

Gardens & Museums IT

2020/2021 Service & Support Annual Report 1st August 2020 - 31st July 2021

The 2020/2021 Academic Year has proved to be a very busy time for the Gardens & Museums IT Team.

The number of IT support requests have increased once more as operations and developments across the estate have grown and continue to rely on new technologies and IT. The continuation of Remote Working and onset of Hybrid Working - with more colleagues working at both home and in the office - has caused an increase in equipment being used and in turn support with these items and their use.

Despite the increase in requests our Response and Resolution is once more impressive, but the levels of demand and maintaining these standards has impacted our ability and the speed at which a number of projects have been delivered or progressed.

Gardens &
Museums IT

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The diagrams on this page show the number of support requests which we received and resolved between 1st August 2020 and 31st of July 2021. The numbers received represents an 8% increase on 2019/2020.

In addition to the numbers received and resolved our response and resolution is also shown, and how these figures compare to previous years.

Support Requests Received

3947

Support Requests Resolved

3970

% Increase compared to 2019/20

8%

Average Days to Respond

0.3

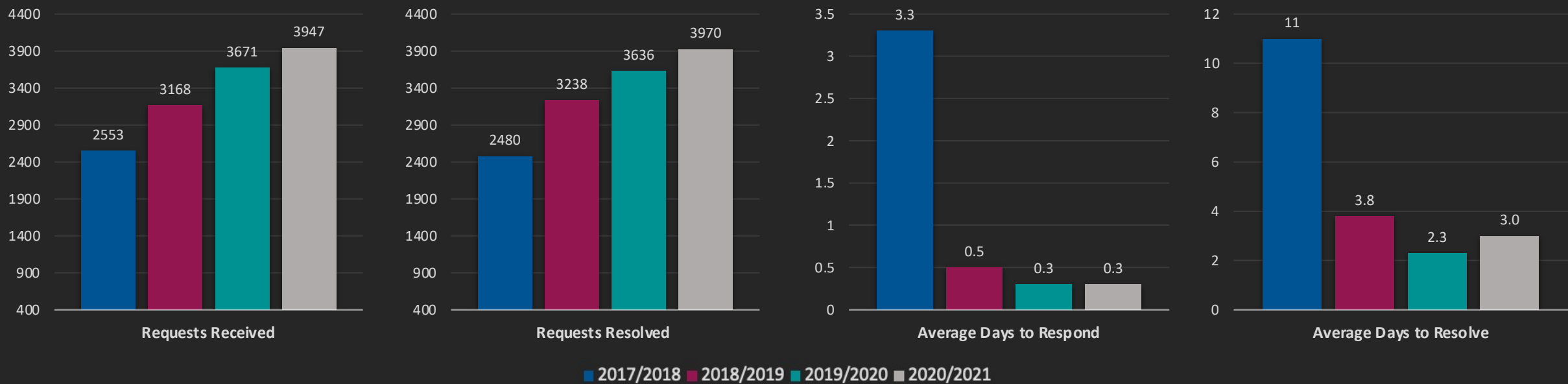
Average Days to Resolve

3

% First Call Resolution

63%

Support Request Comparison - 2017/2018; 2018/2019; 2019/2020; 2020/2021



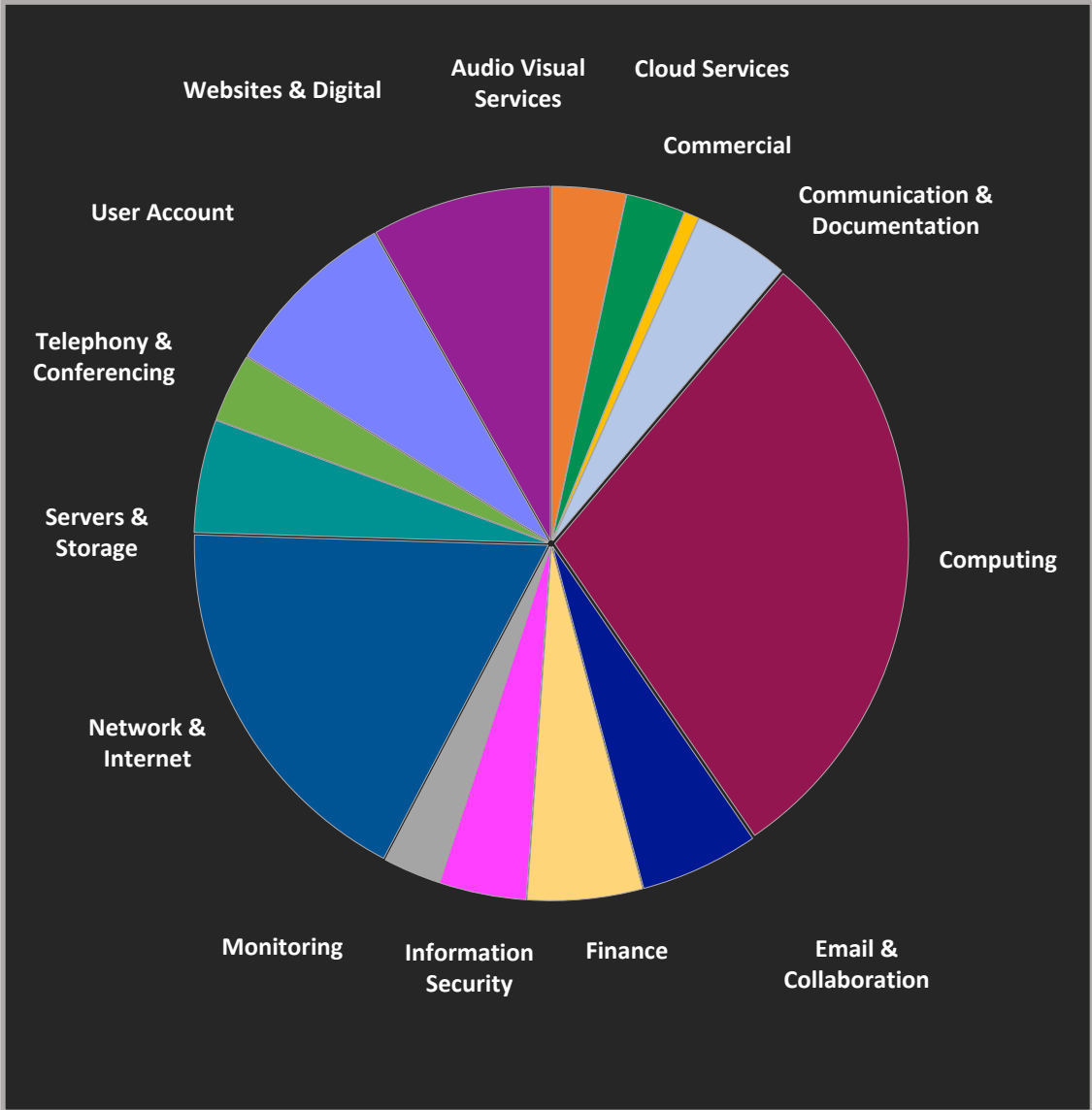
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Type of Support Requests

