

# Gardens & Museums IT

Quarterly Service Report  
2023/2024  
Q3: 1<sup>st</sup> February 2024 - 30<sup>th</sup> April 2024

Quarter 3 of the 2023/24 Academic Year, much like the previous months, has been busy within the Gardens & Museums IT Team, with the number of requests being either close to, or over 400 each month.

The variety of services that we offer, and the systems that we maintain and the technologies that underpin many Gardens & Museums operations are significant factors in this. But alongside this we are becoming more and more engaged in the IT Services Managed Desktop (CONNECT) service, offering additional layers of support to this provision to provide the level of support and assistance that is needed throughout the Gardens & Museums - examples being computer installations and moves, deskside support and new user inductions and setups.

We continue to provide an incredibly responsive service, and despite the growing complexity of some requests we receive, and the number of steps and often escalations involved, the average resolutions times remain impressive. Despite some upcoming changes to the team, we are committed to ensuring that these standards remain high.



# Gardens & Museums IT Quarterly Service Report 2023/2024

Quarter 3: 1st February 2024 – 30<sup>th</sup> April 2024



## Requests Received & Requests Resolved

Support Requests Received	1227
Support Requests Resolved	1206
Tasks Resolved	44

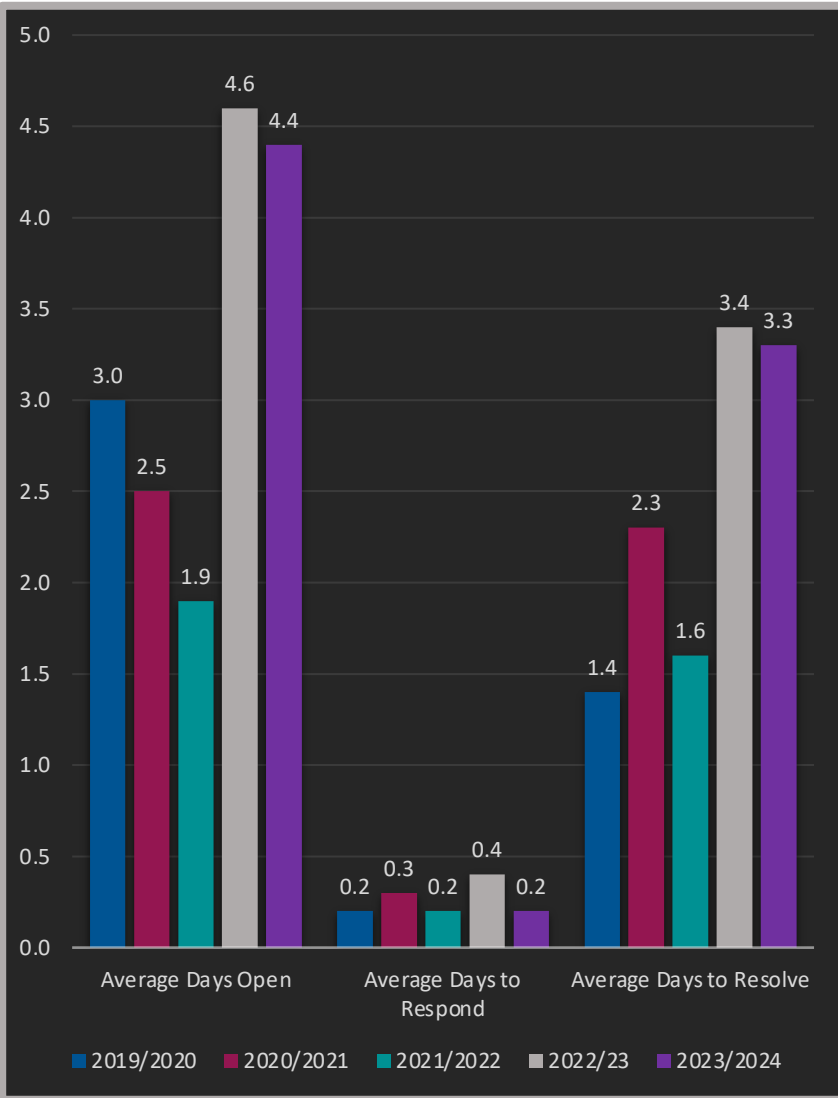
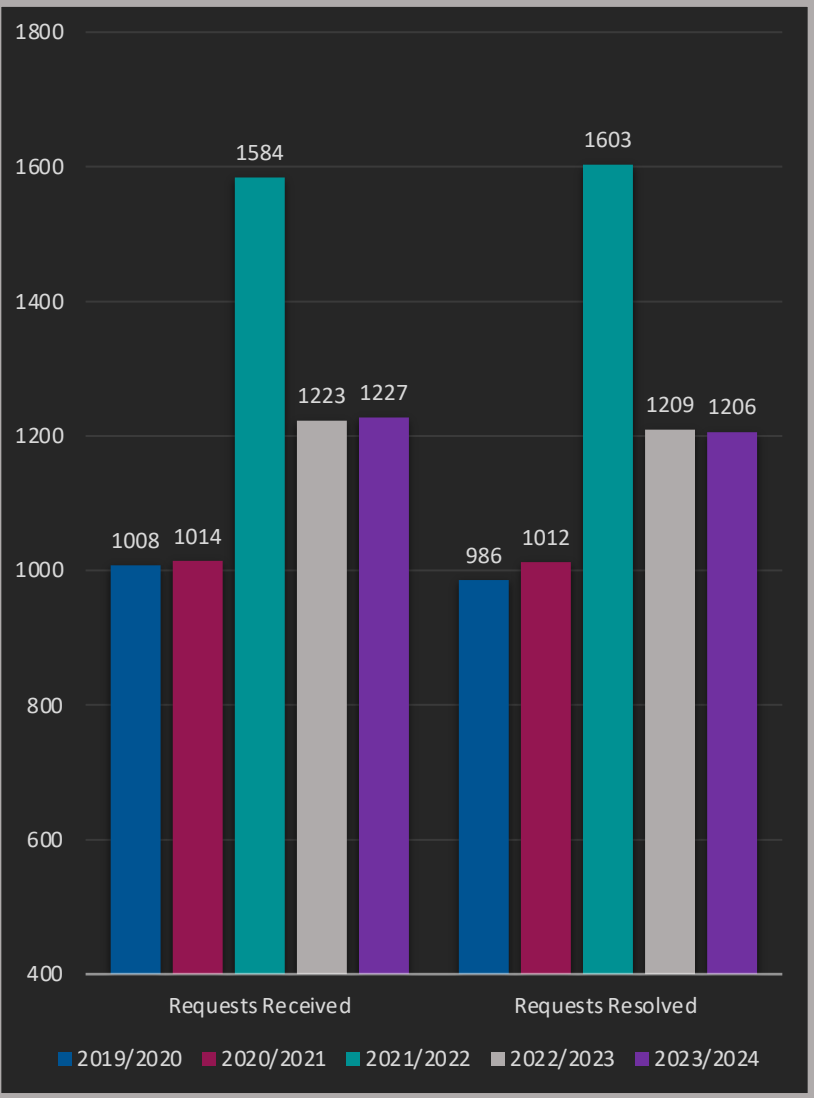
## Response & Resolution

