

Gardens & Museums IT

Quarterly Service Report
2023/2024
Q4: 1st May 2024 - 31st July 2024

Quarter 4, much like the other periods in the 2023/24 Academic Year, has been an incredibly busy time for the Gardens & Museums IT Team. More and more our involvement is needed across the Gardens & Museums, and the dependencies that our businesses, and the many functions within, have on technology is growing all the time. Crucially our engagement is not always needed from a support perspective but more prevalently from a position of security and ensuring that technologies remain secure and reach the Information Security requirements of the University.

Our involvement in IT Services Managed Desktop (CONNECT) service continues to grow, with the need to support our colleagues through additional and extra layers of support to this provision. We are now regularly assisting in computer installations and moves, desktide support and new user inductions and setups. This period is the first where support and requests related to CONNECT have surpassed those related to Apple Desktop Computing (Apple & MacOS), which is one of our key services.

Our response to our colleagues' requests continues to be incredibly impressive and appreciated throughout the Gardens & Museums. And despite the continued high number of requests, and the complexity of some of these, the average resolutions times remain impressive. And although there have been some recent team changes, we all continue to be focused on ensuring that these standards remain high.



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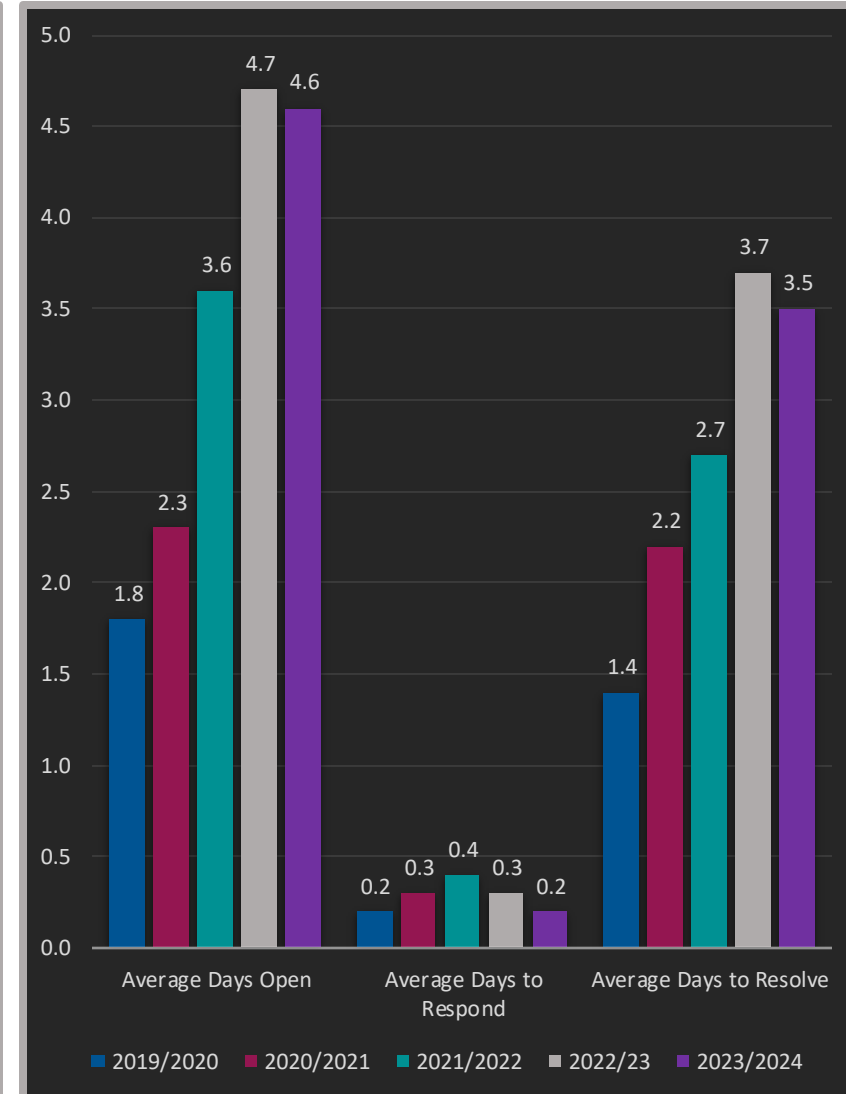
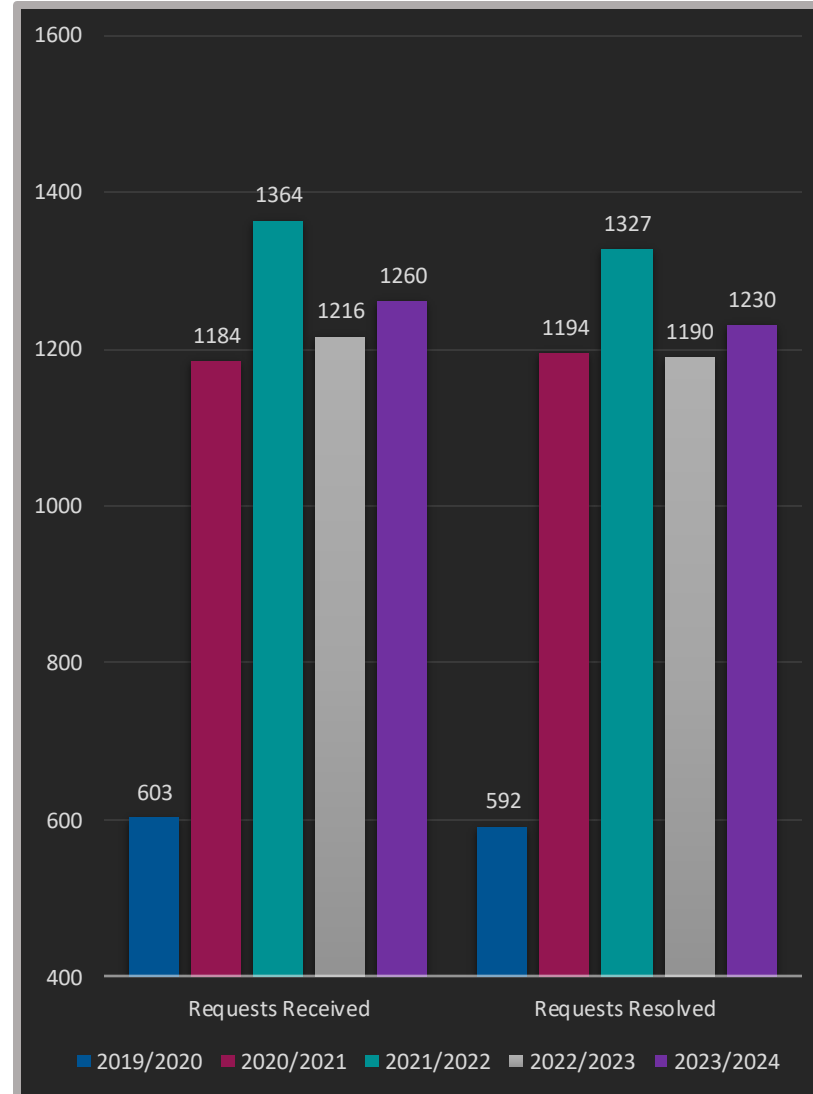
Requests Received & Requests Resolved

