Gardens & Museums IT

Quarterly Report 2022/2023
Quarter 4: 1st May 2023 – 31st July 2023

Quarter 4 of the 2022 to 2023 Academic Year has continued to be busy with 1216 requests received. Although the number of requests received is less than the 1364 requests received in 2021/22, they are similar to the 1184 received in 2020/21 and significantly higher than the 603 received in 2019/20.

The Computing Service Area, which includes Apple Computing, CONNECT, Mobile Device, Printing and Software continues to be the area where we receive the most requests with a total of 351 for this period, equating to 29%.

Of the 351, 40 were for Software Support and 157 for Apple Computing. In this period there were a number of Apple requests related to the configuration and deployment of Apple iPads which factored in to the 157 received, as many across the Gardens & Museums begin to utilise iPads in various ways due to the flexible technologies they offer . During this period we also received 99 requests related to the CONNECT Service provided by IT Services - once more showing our continued involvement in this.

Audio Visual Services and Systems continues to be an area that we see growth in with resource established for Gardens & Museums IT to formally provide guidance and support to the AV Systems in use across the Gardens & Museums, whilst also improving respective security and operations of these important business areas.

As has been the case throughout the 2022/23 Academic Year our request resolution times have not been as quick as in the preceding years, but response times continue to be impressive despite the number of requests.

UNIVERSITY OF OXFORD

Gardens Libraries & Museums

Requests Received & Requests Resolved

Support Requests Received	1216
Support Requests Resolved	1190
Tasks Resolved	113

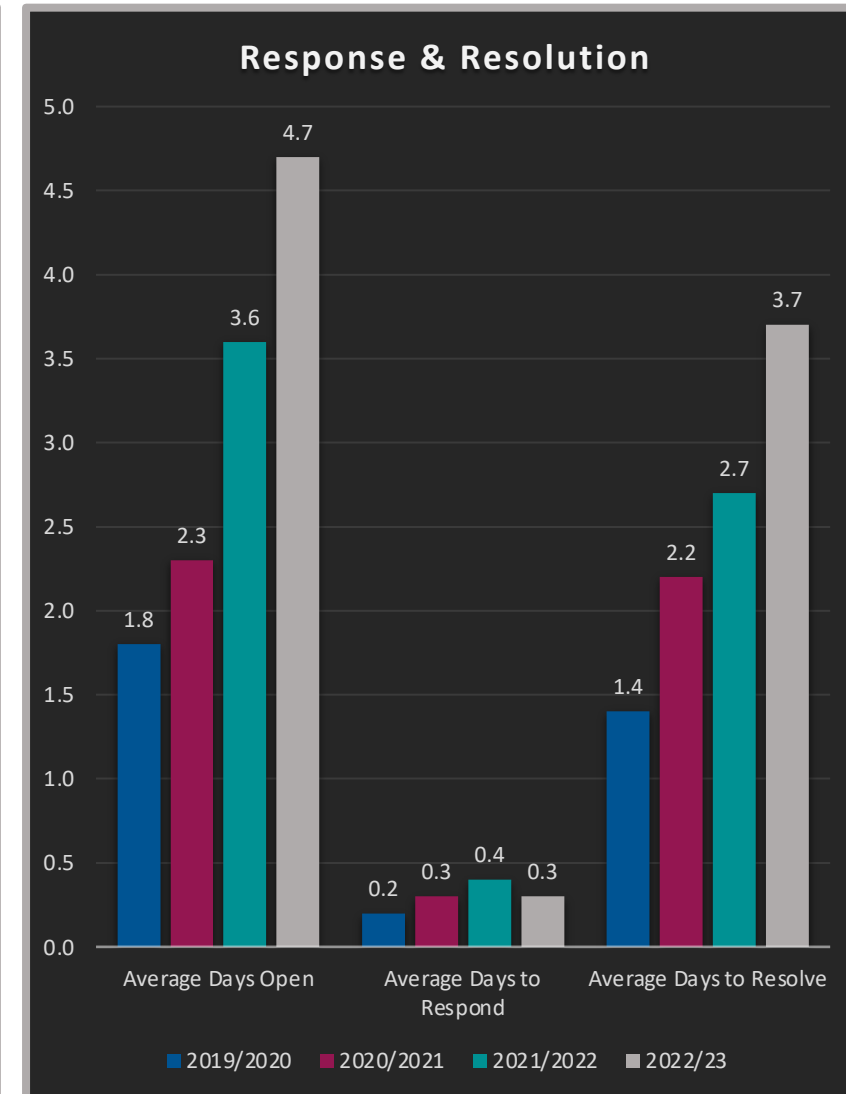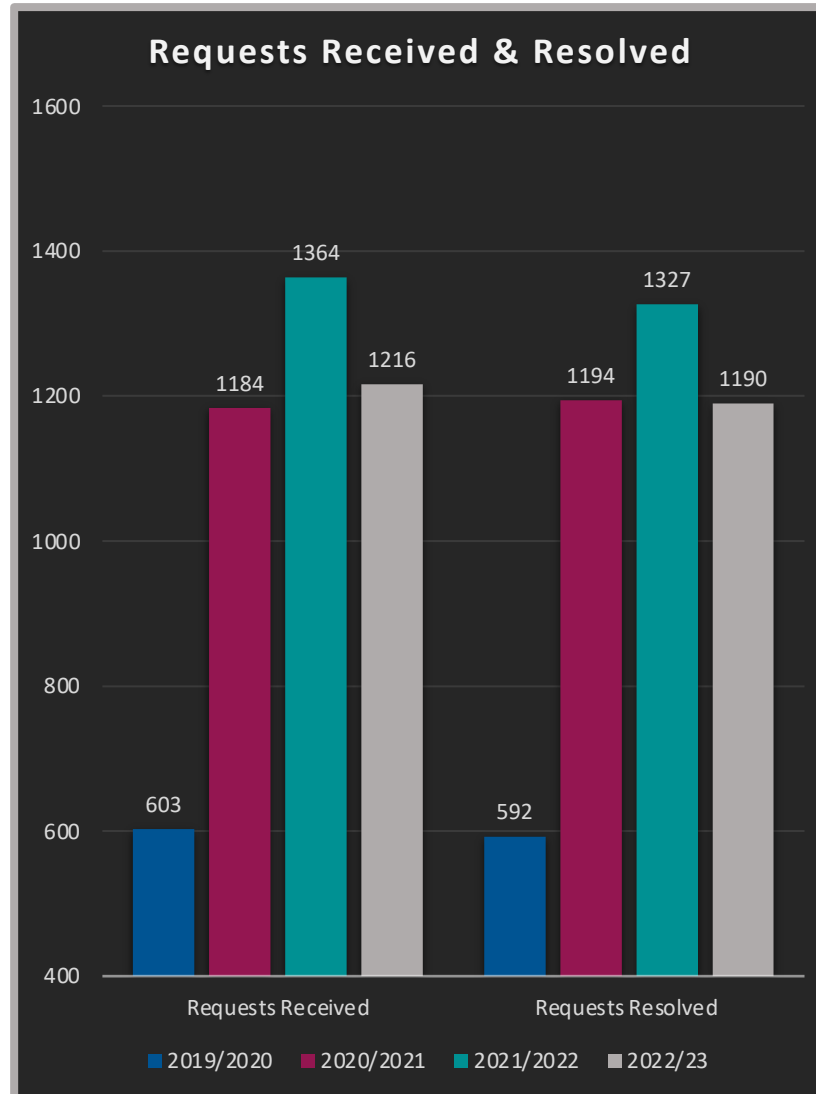## Response & Resolution

