

Gardens & Museums IT

Quarterly Report 2021/2022

Quarter 1: 1st August 2021 - 31st October 2021

Quarter 1 of the 2021 to 2022 Academic Year (1st August 2021 to 31st October 2021) has once more been incredibly busy with the demand for IT support continuing to be very high.

The period was similar to when the first Lockdown occurred in March 2020, but in reverse, with more and more people returning to the office either full time or part time, and said colleagues requiring considerable support with the transition. This resulted in large numbers of requests in the areas of Computing (346) - which includes Apple Computing (117), Windows Computing (69) and Software Support (79) - Email (54), Network & Internet (162) and User Account (114).

The team once more coped admirably with the high demand for help. But, as in the previous quarter prioritising support requests, and continuing to provide a quick response did negatively impact the progression of a number of projects.

Gardens &
Museums **IT**

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Quarter 1: 1st August 2021 - 31st October 2021



Requests Received & Requests Resolved

Support Requests Received	1152
Support Requests Resolved	1130
Tasks Resolved	54

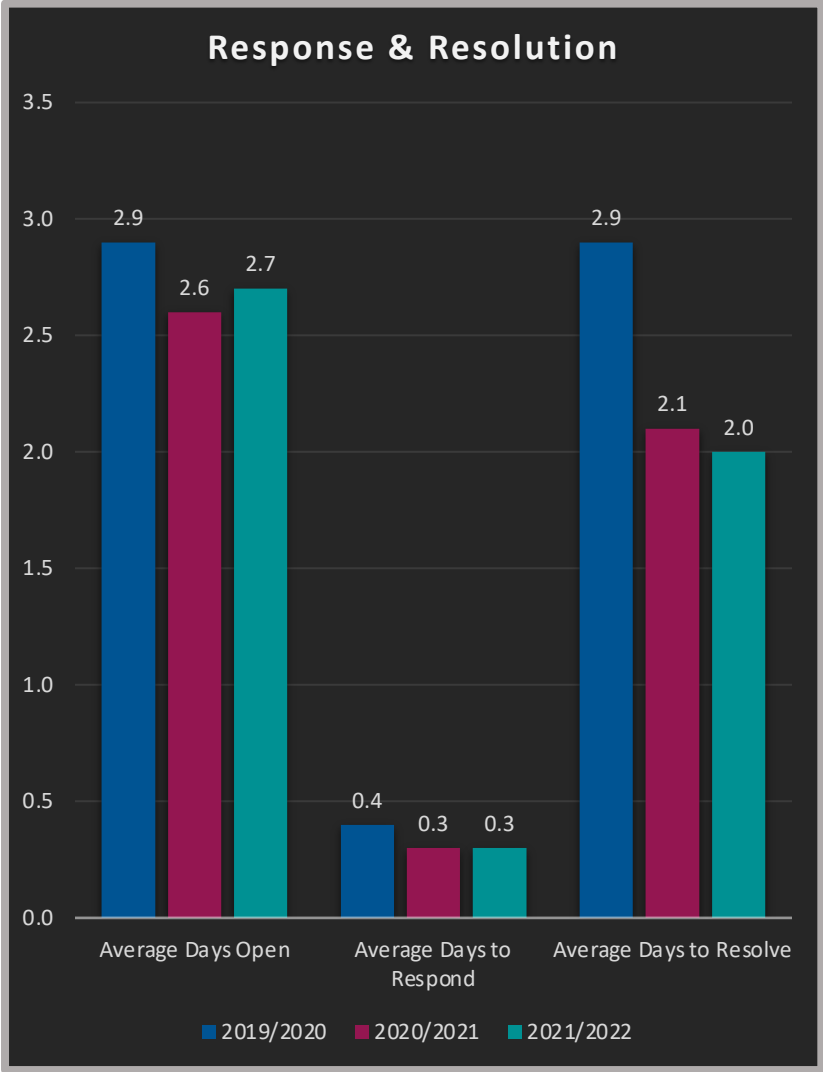
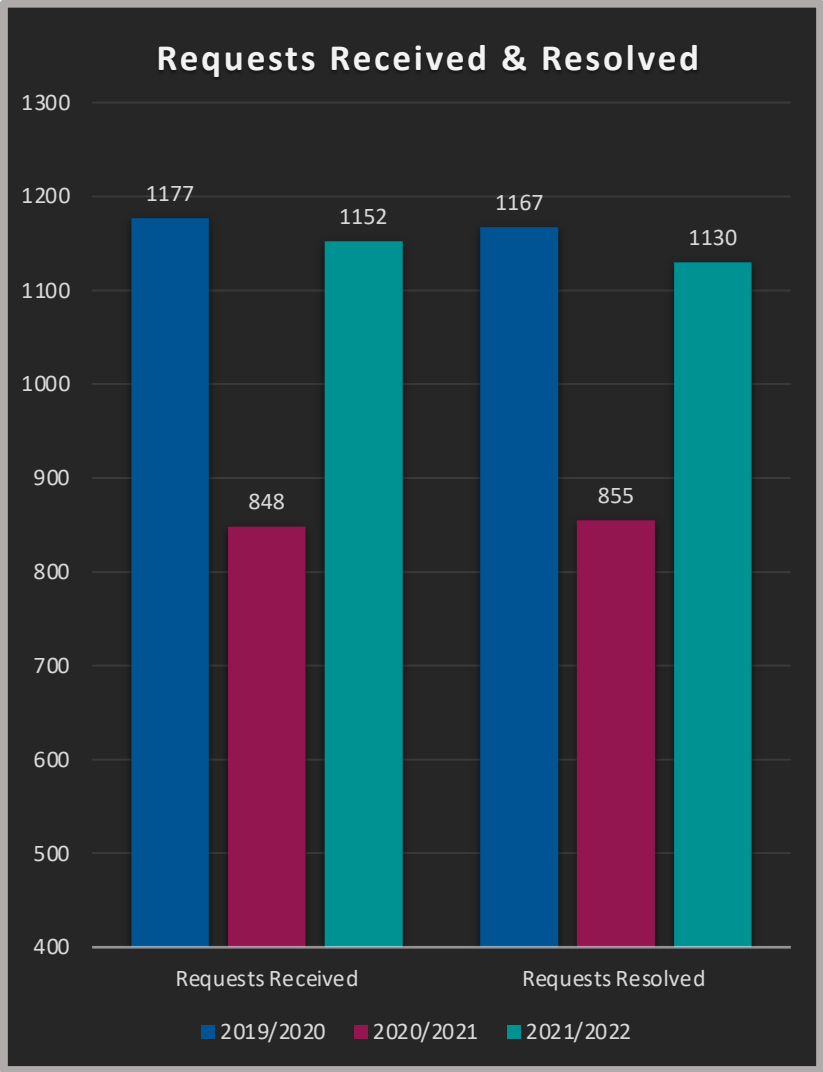
Response & Resolution

Average Days Open	2.7
Average Days to Respond	0.3
Average Days to Resolve	2.0
% First Call Resolution	72%

The diagrams on this page show the number of Support Requests received in this quarter is significantly higher than in 2020/21 but comparable to that of 2019/20.

Numbers were expected to be higher than last year due to impact of Covid and the various Lockdowns, but the numbers and demand was not anticipated to be as high as it was. The return to offices and transition from working from home was a significant factor in this.

