Gardens & Museums IT

Quarterly Service Report 2024/2025
Q4: 1st May 2025 - 31st July 2025

Quarter 4 of the University Academic Year, as with Quarter 3, has been an incredibly busy period. We have once again seen a considerable and noticeable increase in demand across the months and have now experienced over 500 requests per month for 5 straight months. Previously to this we were usually receiving around 400 per month.

The implementation of Single Point of Contact in Quarter 3 (as a result of a desire to simplify the mechanisms for receiving support) saw a change from a mixed support method to all support requests being directed to the Gardens & Museums IT Team. This service improvement is a contributory factor to this increase in demand, but alongside this we have been involved in a number of major and time sensitive projects and workstreams. And these have have created considerable work and needed significant effort and endeavour to progress and fulfil.

Despite the increase in demand, we have been able to maintain our levels of response and resolution which is a considerable achievement and is the result of hard work throughout the team. This once again demonstrates our commitment to delivering a user focused and faciliatory IT provision that understands the importance of investigating, progressing and resolving IT requests in a timely manner to ensure business operations.

Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 4: 1st May 2025 – 31st July 2025

Requests Received & Requests Resolved

Support Requests Received	1620
Support Requests Resolved	1618
Tasks Resolved	20

Response & Resolution

| Average Days Open	4.1
Average Days to Respond	0.2
Average Days to Resolve	3.2
% First Call Resolution	50%

Quarter 4 of the 2024/25 Academic Year shows a considerable increase on the same period last year, with 1620 requests received against 1260 in 2023/24. This equates to an increase of 29%.

The increase will be influenced by a number of ongoing projects and the increase in demand that the end of the financial year brings. Alongside this we are still carefully monitoring and measuring the impacts of the introduction of Single Point Of Contact - which since its implementation has seen an anticipated increase in the requests we receive.

Despite the increase we continue to maintain excellent levels of response and resolution.