Average Days Open	4.7
Average Days to Respond	0.3
Average Days to Resolve	3.7
% First Call Resolution	49%

The diagrams on this page show that the number of Support Requests received in Q4 are lower than in the same period of the 2021/22 Academic Year but but very much in line with those in 2020/21, which were significantly more than in 2019/20.

Resolution times were once again higher than in previous years, but our initial response times continue to be impressive.

As resolution times have continued to lengthen we will closely monitor and report on the service areas with longer resolution times in view to implementing improvements where possible.

Quarter 4 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/23

Requests Received & Resolved

Requests Received: 2019/2020: 603; 2020/2021: 1184; 2021/2022: 1364; 2022/23: 1216
Requests Resolved: 2019/2020: 592; 2020/2021: 1194; 2021/2022: 1327; 2022/23: 1190

Response & Resolution

Average Days Open: 2019/2020: 1.8; 2020/2021: 2.3; 2021/2022: 3.6; 2022/23: 4.7
Average Days to Respond: 2019/2020: 0.2; 2020/2021: 0.3; 2021/2022: 0.4; 2022/23: 0.3
Average Days to Resolve: 2019/2020: 1.4; 2020/2021: 2.2; 2021/2022: 2.7; 2022/23: 3.7
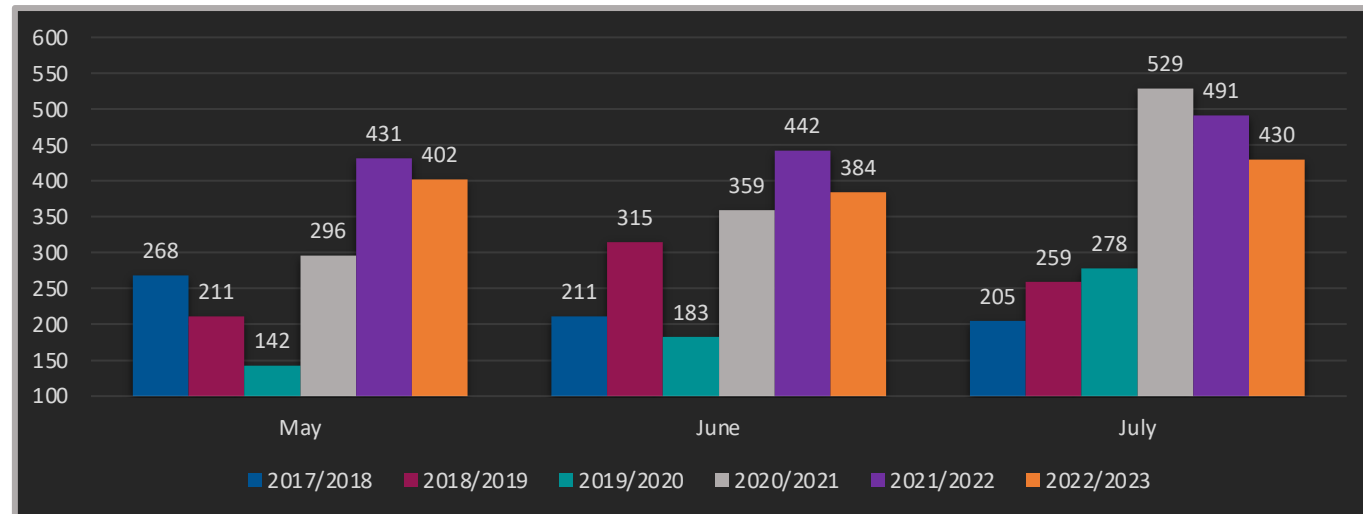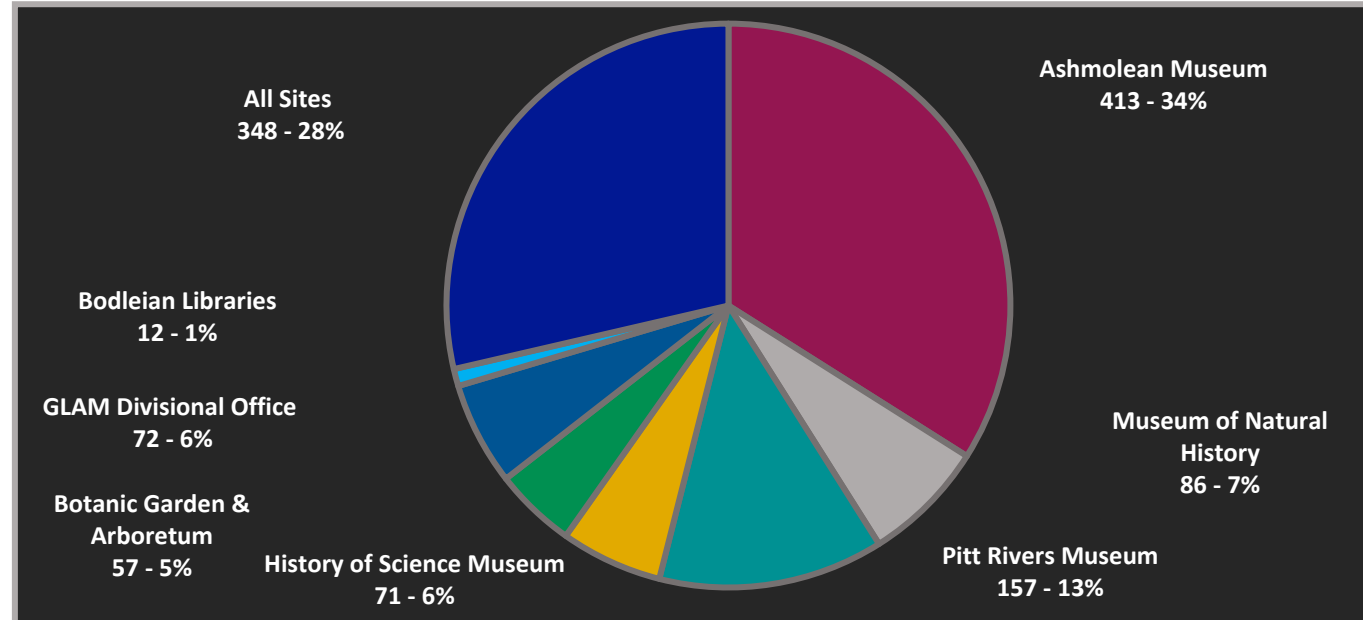
Gardens & Museums IT Quarterly Report 2022/2023

Quarter 4: 1st May 2023 – 31st July 2023

Quarter 4 - Where have the Support Requests come from?