Quarter 1 Support Comparison – 2019/2020; 2020/2021; 2021/2022



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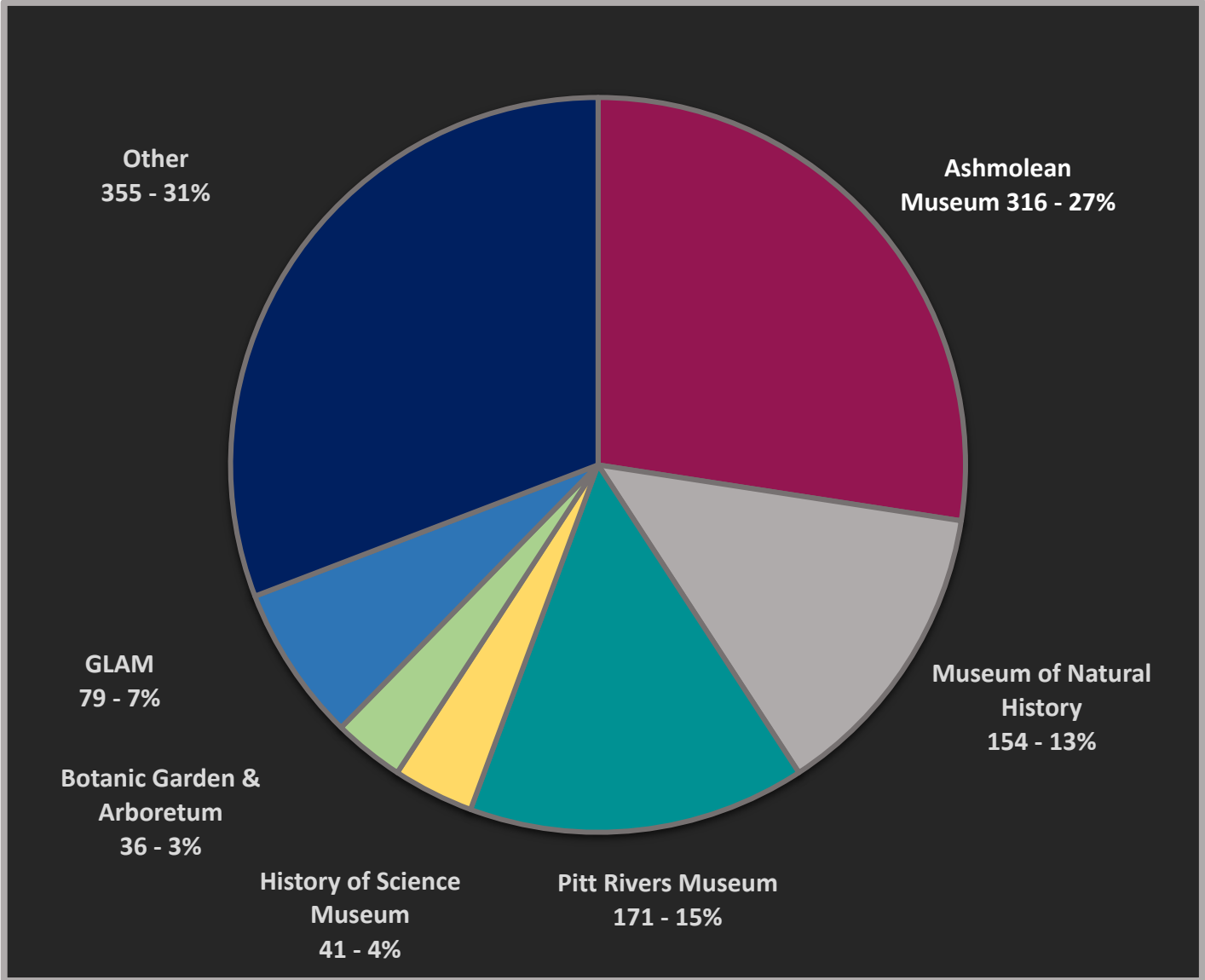
Quarter 1: 1st August 2021 - 31st October 2021

Quarter 1 - Where have the Support Requests come from?

Location	August 2021	September 2021	October 2021
Ashmolean Museum	104	105	107
Museum of Natural History	48	43	63
Pitt Rivers Museum	39	57	75
History of Science Museum	19	11	11
Botanic Garden & Arboretum	6	14	16
GLAM Divisional Office	20	23	36
Other Requests	98	130	127
Total	334	383	435

The number of Support Requests received in August was slightly higher than expected, but in September and October these were much higher.

