Gardens & Museums IT

Quarter 2 of the 2022 to 2023 Academic Year has been a very busy time once more, and although the numbers of requests received are less than in the same period last year (2021/22), they are still much higher than in Quarter 2 for both 2019/20 and 2020/21.

We continue to review, investigate and engage with Audio-Visual Services and Systems, and the Commercial Systems, and have found ourselves involved in various projects and instances which require our support. In this period we received 97 Audio Visual requests (8% of overall total), and 43 Commercial requests (4% of our overall total), which shows a significant increase in the number received from Q2 in 2021/22, where there were 11 requests for AV (1% of total) and 7 (1% of total) respectively. Both critical business areas continue to benefit from our technical skills and service management, and operational experiences.

Another service area which has seen an increase is Network & Internet, which represented 15% of our total with 177 requests. During Q2 there were a number of Network outages, which caused requests for support and activities to both investigate, resolve and review. Equally throughout Quarter 2 a number of Information Security & Assurance Availability activities took place to improve both the resilience and redundancy of the networks at each location we manage and support.

As was the case with Q1 of the 2022/23 Academic Year our Days to Resolve requests/incidents were not as quick as in the proceeding years, but the level of Response was once more at our usual standards. The reason for this is many of the requests we have received have had either complex elements, or required the involvement of other parts of the University which have slowed the overall progression and resolution. The team continues to work incredibly hard, and impressively maintain standards as best as possible.

Gardens & Museums IT

Gardens & Museums IT Quarterly Report 2022/2023
Quarter 2: 1st November 2022 - 31st January 2023

Gardens & Museums **IT**

Requests Received & Requests Resolved

Support Requests Received	1176
Support Requests Resolved	1156
Tasks Resolved	286

Response & Resolution

Average Days Open	4.2
Average Days to Respond	0.3
Average Days to Resolve	3.4
% First Call Resolution	54%

The diagrams on this page show that the number of Support Requests received in Q2 are slightly lower than last year (2021/22) but remain substantially higher than the years before - the number of tasks received have greatly increased.

Resolution was significantly impacted in this period, and as with Q1 is showing the numbers of support requests received is finally impacting how quickly we are able to resolve issues. We have managed to maintain original first response times though, through the continued and incredible efforts of the team.