Location	May 2023	June 2023	July 2023
Ashmolean Museum	146	127	140
Museum of Natural History	37	29	20
Pitt Rivers Museum	41	50	66
History of Science Museum	23	31	17
Botanic Garden & Arboretum	22	13	22
GLAM Divisional Office	24	20	28
Bodleian Libraries	8	2	2
All Sites	101	112	135
Total	**402**	**384**	**430**

The number of Support Requests received during the months of Q4 were quite consistent, with similar numbers in each month.

All Site numbers are high due to many services and systems across the Gardens & Museums now being standardised and any work carried out being for the benefit of all units - examples of this being Firewall & Internet, Information Security, Communications, Asset Management and Finance.

Pie chart:
- All Sites 348 - 28%
- Ashmolean Museum 413 - 34%
- Museum of Natural History 86 - 7%
- Pitt Rivers Museum 157 - 13%
- History of Science Museum 71 - 6%
- Botanic Garden & Arboretum 57 - 5%
- GLAM Divisional Office 72 - 6%
- Bodleian Libraries 12 - 1%

Bar chart:

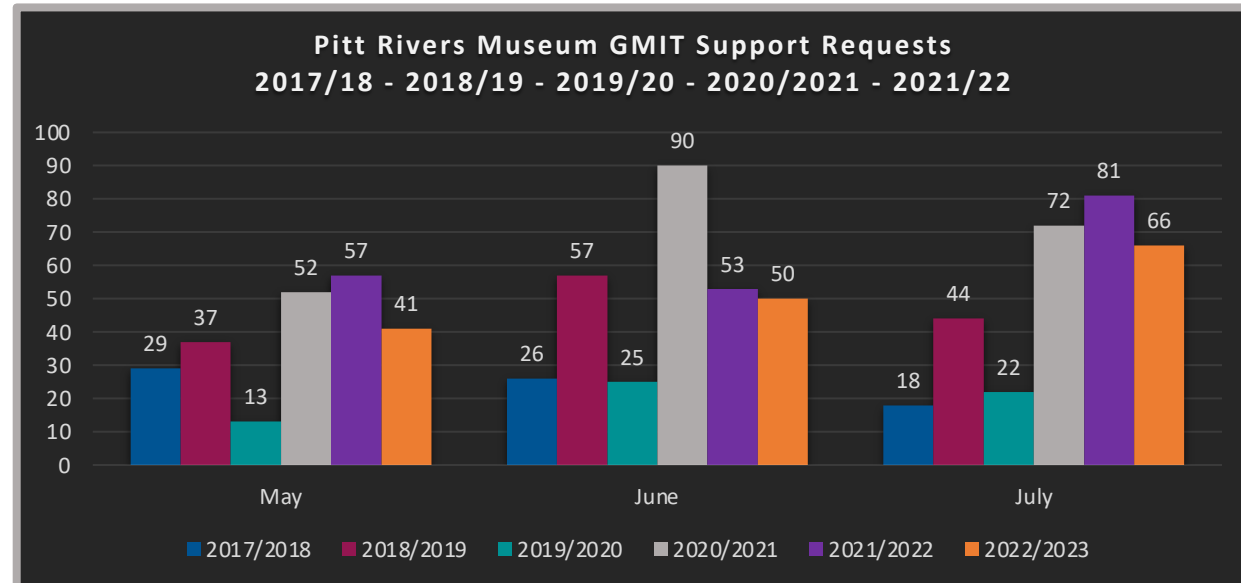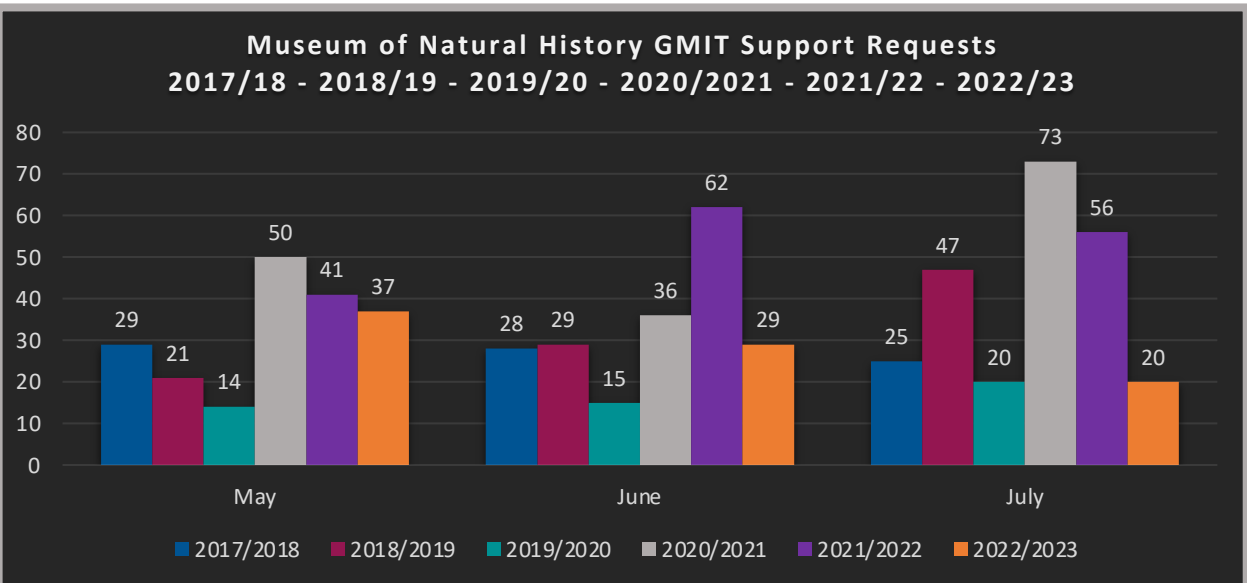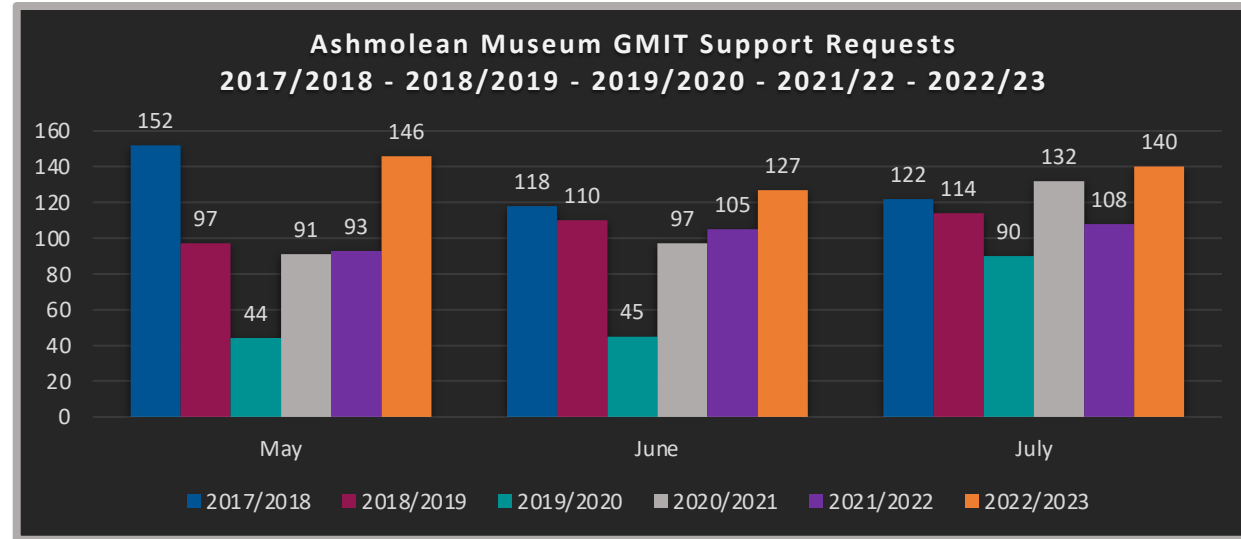|	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
May	268	211	142	296	431	402
June	211	315	183	359	442	384
July	205	259	278	529	491	430