The numbers of Other Requests are high in each period as this covers work which impacts and is for the benefit of all units, including Communication, Information Security, Procurement and Vendor Management.



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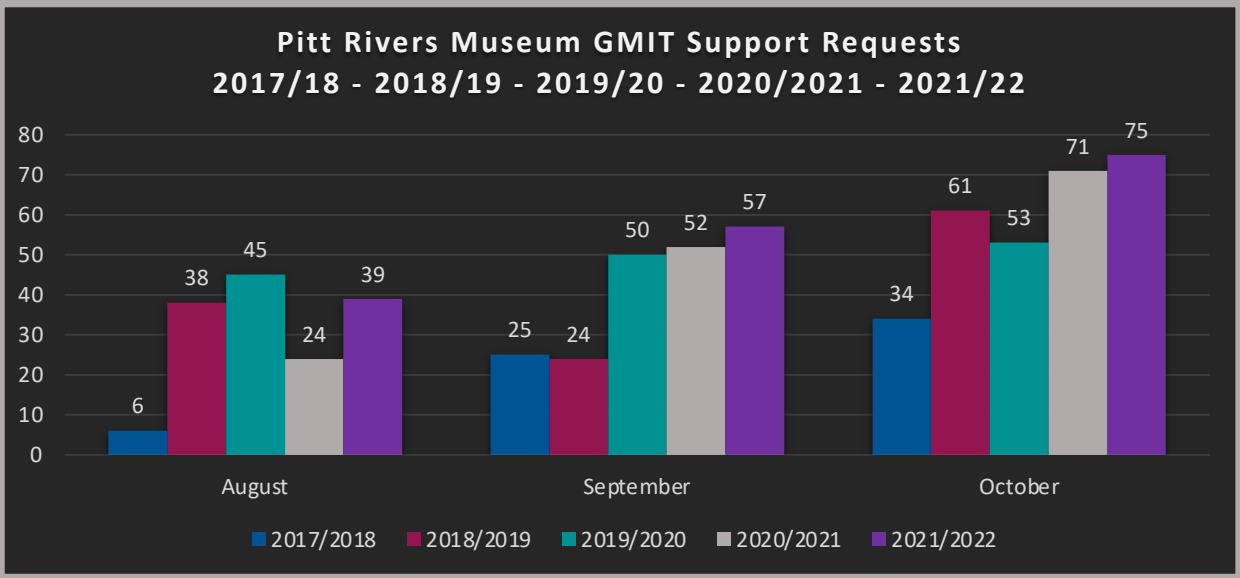
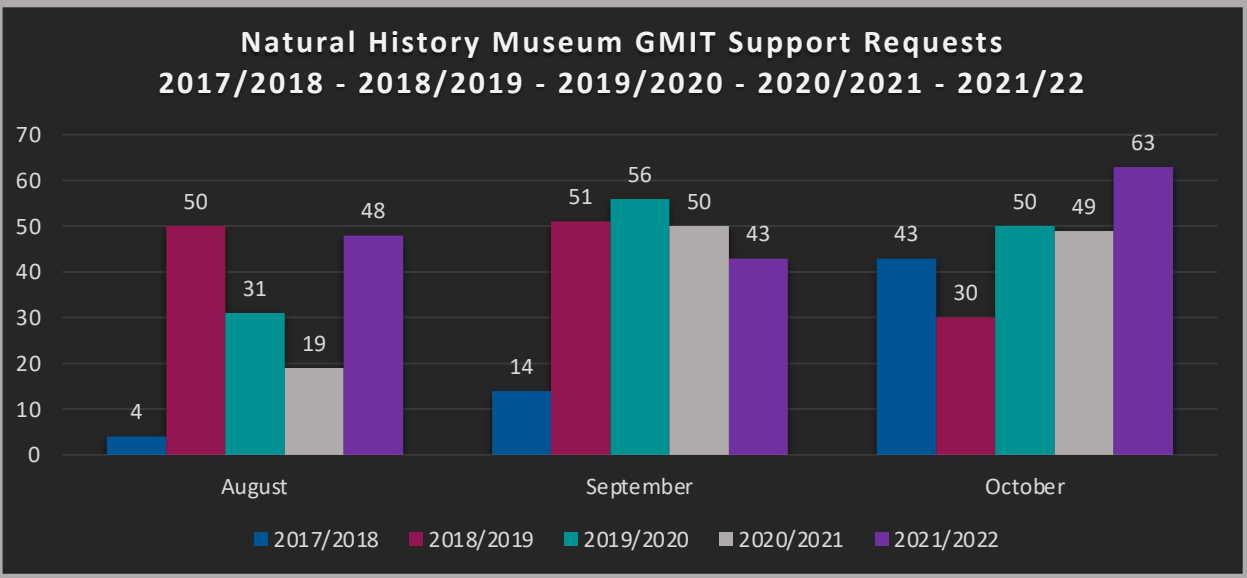
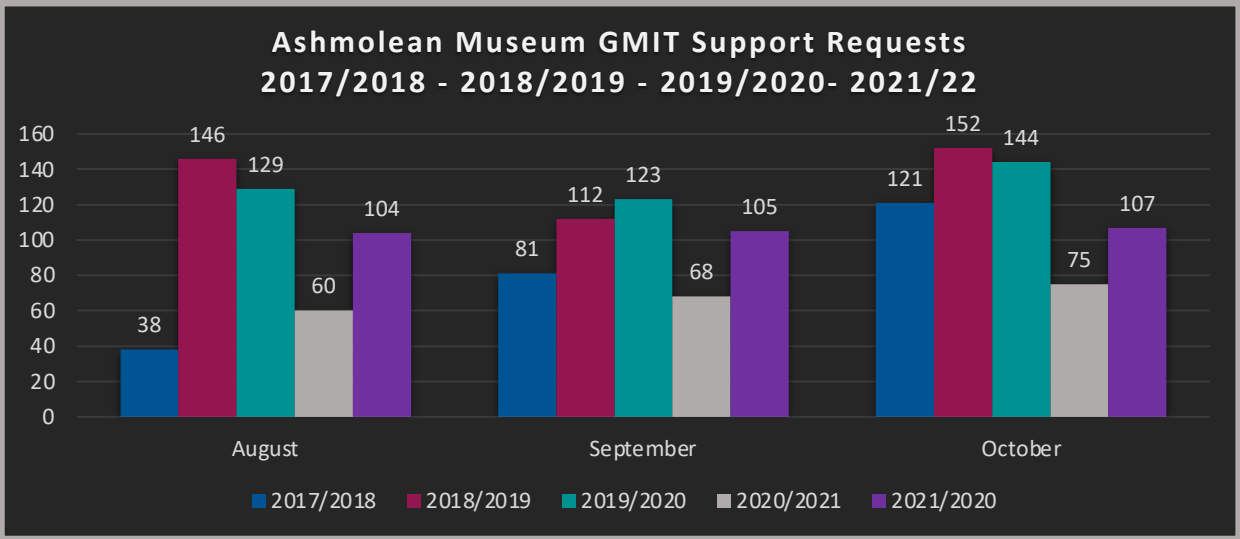
Quarter 1 - Where have the Support Requests come from?

