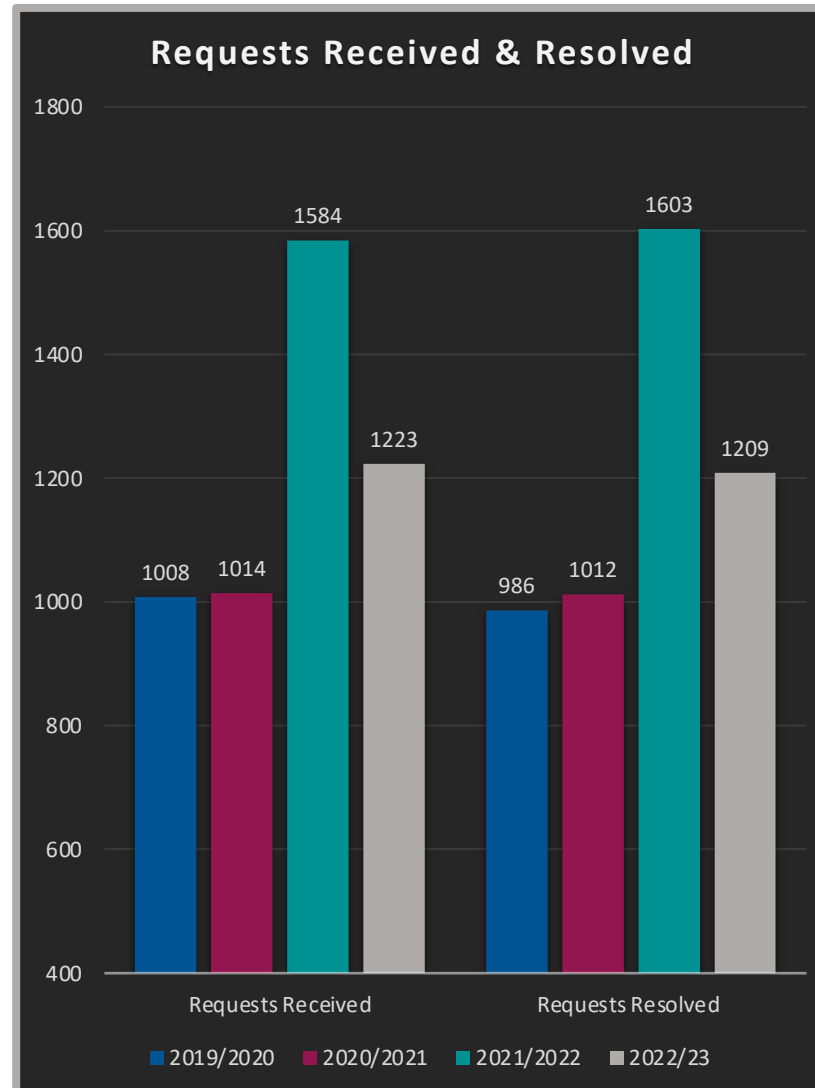
Average Days Open	4.6
Average Days to Respond	0.4
Average Days to Resolve	3.4
% First Call Resolution	49%

The diagrams on this page show that the number of Support Requests received in Q3 are lower than in the same period of the 2021/22 Academic Year but are substantially higher than the preceding years.

Resolution was once again impacted in this period, as has been the case with both Q1 and Q2, with resolution times once more higher than in previous years. We continue to closely monitor long standing incidents, to ensure any impact is minimised.

Despite this the speed at which we respond to requests remains in line with standards set in previous years.