Average Days Open	4.4
Average Days to Respond	0.2
Average Days to Resolve	3.3
% First Call Resolution	50%

Quarter 3 of the 2023/24 Academic Year has been busy, with the number of requests each month being either close to, or over 400, which equates to around 100 per week. The numbers received are very similar to those in the same period in 2022/23, though somewhat lower than 2021/22, but significantly higher than in preceding years.

Response times continue to be excellent, and despite resolution times being longer than in the years preceding 2022/23 they remain good, considering many instances involving several parties and escalations e.g. services within the IT Services provision.

## Quarter 3 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/2023; 2023/2024



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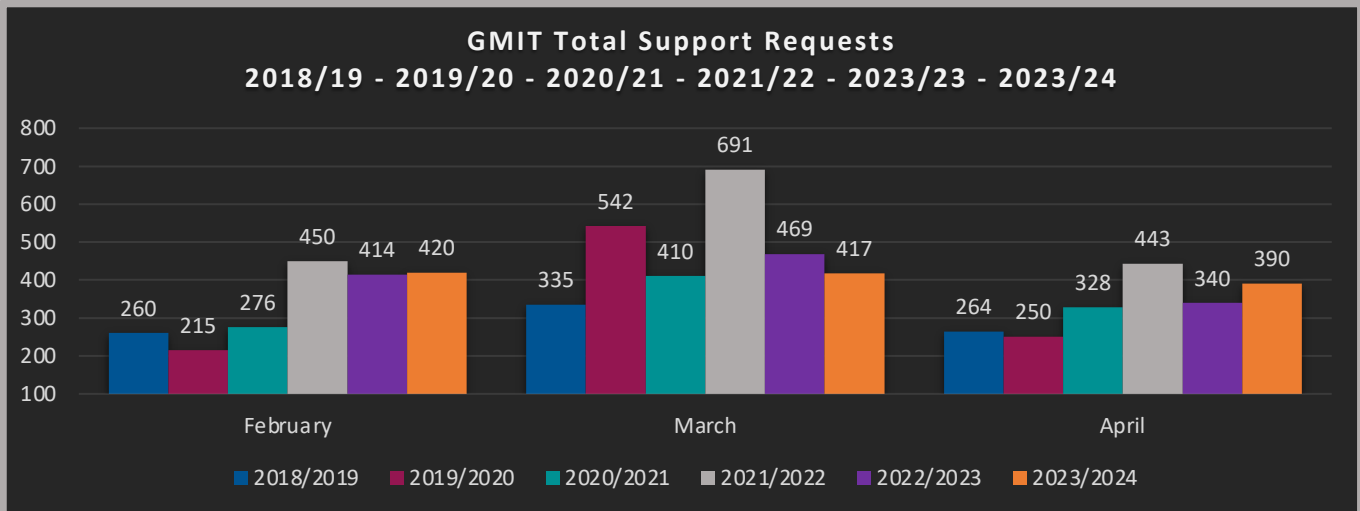
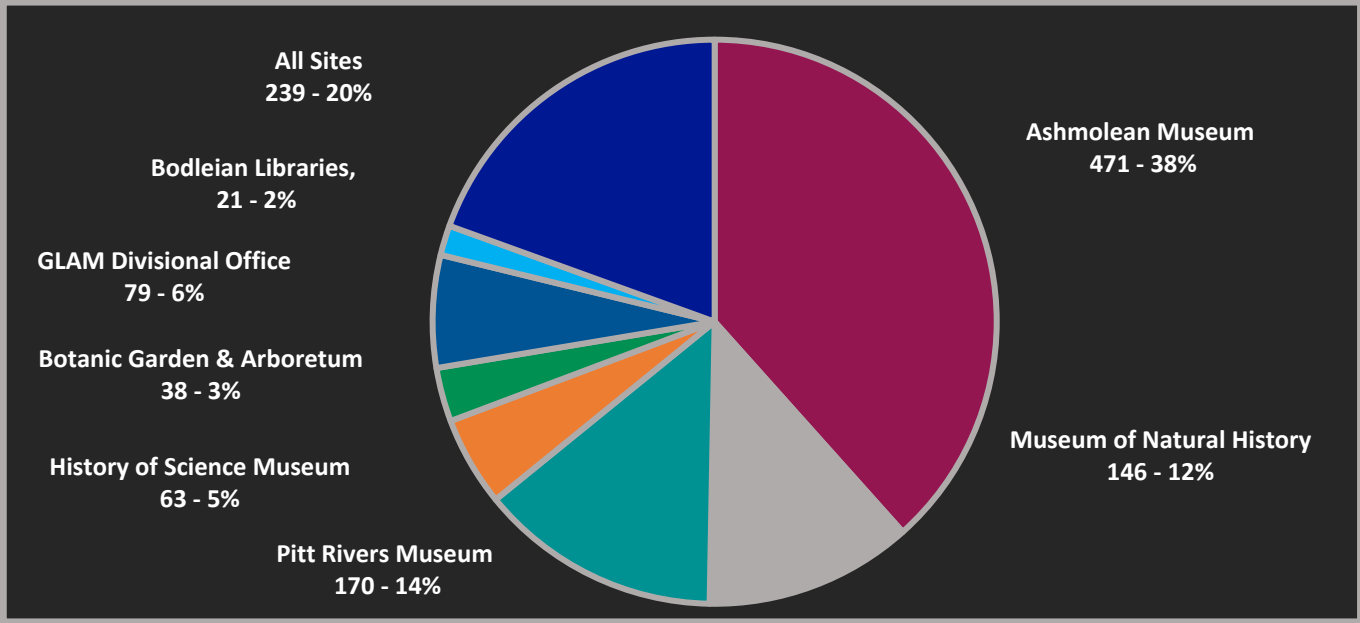


