

Gardens & Museums IT

Quarterly Report 2022/2023

Quarter 1: 1st August 2022 - 31st October 2022

Quarter 1 of the 2022 to 2023 Academic Year has continued with the same intensity as the 2021/2022 Academic Year finished, with the Gardens & Museums IT Team receiving or working on over 1300 requests for the third quarter in a row (2021/22 Q3 - 1584 Requests; 2021/22 Q4 - 1364 Requests; 2022/23 Q1 - 1320 Requests). The 1320 Requests received in this quarter (Q1 2022/23) represents a 15% increase on the 1152 received in the same period last Academic Year (Q1 2021/22).

A significant factor in the increased numbers is the teams engagement with Audio Visual and Commercial Systems, which were identified as operational risks to the Gardens & Museums. Throughout Q1 we have had an increased involvement in both services, carrying out system, service and operational review, as well as actively supporting both business areas. In this quarter we have received 88 AV requests and 33 Commercial Requests - this represents a significant increase on that received in Q1 2021/22 being 33 for AV and 12 for Commercial, and is actually a considerable amount when compared to the numbers received in the whole 2021/22 Academic Year of 113 for AV and 43 for Commercial. Both service areas have benefited from our technical skills, operational knowledge and service management.

Despite best efforts throughout the team, the increased workload did impact our Response and Resolution times, with the time taken to respond to requests, and number of days that support requests were open and how long it took to resolve, higher than in previous years. We will continue to monitor these areas to ensure all is being done to keep service standards high, whilst managing the working pressures.

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Requests Received & Requests Resolved