Quarter 3 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/23



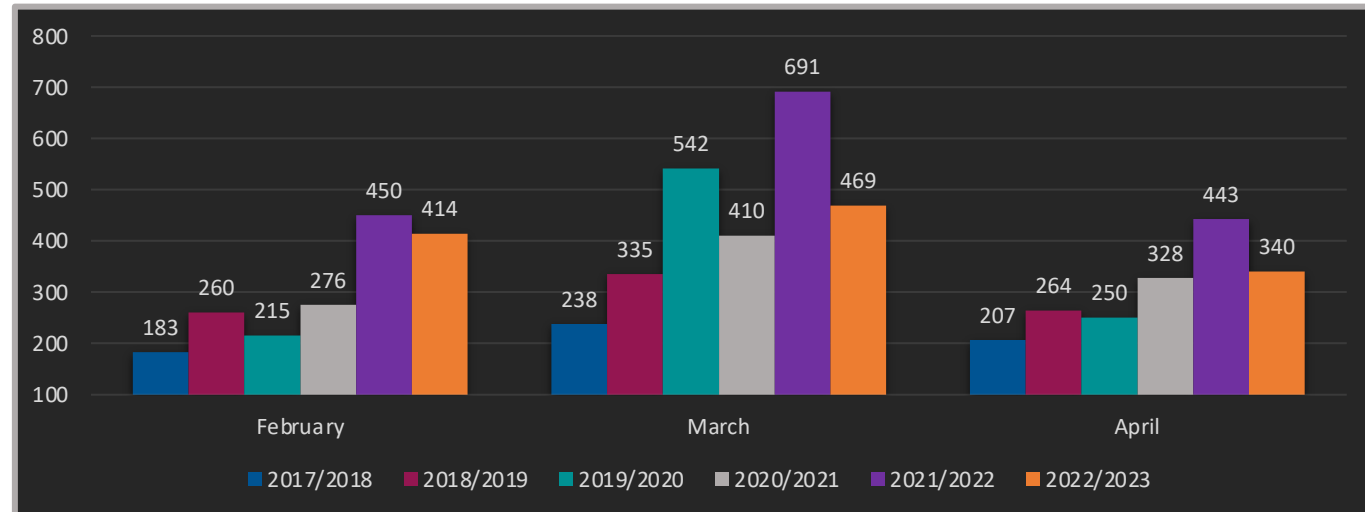
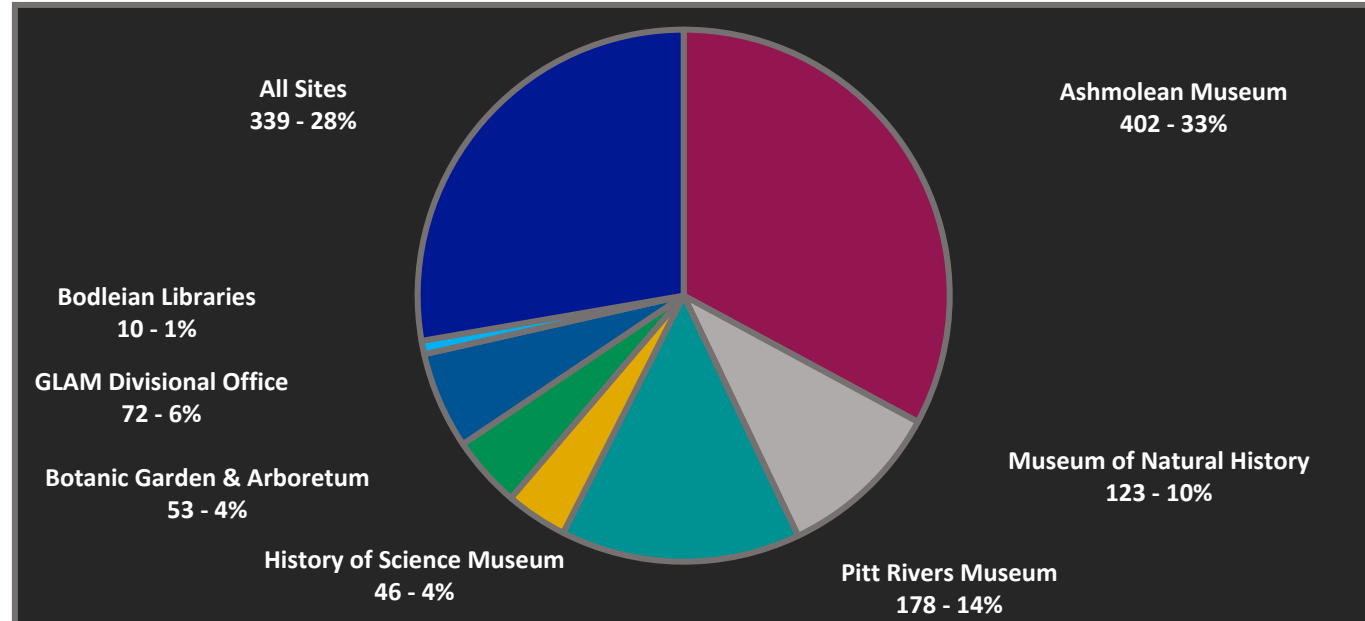
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Quarter 3 - Where have the Support Requests come from?