Support Requests Received	1260
Support Requests Resolved	1230
Tasks Resolved	51

Response & Resolution

Average Days Open	4.6
Average Days to Respond	0.2
Average Days to Resolve	3.5
% First Call Resolution	53%

Quarter 4 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/2023; 2023/2024



Quarter 4 of the 2023/24 Academic Year shows an increase in the number of requests received and resolved in direct comparison to the previous year.

Despite the rise in requests there has been a slight improvement in the Response and Resolution times when compared to 2023/24. And especially impressive the 0.2 working days for Response is the best performance since 2019/2020.

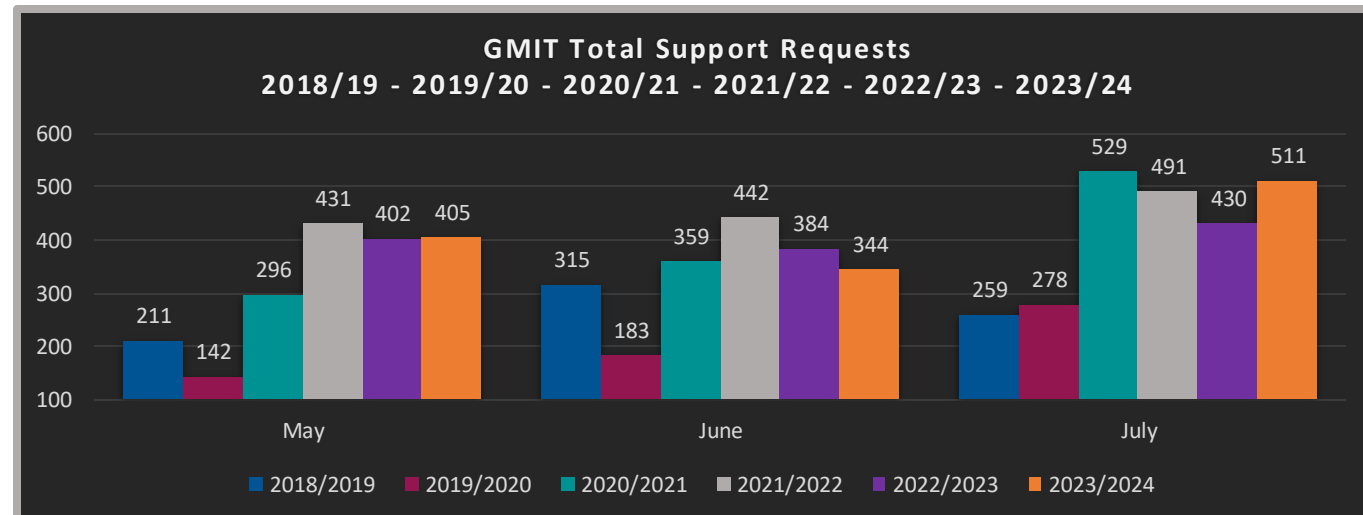
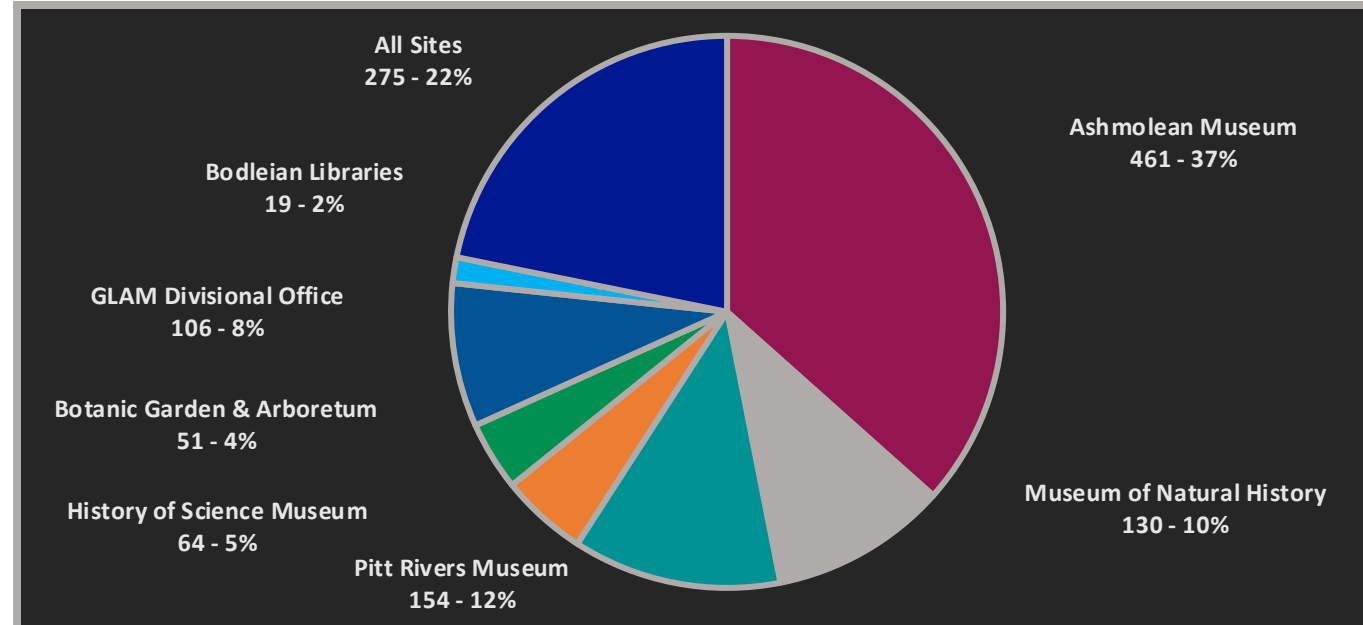
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Quarter 4 - Where have the Support Requests come from?