## Quarter 3 - Where have the Support Requests come from?

Location	February	March	April
Ashmolean Museum	146	169	156
Museum of Natural History	54	45	47
Pitt Rivers Museum	65	60	45
History of Science Museum	15	37	11
Botanic Garden & Arboretum	14	6	18
GLAM Divisional Office	35	24	20
Bodleian Libraries	7	6	8
All Sites	84	70	85
Total	420	417	390

February, March and April have consistently been busy times for us, as many projects and activities are either completed, or come to fruition - alongside the preparations and planning for new activities taking place. As we work across the Gardens & Museums, with IT underpinning many business operations there is a consistent and constant demand for our help and support.

We continue to see a small, but regular number of requests from the Bodleian Libraries, despite this not being an area that we formally support. We will continue to monitor this.



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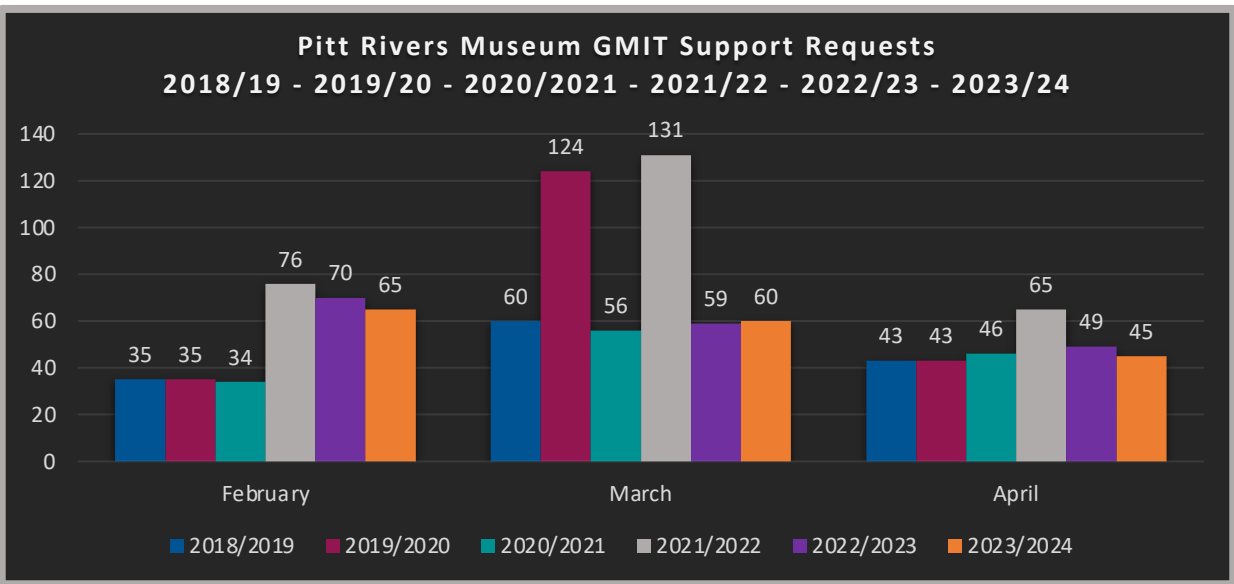
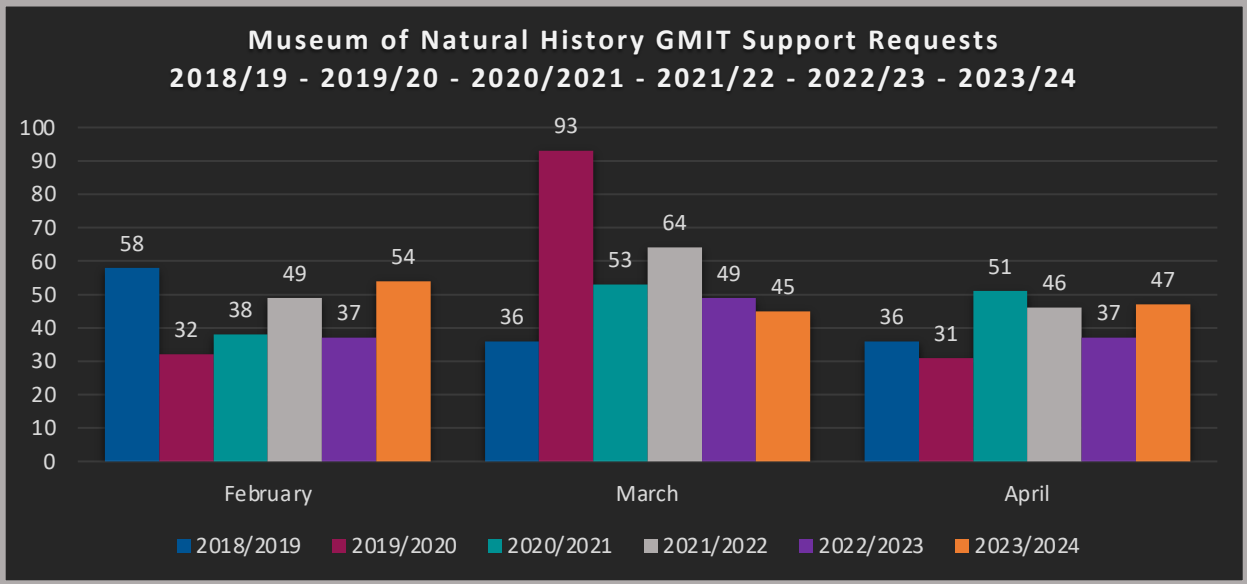
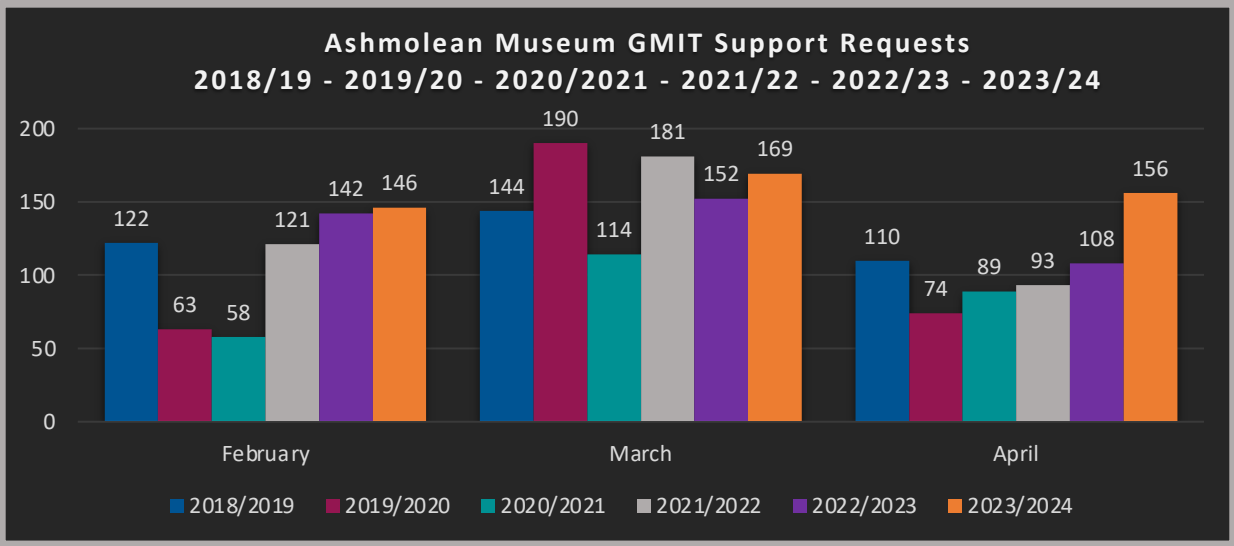
## Quarter 3 - Where have the Support Requests come from?