Location	February 2023	March 2023	April 2023
Ashmolean Museum	142	152	108
Museum of Natural History	37	49	37
Pitt Rivers Museum	70	59	49
History of Science Museum	10	21	15
Botanic Garden & Arboretum	24	17	12
GLAM Divisional Office	24	37	11
Bodleian Libraries	6	4	0
All Sites	101	130	108
Total	414	469	340



The number of Support Requests received in Q3 were very high during February and March, but lower in April likely due to the Easter Holiday period.

All Site numbers are high as many services and systems across the Gardens & Museums are now standardised or the service provided is for the benefit of all units - examples of this being Firewall & Internet, Information Security, Communications, Asset Management and Finance.

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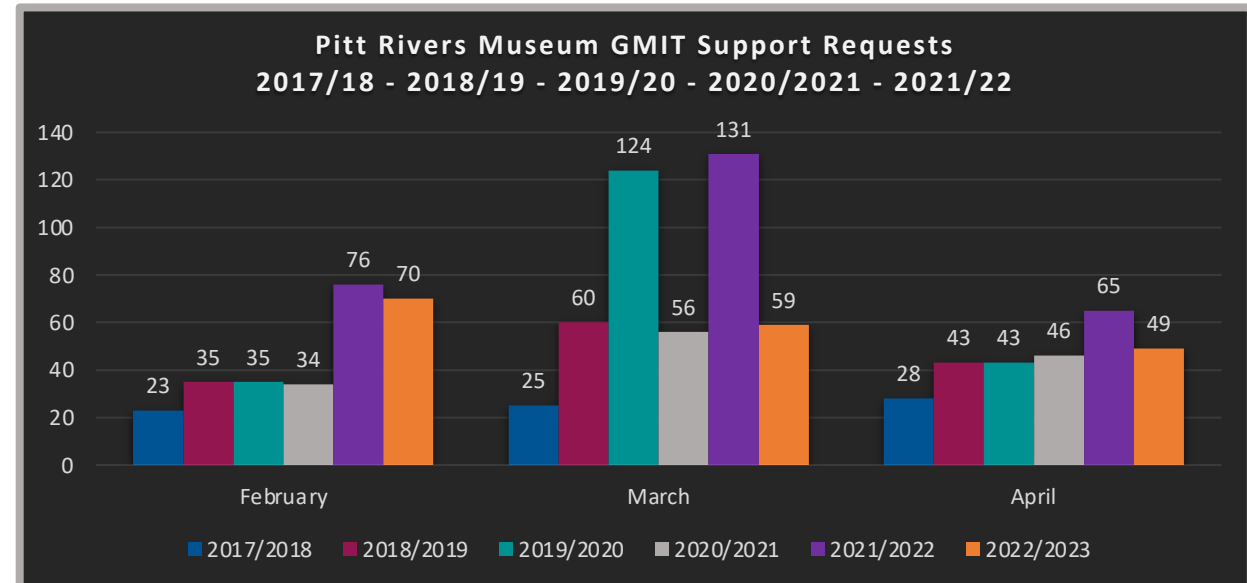
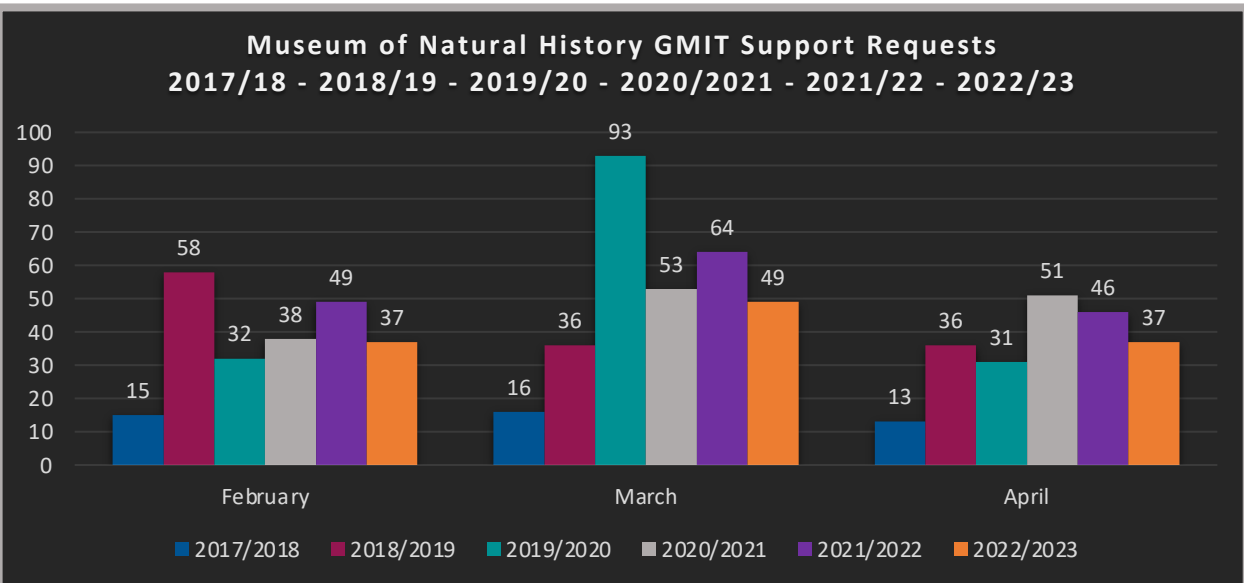
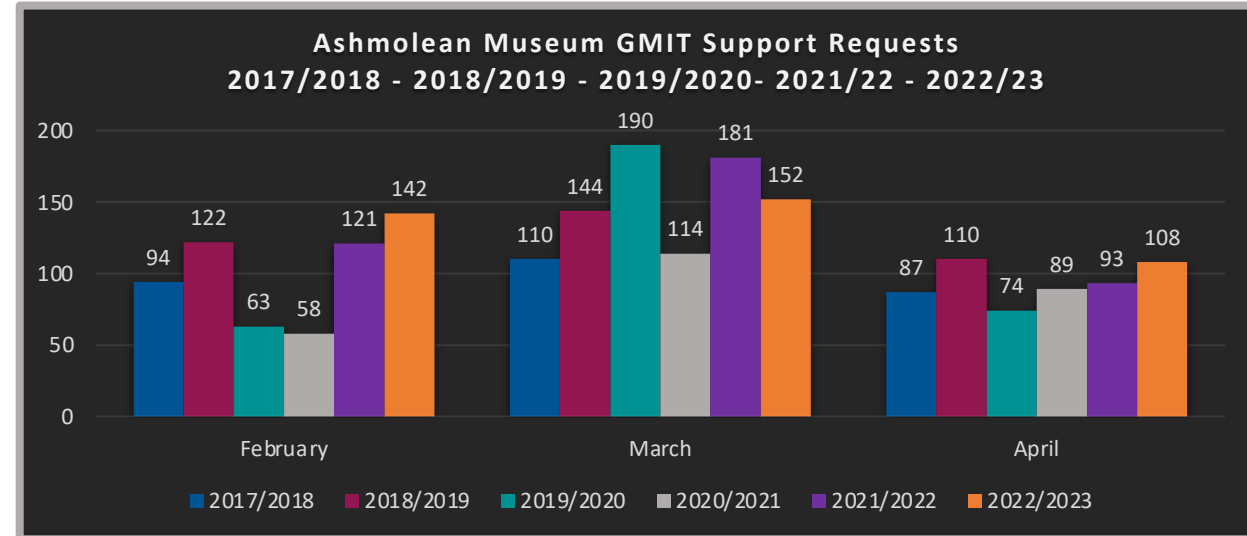
Quarter 3 - Where have the Support Requests come from?