Location	May	June	July
Ashmolean Museum	156	117	188
Museum of Natural History	44	45	41
Pitt Rivers Museum	47	40	67
History of Science Museum	21	22	21
Botanic Garden & Arboretum	20	16	15
GLAM Divisional Office	27	27	52
Bodleian Libraries	6	6	7
All Sites	84	71	120
Total	405	344	511



May, June, and particularly July have been busy times for us. This has been influenced by various projects and activities which have taken place across the Gardens & Museums. In July we saw the most demand for assistance since 2020.

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. This is an area of demand that we continue to monitor.

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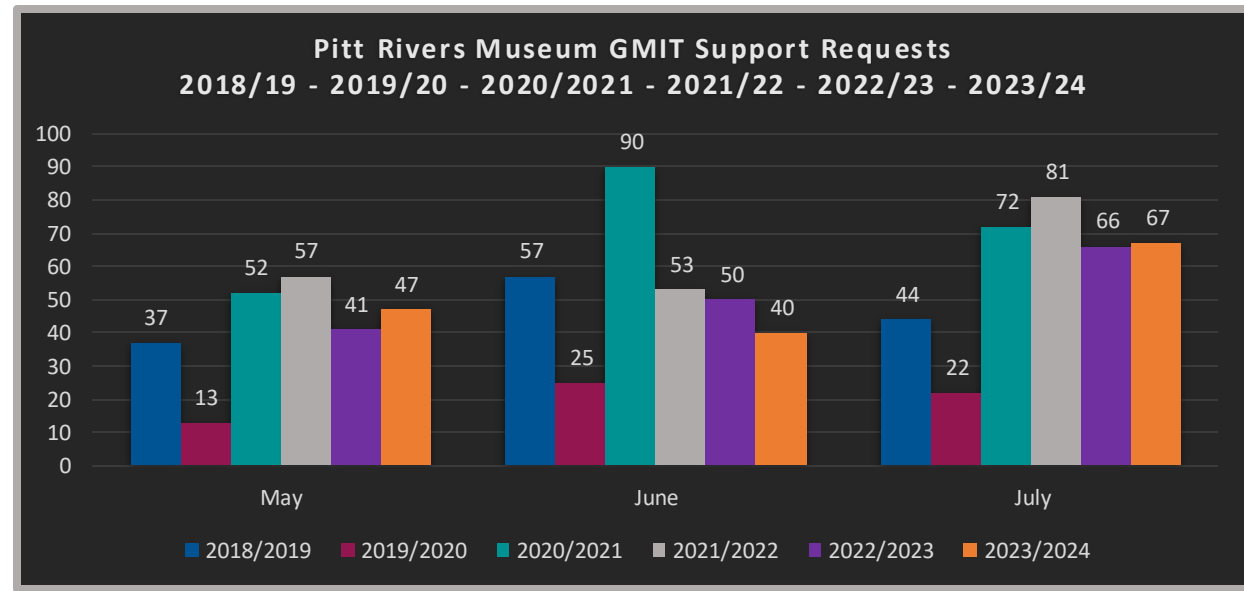
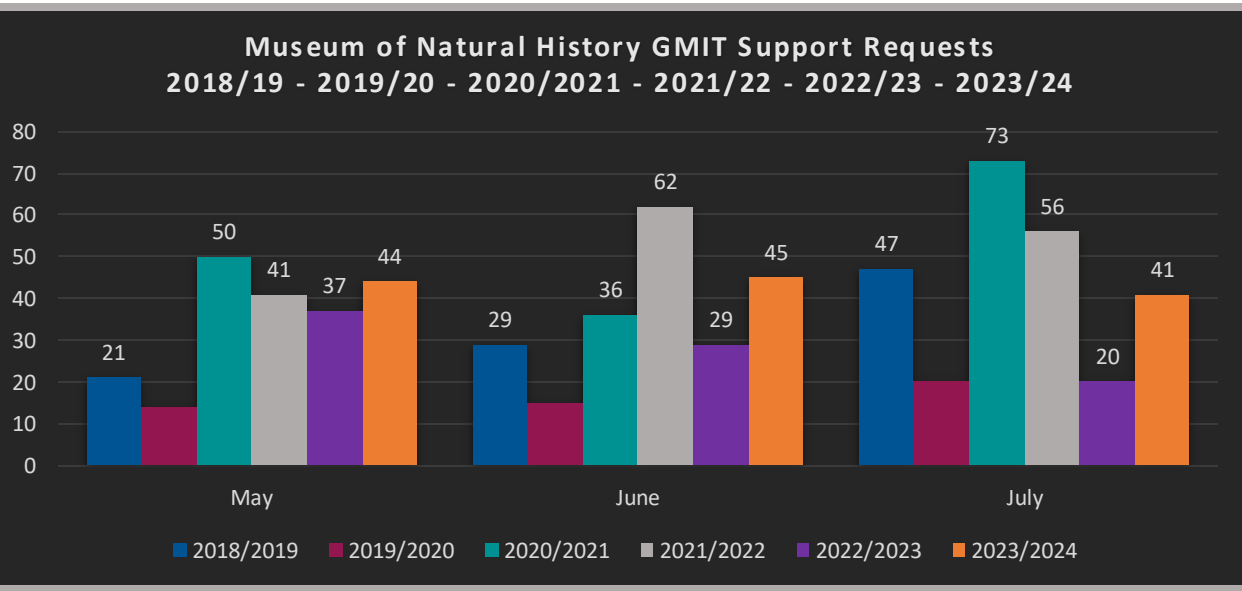
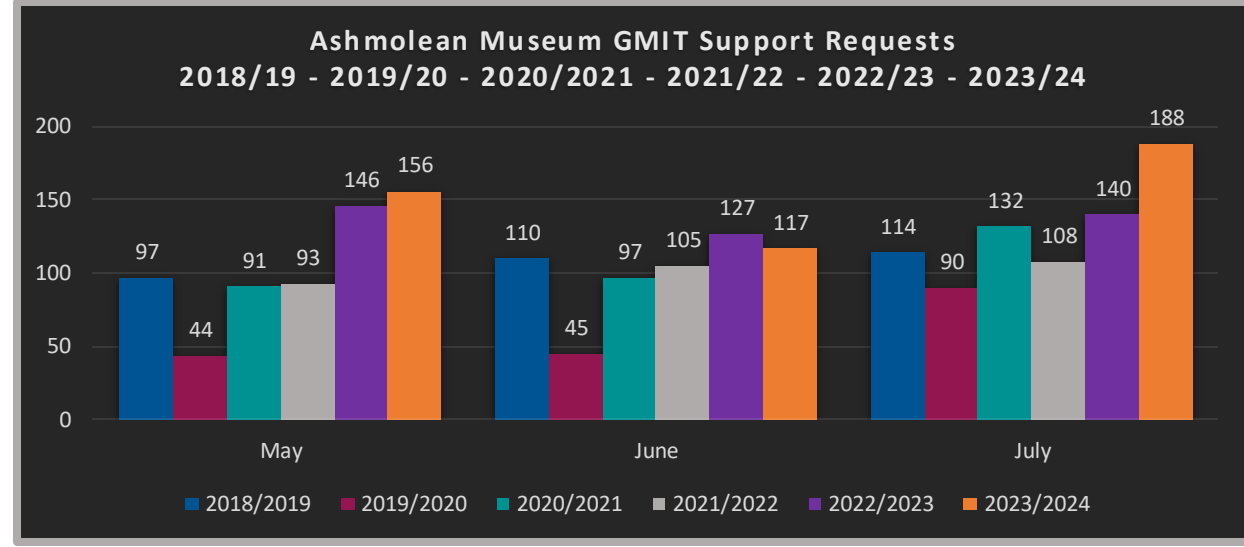
Quarter 4 - Where have the Support Requests come from?