Service	Q1	Q2	Q3	Q4	Total	%
Audio Visual Services	11	8	11	40	70	2
Cloud Services	7	38	20	32	97	2
Commercial	7	2	3	8	20	0
Communication & Documentation	15	25	27	54	121	3
Computing	360	284	249	346	1239	31
Email & Collaboration	78	61	60	64	263	7
Finance	60	89	56	62	267	7
Information Security	12	28	58	47	145	4
Monitoring	79	69	15	31	194	5
Network & Internet	52	139	150	210	551	14
Servers & Storage	54	63	130	61	308	8
Telephony & Conferencing	16	18	23	37	94	2
User Account	66	21	169	95	351	9
Websites & Digital	31	56	43	97	227	6
Total	848	901	1014	1184	3947	100



The types of support requests show the areas which we provide service and support, covering a large range of different IT areas.

The areas of Computing, which includes Windows Computing; Apple Computing; Remote Working and Software (and others), and Networking & Internet, which includes Wired; Wireless and Firewall (and others) have proven to be very busy services throughout the year.

User Account Requests (SSO; MFA; VPN and others); Email & Collaboration and Finance have also required considerable support. Additionally there was a significant rise in Audio Visual related requests in Q4 (may 1st to July 31st).

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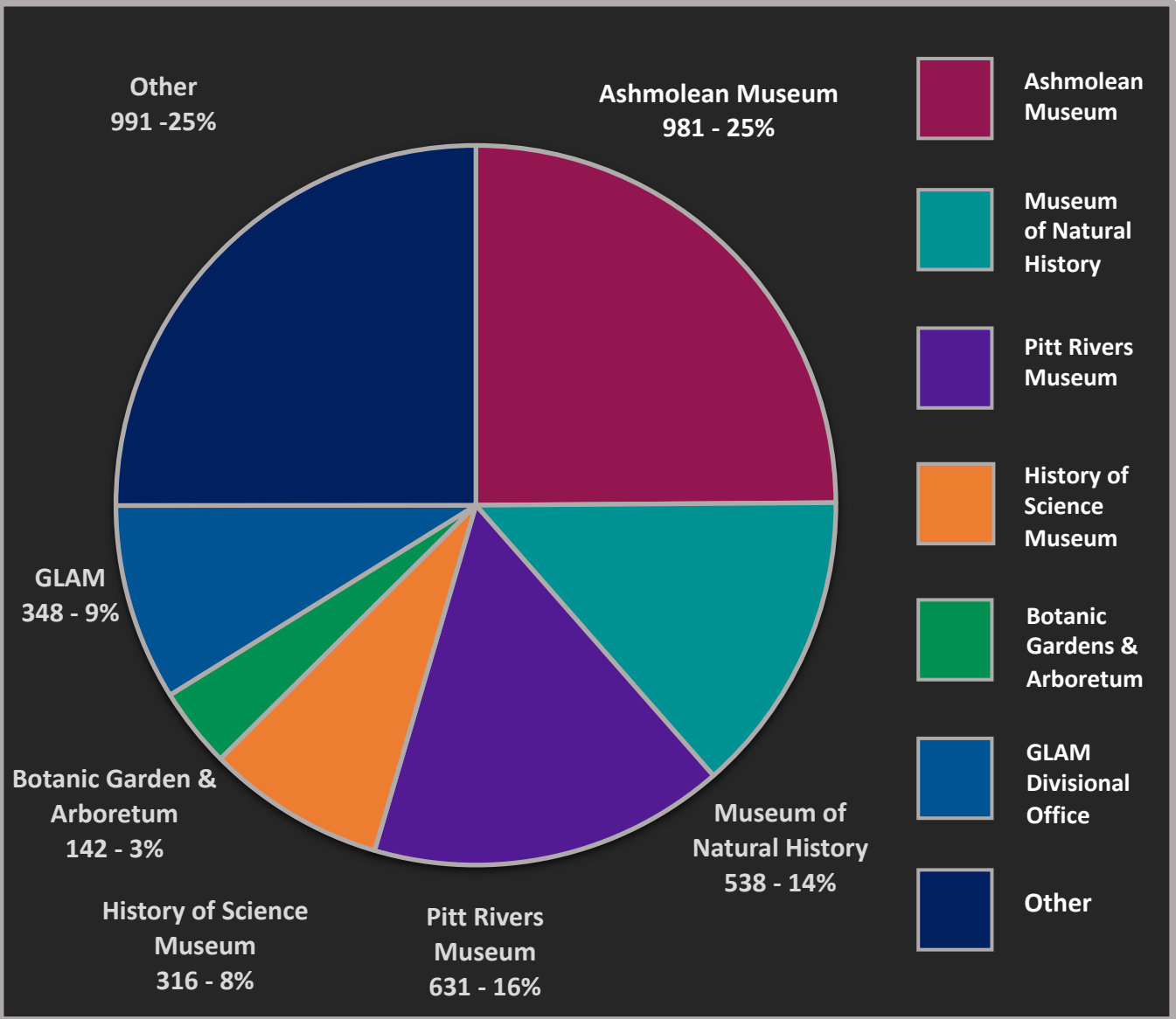
Where have the Support Requests come from?

Location	2017/18	2018/19	2019/20	2020/21
Ashmolean Museum	1234	1438	1191	981
Museum of Natural History	247	443	465	538
Pitt Rivers Museum	335	489	576	631
History of Science Museum	197	206	324	316
Botanic Garden & Arboretum	10	28	112	142
GLAM Divisional Office	10	219	333	348
Other	520	345	662	991
Total	2553	3168	3671	3947

The diagrams on this page shows where the demand for service and service has come from within the Gardens & Museums, and how this compares to previous years.

We have received more requests this year from the Museum of Natural History, Pitt Rivers Museum , Botanic Garden & Arboretum and Glam Divisional Office. We received less from the Ashmolean Museum and History of Science Museum.

One area which has risen is requests marked as other - these represents requests or activities which are for the benefit of all sites. As many services become standardised and localised to single solutions this number continues to raise year on year.