Quarter 4 Support Comparison – 2020/2021; 2021/2022; 2022/2023; 2023/2024; 2024/2025
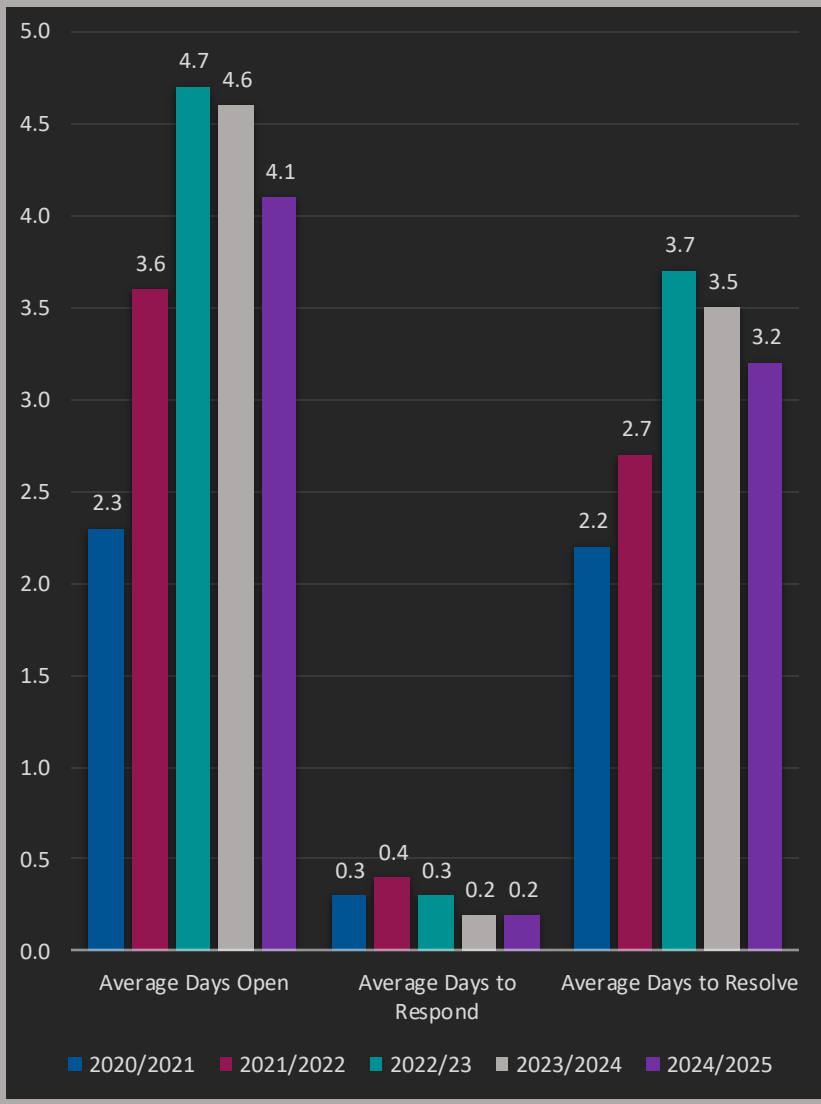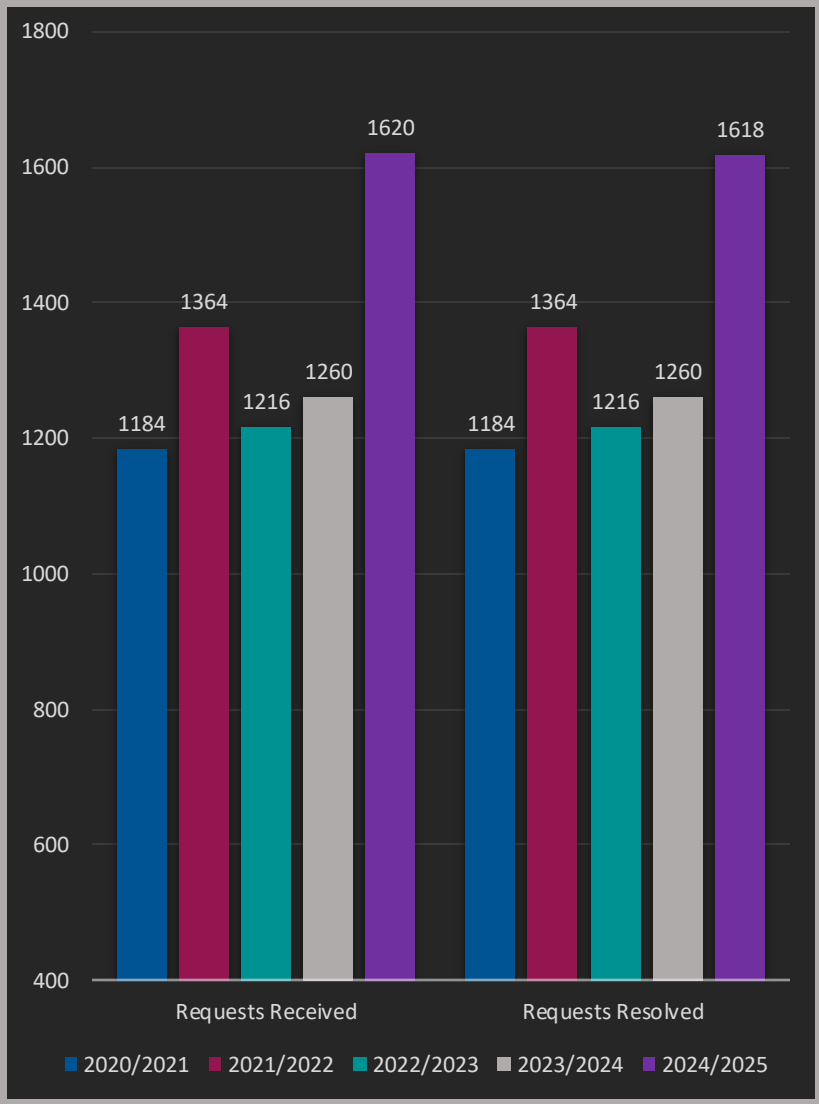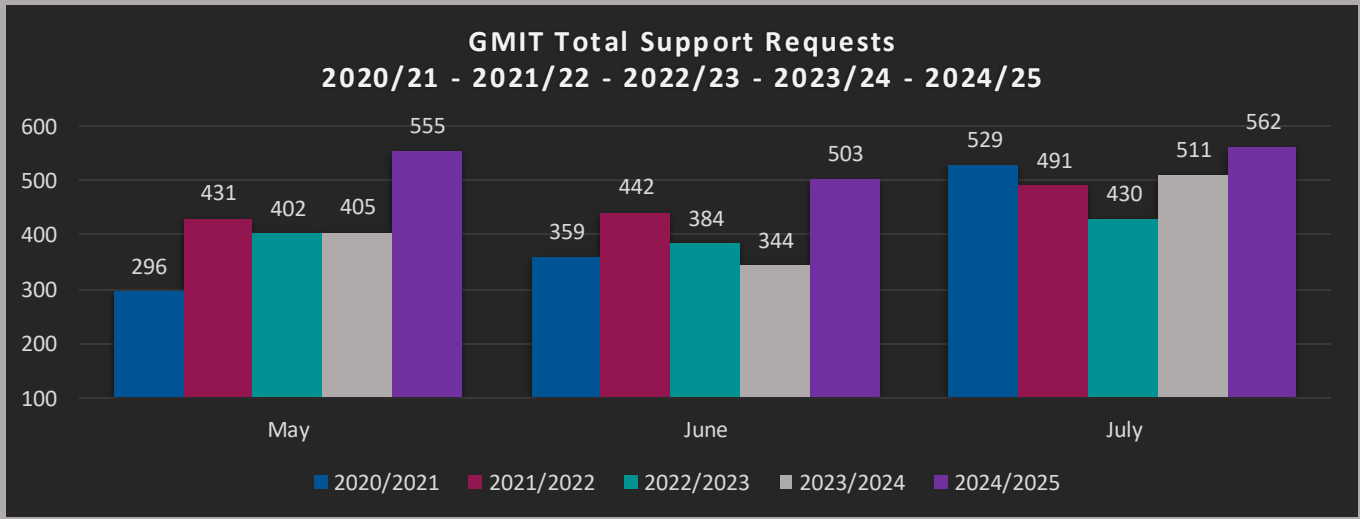