Support Requests Received	1320
Support Requests Resolved	1269
Tasks Resolved	313

Response & Resolution

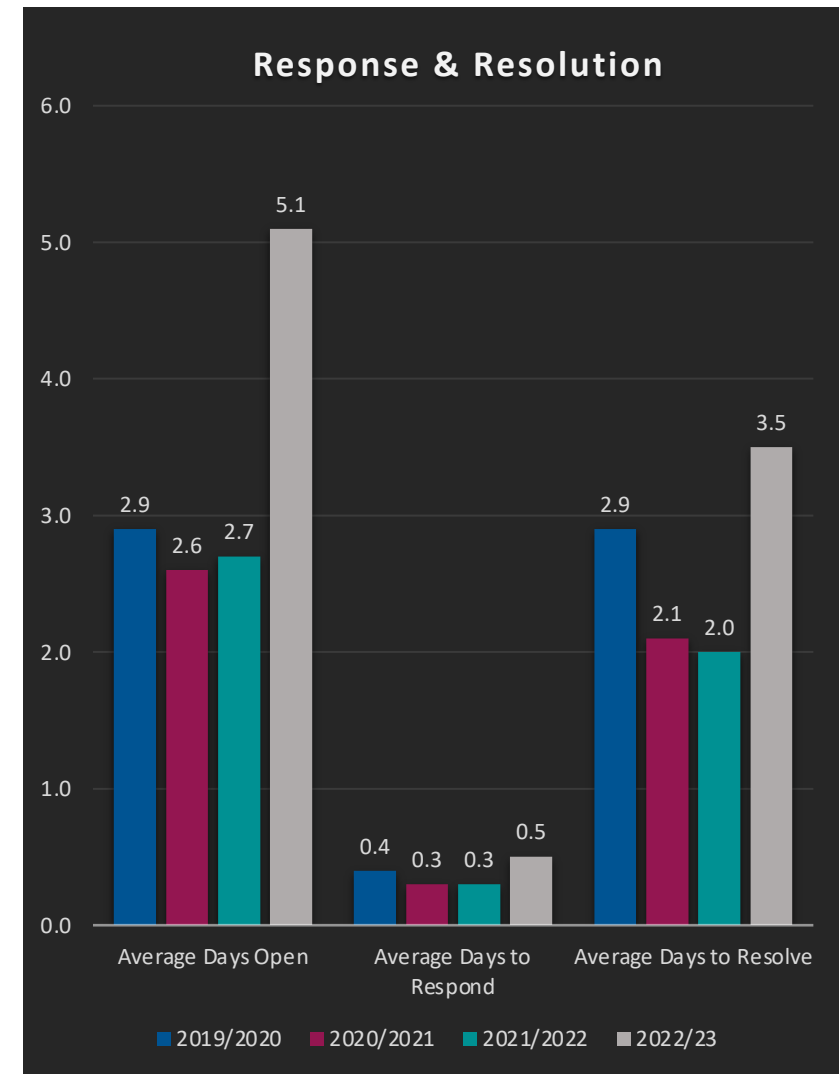
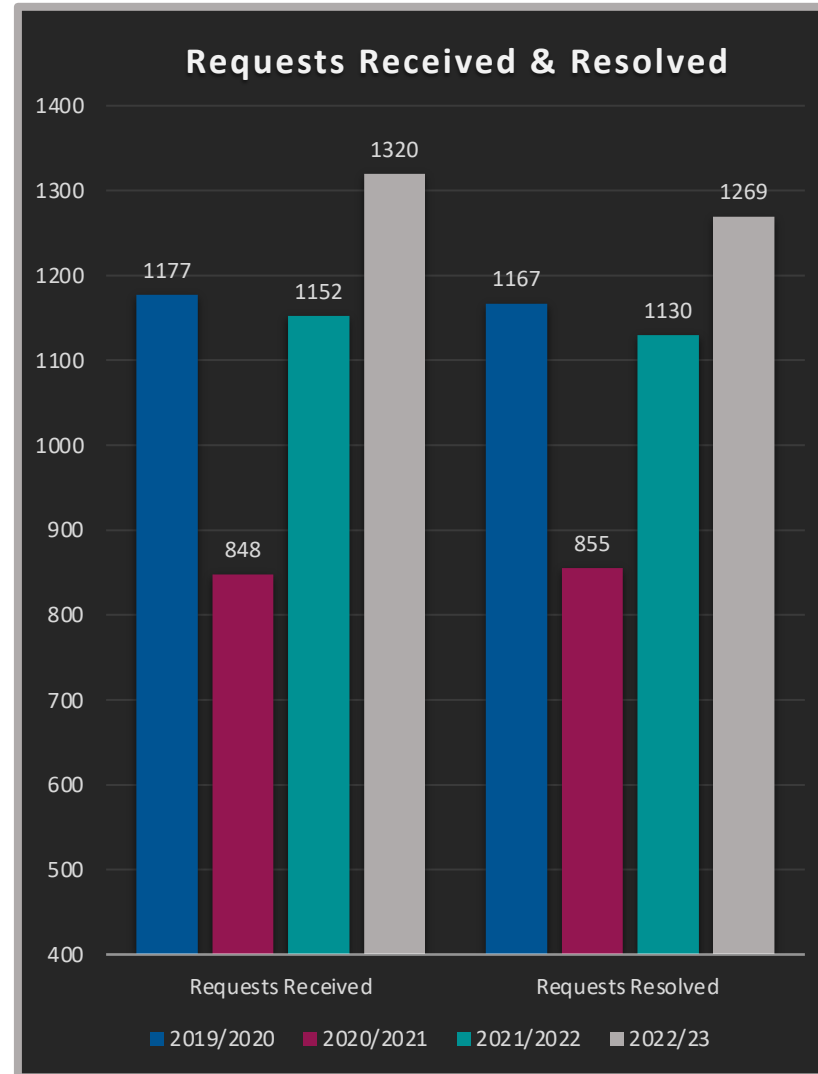
Average Days Open	5.1
Average Days to Respond	0.5
Average Days to Resolve	3.5
% First Call Resolution	43%

The diagrams on this page show that the number of Support Requests received in Q1 are higher than the same period in previous years.

The ever increasing demand has seen an impact on the time taken to respond to and resolve incidents despite best efforts.

As demand continues to increase these numbers are likely to increase in line which is something we will continue to monitor.