Ashmolean Museum: Requests from the Ashmolean for May and June were comparable to previous years, but July saw a noticeable increase. This is directly related to a significant number of queries related to the procurement of new equipment.

Museum of Natural History: Requests from the Museum of Natural History were slightly higher than in the same period last year (2022/23) but remain in-line, or lower than in 2021/22.

Pitt Rivers Museum: The number of requests from the Pitt Rivers are consistent and remain comparable to those received 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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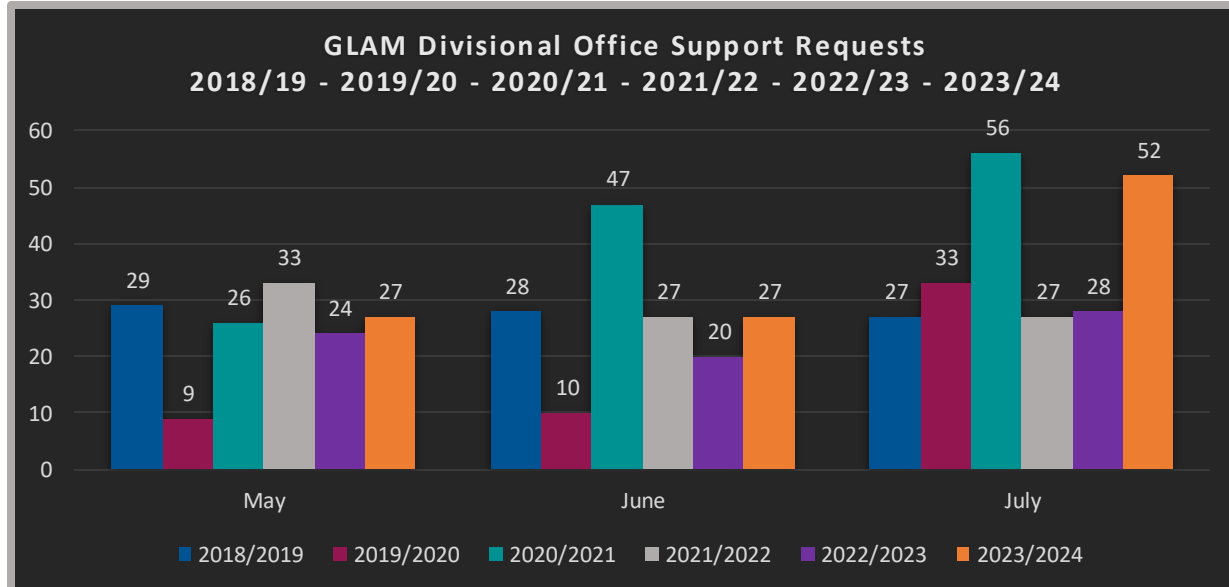
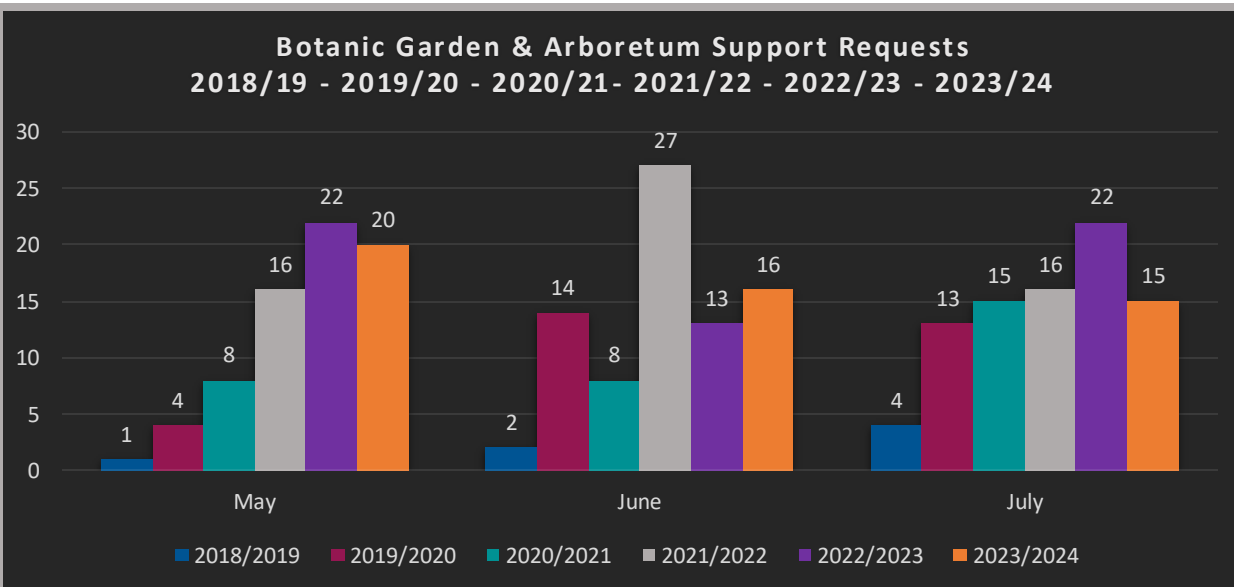
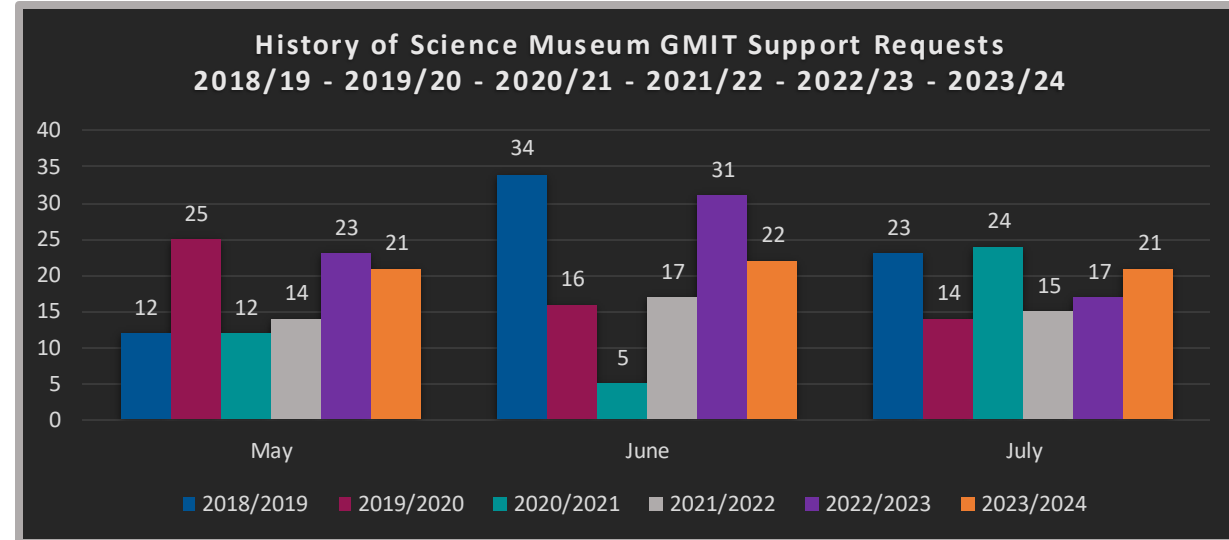
Quarter 4 - Where have the Support Requests come from?

History of Science Museum: Requests from HSM were consistent across the 3 months of Quarter 4, and in-line with those received during the same period in previous years.

Botanic Garden & Arboretum: Requests were at an expected level throughout the period on average, with similar numbers received through May, June and July as in previous years.

GLAM Divisional Office: There was a significant rise in requests received in July, but we suspect this is linked directly to work carried out at the CTRC, and this being recorded against the GLAM Divisional Office. Adjustments are being made to improve the capture of this information from August 2024 onwards.

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).