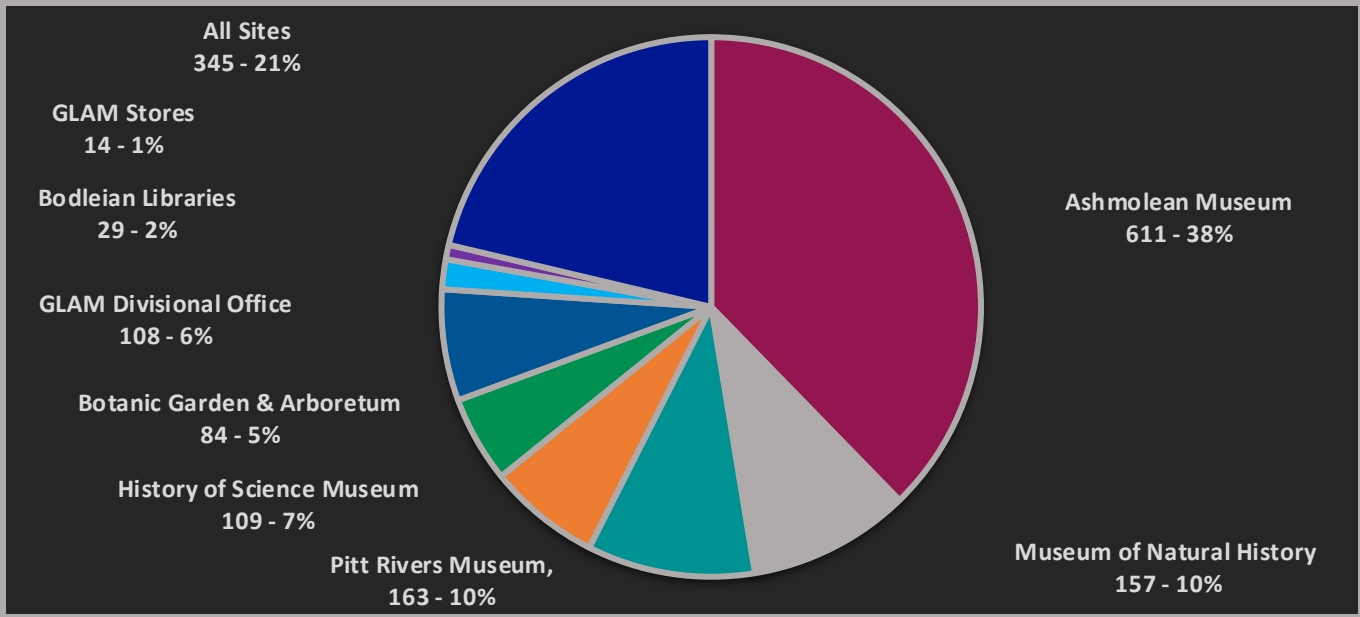
Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 4: 1st May 2025 – 31st July 2025

Quarter 4 - Where have the Support Requests come from?