Quarter 1 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/23



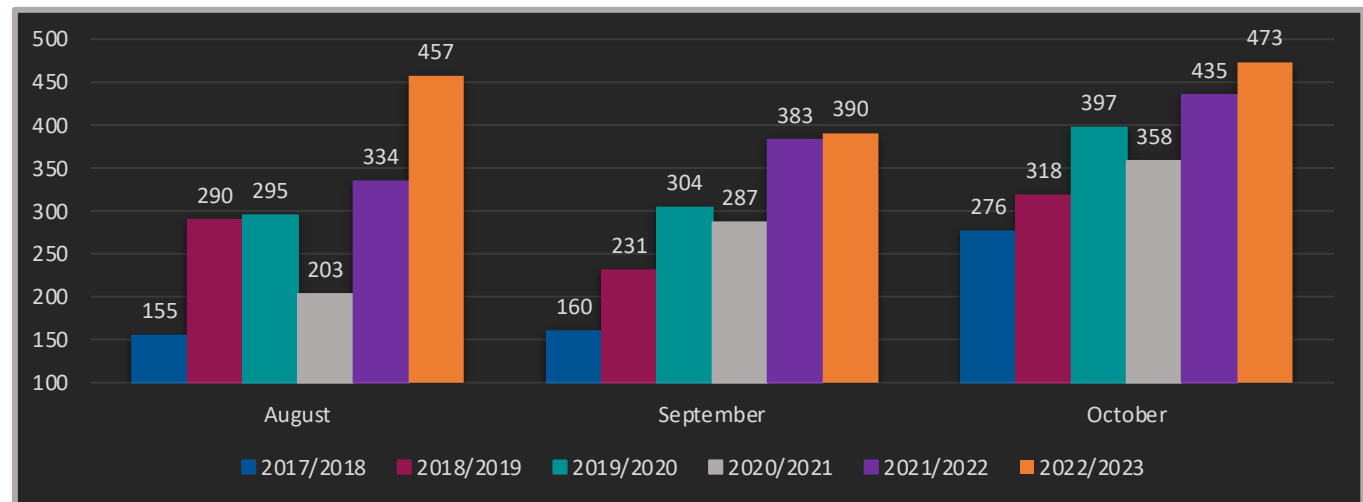
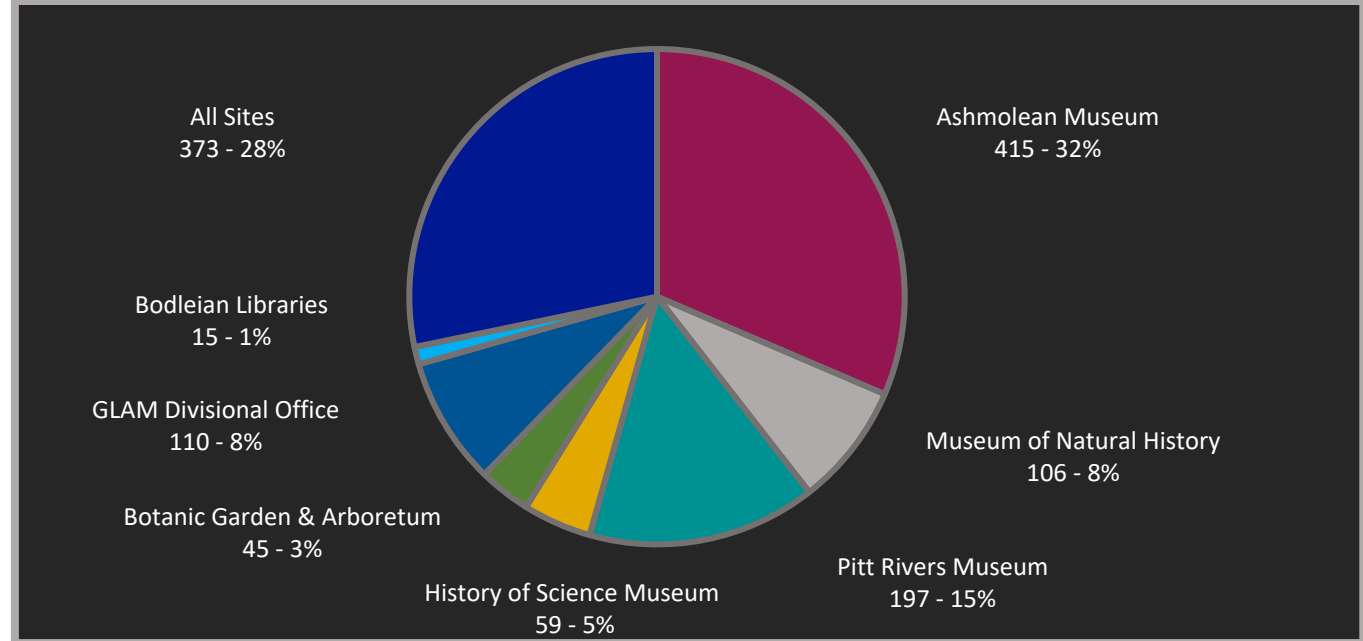
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Quarter 1: 1st August 2022 - 31st October 2022

Quarter 1 - Where have the Support Requests come from?

Location	August 2022	September 2022	October 2022
Ashmolean Museum	143	117	155
Museum of Natural History	42	21	43
Pitt Rivers Museum	63	56	78
History of Science Museum	24	16	19
Botanic Garden & Arboretum	9	24	12
GLAM Divisional Office	24	34	52
Bodleian Libraries	10	3	2
All Sites	142	119	112
Total	457	390	473



The number of Support Requests received in all months across Q1 continue to be high, which has been the case for the almost the last 2 years.