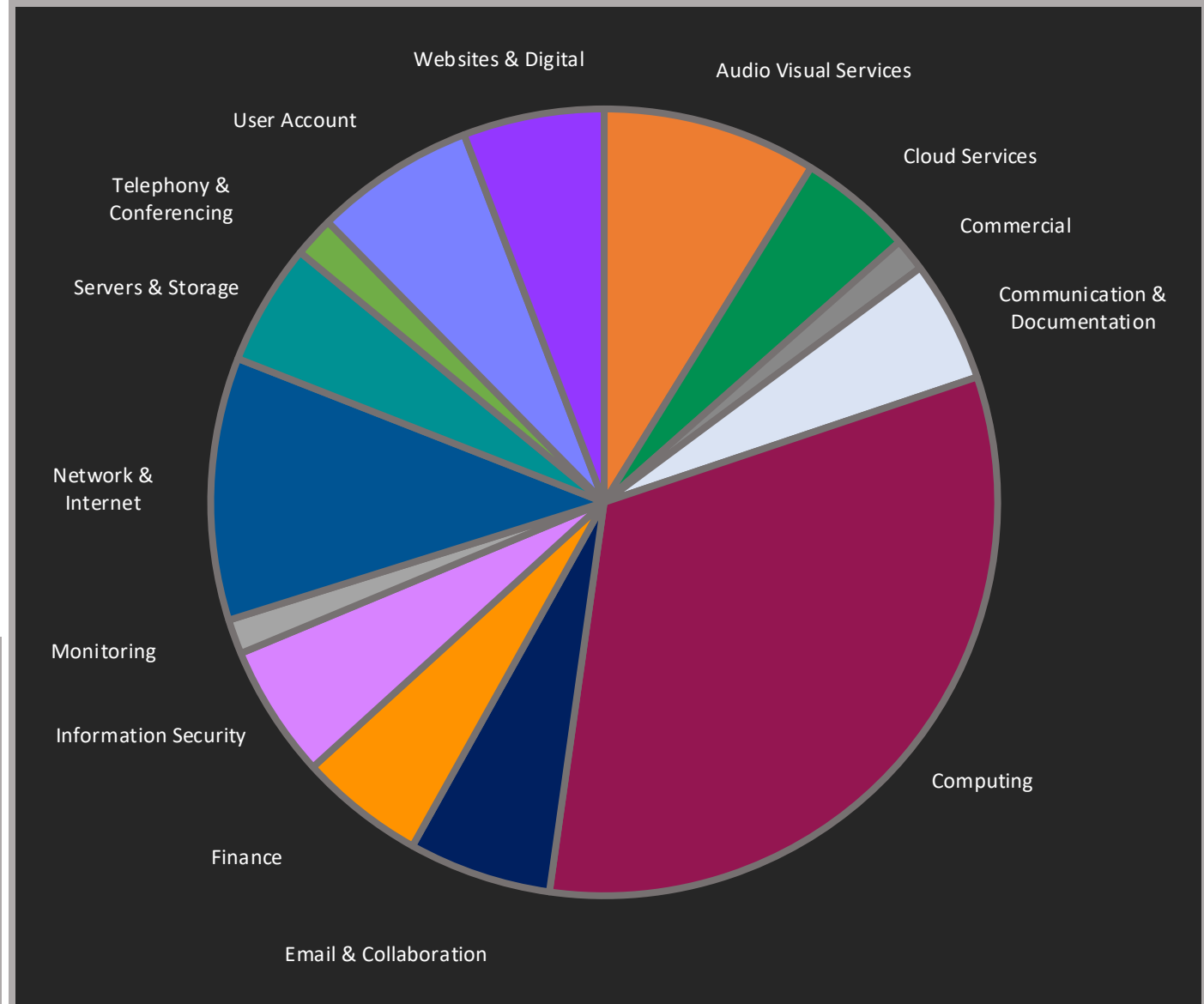
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Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	111	9
Cloud Services	59	5
Commercial	17	1
Communication & Documentation	63	5
Computing	408	32
Email & Collaboration	74	6
Finance	65	5
Information Security	69	5
Monitoring	18	1
Network & Internet	136	11
Servers & Storage	63	5
Telephony & Conferencing	21	2
User Account	83	7
Websites & Digital	73	6
Total	1260	100



The table and chart show the types of requests we have received, and what service or system they fall in. This data shows the wide variety of services and systems that we operate, manage and support across the Gardens & Museums.

Computing, Networking, and AV continue to be the areas of most demand. But during this period, we also experienced an increase in Information Security and Finance related requests. Finance is directly related to End of Financial Year activities. Whereas the increase in Information Security is linked to a number of significant Information and Cyber Security instances that required mitigations to protect our systems.