**Ashmolean Museum:** Requests from the Ashmolean, or work tasks for the Ashmolean, continue to be high. And the requests for this period demonstrate consistent growth in demand year on year in February and April.

**Museum of Natural History:** Requests from the Museum of Natural History continue to be consistent throughout the period when compared to previous years, with minor deviations month-by-month.

**Pitt Rivers Museum:** The number of requests from the Pitt Rivers, like MNH, are consistent, and in keeping with the 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 and Service Improvements).



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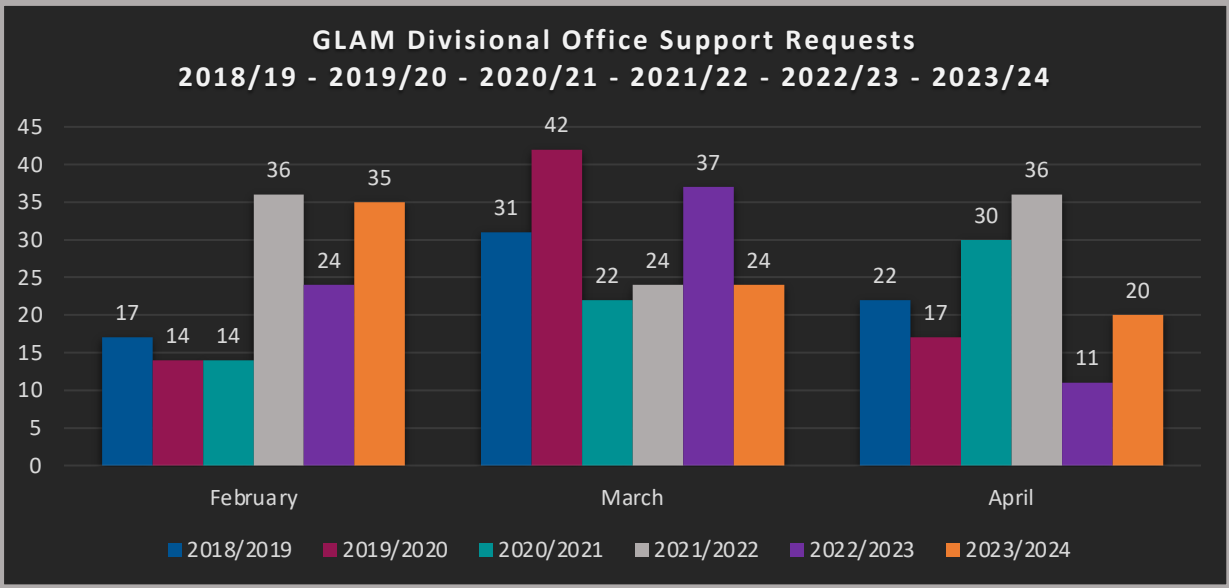
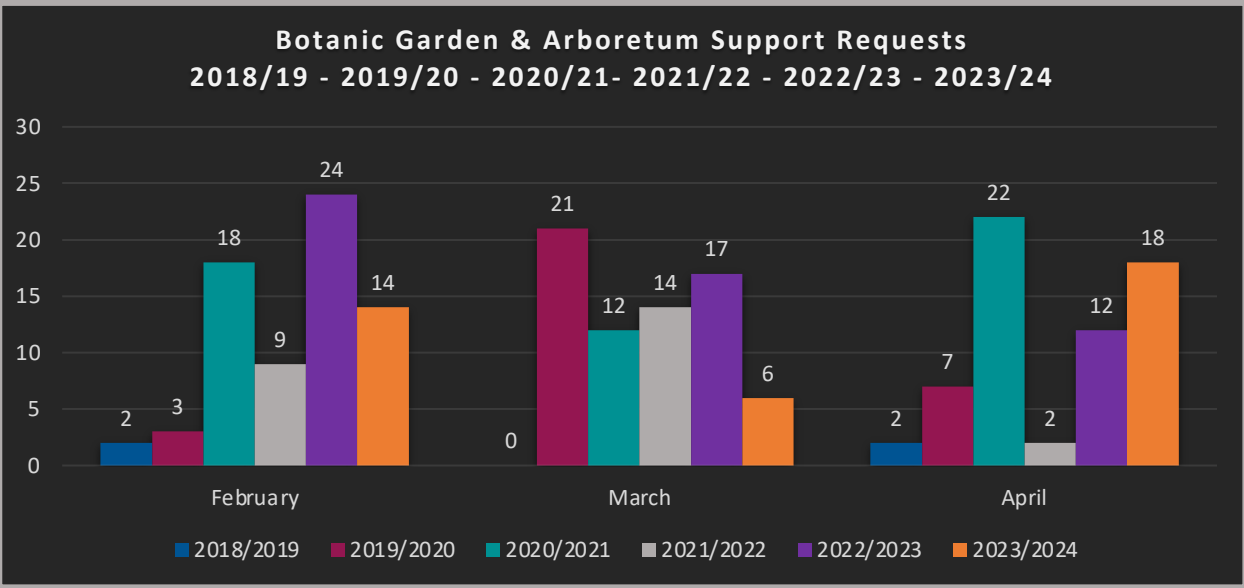