The work within All Sites is relatively high, but this is expected as many activities, services and systems across the Gardens & Museums are now standardised or for the benefit of all units - examples being Firewall & Internet, Information Security, Communications, Asset Management and Finance.

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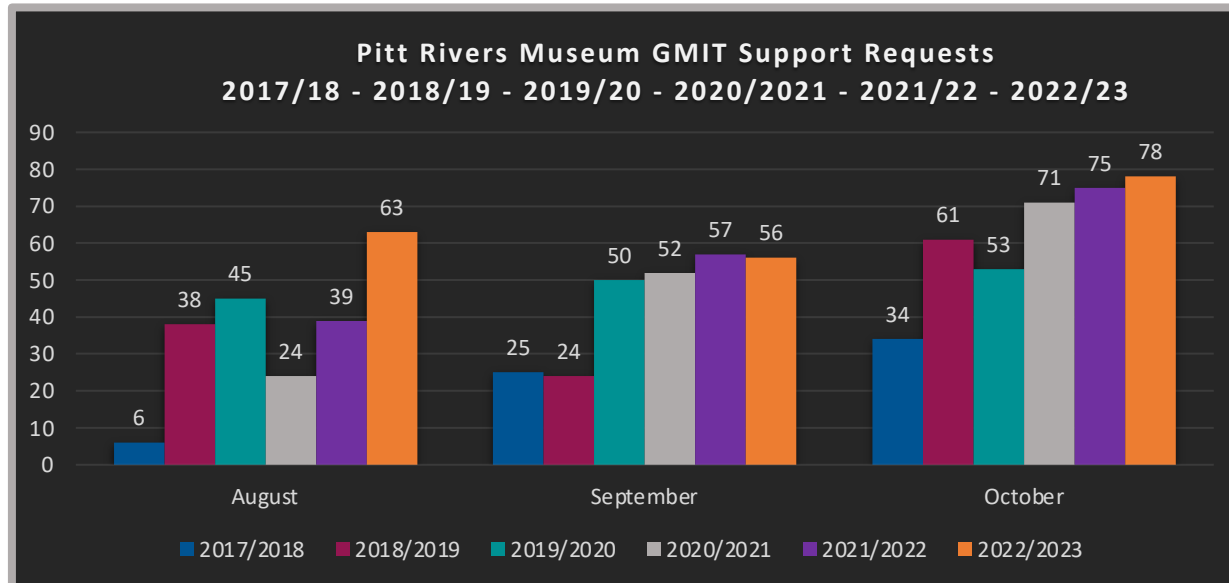
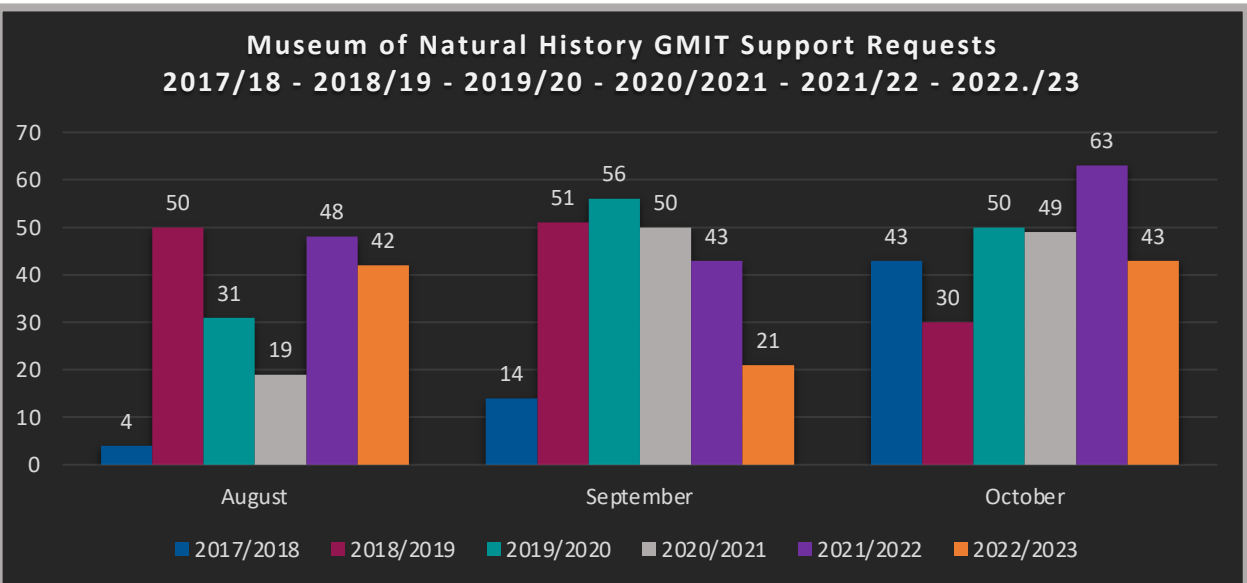
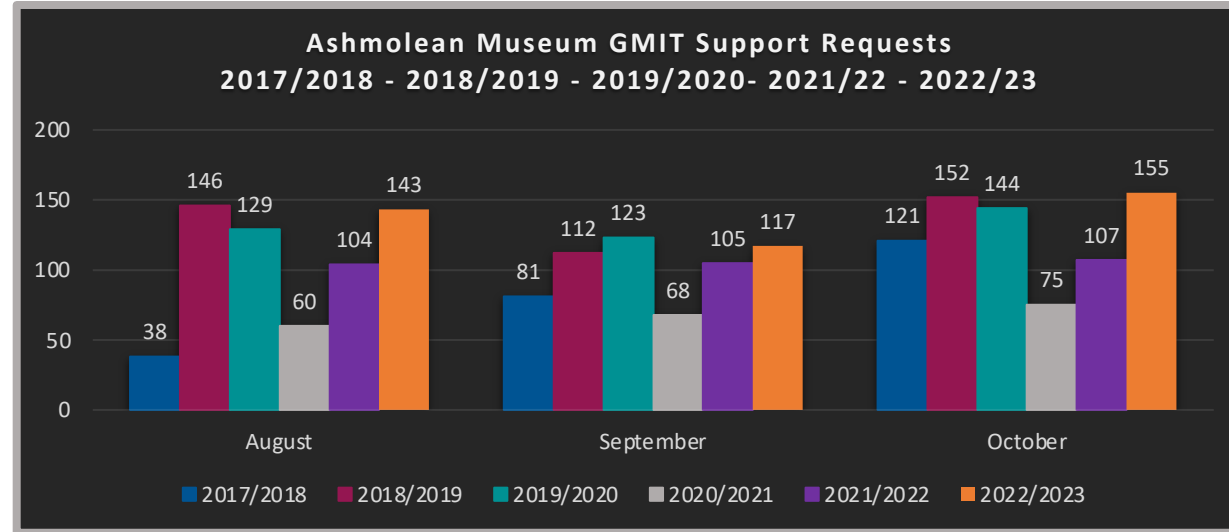
Quarter 1 - Where have the Support Requests come from?