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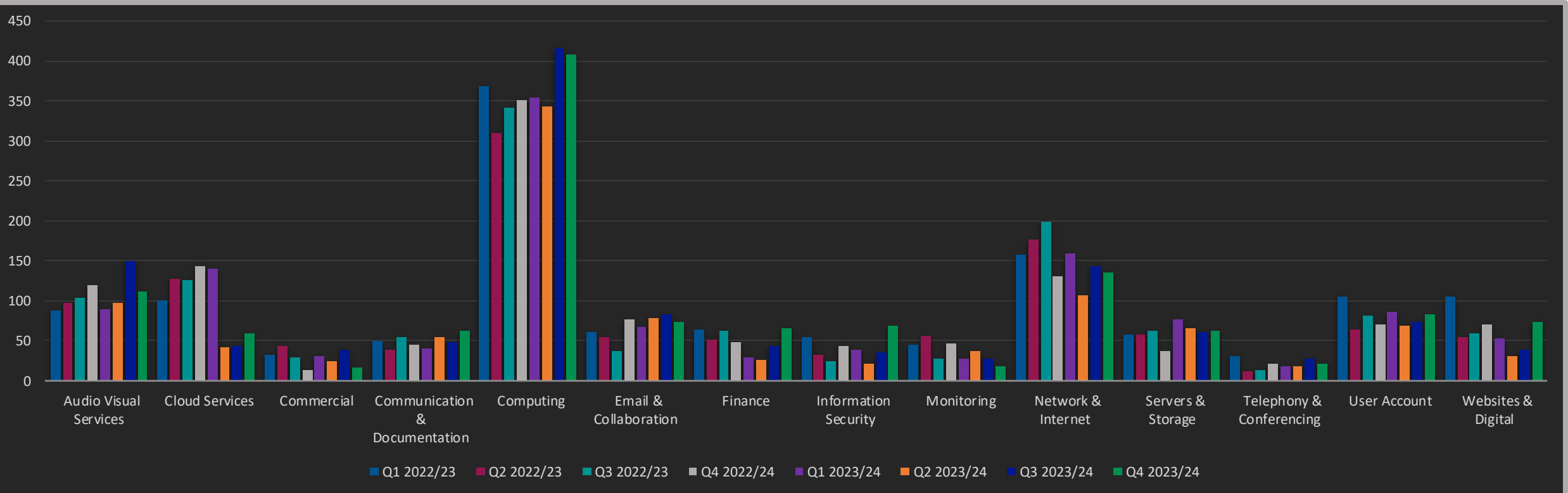


Quarter 4 - Type of Support Requests Received

Comparing the service areas in greater detail between Q1 of the 2022/23 Academic Year to Q4 it's possible to see that there is general consistency in the number of requests received.

As mentioned previously there was an increase in the numbers received in the Finance and Information Security Service Areas. The rise in Finance requests during Q4 is expected, and something which we plan for and anticipate. In respect to Information Security the rise was related to a number of