Location	May	June	July
Ashmolean Museum	212	193	206
Museum of Natural History	61	47	49
Pitt Rivers Museum	61	46	56
History of Science Museum	33	33	43
Botanic Garden & Arboretum	23	22	39
GLAM Divisional Office	39	24	45
Bodleian Libraries	8	14	7
GLAM Stores	5	4	5
All Sites	113	120	112
Total	555	503	562

During Q4 the number of requests were consistently high throughout the period with over 500 requests received during each month.

In March and April, we also received over 500 requests per month and have therefore received over 2,500 requests in just 5 months.

Pie chart:
- All Sites 345 - 21%
- GLAM Stores 14 - 1%
- Bodleian Libraries 29 - 2%
- GLAM Divisional Office 108 - 6%
- Botanic Garden & Arboretum 84 - 5%
- History of Science Museum 109 - 7%
- Pitt Rivers Museum, 163 - 10%
- Ashmolean Museum 611 - 38%
- Museum of Natural History 157 - 10%

GMIT Total Support Requests
2020/21 - 2021/22 - 2022/23 - 2023/24 - 2024/25

May:
- 2020/2021: 296
- 2021/2022: 431
- 2022/2023: 402
- 2023/2024: 405
- 2024/2025: 555

June:
- 2020/2021: 359
- 2021/2022: 442
- 2022/2023: 384
- 2023/2024: 344
- 2024/2025: 503

July:
- 2020/2021: 529
- 2021/2022: 491
- 2022/2023: 430
- 2023/2024: 511
- 2024/2025: 562

Legend: 2020/2021, 2021/2022, 2022/2023, 2023/2024, 2024/2025

Gardens & Museums IT Quarterly Service Report 2024/2025
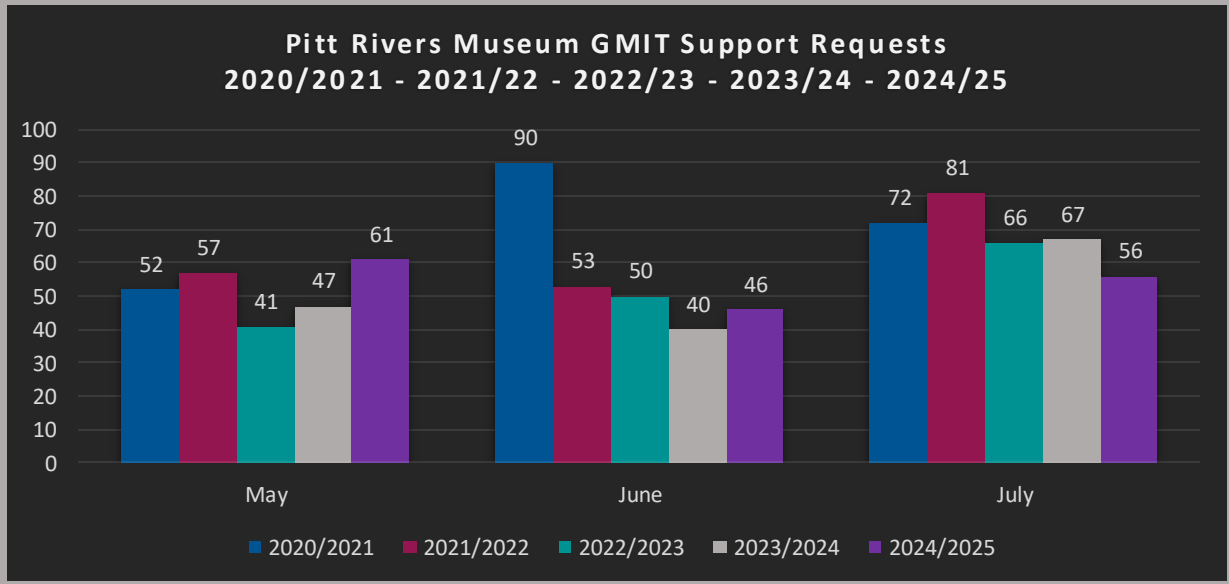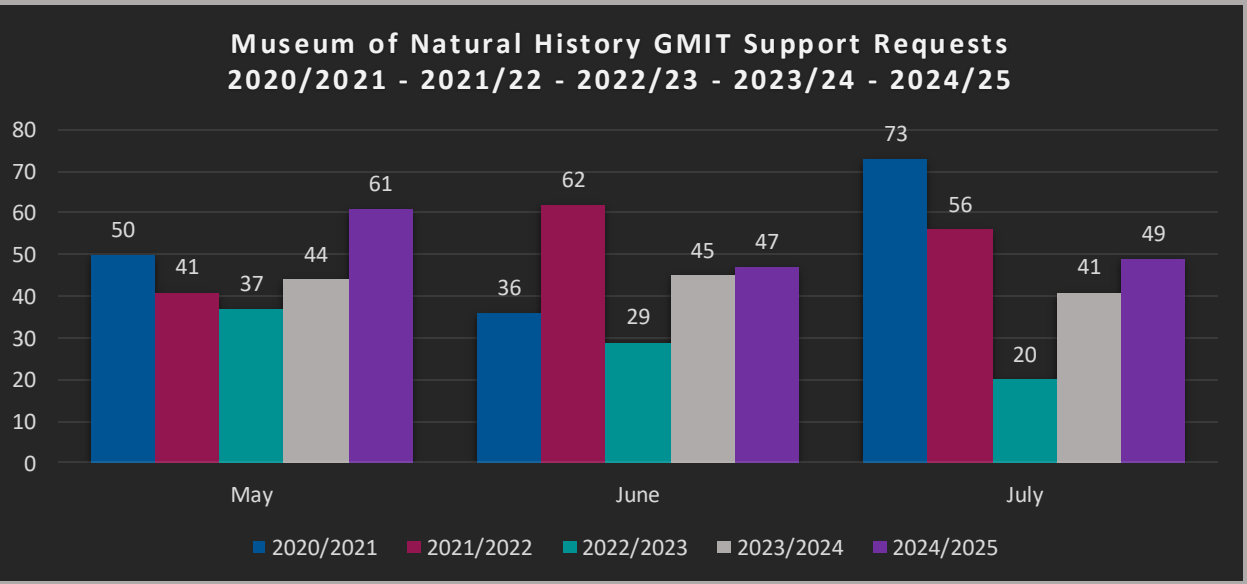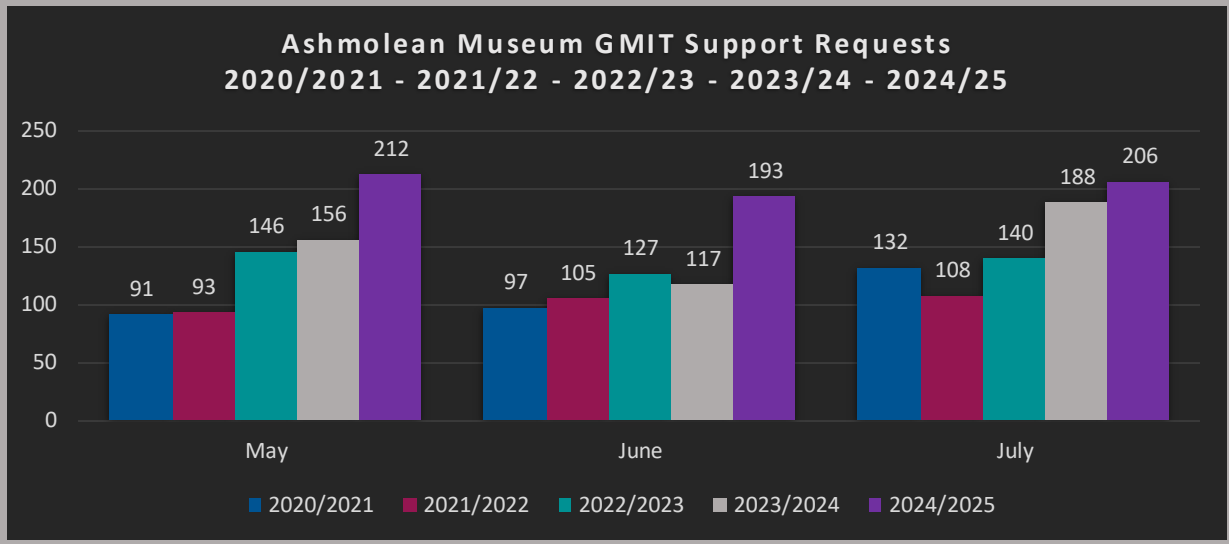
Quarter 4: 1st May 2025 – 31st July 2025