Ashmolean Museum: The number of requests received from the Ashmolean have risen each month on those from previous years. The likely reason for this is the engagement in AV at the museum, as there are a number of services and systems in place.

Museum of Natural History: Request numbers from the Museum of Natural History were lower than last year, particularly in September.

Pitt Rivers Museum: Support requests from the Pitt Rivers were similar to previous years in each month other than August, which saw a particular increase - likely as a result of AV work taking place within the Seminar Room and Lecture Theatre.

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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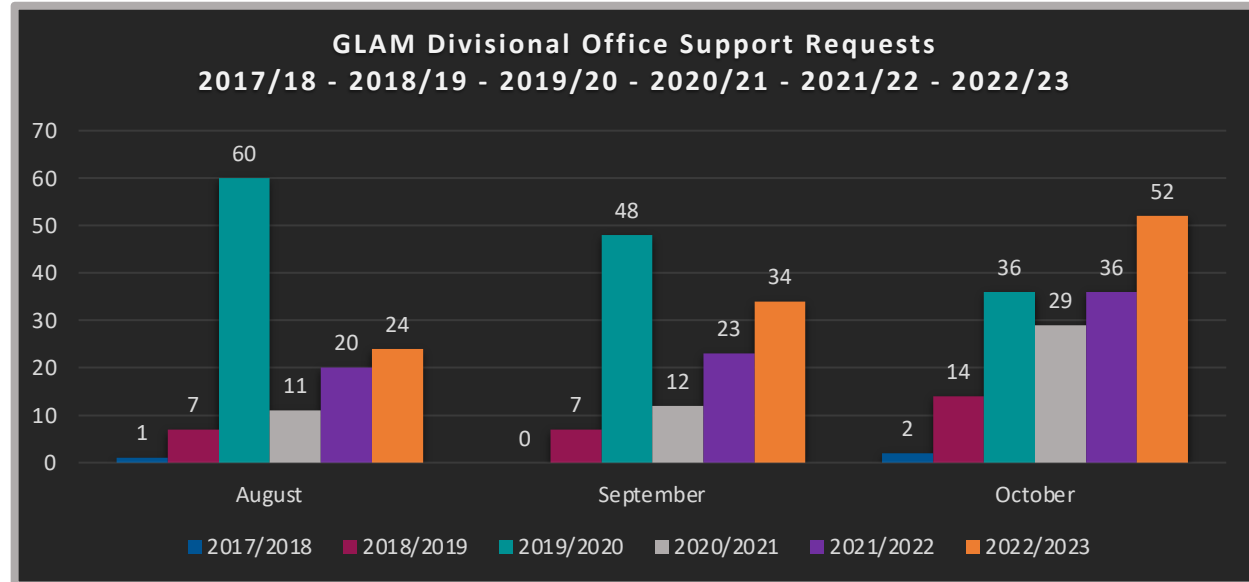
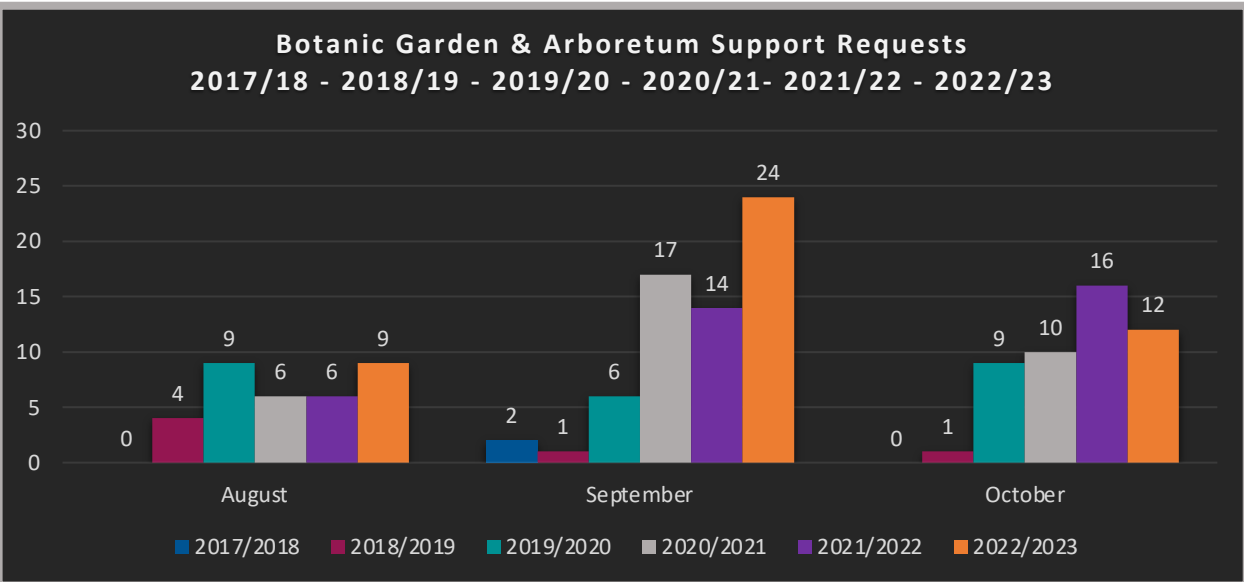
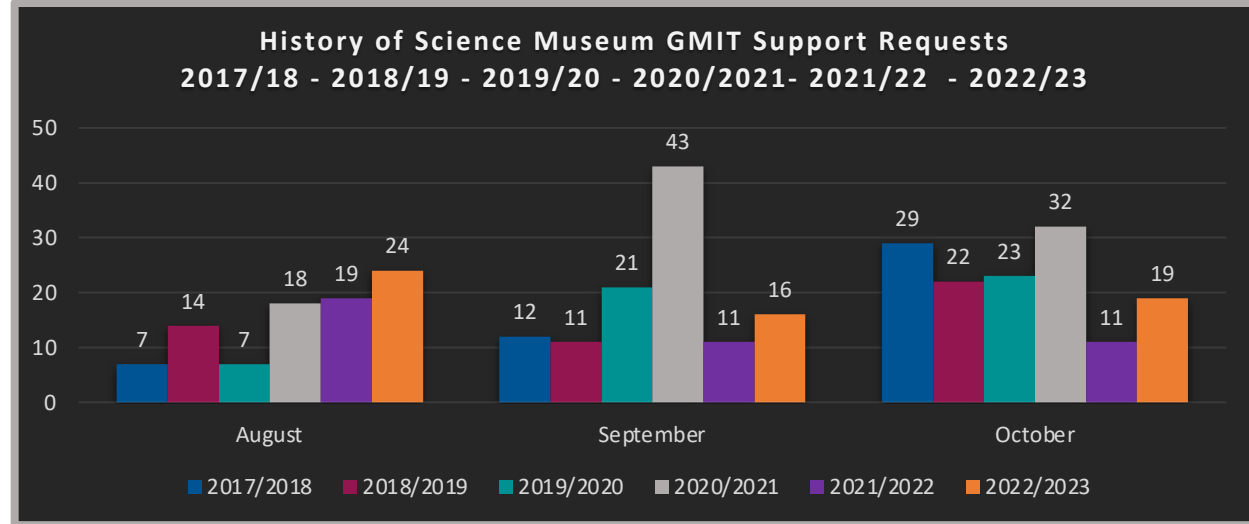
Quarter 1 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum were slightly higher than those received last year, but only by a small number of requests.

