

# Gardens & Museums IT

## Quarterly Report 2020/2021

### Quarter 3: 1st February 2021 - 30th April 2021

Quarter 3 of the 2020 to 2021 (1<sup>st</sup> February 2020 to 30<sup>th</sup> April 2021 ) Academic Year was an incredibly busy time, with the number of requests reflecting this. This was particularly evident with work on MFA (120 requests) , Networking activities across G&M (150 requests), the Apple Service (87 requests) and Software Support (69 requests).

Significant effort and work also took place in the areas of Finance and Procurement (56 requests) with new IT equipment being sourced and ordered to cover the evolving demands of hybrid working. Also Adobe software licencing agreements were investigated during this period and renewed.

The team once again coped admirably during the continued high demand for IT support - supporting each other, and once more providing a responsive and effective IT provision.

Gardens &  
Museums IT

# Gardens & Museums IT Quarterly Report 2019/2020

Quarter 3: 1st February 2021 - 30th April 2021



## Requests Received & Requests Resolved

Support Requests Received	1014
Support Requests Resolved	1012
Tasks Resolved	41

## Response & Resolution

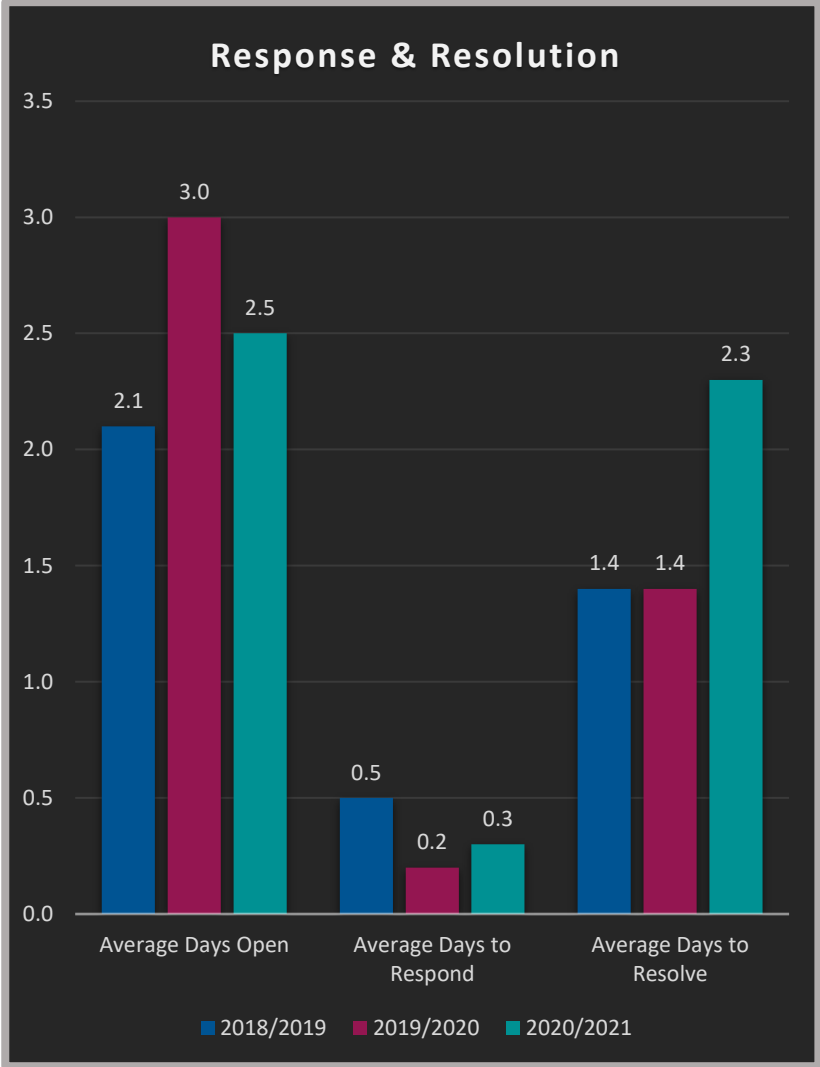
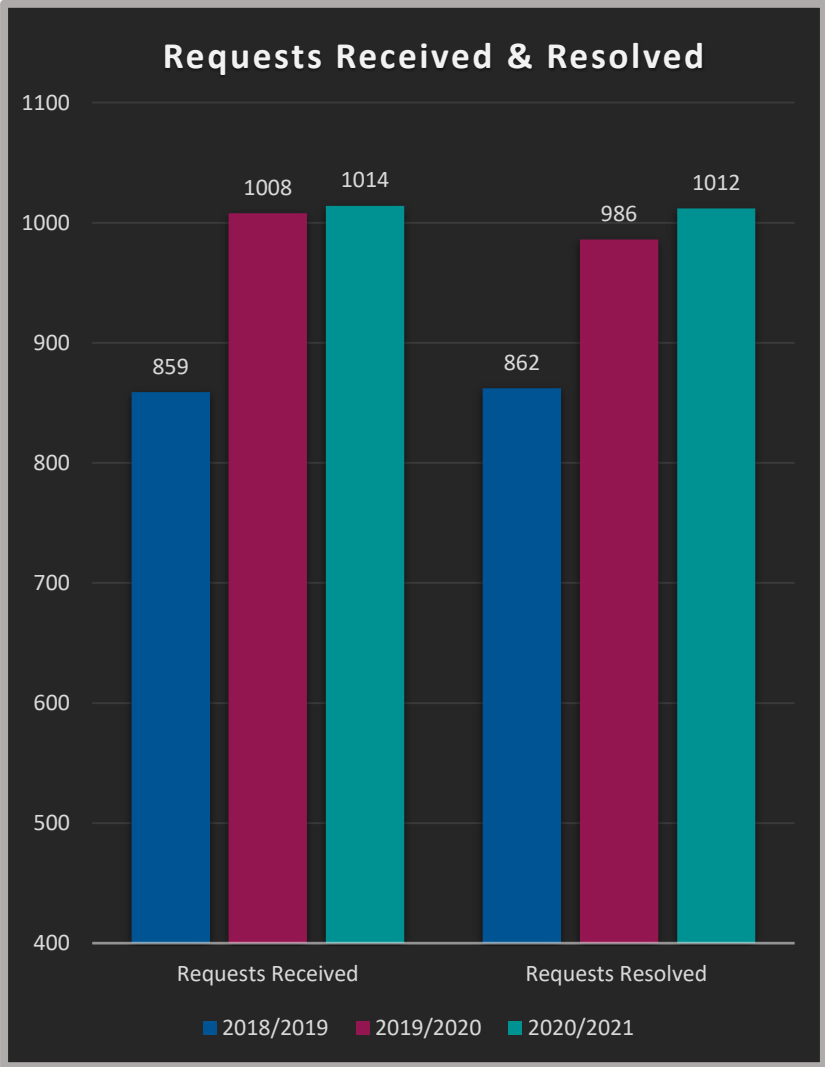
Average Days Open	2.5
Average Days to Respond	0.3
Average Days to Resolve	2.3
% First Call Resolution	61%

The diagrams on this page show that the number of Support Requests received in this quarter is slightly higher than the same time period in 2019/2020.

Numbers were expected to be lower than last year, as the same period was incredibly high due to the move to Working from Home and the IT challenges this brought and the support required.

Therefore this high numbers are unexpected but likely impacted by major activities including the MNH wiring Project and Multi-Factor Authentication.