## Quarter 2 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/23
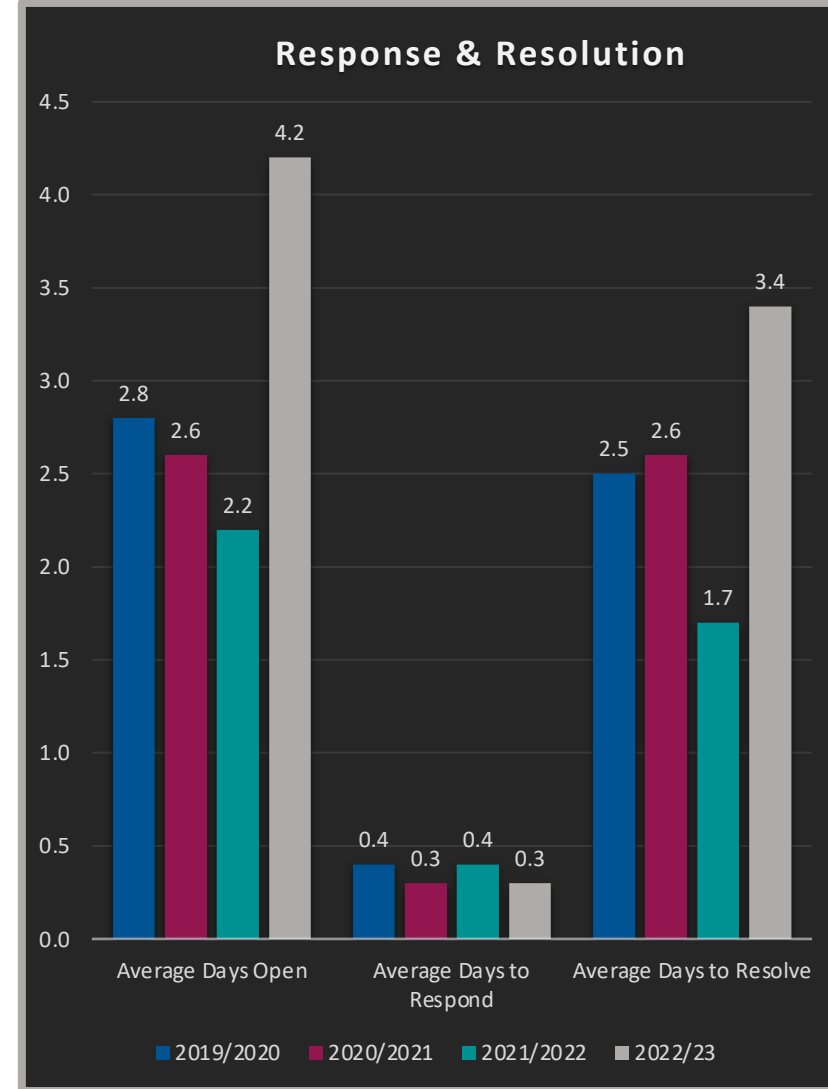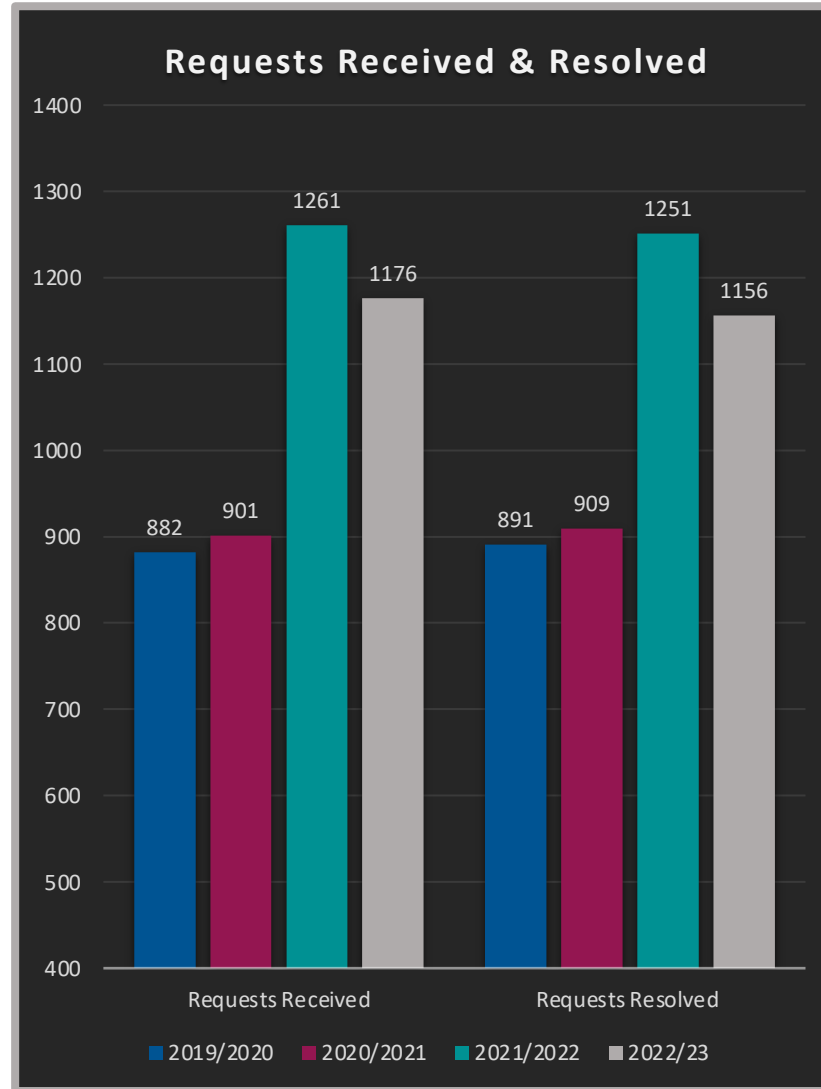
Requests Received & Resolved