Ashmolean Museum: The number of requests received from the Ashmolean are consistent with those received in previous years, but due to the Ashmolean's size the number of requests received remain the highest.

Museum of Natural History: Requests from MNH were slightly lower than in the same period of 2021/22, but similar to the preceding years.

Pitt Rivers Museum: Support requests from the Pitt Rivers were high in February, but at expected levels for March and April.

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).



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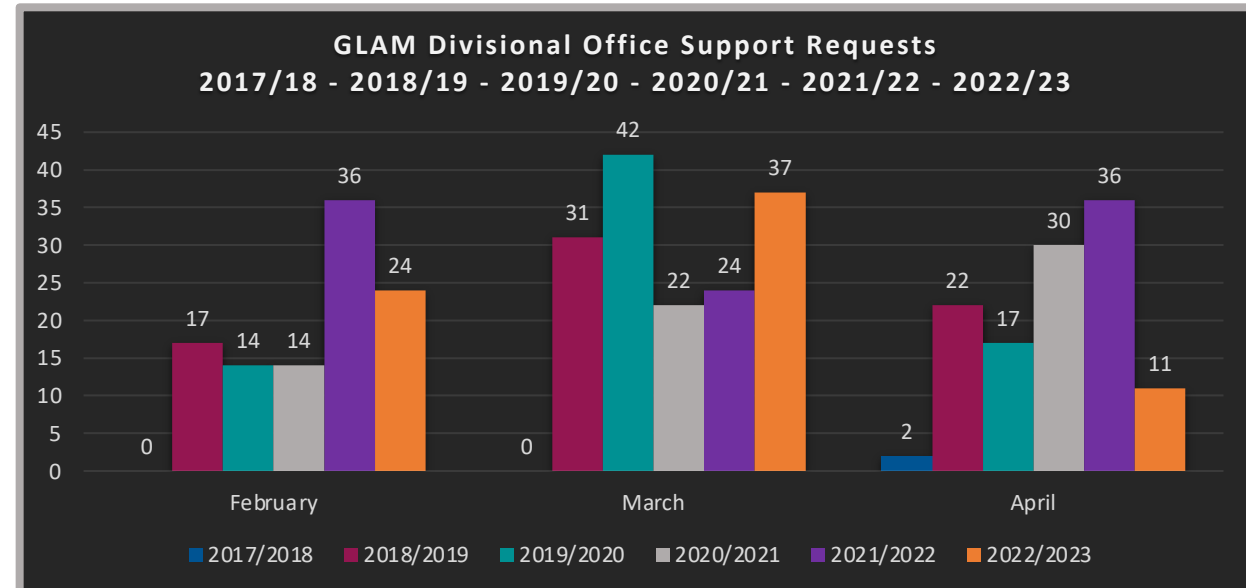
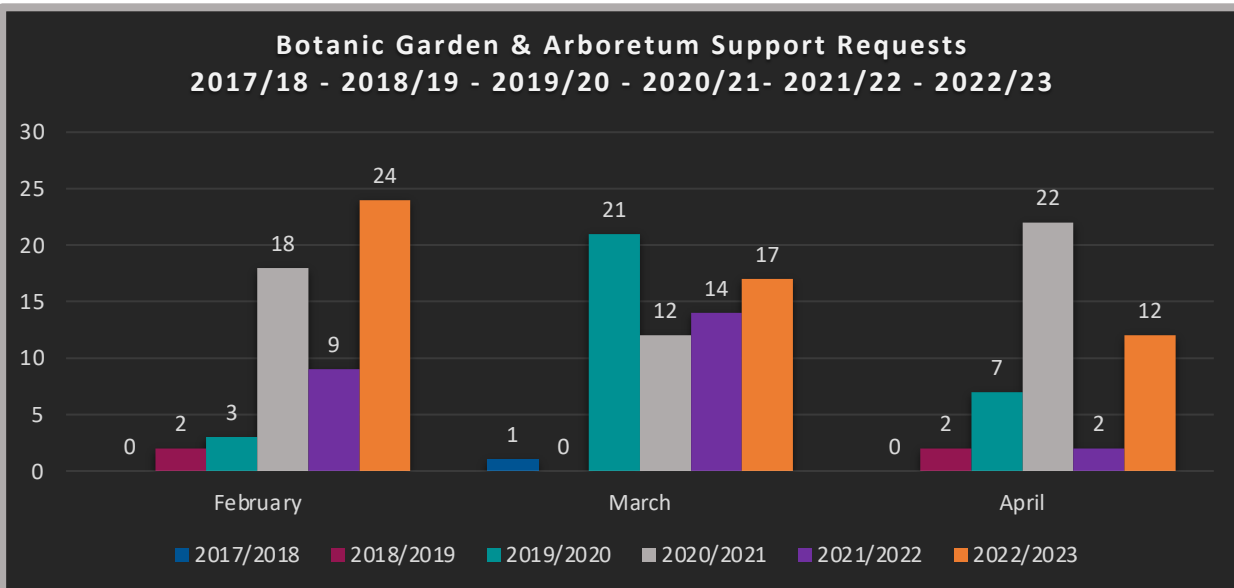
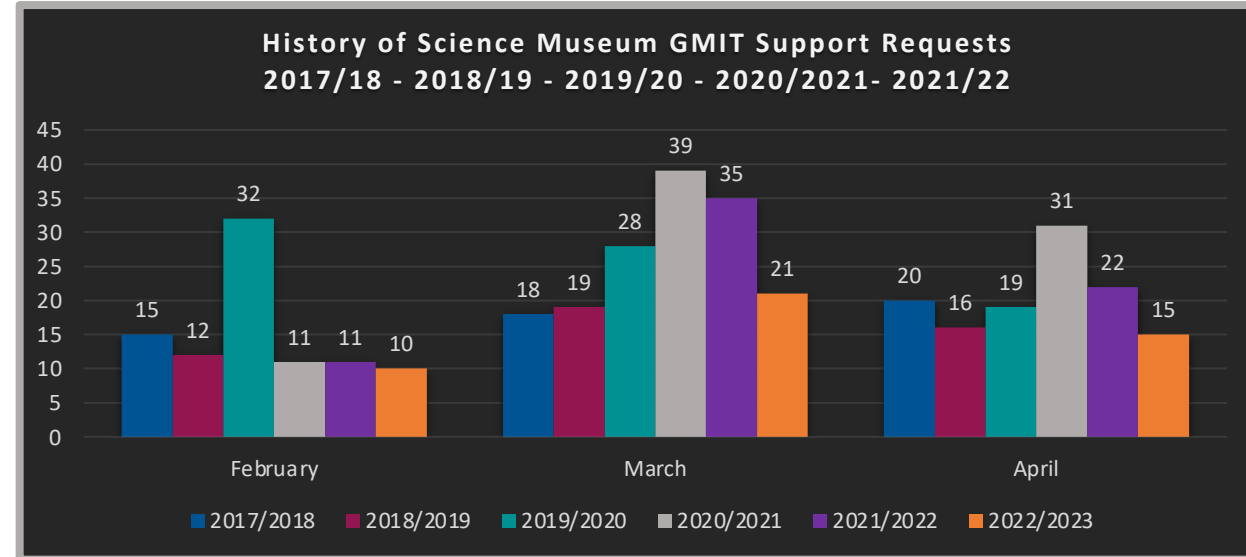
Quarter 3 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum were at expected levels throughout Q3 of the 2022/23 Academic Year.