Quarter 4 - Where have the Support Requests come from?

Ashmolean Museum: We saw an increase in requests from the Ashmolean during each month of Quarter 4. A number of projects and workstreams impacted this alongside requests to assist with the procurement of technical equipment.

Museum of Natural History: During Q4 we saw a small increase in the number of requests from the Museum of Natural History.

Pitt Rivers Museum: There was an increase in requests from the Pitt Rivers Museum for May and June, and a slight decrease in July. Overall like with the Ashmolean and Museum of Natural History there was an increase,

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
2020/2021 - 2021/22 - 2022/23 - 2023/24 - 2024/25

Month	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
May	91	93	146	156	212
June	97	105	127	117	193
July	132	108	140	188	206

Museum of Natural History GMIT Support Requests
2020/2021 - 2021/22 - 2022/23 - 2023/24 - 2024/25

Month	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
May	50	41	37	44	61
June	36	62	29	45	47
July	73	56	20	41	49

Pitt Rivers Museum GMIT Support Requests
2020/2021 - 2021/22 - 2022/23 - 2023/24 - 2024/25

Month	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
May	52	57	41	47	61
June	90	53	50	40	46
July	72	81	66	67	56

Gardens & Museums IT Quarterly Service Report 2024/2025

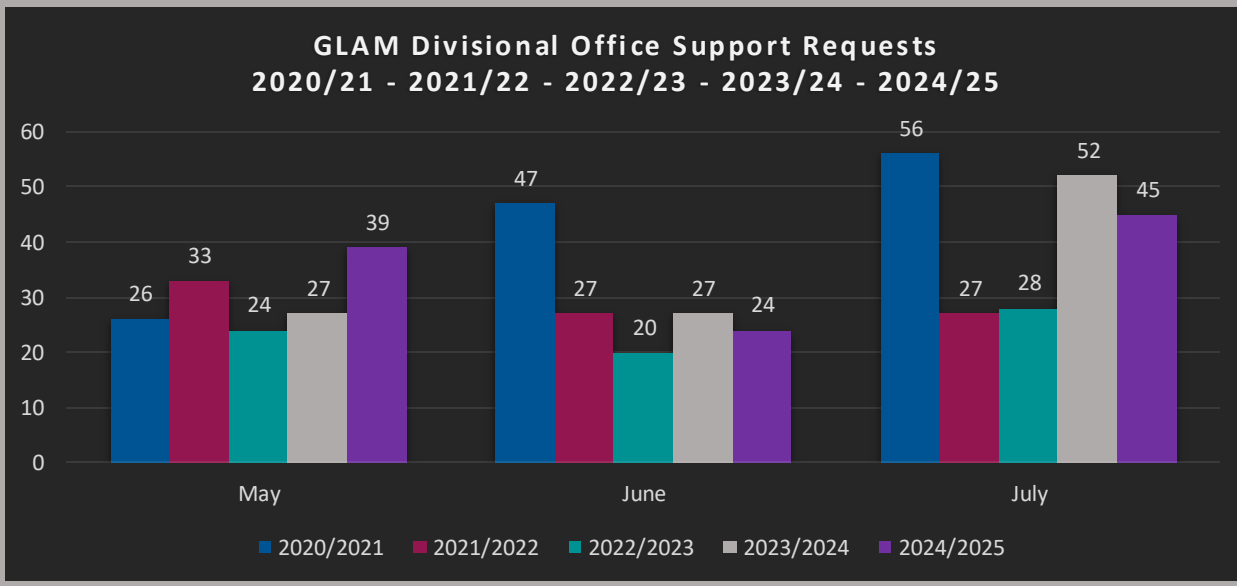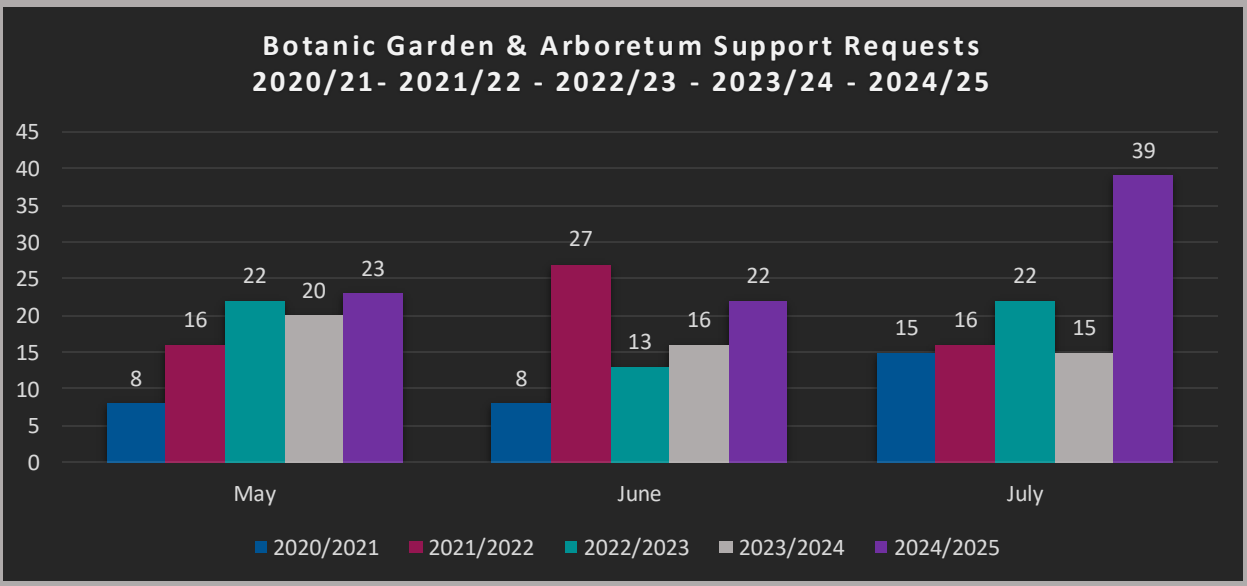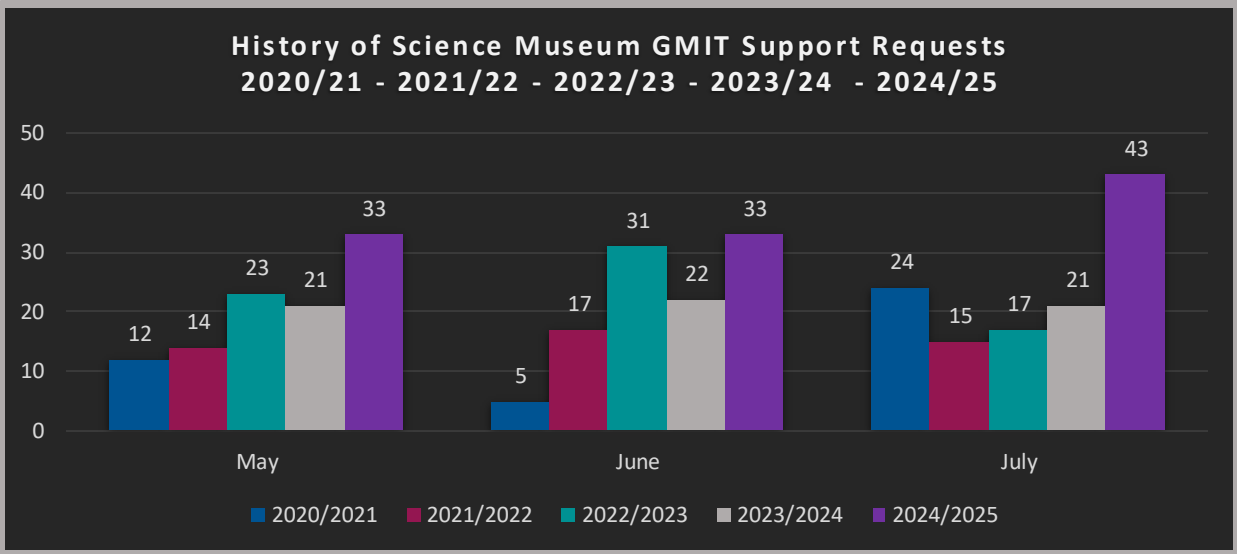## Quarter 4: 1st May 2025 – 31st July 2025

Quarter 4 - Where have the Support Requests come from?

History of Science Museum: During Q4 there was an increase in the number of requests received from the History of Science Museum.

Botanic Garden & Arboretum: As with the other sites we support there was also an increase in requests from the Botanic Gardens & Harcourt Arboretum.

GLAM Divisional Office: For Q4, and unlike the other main locations which we support, we saw a decrease in the number of requests from the The GLAM Divisional Office.

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
2020/21 - 2021/22 - 2022/23 - 2023/24 - 2024/25

Botanic Garden & Arboretum Support Requests
2020/21- 2021/22 - 2022/23 - 2023/24 - 2024/25

GLAM Divisional Office Support Requests
2020/21 - 2021/22 - 2022/23 - 2023/24 - 2024/25

Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 4: 1st May 2025 – 31st July 2025

Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	119	7
Cloud Services	72	4
Commercial	30	2
Communication & Documentation	56	3
Computing	573	35
Email & Collaboration	83	5
Finance	86	5
Information Security	149	9
Monitoring	21	1
Network & Internet	129	8
Servers & Storage	65	4
Telephony & Conferencing	24	1
User Account	140	9
Websites & Digital	73	5
Total	1620	100

The table and chart detail the types of requests we have received, and what service or system they fall in. This shows the wide variation of services and systems which are in place that we either directly manage or provide support to.