## Quarter 3 Support Comparison – 2018/2019; 2019/2020; 2020/2021

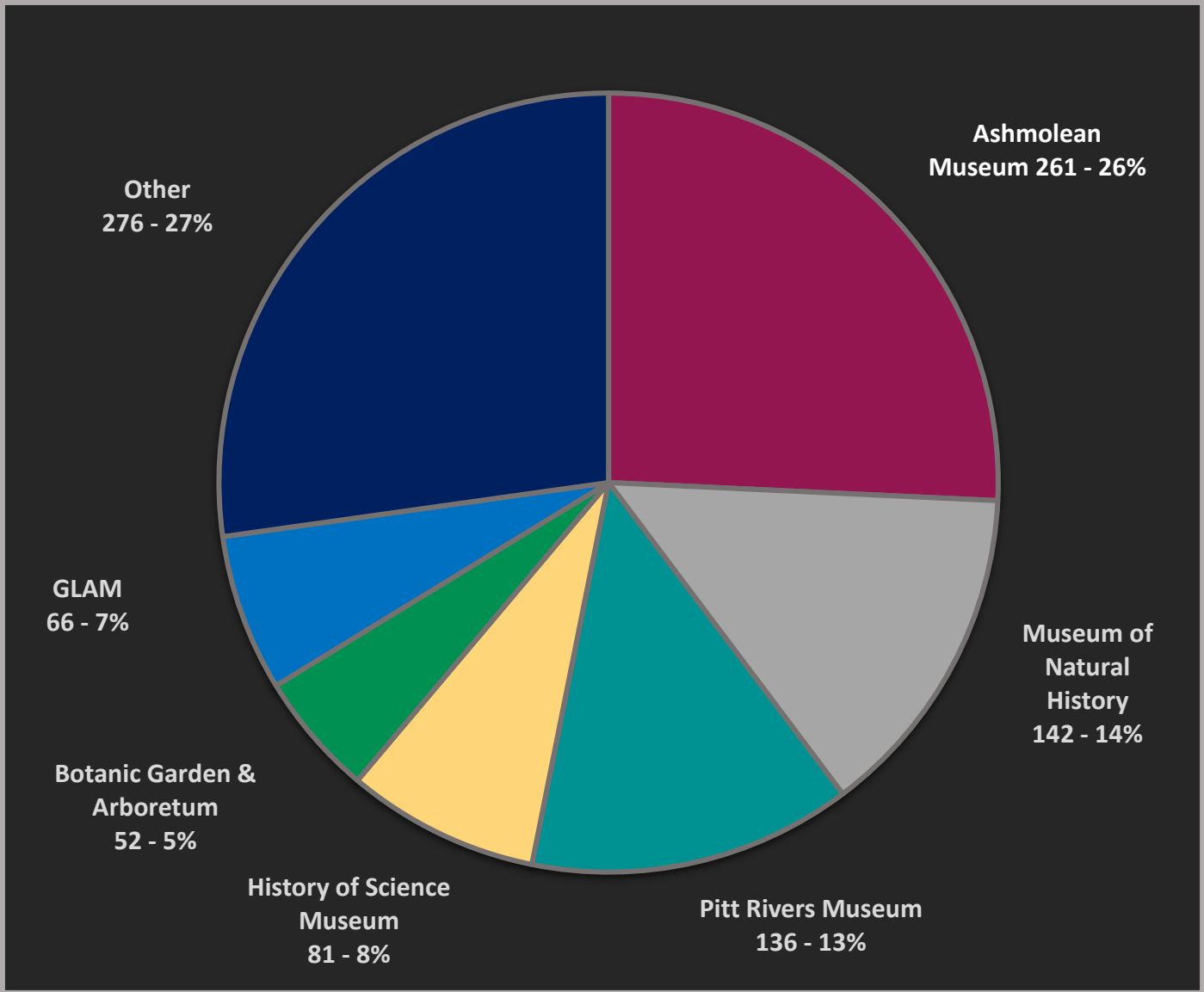


# Gardens & Museums IT Quarterly Report 2019/2020

Quarter 3: 1st February 2021 - 30th April 2021

## Quarter 3 - Where have the Support Requests come from?

Location	February 2021	March 2021	April 2021
Ashmolean Museum	58	114	89
Museum of Natural History	38	53	51
Pitt Rivers Museum	34	56	46
History of Science Museum	11	39	31
Botanic Garden & Arboretum	18	12	22
GLAM Divisional Office	14	22	30
Other Requests	103	114	59
Total	276	410	328



The numbers of Support Requests received in February was expected, but in March they were very high and April also high.