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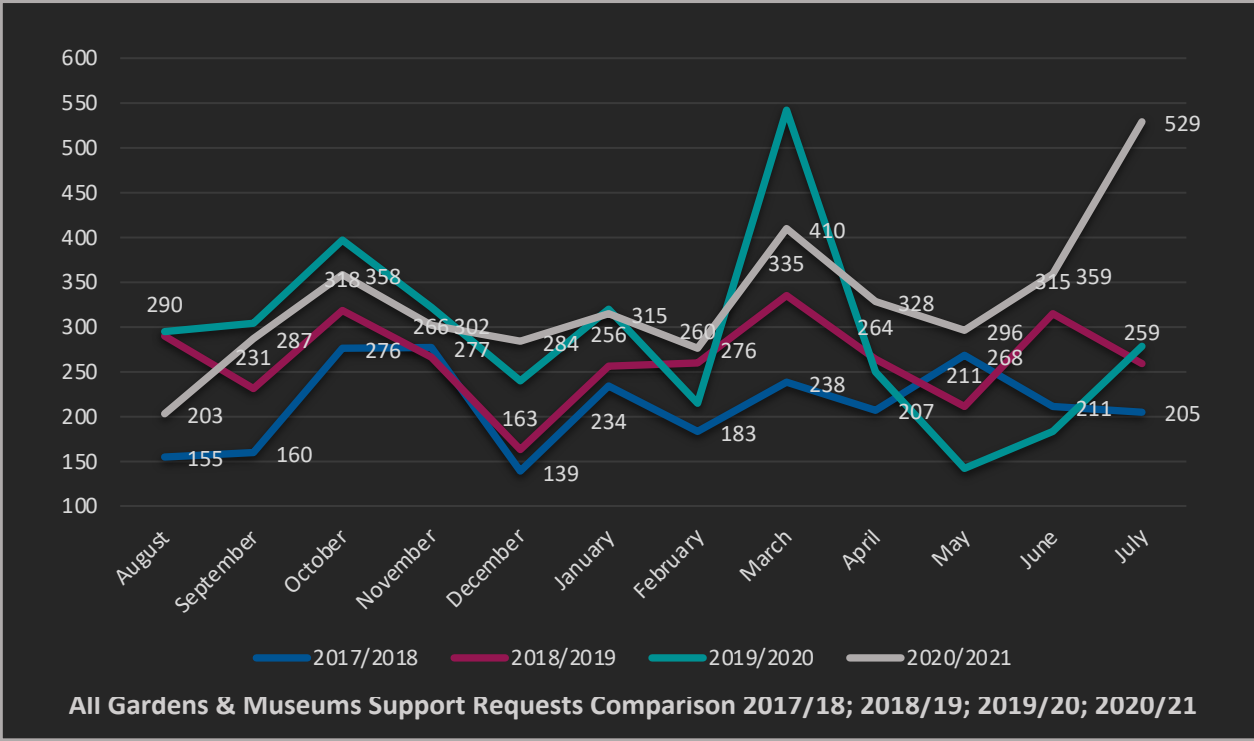
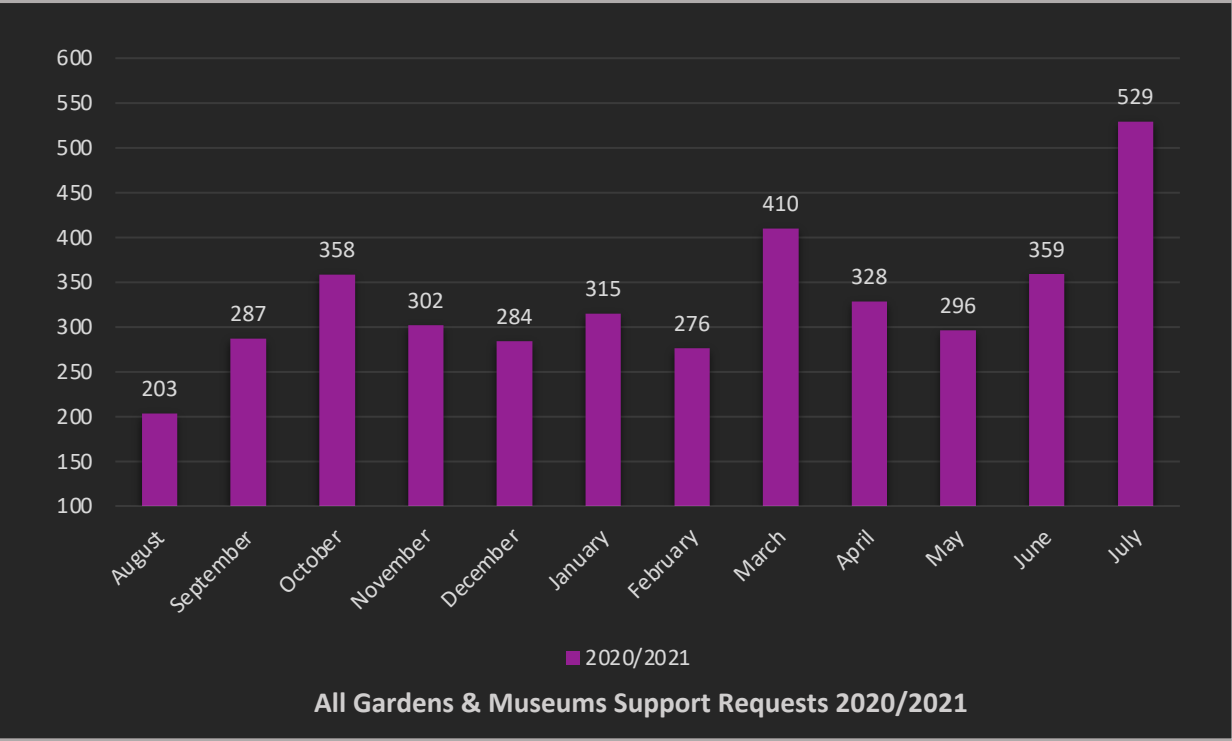
Overview of all G&M Requests

All G&M Support Requests 2020/2021	3947
All G&M Percentage of Requests	100%
All G&M Support Requests 2019/2020	3671
Increase/Decrease in Support Requests	276
Percentage Increase/Decrease	8%

Support Requests numbers from across the Gardens & Museums have risen once more, with 276 more requests in 2020/21 than 2019/20, representing an 8% increase overall.

The demand for IT Support has gone up in each year from 2553 in 2017/18 to 3168 in 2018/19 (24% increase), to 3671 in 2019/20 (16% increase) and now 3947 (8% increase).

Comparing the numbers in 2017/18 to 2020/21 shows a request rise of 1394, which represents a 55% increase in 3 years.