Computing continues to be the highest percentage area with 573 requests (35%) across the period. Other areas of note are Information Security, Audio Visual Services, Network & Internet and User Account.

Despite Finance only making up 5% of the requests, the end of the University Financial Year did increase demand. We may not have necessarily always been involved in the procurement but have been needed for configuration of equipment.
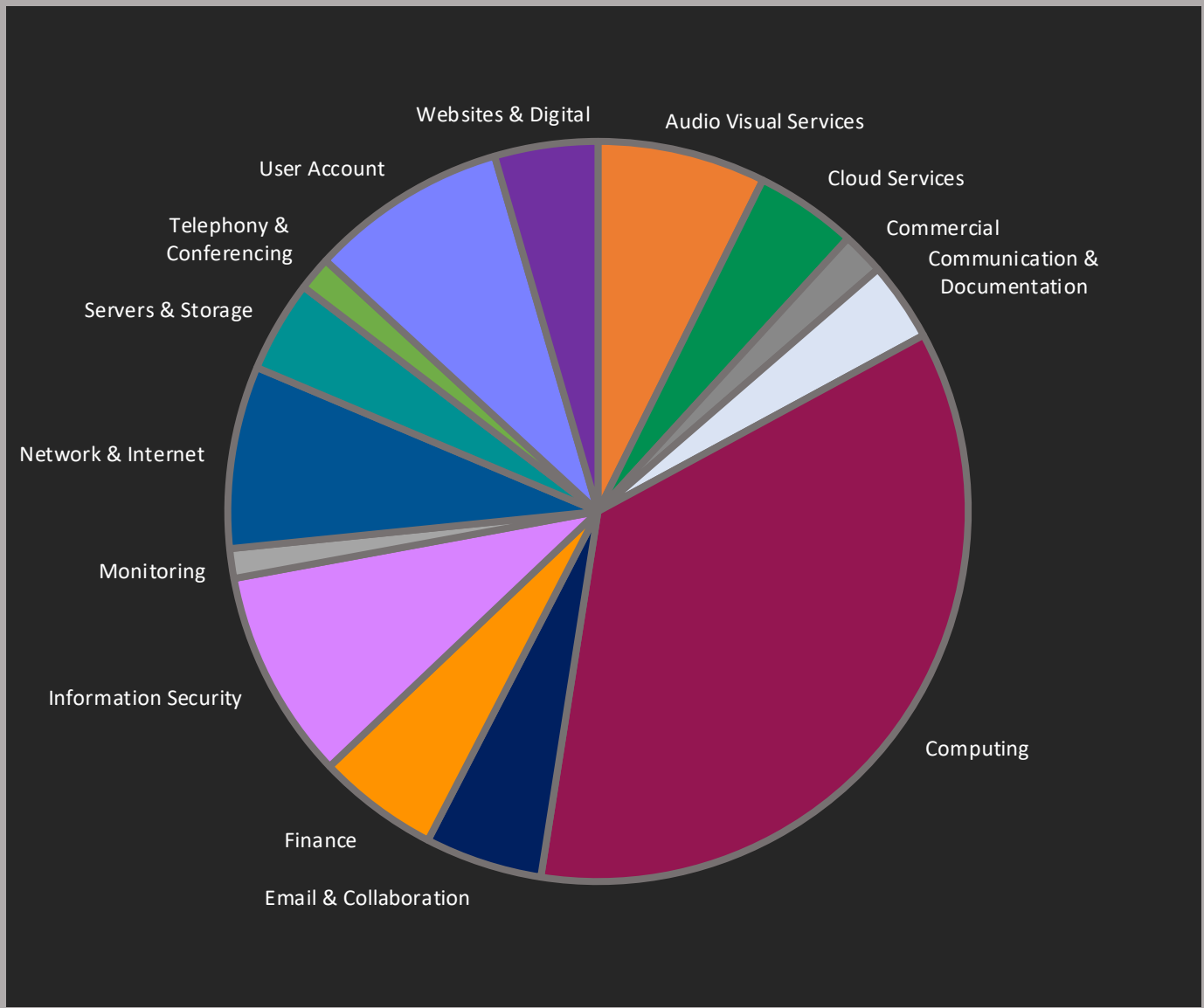
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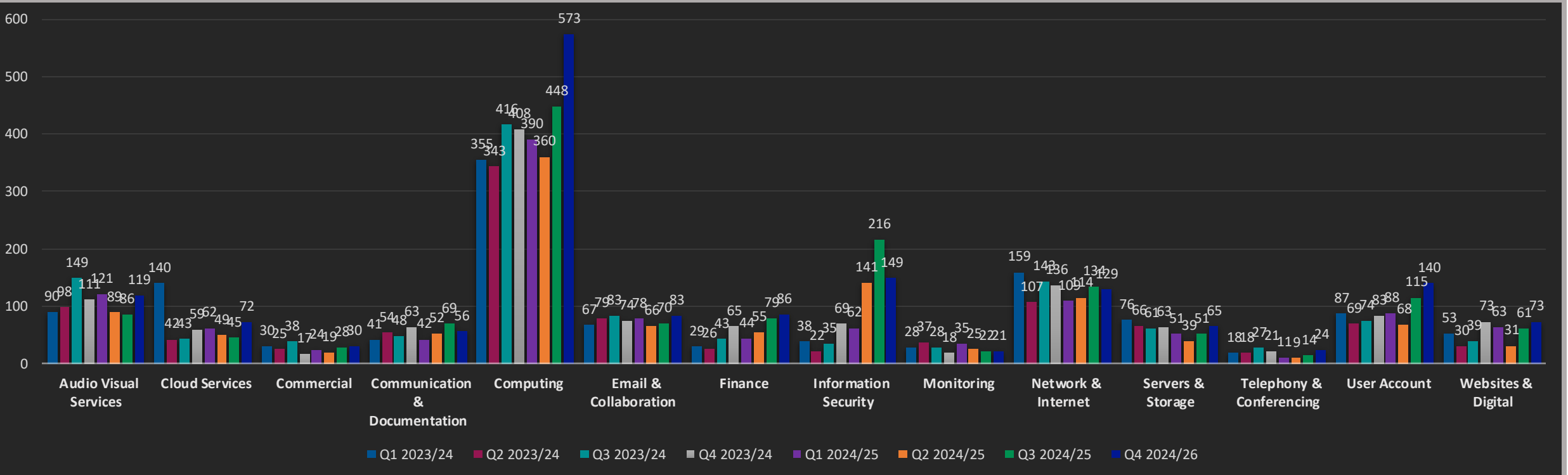
Quarter 4: 1st May 2025 – 31st July 2025