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

# Gardens & Museums IT Quarterly Report 2019/2020

Quarter 3: 1st February 2021 - 30th April 2021



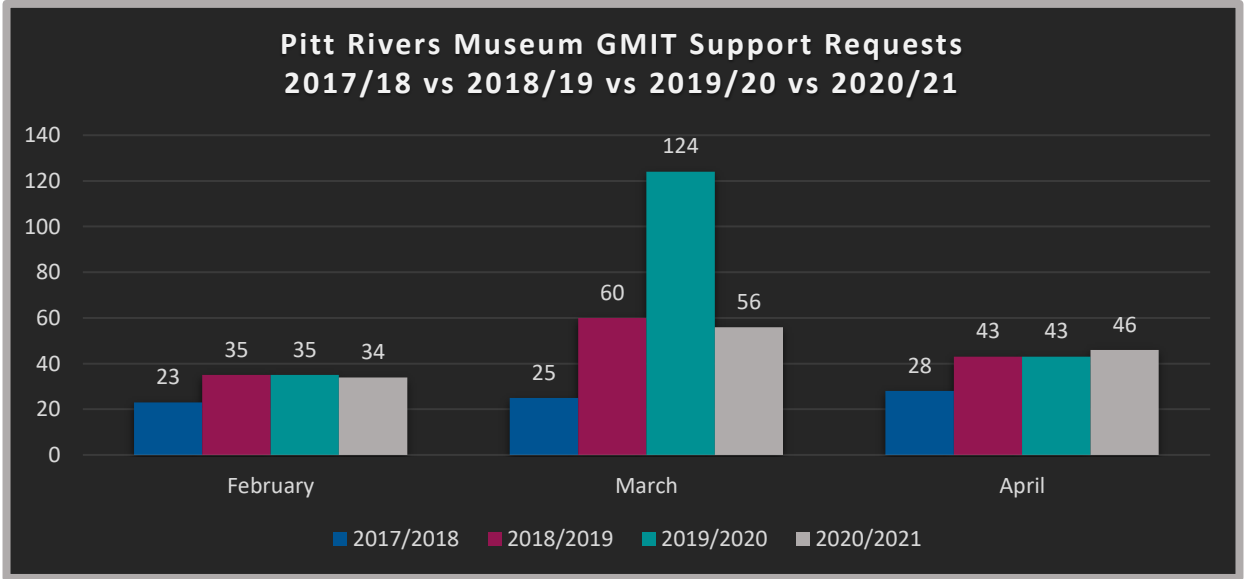
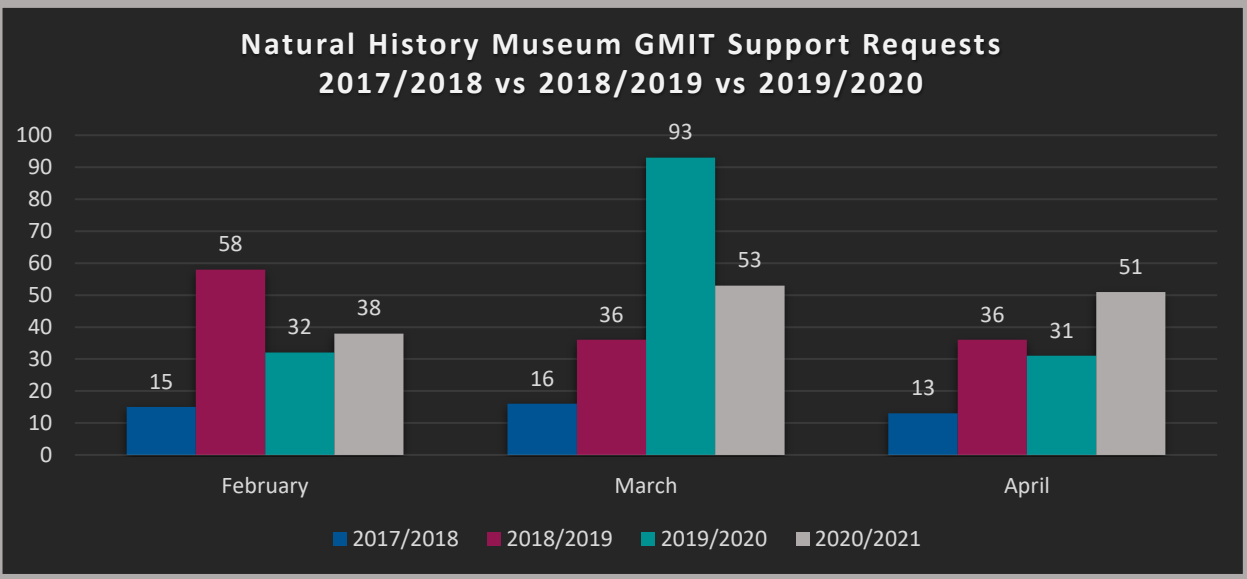
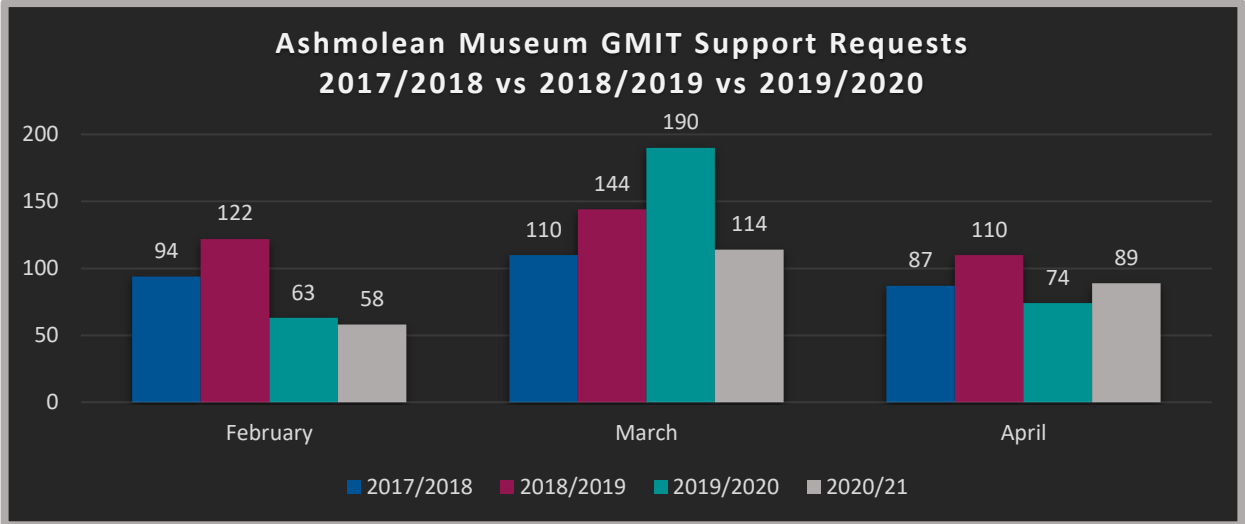
## Quarter 3 - Where have the Support Requests come from?