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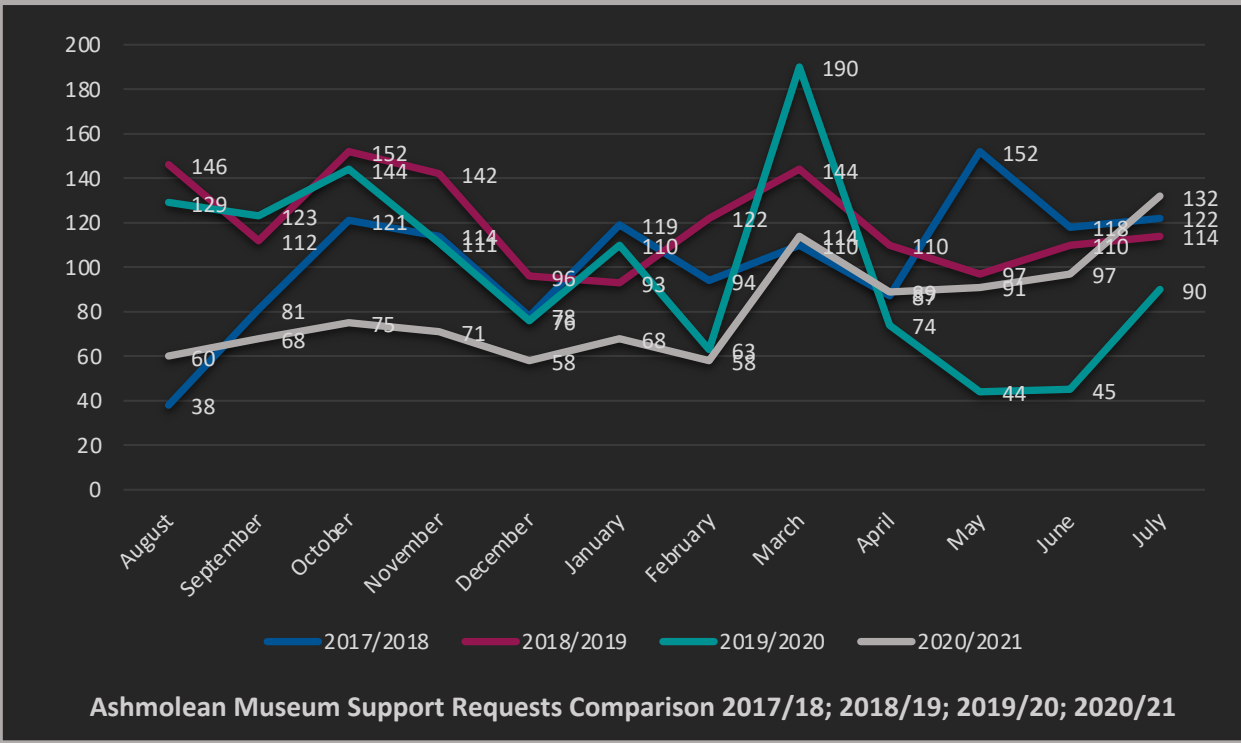
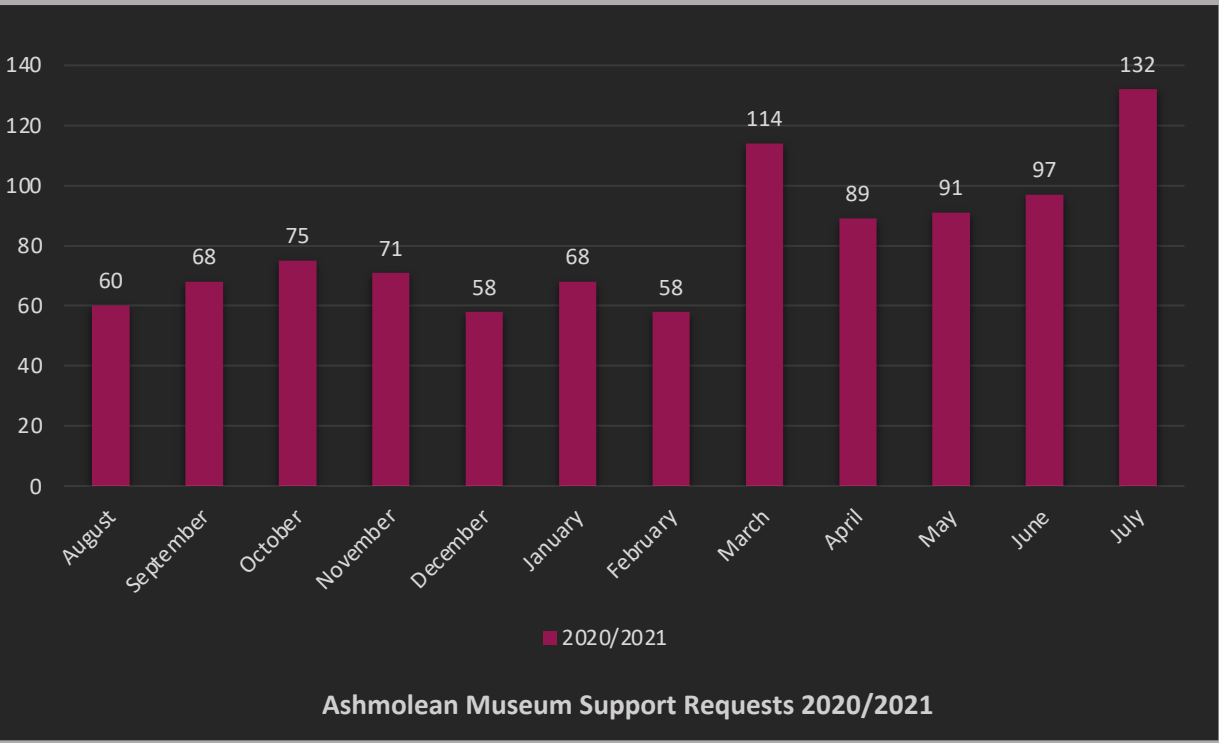
Ashmolean Museum

Ashmolean Support Requests 2020/2021	981
Ashmolean Percentage of Requests	25%
Ashmolean Support Requests 2019/2020	1191
Increase/Decrease in Support Requests	-210
Percentage Increase/Decrease	-18%

Support Request numbers from the Ashmolean Museum remain the highest from all locations, but as with the 2019/20 Academic Year these numbers have dropped with 1438 requests being raised from the Ashmolean in 2018/19.

Numbers have remained fairly consistent month by month across the year with increased demand during March and July.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to the Ashmolean Museum. Requests that covered the entire Gardens & Museums totalled 991, which is 25% of the overall total.