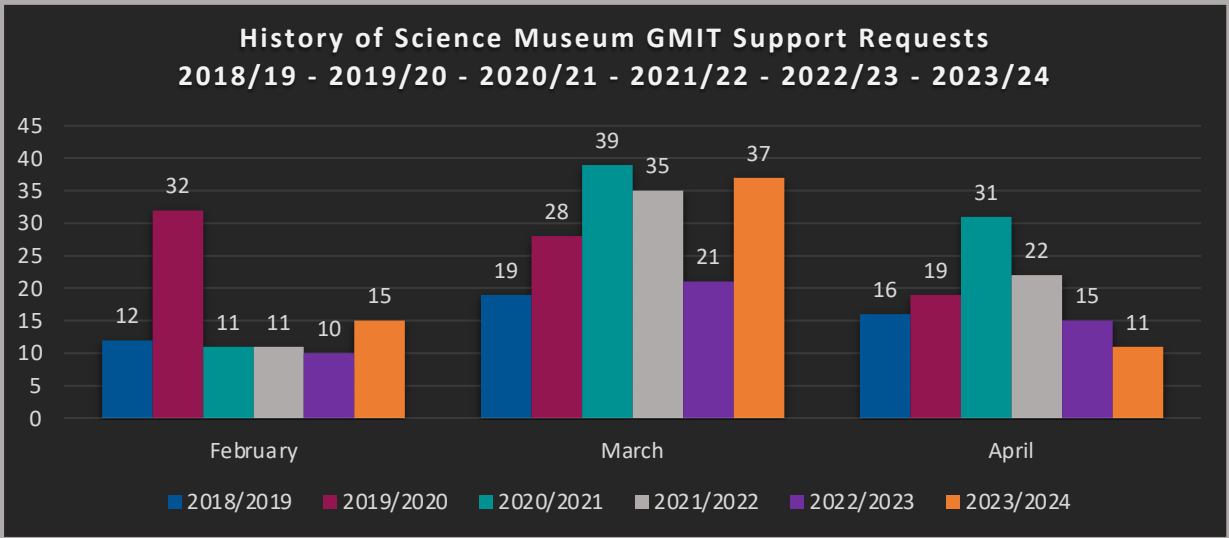
## Quarter 3 - Where have the Support Requests come from?

**History of Science Museum:** Requests from the History of Science Museum were high in March, but at an expected level for both February and April. The high numbers in March were related to staffing changes within the Museum and required AV work.

**Botanic Garden & Arboretum:** Requests from the Botanic Garden & Harcourt Arboretum were at an expected level throughout the period on average. With low numbers of requests in March being balanced by higher numbers in February and April.

**GLAM Divisional Office:** Requests from the Divisional Office were in-line with those received in previous years, and at an expected level.