Requests Received: 2019/2020: 882, 2020/2021: 901, 2021/2022: 1261, 2022/23: 1176
Requests Resolved: 2019/2020: 891, 2020/2021: 909, 2021/2022: 1251, 2022/23: 1156

Legend: 2019/2020, 2020/2021, 2021/2022, 2022/23

Response & Resolution

Average Days Open: 2019/2020: 2.8, 2020/2021: 2.6, 2021/2022: 2.2, 2022/23: 4.2
Average Days to Respond: 2019/2020: 0.4, 2020/2021: 0.3, 2021/2022: 0.4, 2022/23: 0.3
Average Days to Resolve: 2019/2020: 2.5, 2020/2021: 2.6, 2021/2022: 1.7, 2022/23: 3.4

Legend: 2019/2020, 2020/2021, 2021/2022, 2022/23

Gardens & Museums IT Quarterly Report 2022/2023

Quarter 2: 1st November 2022 - 31st January 2023

Gardens & Museums IT

Quarter 2 - Where have the Support Requests come from?

Location	November 2022	December 2022	January 2023
Ashmolean Museum	133	77	113
Museum of Natural History	33	15	51
Pitt Rivers Museum	80	22	55
History of Science Museum	9	22	17
Botanic Garden & Arboretum	28	16	27
GLAM Divisional Office	38	25	36
Bodleian Libraries	7	5	2
All Sites	123	93	154
Total	**451**	**275**	**455**
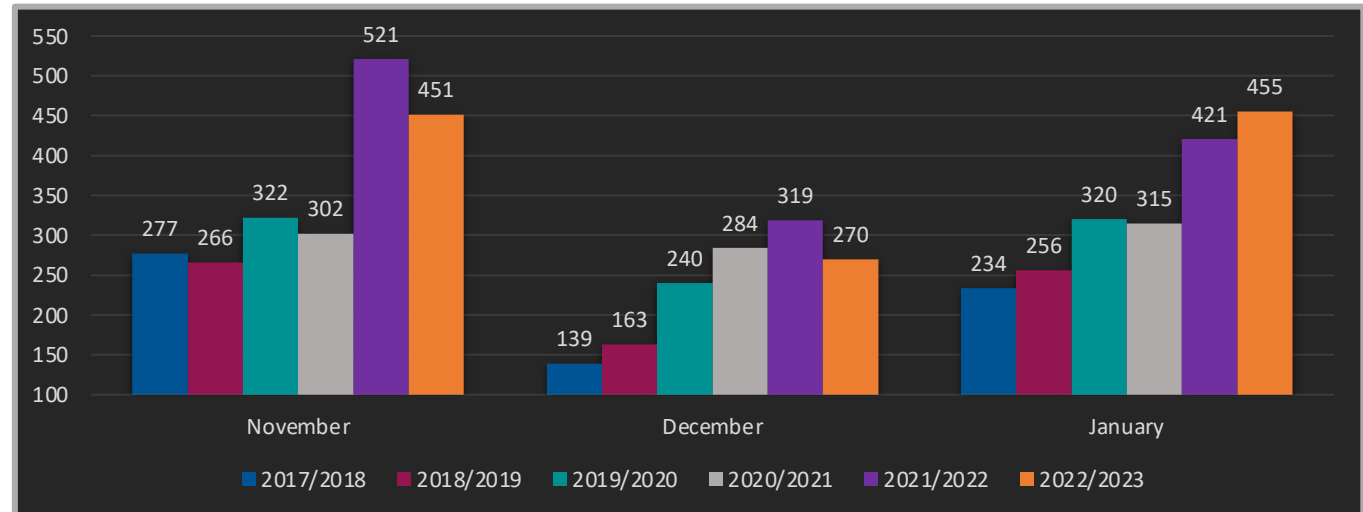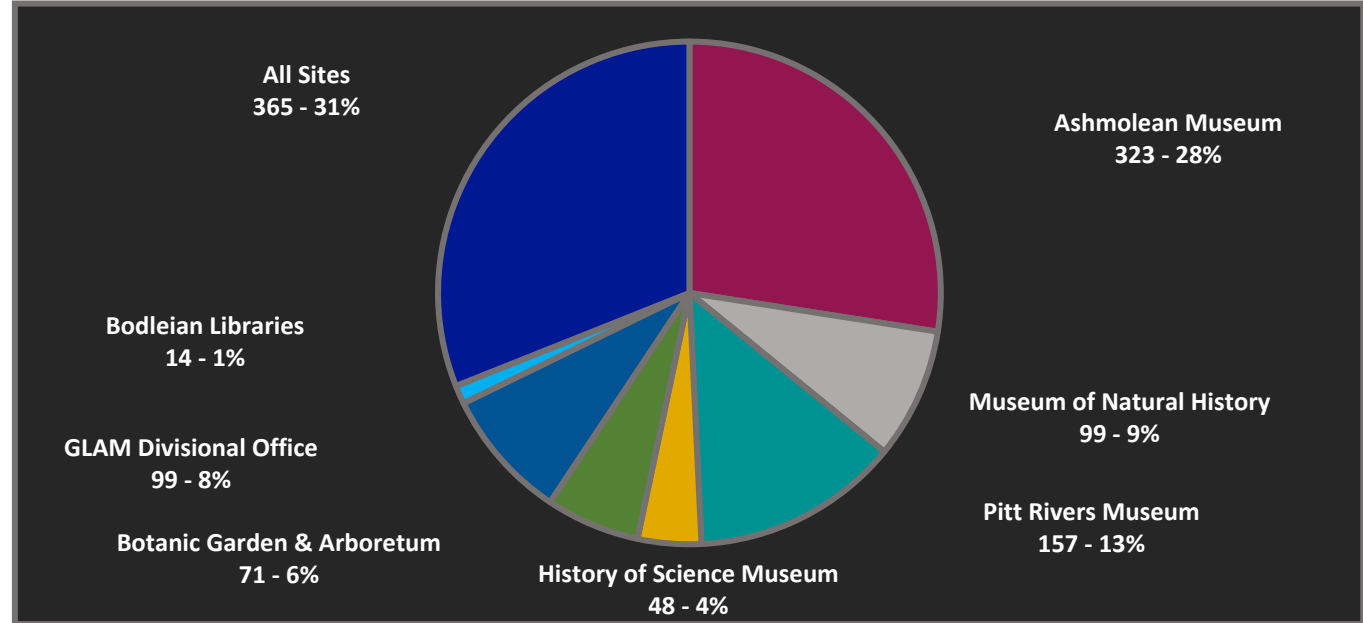
The number of Support Requests received in Q2 were very high in both November and January, with December being lower likely due to the Holiday period and associated business closures, and reduced operations.

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

All Sites
365 - 31%

Ashmolean Museum
323 - 28%

Bodleian Libraries
14 - 1%

Museum of Natural History
99 - 9%

GLAM Divisional Office
99 - 8%

Pitt Rivers Museum
157 - 13%

Botanic Garden & Arboretum
71 - 6%

History of Science Museum
48 - 4%

November: 277, 266, 322, 302, 521, 451
December: 139, 163, 240, 284, 319, 270
January: 234, 256, 320, 315, 421, 455