Botanic Garden & Arboretum: Requests from the Botanic Garden & Harcourt Arboretum were noticeably higher in September, but in the months of August and October in-line with previous years.

GLAM Divisional Office: Requests from the Divisional Office were higher in each of August, September and October. The increase of requests in October were linked directly to work on the Commercial Systems alongside Helen Moulden.

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).



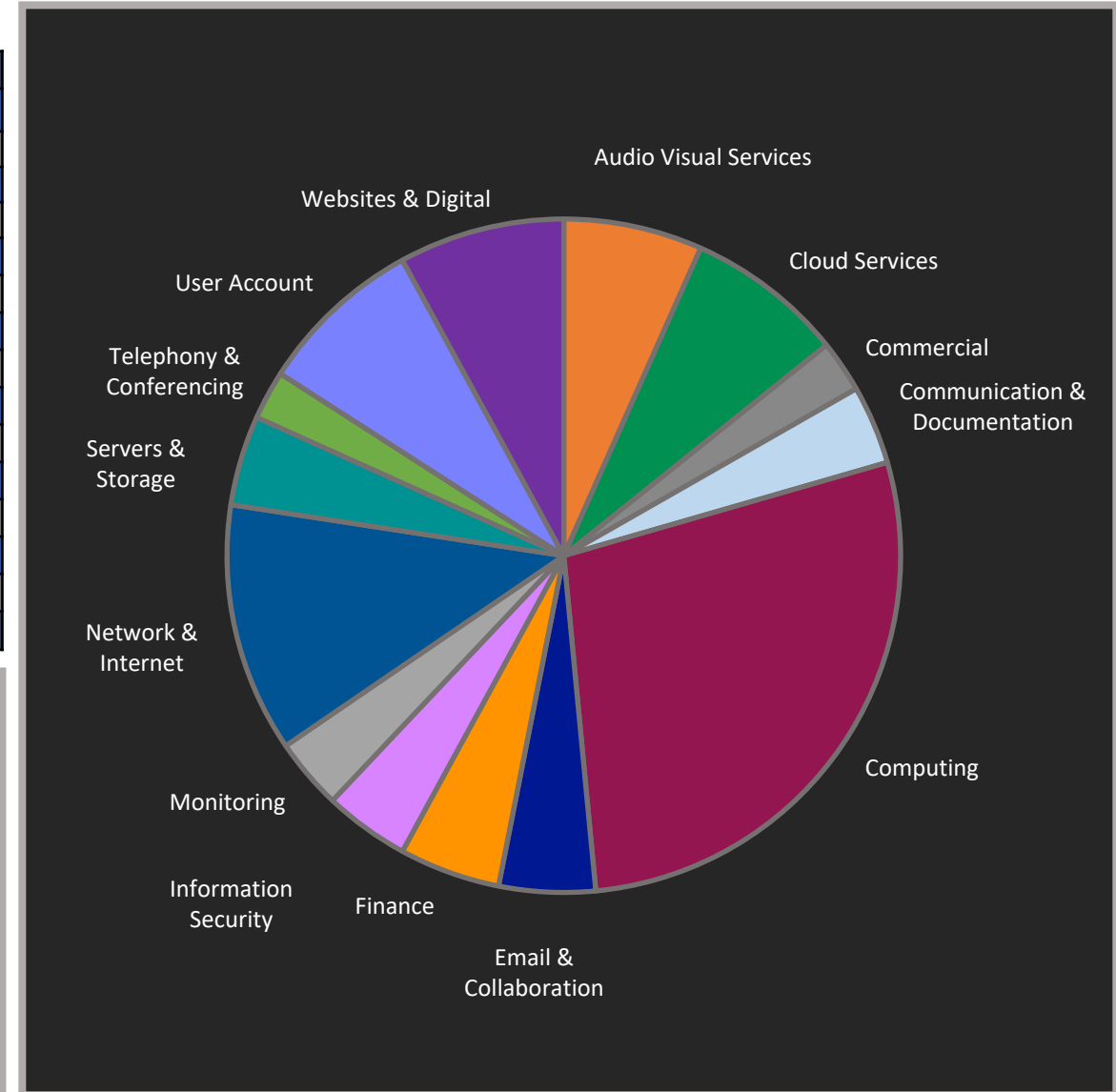
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Quarter 1 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	88	7
Cloud Services	100	8
Commercial	33	3
Communication & Documentation	50	4
Computing	369	28
Email & Collaboration	61	5
Finance	64	5
Information Security	54	4
Monitoring	45	3
Network & Internet	158	12
Servers & Storage	57	4
Telephony & Conferencing	31	2
User Account	105	8
Websites & Digital	105	8
Total	1320	100