Botanic Garden & Arboretum: Requests from the Botanic Garden & Harcourt Arboretum were high in February and March due to both networking and AV projects and associated requirements.

GLAM Divisional Office: Requests from the Divisional Office were in-line with those received in previous years.

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

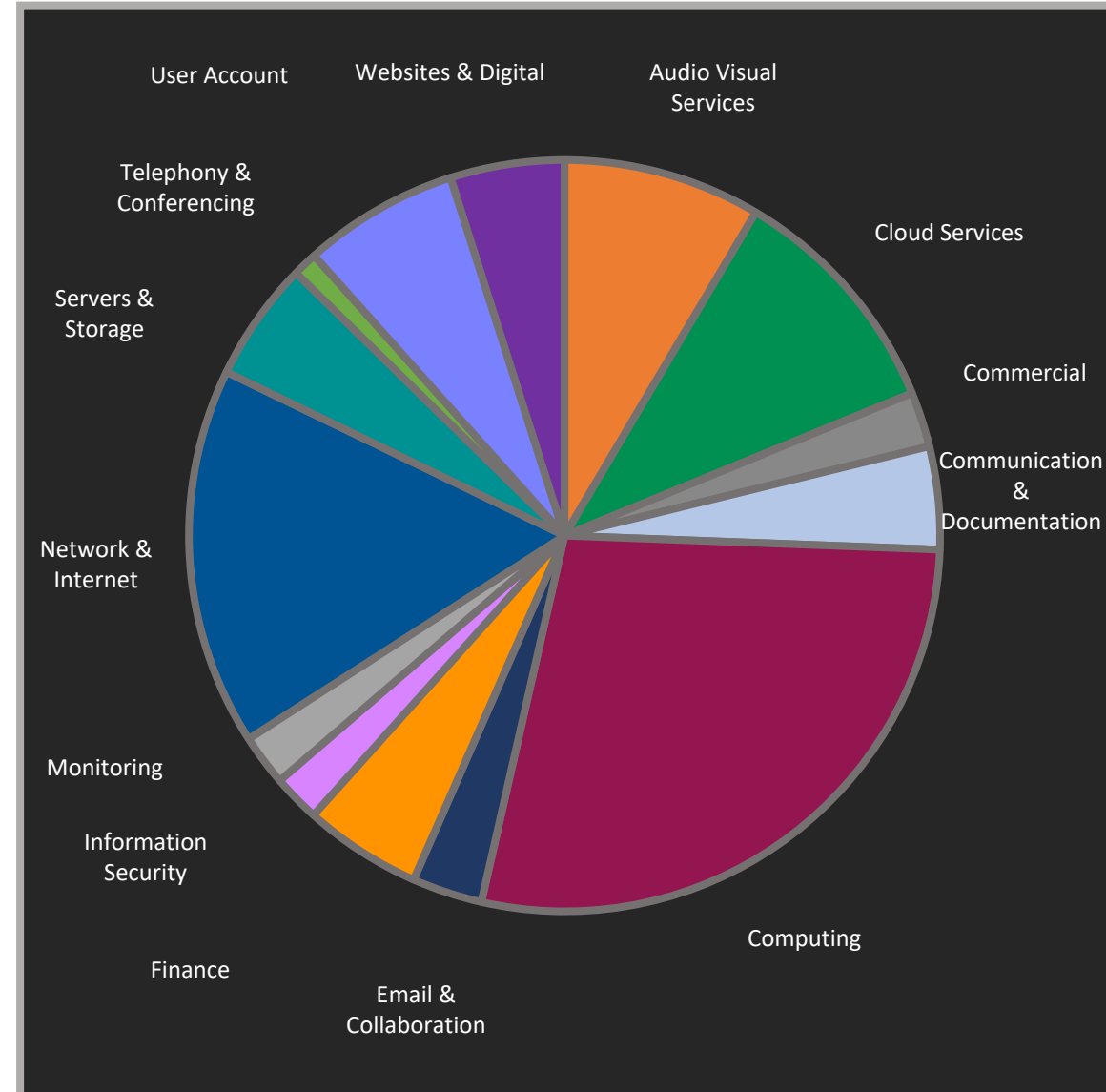


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Quarter 3 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	104	9
Cloud Services	126	10
Commercial	29	2
Communication & Documentation	54	4
Computing	342	28
Email & Collaboration	37	3
Finance	62	5
Information Security	25	2
Monitoring	27	2
Network & Internet	199	16
Servers & Storage	63	5
Telephony & Conferencing	13	1
User Account	82	7
Websites & Digital	60	5
Total	1223	100



The table and chart show the types of requests we have received, and what service or system they fall in, demonstrating the wide variety of requests we receive across the differing services and systems in use throughout the Gardens & Museums.

In Q1 of this Academic Year we began a review of the Audio Visual and Commercial Services in use across the Gardens & Museums, which included active support for elements of each, and this has seen a substantial increase in the number of requests and activities within each key business area, which has continued throughout Q2 and Q3.

We are continuing to work closely with the Commercial Systems Team and those responsible or engaged with AV to assist, support and lead as required to make improvements to both areas of business.

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Report Findings & Conclusion

Quarter 3 of the 2022/23 Academic Year has continued to be busy as shown by the 1223 support requests. Although this is lower than the 1584 received in the same period of the 2021/22 Academic Year, it is much higher than the preceding years (1008 – 2019/20; 1014 – 2020/21). A number of developments and projects, alongside the continuation of the Audio Visual and Commercial Systems and Services Review have contributed substantially to this number as detailed below.

Audio Visual Services and Systems

In Quarter 3 we have continued reviewing and offering formalised support to the varied Audio Visual Systems and Services within the Gardens & Museums, and the Commercial Systems across GLAM. And in particular our engagement with the AV Systems and Services continues to bring in significant requests for assistance with general support, projects, information security and service improvements. In Q3 this year we received 104 Audio Visual requests across the period, which equates to 9% of the total received – in Quarter 3 of 2021/22 we only received 27, which shows the substantial growth and demand in this key business area. The number of projects within this area continue to grow and the demand in turn further demonstrating the requirement for a continued and permanent AV provision.