Information Security instances (Confidentiality; Integrity; Availability). Fortunately, we weren't the direct victims of an attack, but had to carry out work to either mitigate the impact or prevent.

The Computing service area continues to see the most demand, and demand that is generally increasing. This is explored further on the next page.



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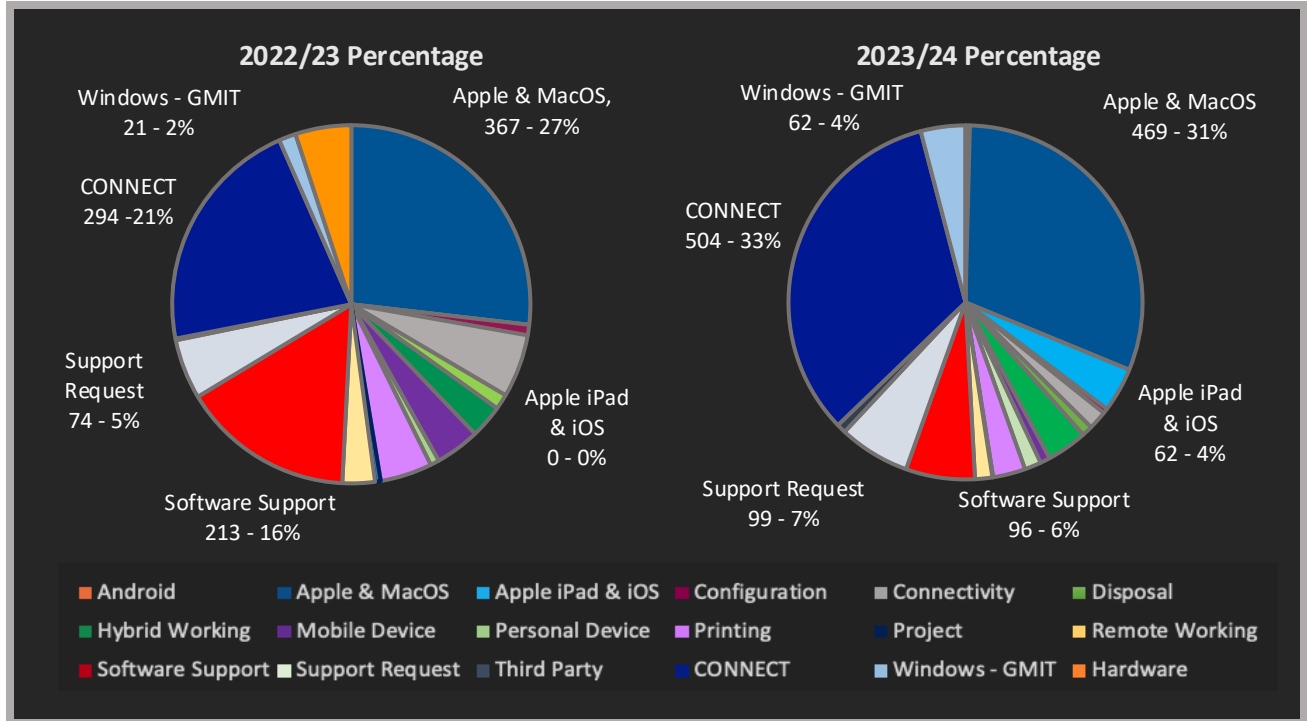
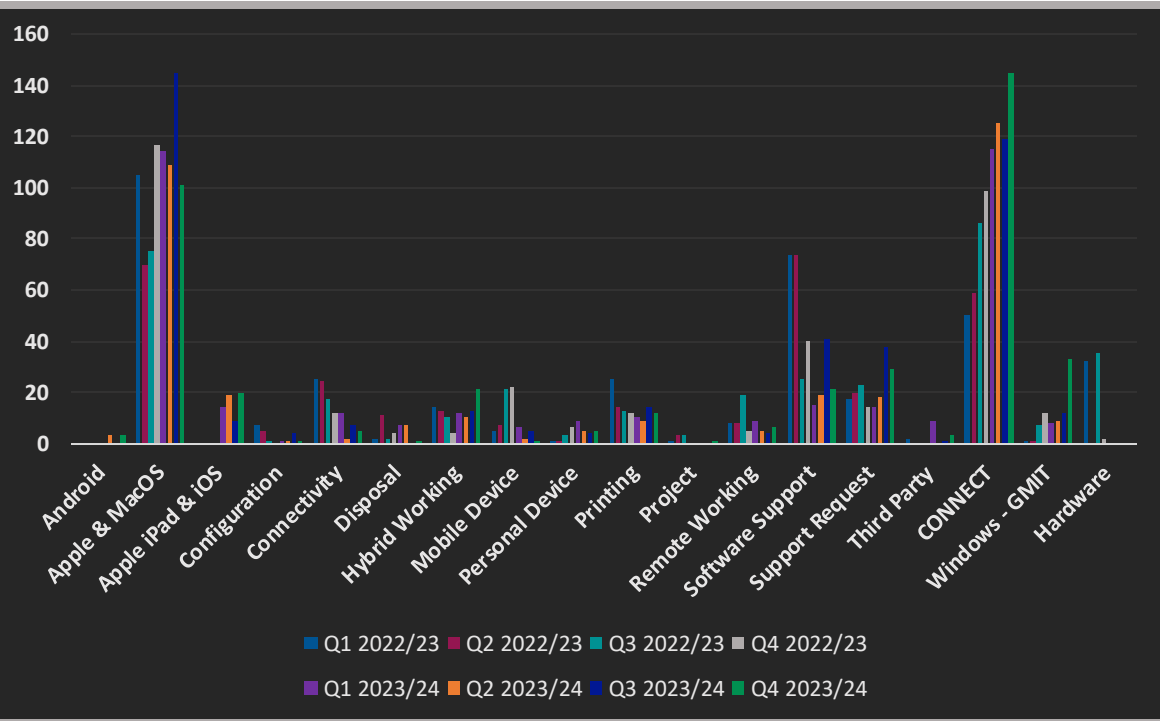
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Quarter 4 - Type of Support Requests Received - Computing Service Area in more detail