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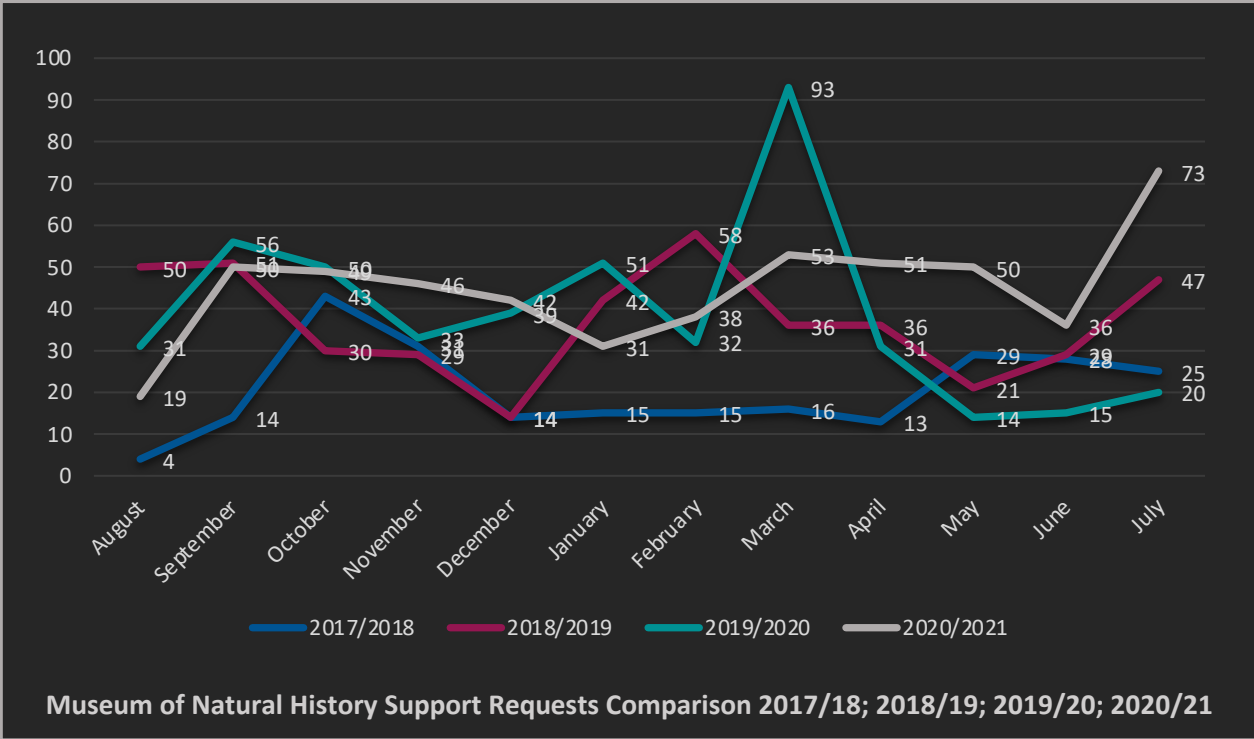
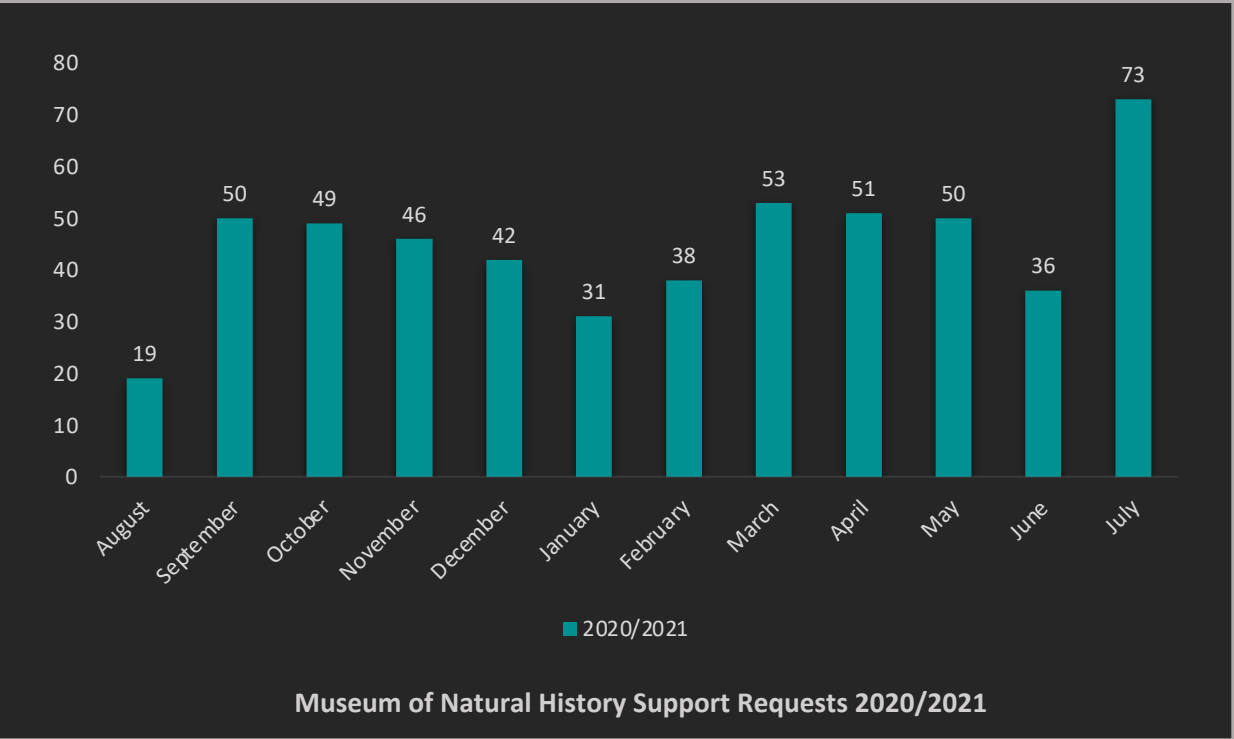
Museum of Natural History

Natural History Support Requests 2020/2021	538
Natural History Percentage of Requests	14%
Natural History Support Requests 2019/2020	465
Increase/Decrease in Support Requests	73
Percentage Increase/Decrease	16%

Requests for IT Support from the Museum of Natural History have increased slightly when compared to the 2019/20 Academic Year, representing a 16% increase in demand from the Museum.

The increase is likely caused by the culmination and core activities of the Wiring Project. With these improvements causing a demand for network connectivity (computers and phones).

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to the Natural History Museum. Requests that covered the entire Gardens & Museums totalled 991, which is 25% of the overall total.