Ashmolean Museum: The Ashmolean numbers are much higher than last year (2019/20), and once more in line with the years before (2018/19 and 2019/20).

Natural History Museum: The number of requests from the Natural History Museum were comparatively high in August and October, but similar when compared to September.

Pitt Rivers Museum: Support requests from the Pitt Rivers were similar to previous years in each month.

Note: These numbers do not include work which will have impacted the entire Gardens & Museums estate (Information Security; Communications; Finance; Site-Wide Project Work and Service Improvements).



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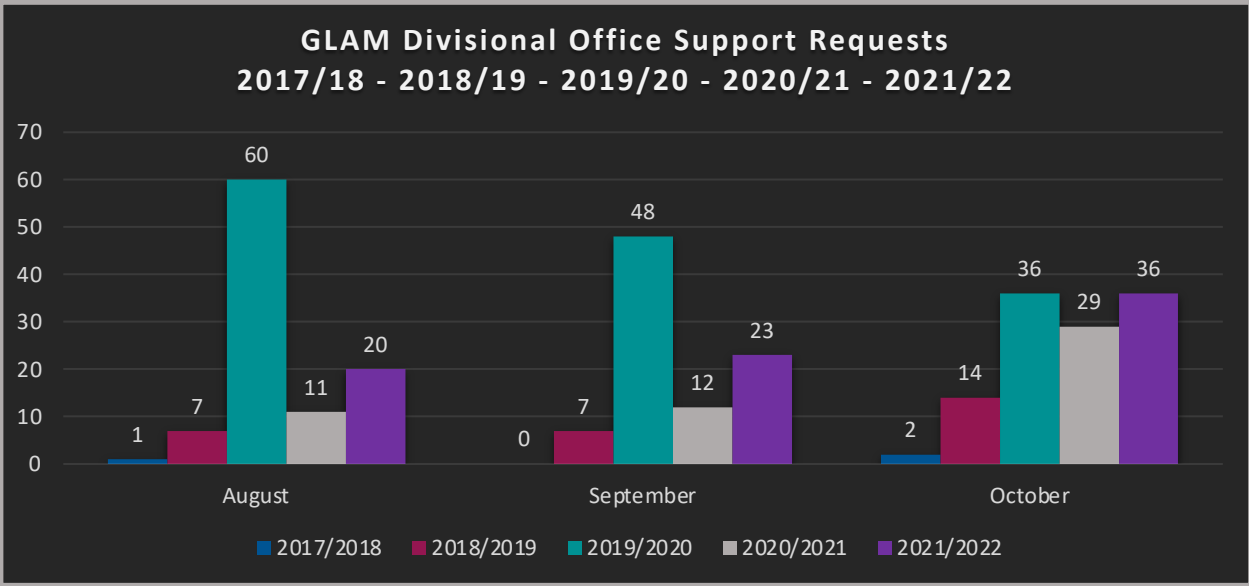
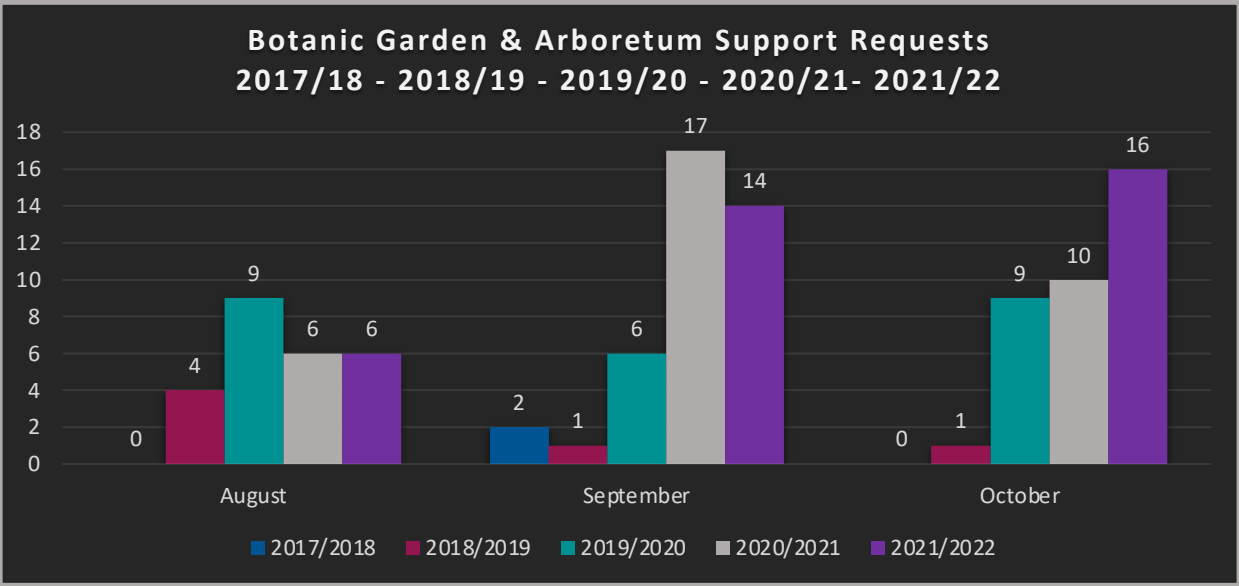
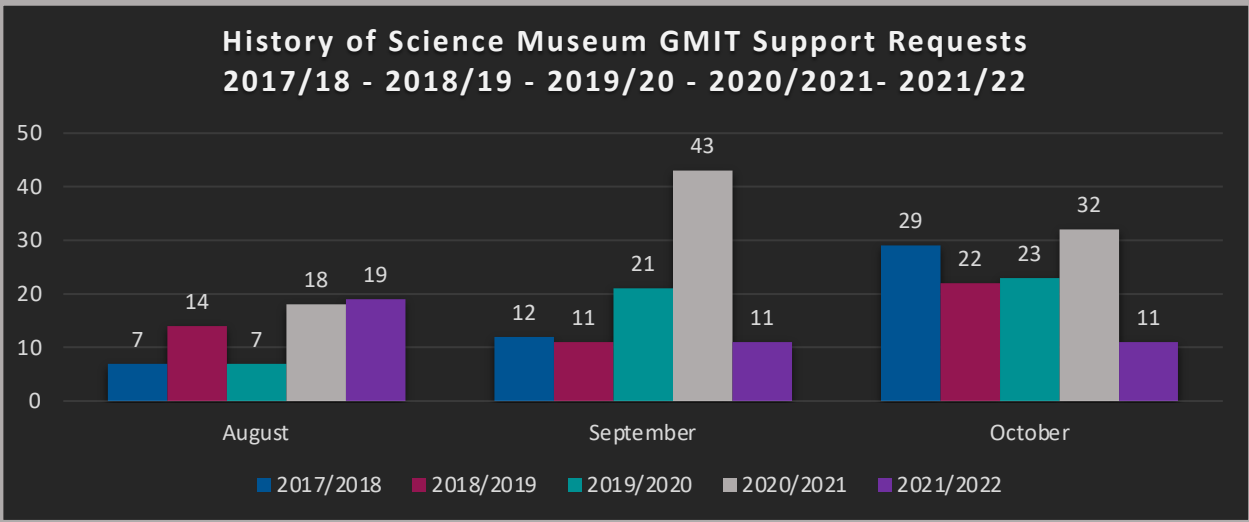
Quarter 1 - Where have the Support Requests come from?

History of Science Museum: Requests from the HSM are very much the same in August, but lower in both September and October.

Botanic Gardens & Arboretum: Requests from the Botanic Garden & Arboretum are in-line with previous years.

GLAM Divisional Office: Requests from the Divisional Office were slightly higher when compared to those in 2020/21.

Note: These numbers do not include work which will have impacted the entire Gardens & Museums estate (Information Security; Communications; Finance; Site-Wide Project Work and Service Improvements).



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Quarter 1 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	31	3
Cloud Services	75	7
Commercial	12	1
Communication & Documentation	55	5
Computing	344	30
Email & Collaboration	81	7
Finance	45	4
Information Security	27	2
Monitoring	29	3
Network & Internet	162	14
Servers & Storage	35	3
Telephony & Conferencing	37	3
User Account	114	10
Websites & Digital	105	9
Total	1152	100

The table and chart show the types of requests we have had, and what service or system they fall in. This demonstrates the wide variety of requests we receive.

In Q1 a number of areas had particularly high numbers. Computing had 344 requests, of which 117 were Apple related.

User Account requests were also high at 114, as was Network & Internet at 162 (including Wired and Wireless).