Open Sessions

In Quarter 3 we began carrying out Open Sessions as a means to offer IT Support in a different and more proactive manner. The sessions themselves were successful with many making use of them, and bringing to our attention a number of smaller issues which had been bothersome, but not enough to raise a formal support request. The sessions also offered colleagues a means to begin discussions on upcoming projects and how to obtain IT engagement in these activities. During the sessions the associated requests were noted and logged in to our service management system therefore adding to the number of requests for this period.

CONNECT Managed Service Requests

In March we introduced a new service category within our service management system to establish improved data and better clarity on the number of CONNECT requests which we either deal with directly or are involved in, such as desktop support, computer moves and set ups and hardware provisioning. During March and April (so not the full quarter) we established that we received or dealt with 87 CONNECT Computing requests, which equates to 7% of the total for the period (1223). We will continue to log this data to show that our involvement within the CONNECT Service, although a fully IT Services managed provision, is required and growing.

University of Oxford VPN Upgrade

At the end of April the University made a significant change to the Oxford VPN Service, which is a key component to remote working, and therefore an important aspect of many of our working lives. This change required considerable preventative work including communication, documentation and system changes, as well as dealing with associated support requests before the change to assist those in getting ready, and afterwards with those who were struggling with either the new connection process or the association configuration on their device.

In Conclusion

Quarter 3 has seen a number of developments, activities and projects at various levels within the University, and these have directly contributed to the number of support requests seen. The requests have encapsulated a number of different business areas, and utilised the varying skills within the team, and provides further evidence to the continued and growing requirement for IT support and engagement across all business areas.