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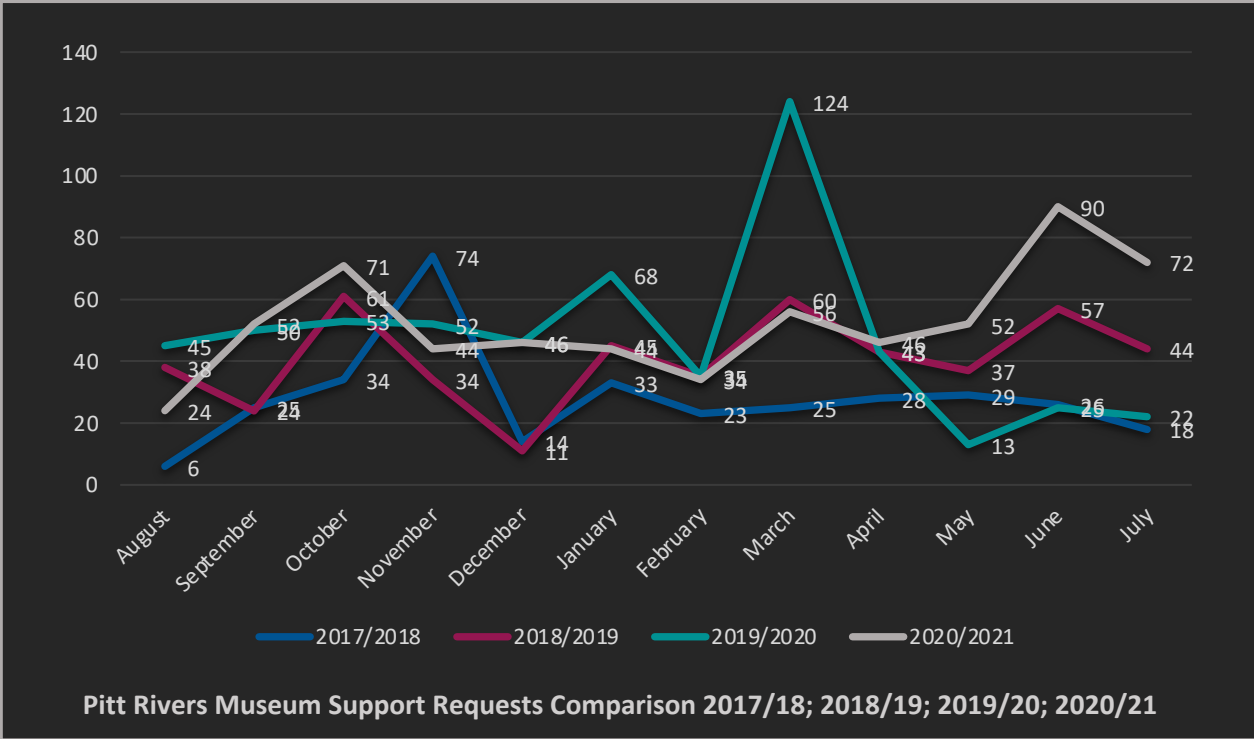
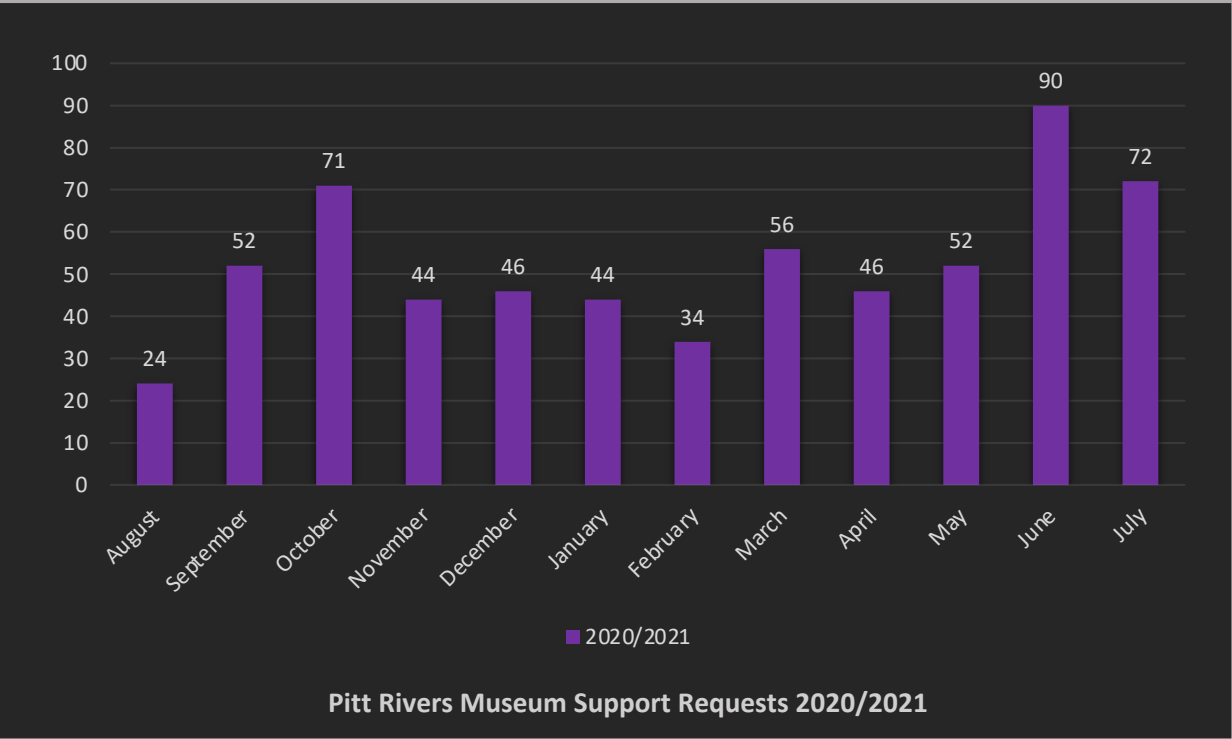
Pitt Rivers Museum

Pitt Rivers Support Requests 2020/2021	631
Pitt Rivers Percentage of Requests	16%
Pitt Rivers Support Requests 2019/2020	576
Increase/Decrease in Support Requests	55
Percentage Increase/Decrease	10%

Support Requests from the Pitt Rivers Museum have once again increased. Due to the large use of Apple devices in use the Pitt Rivers Museum represents the second highest location for IT support requests behind the Ashmolean Museum at 16%.

Despite the increase the number of requests each month is very similar, with the exception of June where was a significant rise.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to the Pitt Rivers Museum. Requests that covered the entire Gardens & Museums totalled 991, which is 25% of the overall total.