The table and chart show the types of requests we have received, and what service or system they fall in. This shows the wide variety of requests we receive across the differing services and systems in place across the Gardens & Museums.

Q1 of the 2022/23 Academic Year saw a change in service as we began a review of the Audio Visual and Commercial Services, and began to formally support elements of each.

This work saw significant increases in requests received in both of these areas as we engaged in operations and projects, reviewed the services and equipment in use, and offered direct support. We anticipate these numbers remaining high, and justifying the need for GMIT involvement in the management and support of these key and growing business areas.

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Report Findings & Conclusion

The number of requests received by the Gardens & Museums IT Team continues to grow, with requests from each location that we support either the same or having increased. And this is without including work and activities which takes place for the benefit of all and is classified as such.

This quarter is the first where we have been directly engaged in the Audio Visual and the Commercial Systems & Services utilised across the Gardens & Museums. It also the first quarter in a significant period where our Response and Resolution statistics have dropped - this is cause for concern, but may be directly related to the engagement and review of AV and Commercial, having encountered more complex issues which could not be resolved as quickly.

Audio Visual & Commercial Services and Systems

In Q1 we have begun engaging with, reviewing and offering formalised support to the varied Audio Visual Systems and Services across the Gardens & Museums, and the Commercial Systems across GLAM, as identified risks within the Gardens & Museums. Although this has included the recruitment of 1 Year Fixed Term IT/AV Officer, it is safe to say that the extra demand and work in investigation and supporting these solutions has had an impact upon the team, and required our work and engagement in areas not originally considered due to the scale of the Audio Visual systems in place being greater than originally known, and the associated complexities of establishing how they are currently maintained, whether they work as required, what we can do to add value or improvements, and in turn implementing this.

Work within the Commercial Systems has been more straightforward, but equally time consuming, as a number of maintenance and hardware age issues have been identified which needed addressing to establish improved levels of performance and service to those using the Point of Sale devices.

Response & Resolution

The Support request Response & Resolution times attained by the Gardens & Museums IT Team, has always been one of our most impressive achievements so the drop is concerning, but not wholly unexpected with the demands consistently and continuously growing.

As mentioned above there is the possibility that these increased times could be directly linked to the current and ongoing engagement with both Audio Visual and Commercial Systems & Services, as the work within both areas thus far has been more complex, and in many circumstances either operational or project based - with each generally taking longer to progress and complete, due to involving additional people and steps.

We will continue to monitor this change in Response & Resolution times, in line with the number of requests received generally and from our engagement with AV and Commercial, in view to ensuring that there is no adverse impact on overall service levels or the working pressures within the team.

In Conclusion

Over the coming months we will continue to closely monitor the impact that supporting AV and Commercial Systems has upon the team, and the Response & Resolution which we provide, to ensure that the value derived from being involved in these services, whether through performance, security or service operations is balanced against any impacts it may have.

Thus far despite the extra demand and impacted Response & Resolution, the positives far outweigh the negatives. With the IT/AV Officer's incredible assistance thus far we have been able to offer benefits and value, and crucially improvements within AV, Commercial and general IT Support, now having extra capacity to support additional areas where gaps in support exist.