**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).



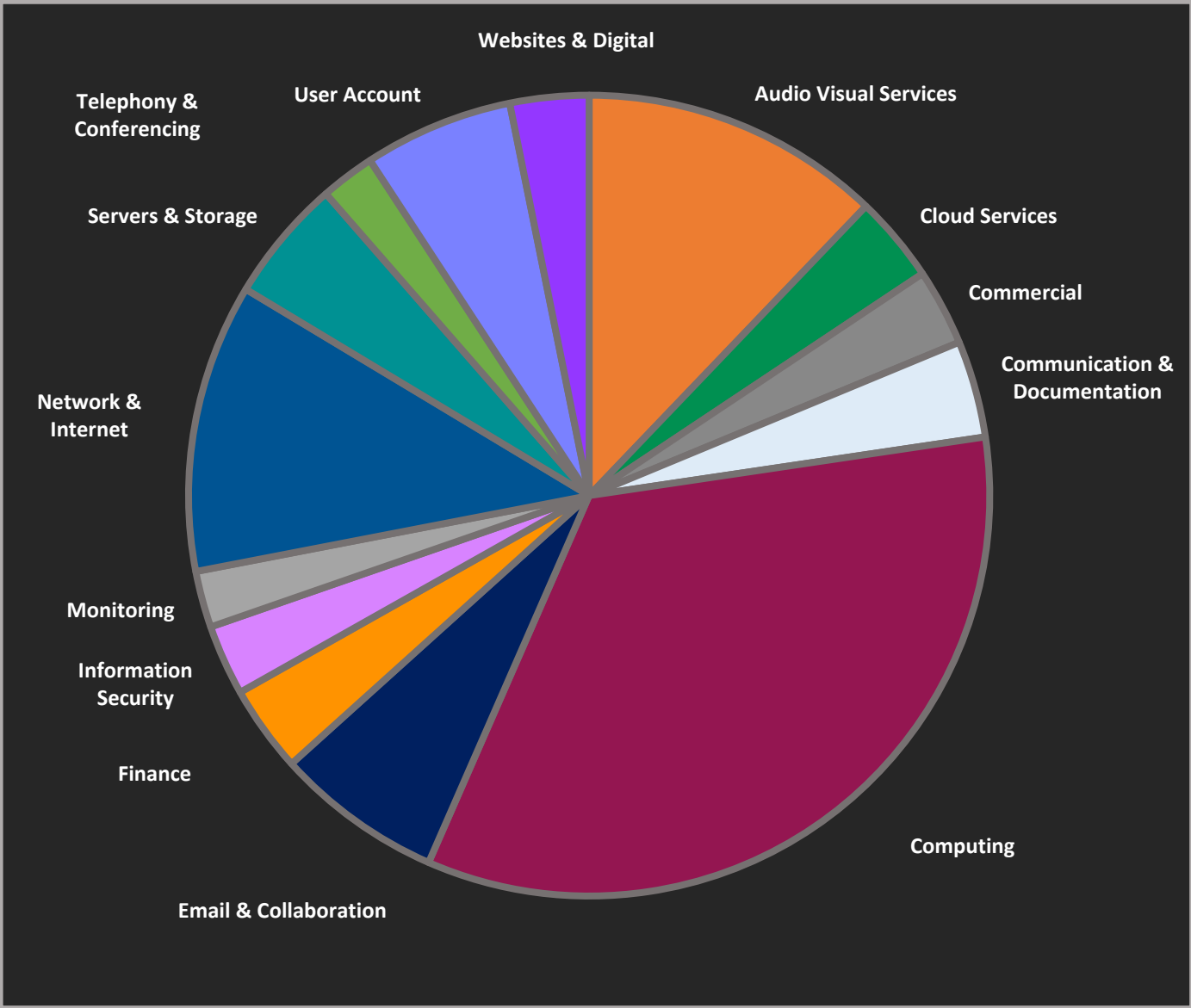


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Quarter 3: 1st February 2024 – 30<sup>th</sup> April 2024

## Quarter 3 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	149	12
Cloud Services	43	4
Commercial	38	3
Communication & Documentation	48	4
Computing	416	34
Email & Collaboration	83	7
Finance	43	4
Information Security	35	3
Monitoring	28	2
Network & Internet	143	12
Servers & Storage	61	5
Telephony & Conferencing	27	2
User Account	74	6
Websites & Digital	39	3
Total	1227	100

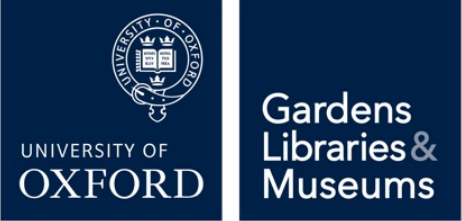


The table and chart show the types of requests we have received, and what service or system they fall in. This demonstrates the wide variety of services and systems that we operate, manage and support across the Gardens & Museums, and the number of support requests which we receive in each specific area.

In Q3 of this Academic Year a number of areas had particularly high numbers, including Computing, Network & Internet, and Audio Visual Services, which is a service area that continues to see growing demand.

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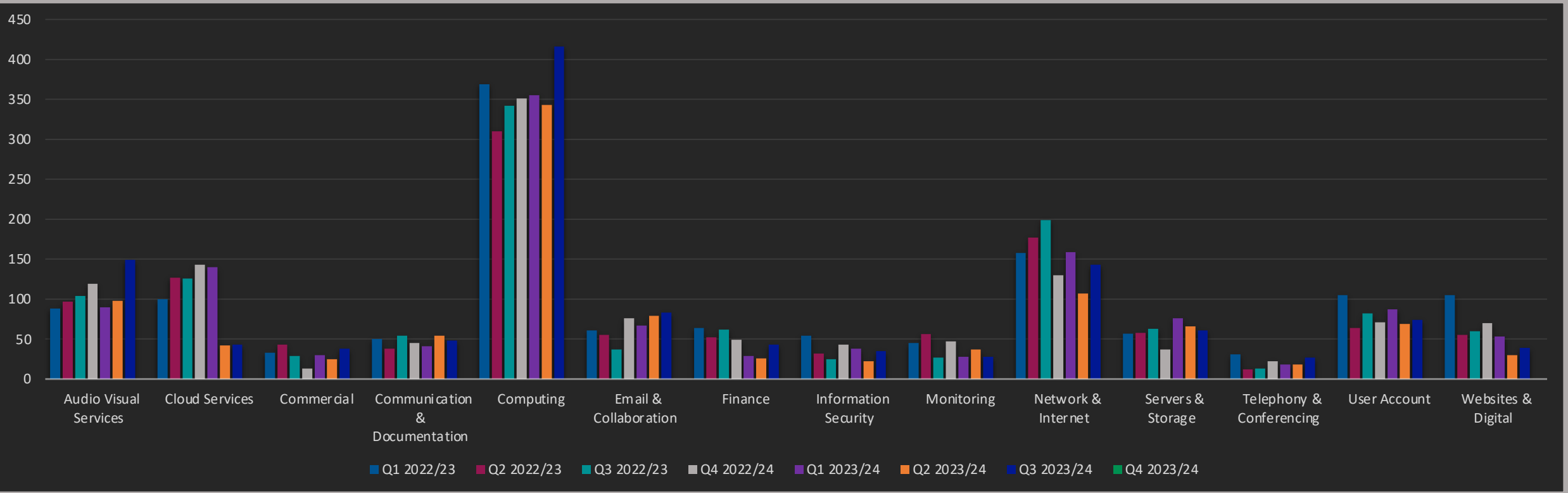