Quarter 4 - Where have the Support Requests come from?

Ashmolean Museum: The number of requests received from the Ashmolean are higher than in previous years, and the number of requests remain the highest of the units we support, but due to the respective size of the Ashmolean this is to be expected.

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 in line with the numbers seen 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 and Service Improvements).

Ashmolean Museum GMIT Support Requests
2017/2018 - 2018/2019 - 2019/2020 - 2021/22 - 2022/23

Month	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
May	152	97	44	91	93	146
June	118	110	45	97	105	127
July	122	114	90	132	108	140

Museum of Natural History GMIT Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/2021 - 2021/22 - 2022/23

Month	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
May	29	21	14	50	41	37
June	28	29	15	36	62	29
July	25	47	20	73	56	20

Pitt Rivers Museum GMIT Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/2021 - 2021/22

Month	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
May	29	37	13	52	57	41
June	26	57	25	90	53	50
July	18	44	22	72	81	66

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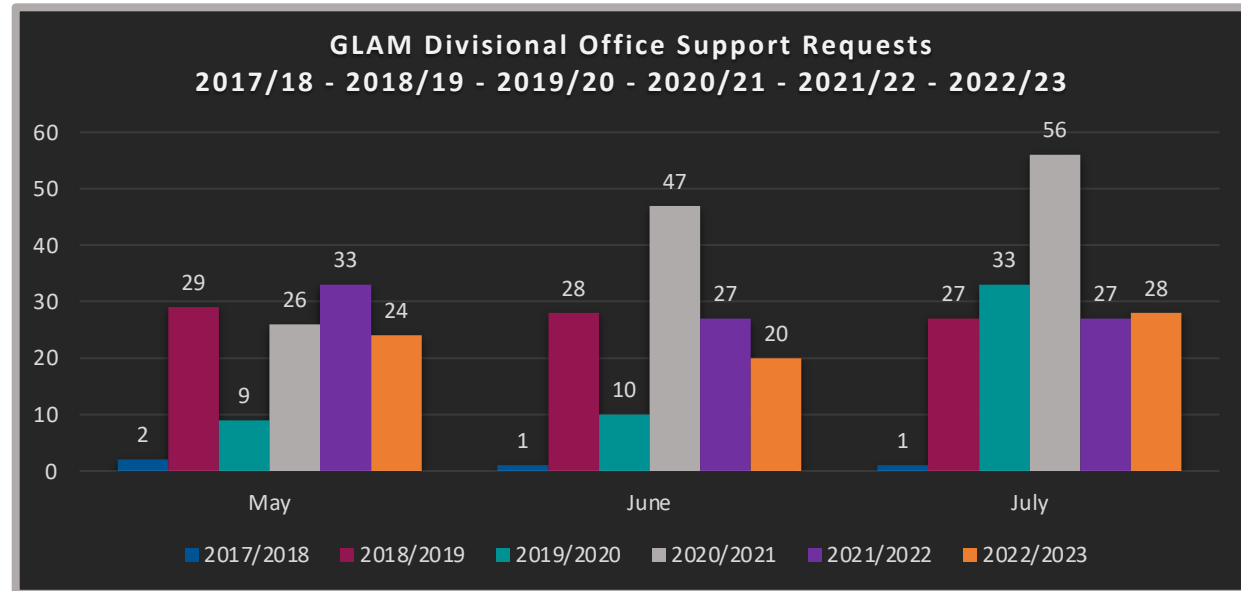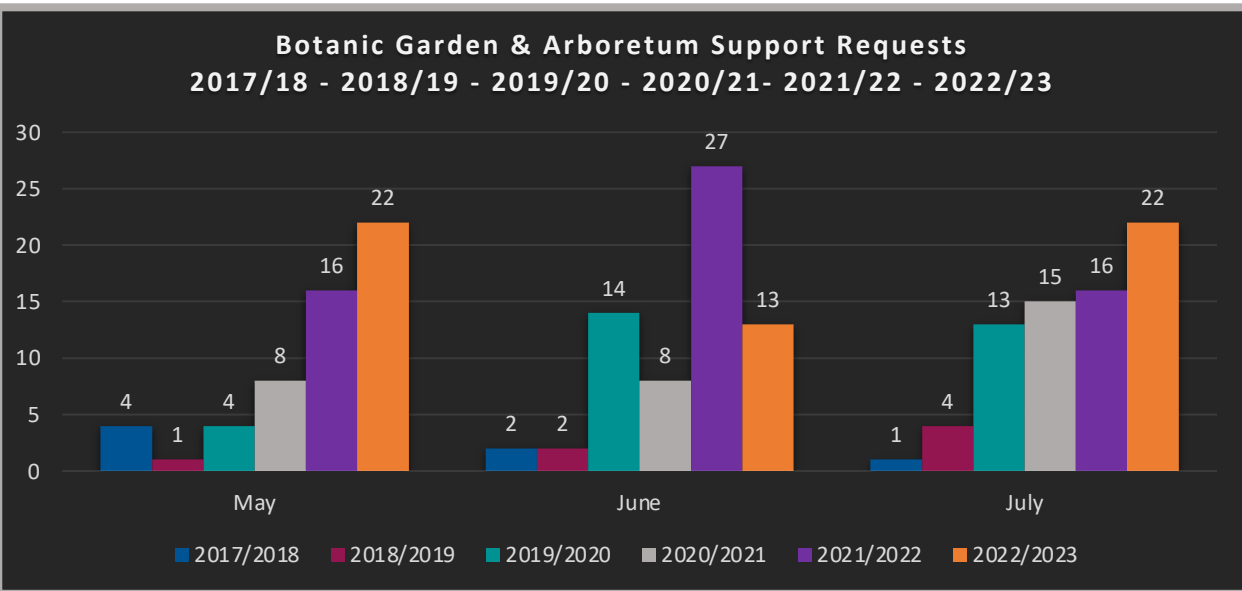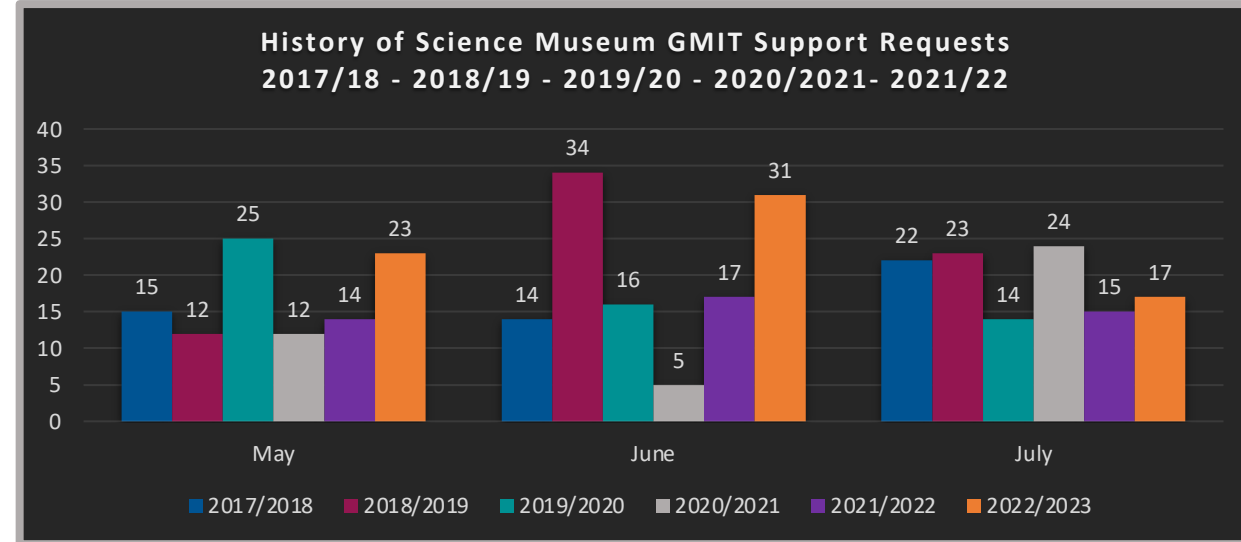
Quarter 4: 1st May 2023 – 31st July 2023