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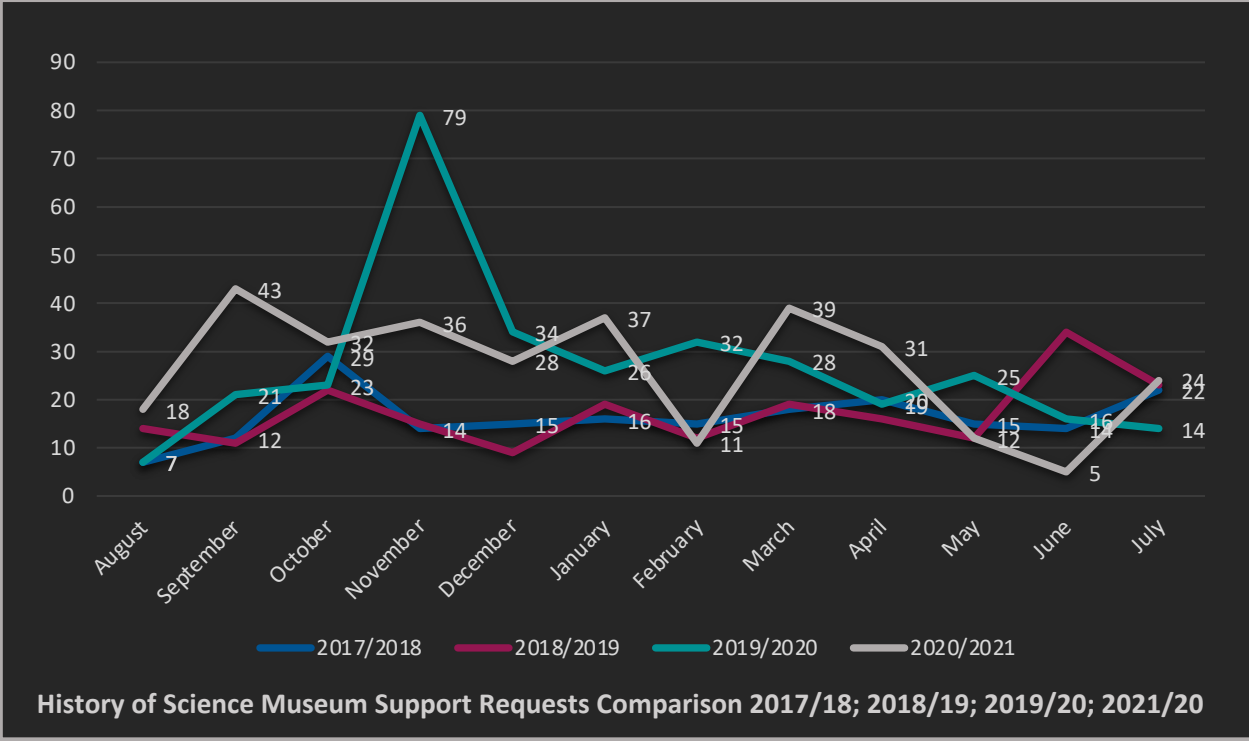
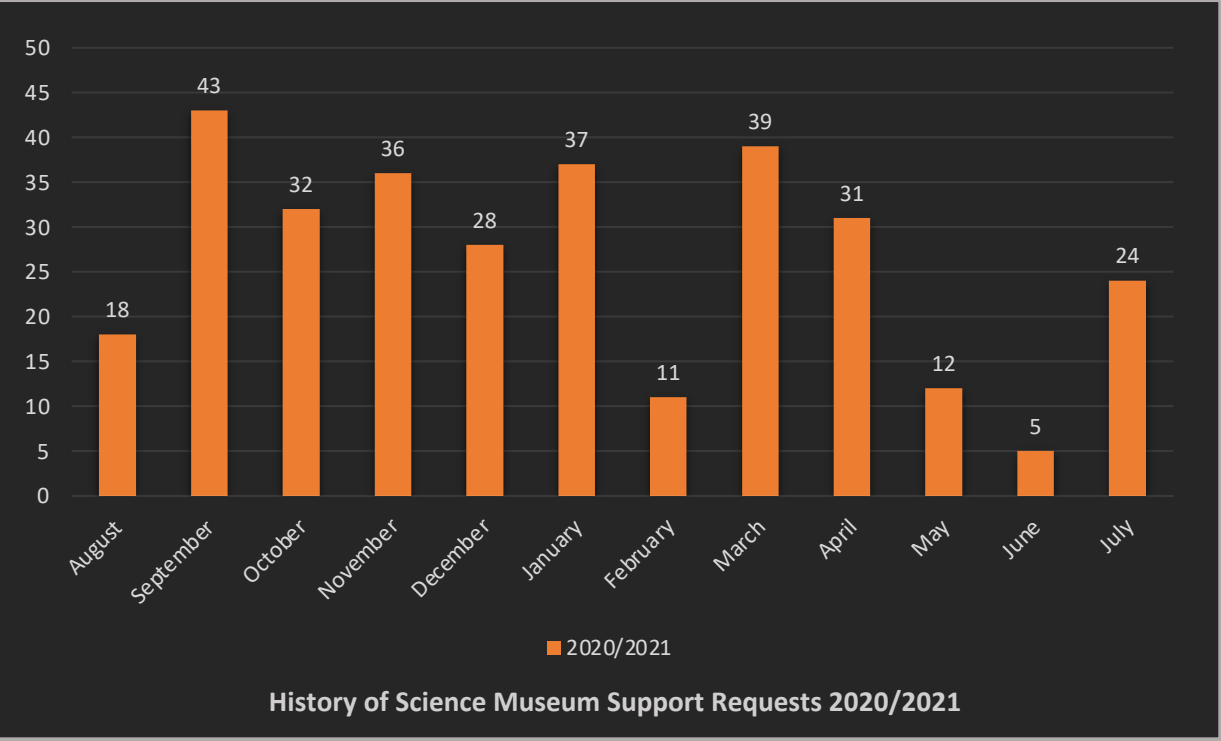
History of Science Museum

History of Science Support Requests 2020/2021	316
History of Science Percentage of Requests	8%
History of Science Support Requests 2019/2020	324
Increase/Decrease in Support Requests	-8
Percentage Increase/Decrease	-2%

Gardens & Museums IT Support Requests in 2020/21 Academic Year from the History of Science Museum have decreased slightly (by 8) when compared to 324 in 2019/20, but in this year there was a significant jump from 206 in 2018/19.

The number of requests received each month are relatively flat and in-line with expectations.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to the History of Science Museum. Requests that covered the entire Gardens & Museums totalled 991, which is 25% of the overall total.