## Quarter 3 - Type of Support Requests Received

Looking at the service areas from Q1 of the 2022/23 Academic Year to Q3 of this, one can see that most are either quite consistent in number, and in certain circumstances, such as Cloud Services and Websites & Digital, there are signs of reduction in the number of requests - though much of this demand may have moved to the CMS and DAMS Teams.

Audio Visual Services has shown growth across the periods, as has Computing. Computing is considerably higher than all other areas, but this is understandable as this is the area which most colleagues across the Gardens & Museums interface with.

Looking at Computing service area in more detail on the following page allows for further analysis and better understanding of the high level and growing number of requests.



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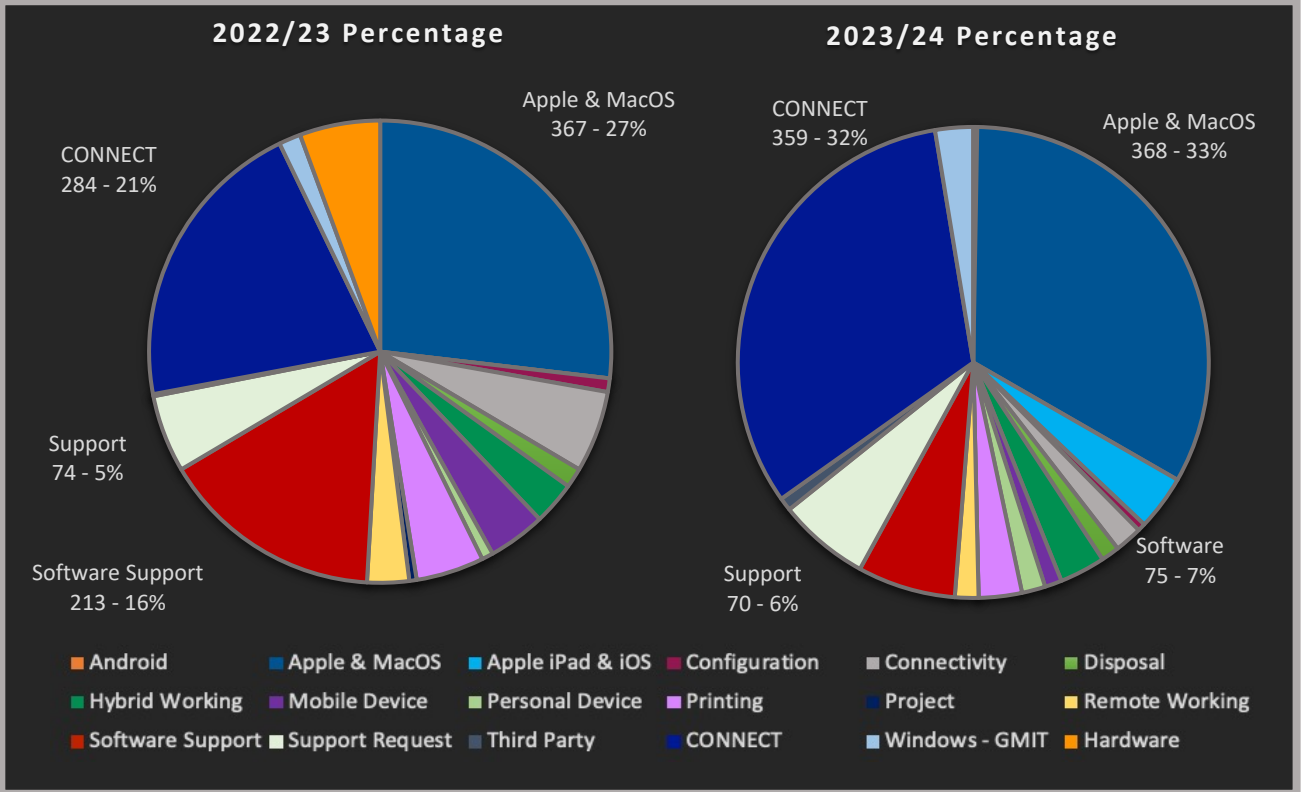
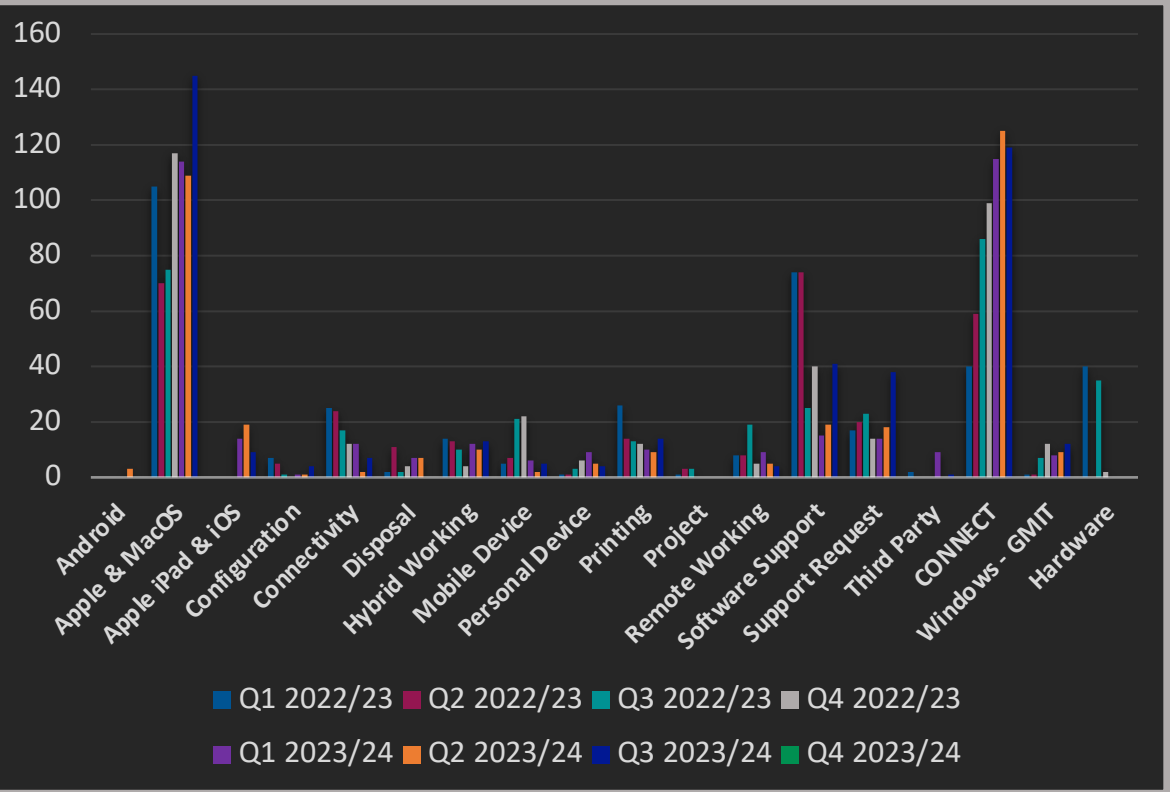
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## Quarter 3 - Type of Support Requests Received - Computing Service Area in more detail