**Ashmolean Museum:** The Ashmolean numbers are similar to those of last year with the exception of March, where numbers were incredibly high due to the move to Working from Home.

**Natural History Museum:** As with the Ashmolean numbers are similar to last year with the exception of March due to Working from Home, and the adjustment to.

**Pitt Rivers Museum:** Request from Pitt Rivers remain similar to previous years.

**Note:** These number do not include work which will have impacted the entire Gardens & Museums estate, including Information Security; Communications; Finance; Site-Wide Project Work and Improvements.



# Gardens & Museums IT Quarterly Report 2019/2020

Quarter 3: 1st February 2021 - 30th April 2021



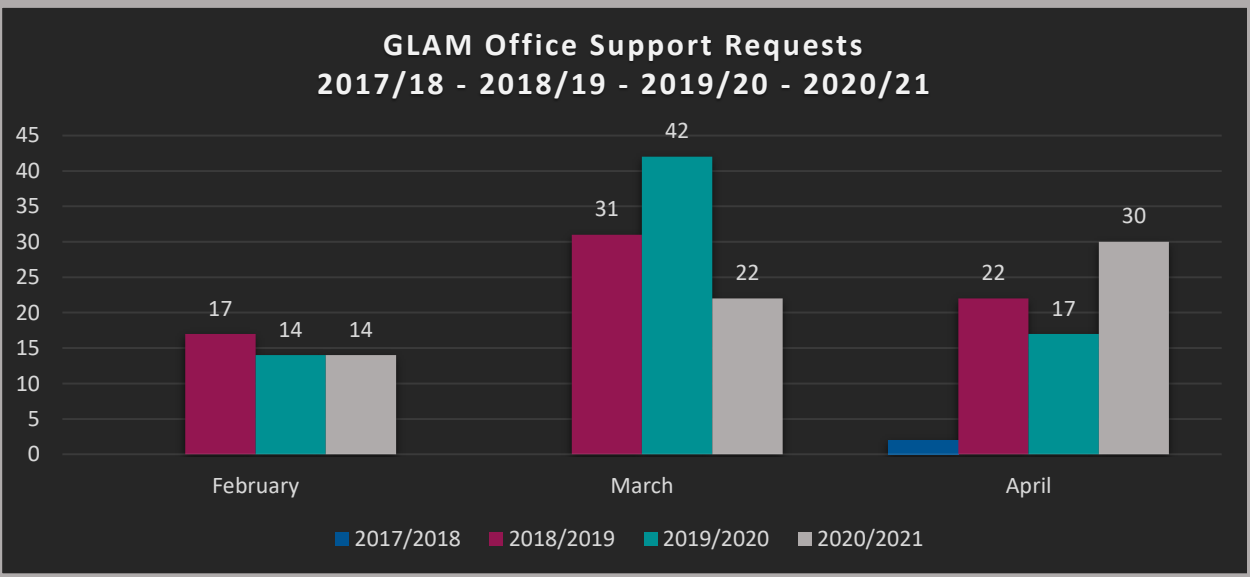
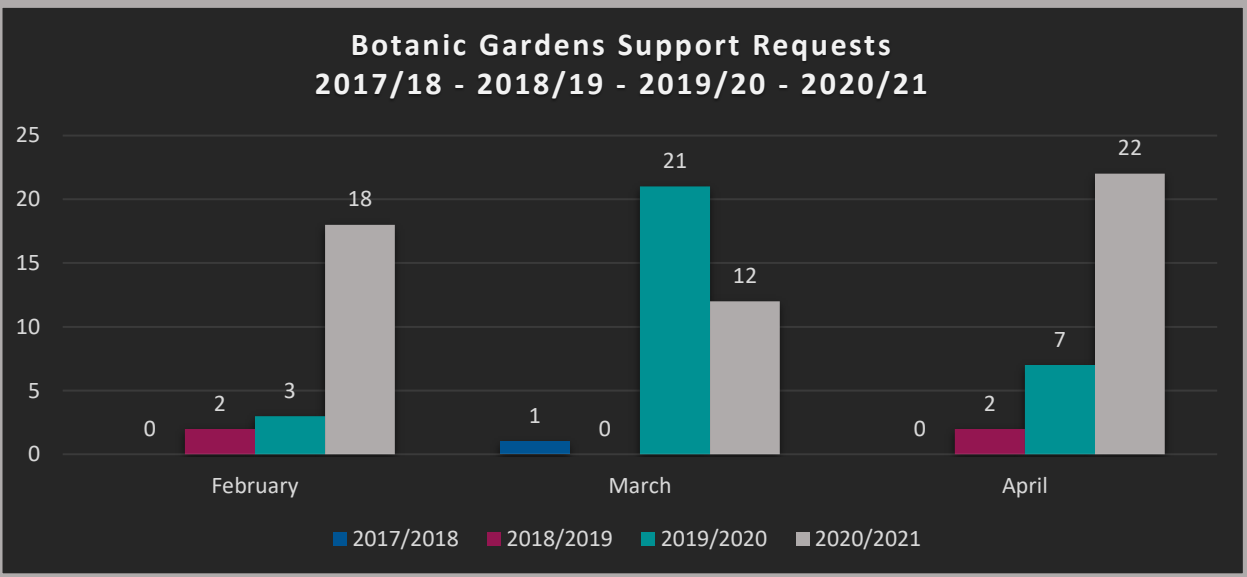
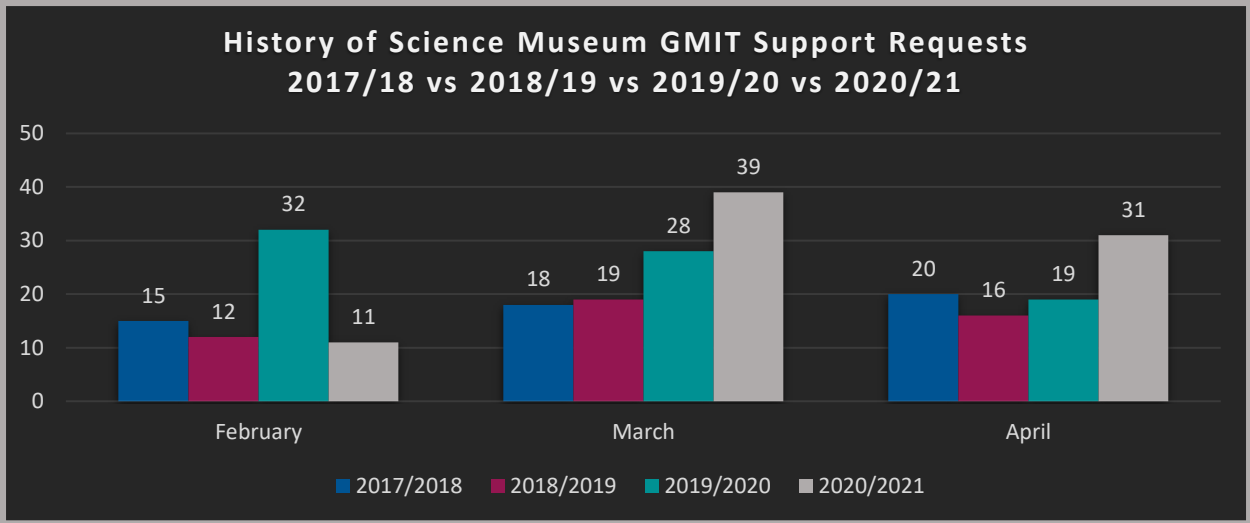
## Quarter 3 - Where have the Support Requests come from?

**History of Science Museum:** Requests from the History of Science Museum have risen in each of the months in comparison to previous years, with the exception of January.

**Botanic Gardens & Arboretum:** Requests from the Botanic Gardens continue to rise as more GMIT work takes place and we are now more involved in general operations.

**GLAM Divisional Office:** Requests have been the same in February, less in March (due to move to WFH in 2020) and higher in April.

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



# Gardens & Museums IT Quarterly Report 2019/2020

Quarter 3: 1st February 2021 - 30th April 2021

## Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	11	1
Cloud Services	20	2
Commercial	3	0
Communication & Documentation	27	3
Computing	249	25
Email & Collaboration	60	6
Finance	56	6
Information Security	58	6
Monitoring	15	1
Network & Internet	150	15
Servers & Storage	130	13
Telephony & Conferencing	23	2
User Account	169	17
Websites & Digital	43	4
Total	1014	100

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

In Q3 a number of areas had particularly high numbers. Computing had 249 requests, of which 87 were Apple related and 69 to Software Support.

User Account was also high at 169 requests with 120 of those related to MFA.