Legend: 2017/2018, 2018/2019, 2019/2020, 2020/2021, 2021/2022, 2022/2023

Gardens & Museums IT Quarterly Report 2022/2023
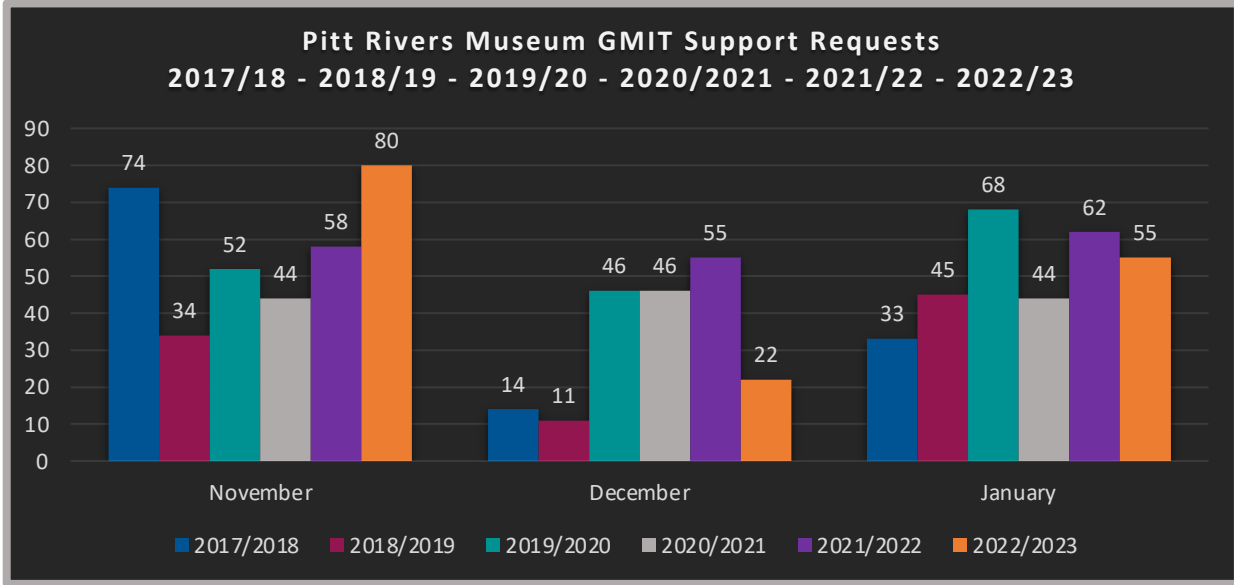