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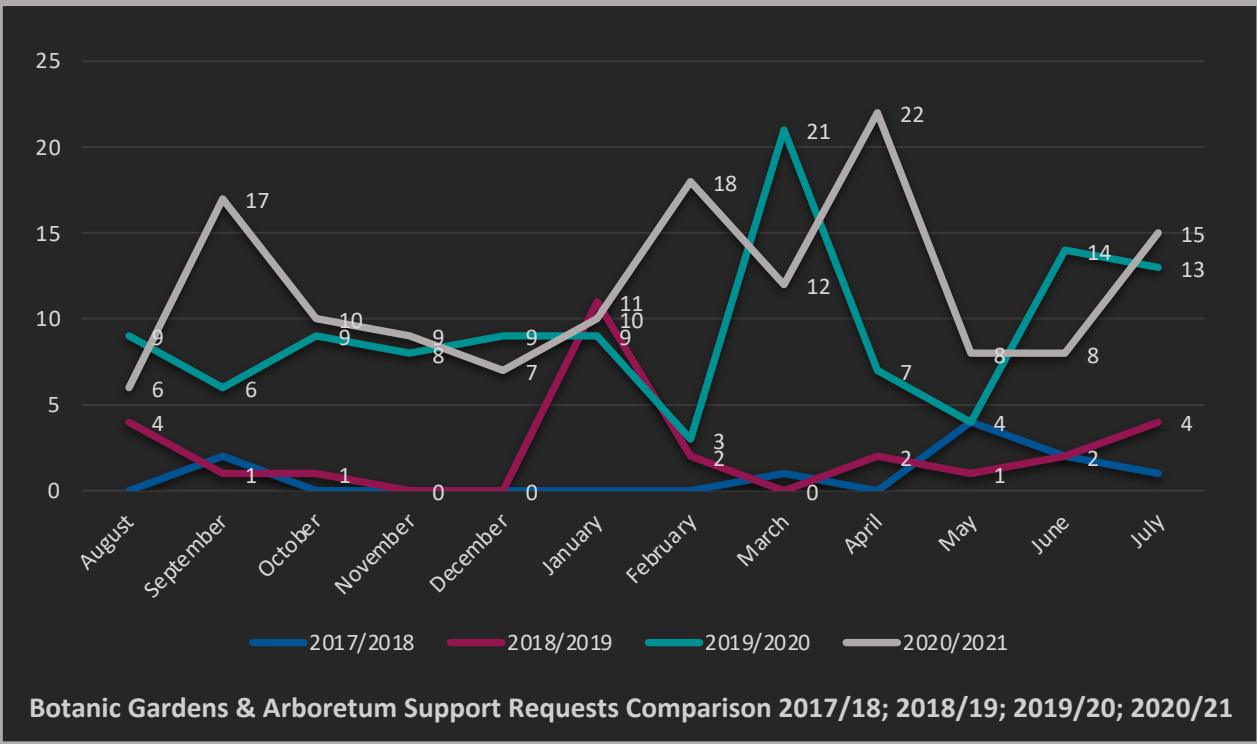
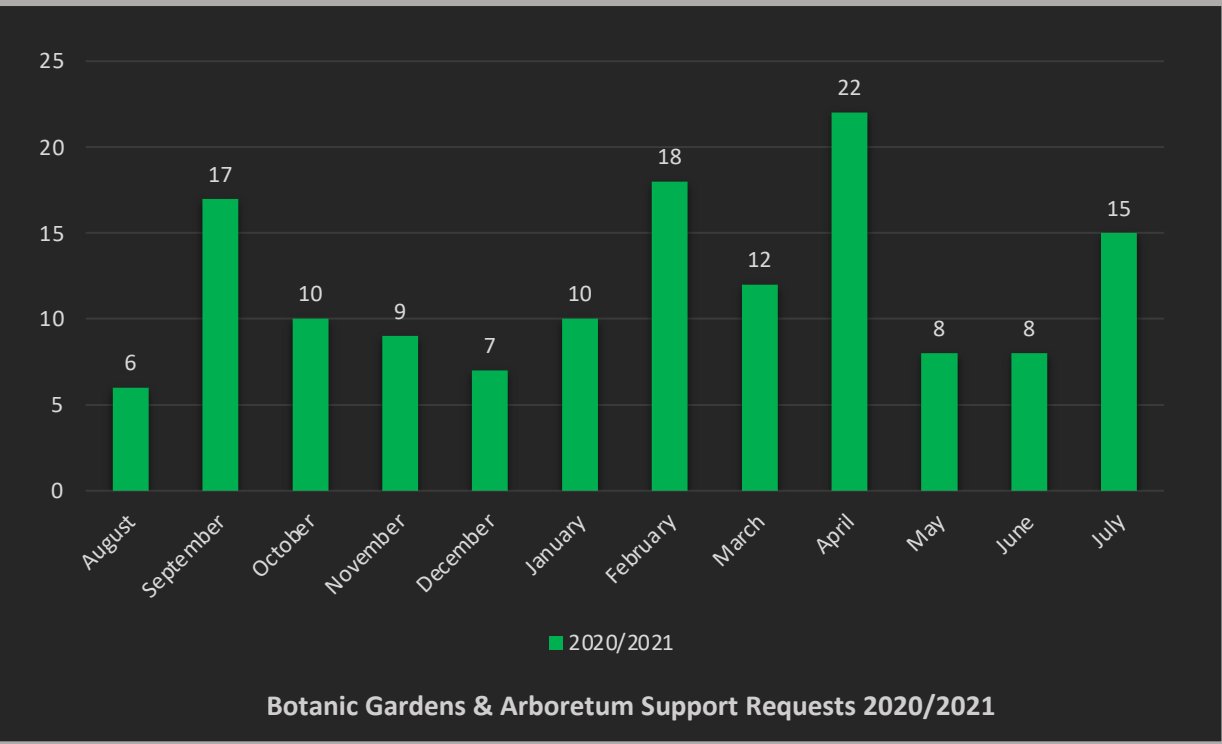
Botanic Garden & Arboretum

Botanic Garden Support Requests 2020/2021	142
Botanic Garden Percentage of Requests	3%
Botanic Garden Support Requests 2019/2020	112
Increase/Decrease in Support Requests	30
Percentage Increase/Decrease	27%

The increase in IT support demands experienced in the 2019/20 Academic Year has continued in the 2020/21 Academic Year with a total of 142 from the Botanic Garden & Arboretum

An increase in IT related activities is the likely cause for this with infrastructure improvements either being planned or implemented, and new technical requirements including the Display PC in the Staff Room, and extensive guidance and support in the procurement of iPads and associated peripherals.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to the Botanic Garden & Arboretum. Requests that covered the entire Gardens & Museums totalled 991, which is 25% of the overall total.



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GLAM Divisional Office

GLAM Support Requests 2020/2021	348
GLAM Percentage of Requests	9%
GLAM GMIT Support Requests 2019/2020	333
Increase/Decrease in Support Requests	15
Percentage Increase/Decrease	5%

The GLAM Office continues to expand in terms of numbers, operations and activities. In line with this the number of Gardens & Museums IT requests for support has also risen.

In the 2020/21 Academic Year we experienced particular spikes in demand in January, June and July, with the other months being relatively flat in terms of support requests.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to the GLAM Divisional Office. Requests that covered the entire Gardens & Museums totalled 991, which is 25% of the overall total.