Quarter 4 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum were higher than in recent years in both May and June as we worked together on a number of improvements to their Gallery Interactives, introducing automations and improved security.

Botanic Garden & Arboretum: Requests from the Botanic Garden & Harcourt Arboretum were higher than in recent years in both May and July but as expected levels in June.

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).


History of Science Museum GMIT Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/2021- 2021/22

Botanic Garden & Arboretum Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/21- 2021/22 - 2022/23

GLAM Divisional Office Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/21 - 2021/22 - 2022/23

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Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	119	10
Cloud Services	143	12
Commercial	13	1
Communication & Documentation	45	4
Computing	351	29
Email & Collaboration	76	6
Finance	49	4
Information Security	43	4
Monitoring	47	4
Network & Internet	130	11
Servers & Storage	37	3
Telephony & Conferencing	22	2
User Account	71	6
Websites & Digital	70	6
Total	1216	100
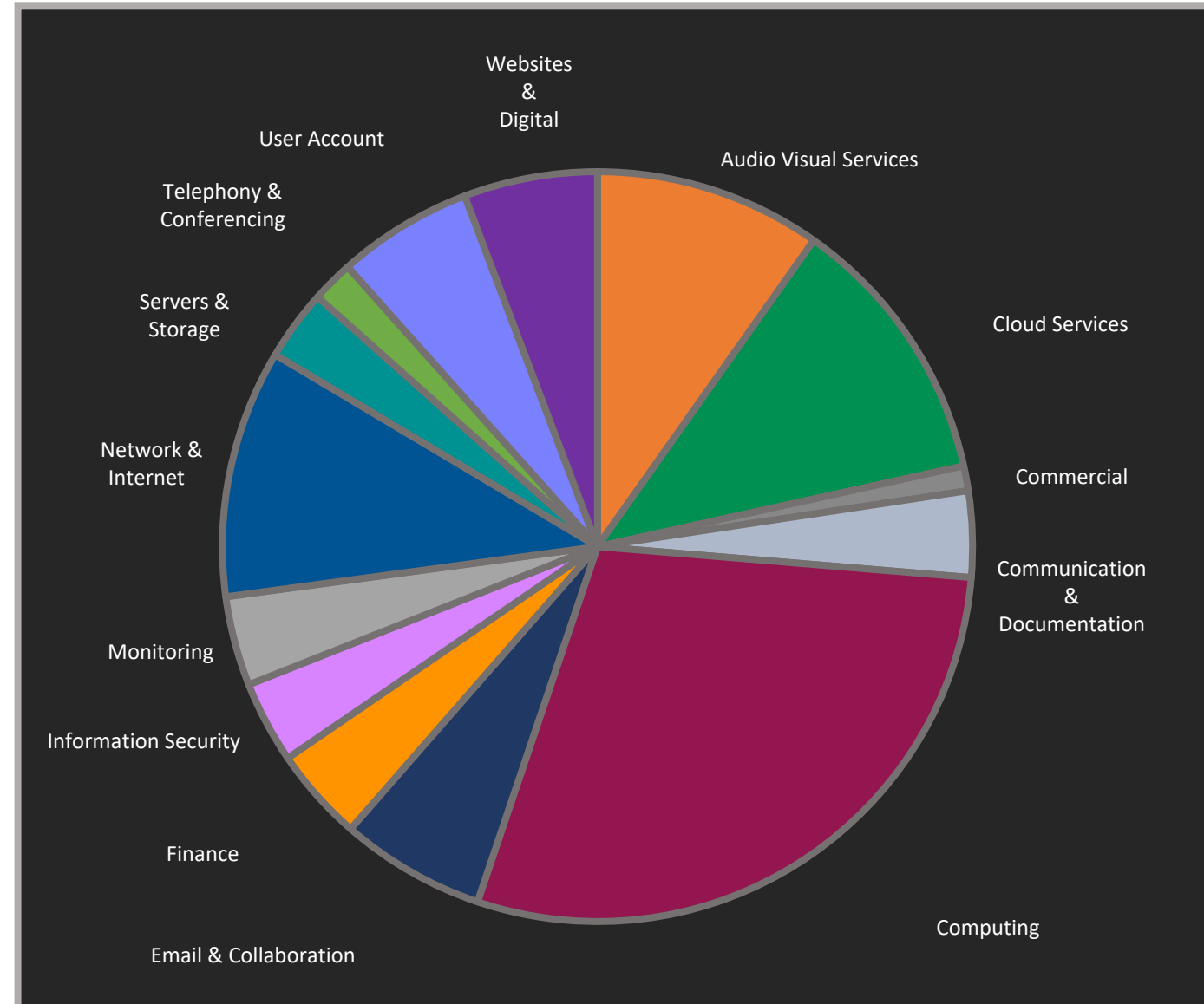
The table and chart show the types of requests we have received, and what service or system they fall in, demonstrating the wide variety of requests we receive across the differing services and systems in use throughout the Gardens & Museums.

In Q4 of this Academic Year a number of areas had particularly high numbers, including Computing, Cloud Services and Audio Visual Services.

Audio Visual requests continue to increase as we become more involved in existing operations and upcoming projects.

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Report Findings & Conclusion

Quarter 4 of the 2022/23 Academic Year has continued to be busy time, as demonstrated by the 1216 support requests. Although this is lower than the 1364 received in the same period of the 2021/22 Academic Year, it is similar to the number received in 2020/21 (1184) but more than double the 603 received in Q4 in 2019/20. The variety of work we do, which covers significant areas of the business, contributes substantially to this number.

The following items have either impacted Service and Support numbers throughout Q4 or require further explanation or investigation.

Audio Visual Services and Systems

During Quarter 4 it was confirmed that Gardens & Museums IT would formally support AV across the Gardens & Museums and continue the work carried out throughout Q1, Q2 and Q3 and help to improve this critical and varied business area further. As such we continue to see growth in the number of support requests in this area with the number AV support requests being 119 (10% of total) for Quarter 4, which is a significant increase from the 44 (3% of total) received during the same period in 2021/22.

Alongside general AV support during Quarter 4 we have also been involved in a number of AV projects, with improvement work taking place on current Gallery Interactives and a number of requirements for the development of new. Additionally, and as is standard at this time of year, we have supported a number of colleagues in the procurement of additional AV equipment and technology.

Open Sessions

Due to their success In Quarter 3 we once more held Open Sessions during Quarter 4 as a means to offer IT Support in a different and more proactive manner. The sessions were once again successful with many making use of them, and feedback being incredibly positive. A number of smaller issues were once again brought to our attention and efficiently resolved, and a number of discussions held about upcoming projects and requirements.

CONNECT Managed Service Requests

In March we introduced a new service category within the Computing area 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 we received or dealt with 87 CONNECT Computing requests, and during May, June and July we dealt with a further 99. We will continue to capture this data in the new Academic Year, as evidence of our continued involvement and requirement in the delivery of this Computing Service.

Resolution Times

The average resolution times for requests have increased during the 2022/23 Academic Year. To investigate this fully in future Service Reports we will identify and report on those service areas that have the longest resolution times in view to identifying and implementing improvements.

In Conclusion

The requests received in Quarter 4 have once more encapsulated a number of different business areas, and utilised the varying skills and capabilities within the Gardens & Museums IT Team. The high number of support requests continue to provide evidence to the continued and growing requirement for IT support and engagement across all business areas.