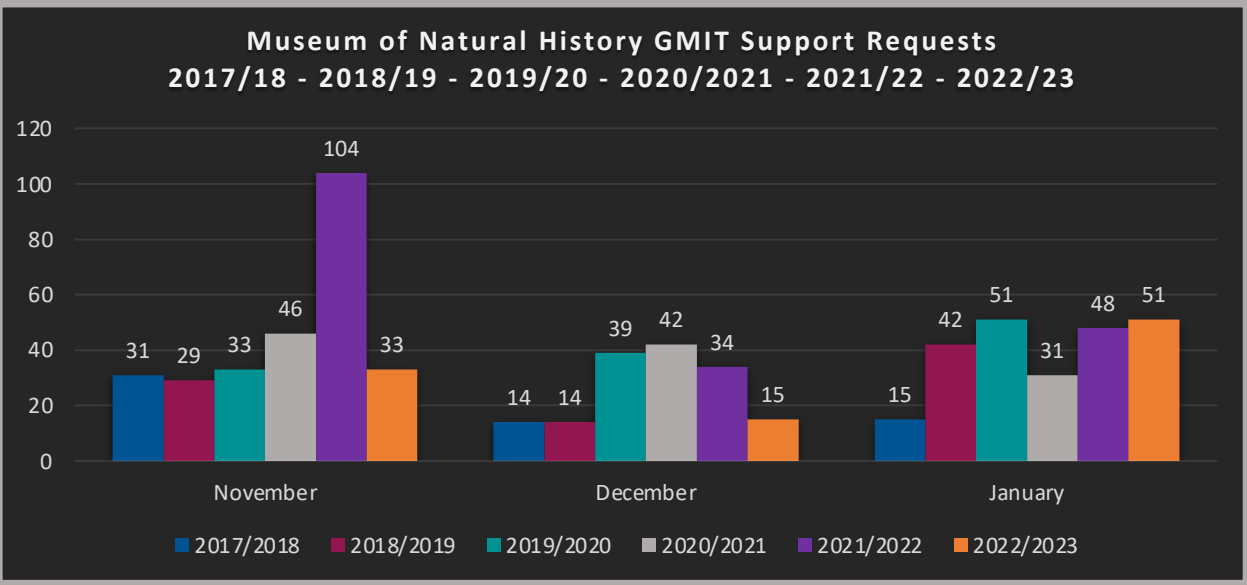## Quarter 2: 1st November 2022 - 31st January 2023
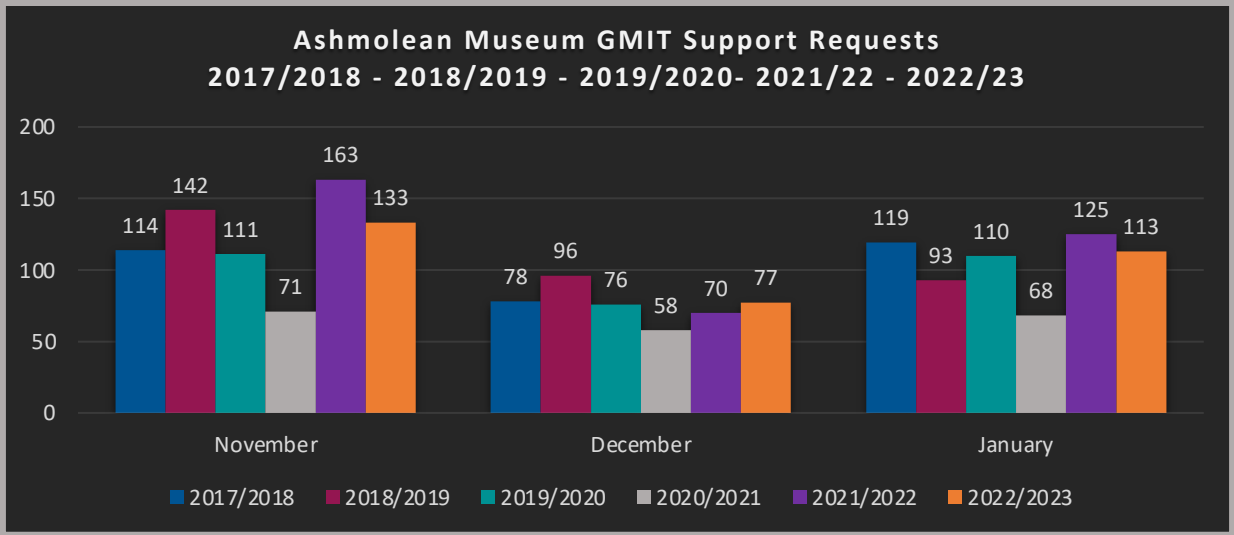
Gardens & Museums IT