Analysis of the Computing Service Area from Q1 of the 2022/23 Academic Year to Q3 shows that Apple & MacOS has seen the most demand for support, but alongside this there has been a consistent growth in the number of CONNECT requests received. Although Apple & MacOS is one of our key services, which we are fully responsible for, CONNECT is an IT Services responsibility, which we have become involved in to assist in the improved provision of support.

Further evidence of the level of demand created is shown in the 2022/23 and 2023/24 comparison charts, where CONNECT has increased from 21% (284 requests) to 32% (359 requests). There are a number of potential reasons for this, such as the age of the CONNECT machines increasing support needs, IT Services move to service request forms for support, to our colleagues preferring to contact GMIT due to our respective relationships.





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## Report Findings & Conclusion

<b>Overview</b>  The high demand for IT assistance, as evidenced by the 1227 support requests during the Quarter 3 period, demonstrates the continued need for IT service and support across the Gardens & Museums. This demand encompasses nearly all service areas in a consistent manner, and alongside this the need for Gardens & Museums IT to engage and assist in service areas and locations which we do not formally support. The below items have been identified, alongside other changes, which may have impact on service standards or necessitate awareness and consideration.	
<b>Gardens &amp; Museums IT Team Changes</b>	Due to the current Head of IT (Haas Ezzet), moving to the role of Head of Technology for GLAM on a 2-year secondment, some associated team restructuring will be taking place. Mechanisms have been put in place to ensure service standards will be maintained. And to accurately measure performance, and the impact of this change, a user feedback survey will take place to capture colleague satisfaction and provide a baseline to measure against for this new phase.
<b>Windows Computing - IT Services CONNECT</b>	As detailed on Page 8 we have seen a consistent increase in the number of CONNECT related queries and incidents that we have resolved or have been involved in the resolution. The numbers are now comparable to those received related to Apple Computing (Apple & MacOS), which is one of our key and most prominent user-facing services, whereas CONNECT is an IT Services managed and maintained provision. It is hard to determine whether this growth is related to changes in the way IT Services receive requests (only via Service Request form or phone), the age of CONNECT hardware causing a general increase in faults, or the relationships, trust, and perception that Gardens & Museums IT have amongst our colleagues. It is likely a combination of all, but elements require exploration and progression, including the CONNECT Computer Replacement Project and the merits of Single Point of Contact.
<b>Information Security</b>	Although the number of Information and Cyber Security Incidents is relatively consistent, the risk that this poses to GLAM is of growing concern. Resource is being applied to investigate and implement mitigations, but further exploration, engagement and resource for this area is needed to fully explore and understand the risks, whilst establishing the improvements required.
<b>Bodleian Libraries</b>	We have been collecting data on the number of requests received from the Bodleian Libraries (despite not formally supporting) since the beginning of the 2022/23 Academic Year and have seen a small but steady number of requests throughout this time. The crossover with various other GLAM functions, including HR and Commercial Systems, are likely a cause, as are changes to how the Central IT Services Service Desk receive requests. This regular demand may need to be explored to identify opportunities for GMIT to work with the Bodleian Libraries and what services may be beneficial there, and how this could be achieved.
<b>In Conclusion</b>  Service and support performance throughout Q3 has been admirable - and this has been achieved alongside the delivery of several high-level projects, and preparations for changes within the team. Response times to requests remain incredibly impressive, and this key service element has allowed us to gain and build trust. Resolution times have been impacted by requests becoming more complex, or having several parties involved in the resolution, who do not, or cannot work as quickly as us. This is particularly apparent in the assistance for services which we either do not directly support or manage. The teams individual and collective contributions in ensuring service standards are maintained, and offered at all times and in all instances, is greatly appreciated.	