Quarter 4 - Type of Support Requests Received

Comparing the service areas in greater detail between Q1 of the 2023/24 Academic Year to Q4 of 2024/25, one can see that there is a general level of consistency across the months, with a reasonable level of fluctuation occurring in the respective service areas.

We had been seeing a continued level of increase in Information Security related requests and activities, but this quarter there was a drop when compared to Q3. Despite this drop the numbers are still considerably higher than the same period in in 2023/24. Fortunately, this isn't related to an increase in security incidents, but more an increase in the work which is constantly going on to protect our systems and services and to offer the level of assurance needed.

One noticeable and considerable increase was that in the Computing Area which is related to the Connect Aged Computer Replacements, and the various stages and phases of this project.

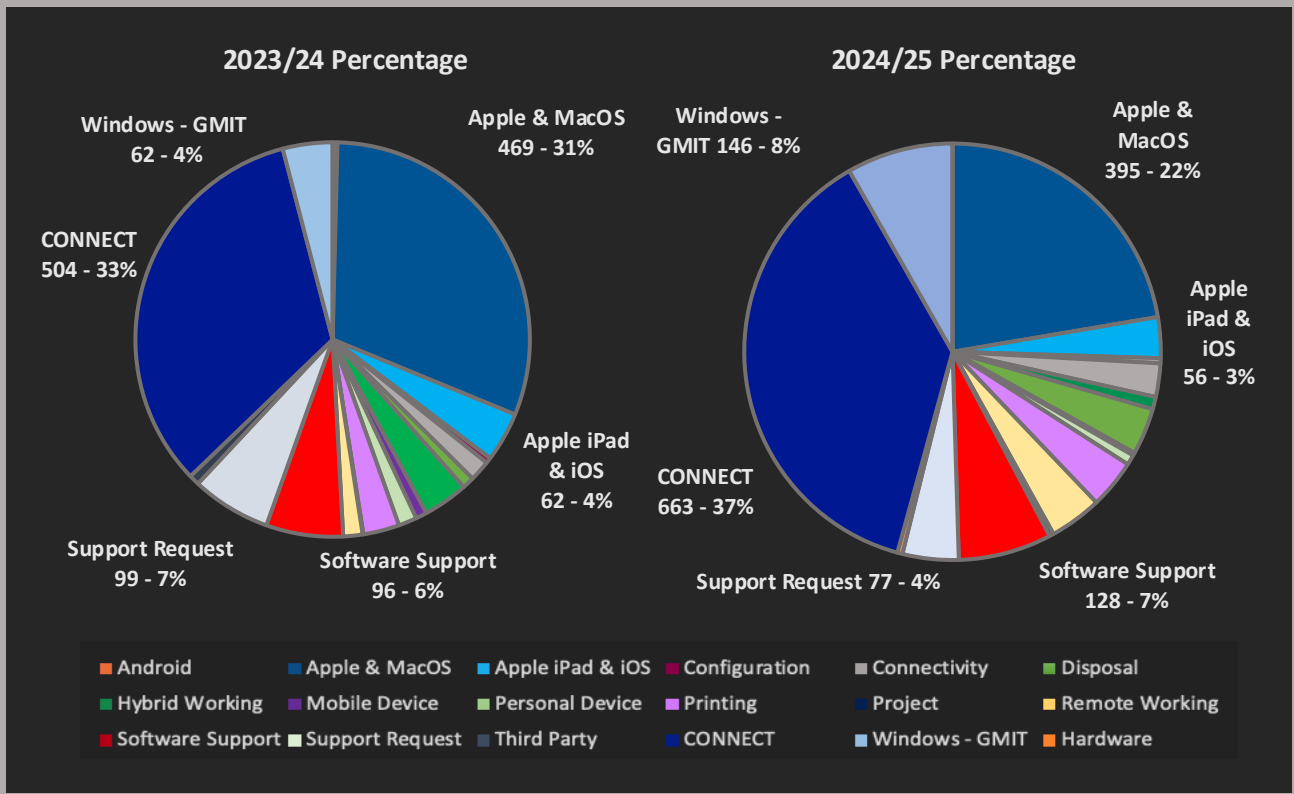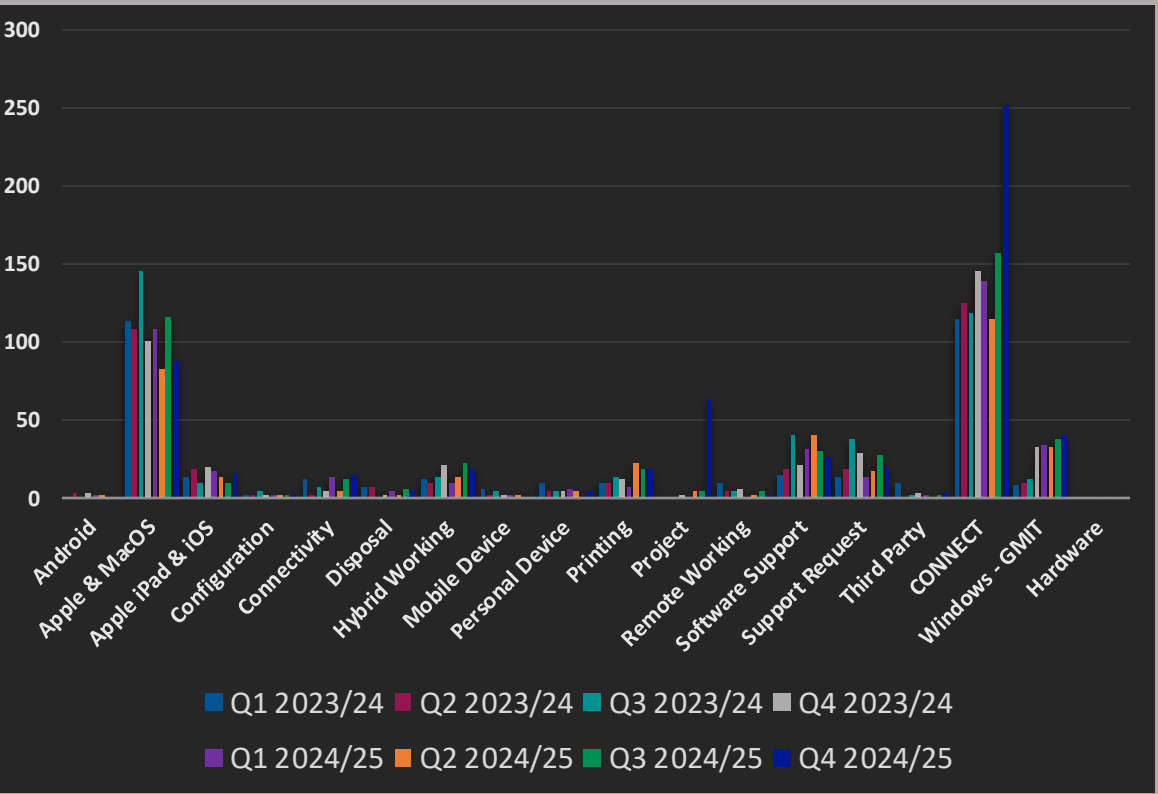# Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 4: 1st May 2025 – 31st July 2025