Analysis of the Computing Service Area from Q1 of the 2022/23 Academic Year to Q4 of 2023/24 Academic Year shows that Apple & MacOS and CONNECT Service Areas experience the most demand for support. From analysing the demand across the months one can see that the number of Apple & Mac OS requests fluctuate month by month, whereas there is consistent growth month by month for CONNECT. 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% (294 requests) to 33% (504 requests). For the first time CONNECT requests have amounted to more than Apple & MacOS requests, and there are a number of potential reasons for this, such as the age of the CONNECT machines, IT Services move to service request forms for support, some CONNECT computers recently having been replaced, and our colleagues preferring to contact GMIT due to our respective relationships and onsite availability.



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Report Findings & Conclusion

Overview The high demand for IT assistance, as evidenced by the 1260 support requests received during Quarter 4, 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 as either having seen significant demand, or something which may have an impact on service and therefore necessitates awareness and consideration.	
GMIT Team Changes	Throughout Quarter 4 a number of changes have been taking place within the Gardens & Museums IT Team, with both re-structuring and recruitment activities occurring. Considerable thought and effort has been made to ensure that these changes benefit and improve our service. But to accurately measure and ensure this, we have been carrying out a user feedback survey throughout July and into August to capture current colleague satisfaction. The results of this will be used to provide a baseline to measure our service performance and user satisfaction moving forwards, with further periodic Feedback Surveys planned.
Information Security	Incidents related to Information and Cyber Security are becoming more commonplace, and during Q4 this was particularly true. And although the University and GLAM were not the victims of a direct incident, much work was required to work around or mitigate the effects of supplier and third-party outages or compromises during their respective recoveries. We continue to review systems and services across the Gardens & Museums to identify and implement security improvements.
Finance & Procurement	As is often the case at this point in the Academic Year we have seen an increase in requests related to Procurement and Finance, with remaining funds being utilised to purchase new computing equipment and technology. Although numbers have increased on last year, the increased demand is something that we anticipate and prepare for. A number of the requests this year have been teams using funds to replace aging CONNECT Laptops, as opposed to waiting for the CONNECT Replacement. What is important to understand is that the purchase of a new computer (including the original purchase advice) has various knock-on effects which also require time and resource to fulfil (configuration, deployment, end-user handover and setup) - on average the procurement and deployment amounts to around 3.5 hours per computer.
IT Services Managed Desktop Service CONNECT	We continue to see a consistent and growing demand for our assistance with CONNECT. The numbers received during this period surpassed the number of requests related to Apple Computing (Apple & MacOS), which is one of our key and most prominent user-facing services, whereas CONNECT is Central IT Services managed and maintained. There are likely a number of reasons for this, including the age of CONNECT hardware causing a general increase in faults, IT Services no-longer accepting emailed support requests, or the fact that we are onsite and offer an easily accessible service across multiple mediums (phone; email; teams; face-to-face) that is further enhanced by our local relationships. The CONNECT Computer Replacement Project will aid with those faults related to the age of the computers, but the other factors provide further evidence to the merits of Single Point of Contact and simplifying the ways and means that our colleagues request and obtain support.
In Conclusion Service and support performance throughout Q4 has been admirable - and this has been achieved alongside considerable changes within the team. The average times to respond and resolve the received requests remain incredibly impressive, and this continues to be critical in the trust and positive reputation which we have across the Gardens & Museums, and hopefully the responses received from the Colleague Feedback Survey will provide further qualitative and quantitative evidence of this. The team's commitment to service excellence, and their individual and collective contributions to this, and in ensuring high levels of service is offered at all times is highly commendable and greatly appreciated.	