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

Many areas across the Computing category saw an increase in Q4, and this was particularly evident with the CONNECT and Project categories. This can be attributed to the continued and extensive work on the CONNECT Replacement Project. This has seen considerable time put into engagement and discussion to determine requirements, funding and procurement to order the equipment, configuration and setup of the equipment, and now coordinating installation and handover. And as this is taking place across the Gardens & Museums many of these activities have been taking place in parallel so have required engagement and work from across the team and in collaboration with the Central IT Services Desktop Services Team.

This project will see around 165 computers replaced across the Gardens & Museums, and as such we anticipate this work continuing throughout the Summer and Autumn.

Left chart legend:
- Q1 2023/24
- Q2 2023/24
- Q3 2023/24
- Q4 2023/24
- Q1 2024/25
- Q2 2024/25
- Q3 2024/25
- Q4 2024/25

2023/24 Percentage
- Windows - GMIT 62 - 4%
- Apple & MacOS 469 - 31%
- CONNECT 504 - 33%
- Apple iPad & iOS 62 - 4%
- Support Request 99 - 7%
- Software Support 96 - 6%

2024/25 Percentage
- Windows - GMIT 146 - 8%
- Apple & MacOS 395 - 22%
- Apple iPad & iOS 56 - 3%
- CONNECT 663 - 37%
- Support Request 77 - 4%
- Software Support 128 - 7%

Pie chart legend:
- Android
- Apple & MacOS
- Apple iPad & iOS
- Configuration
- Connectivity
- Disposal
- Hybrid Working
- Mobile Device
- Personal Device
- Printing
- Project
- Remote Working
- Software Support
- Support Request
- Third Party
- CONNECT
- Windows - GMIT
- Hardware

Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 4: 1st May 2025 – 31st July 2025

Report Findings & Conclusion

Overview	
Quarter 4 of the 2024/25 Academic Year has been an incredibly busy time for the Gardens & Museums IT Team, as evidenced by the 1620 requests. This represents a 29% increase on the numbers received in Q4 of the 2023/24 University Year. This period has seen the fruition of a number of long-term activities and projects which span a number of our service areas including Audio Visual, Cyber Security and Information Assurance and Computing.	

Single Point of Contact & Increase in Demand	Single Point of Contact was implemented during Quarter 3 of the Academic Year, and since this change, we have been closely monitoring the number of requests which we receive alongside their nature and the service area they fit in. Looking over the year the numbers received in Quarter 3 and Quarter 4 (1438 and 1620) are considerably higher than in Q1 and Q2 (1180 and 11117) which indicates a likely correlation to Single Point of Contact and all IT requests for the Gardens & Museums now coming to us. Though as this has only been in place for a relatively short period of time, and due to the level of project related work we have recently been involved in it is difficult to determine whether it is solely the result of Single Point of Contact. At this stage I suspect it is a mixture, but once the respective projects are completed (some of which have been in various stages for as long as 24 months) and we have additional data we will be in a better place to properly judge. What is incredibly impressive is that despite the increase in demand, the level of response and resolution remains extremely impressive, which is testament to the approach of the team and our continued efforts to deliver a user focussed service.
Audio Visual Project Delivery	Throughout Q4 a number of AV related requirements or projects have either been progressed or realised. Examples being the completion of the Ashmolean Videowall replacement, the progression of Pitt Rivers Museum Lecture Theatre and Seminar Room AV Improvements, and the installation of new equipment and technologies in the Ashmolean Museum Broadcast and Learning Studios, History of Science Seminar Room and Botanic Garden Library. What is worth highlighting in such instances is that although the actual installations can be quite quick, there is often considerable effort, endeavour and time which goes into organising and planning such instances. This includes exploration of requirements and engagement with stakeholders, costing and design of solutions (either internally or through consultants), procurement of equipment, and configuration and testing before installation.
End-user Device Numbers	A significant element of the CONNECT Aged Computer Replacement Project has been the consolidation of computer numbers to reduce potential servicing costs and the inventory of the computing devices in use. This work affords us a better understanding of the end-user device estate and one which we can better track and monitor moving forwards. As such, we will be reporting on computer numbers at each site once the Connect Aged Computing Replacement is complete.

In Conclusion	
Quarter 4 has been a very busy period for the Gardens & Museums IT Team, and at points particularly challenging for a number of us. Maintaining our standards whilst servicing the increased demand has been testing, but we have managed to fulfil this. What I am particularly mindful of is whether this would be sustainable if the level of demand continues to be this high. I am hopeful that there will be a decrease in support levels during the summer months, and also once certain projects have been completed and the benefits of these projects have been realised.	