Quarter 2 - Where have the Support Requests come from?

Ashmolean Museum: The number of requests received from the Ashmolean are inline with those of previous years, but remain the highest from all units.

Museum of Natural History: As with the Ashmolean Museum request numbers from the Museum of Natural History were inline with numbers from previous years.

Pitt Rivers Museum: Support requests from the Pitt Rivers were particularly high in November, but in line with the preceding years in December and January.

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
2017/2018 - 2018/2019 - 2019/2020- 2021/22 - 2022/23

Museum of Natural History GMIT Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/2021 - 2021/22 - 2022/23

Pitt Rivers Museum GMIT Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/2021 - 2021/22 - 2022/23

Gardens & Museums IT Quarterly Report 2022/2023
Quarter 2: 1st November 2022 - 31st January 2023
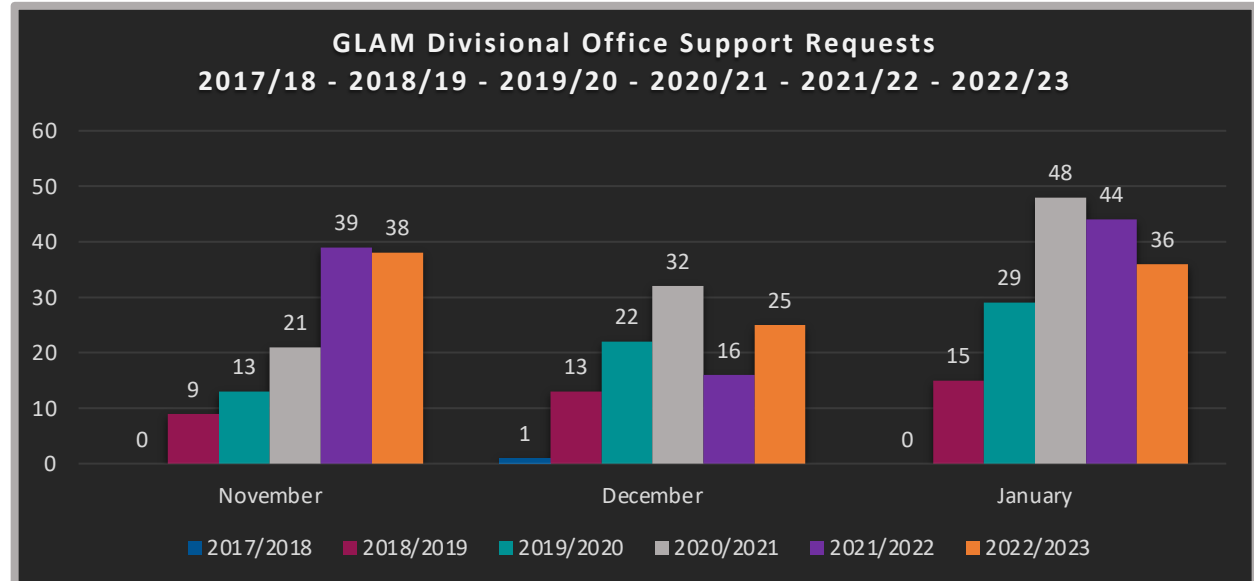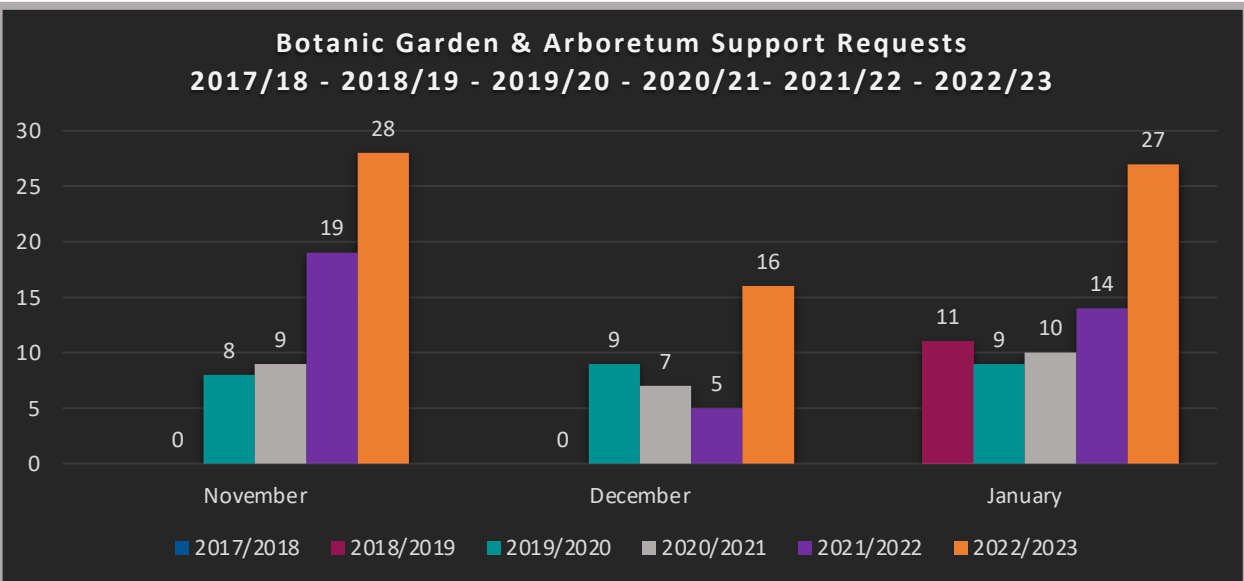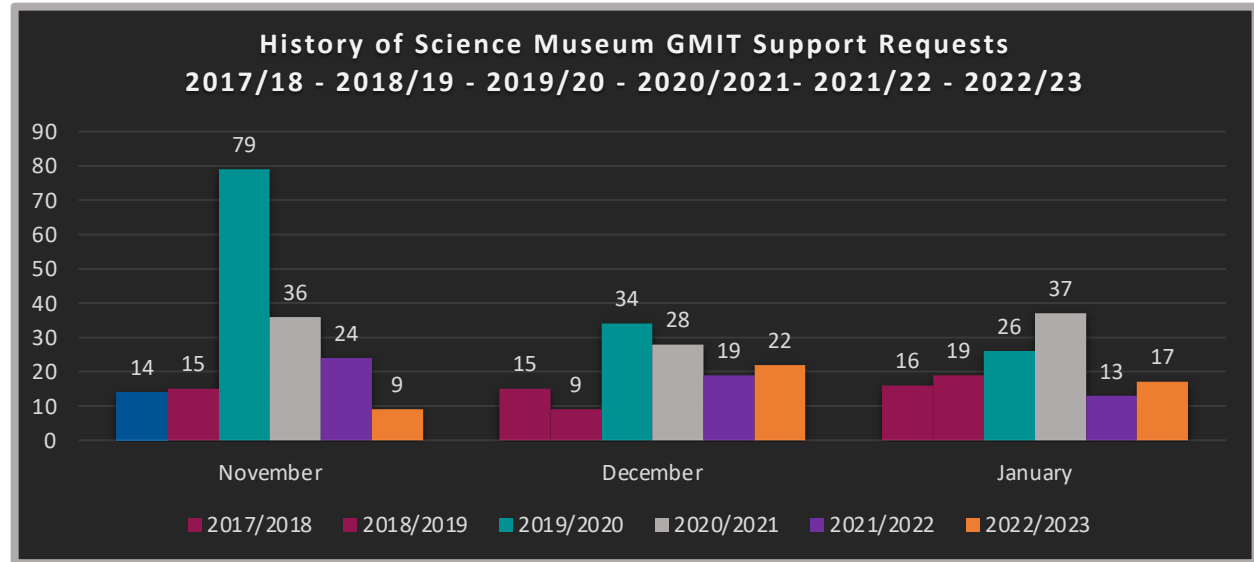
Gardens & Museums IT

Quarter 2 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum were low in November but as expected in December and January.

Botanic Garden & Arboretum: Requests from the Botanic Garden & Harcourt Arboretum showed a significant increase throughout the quarter - this is in direct correlation to the team carrying out both networking and AV work on site, whilst also offering more on-site support and increasing our presence.

GLAM Divisional Office: Requests from the Divisional Office were in-line with those received in previous years.

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
2017/18 - 2018/19 - 2019/20 - 2020/2021- 2021/22 - 2022/23

Botanic Garden & Arboretum Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/21- 2021/22 - 2022/23

GLAM Divisional Office Support Requests
2017/18 - 2018/19 - 2019/20 - 2020/21 - 2021/22 - 2022/23

Gardens & Museums IT Quarterly Report 2022/2023
Quarter 2: 1st November 2022 - 31st January 2023

Gardens & Museums IT

Quarter 2 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	97	8
Cloud Services	127	11
Commercial	43	4
Communication & Documentation	38	3
Computing	310	26
Email & Collaboration	55	5
Finance	52	4
Information Security	32	3
Monitoring	56	5
Network & Internet	177	15
Servers & Storage	58	5
Telephony & Conferencing	12	1
User Account	64	5
Websites & Digital	55	5
Total	1176	100
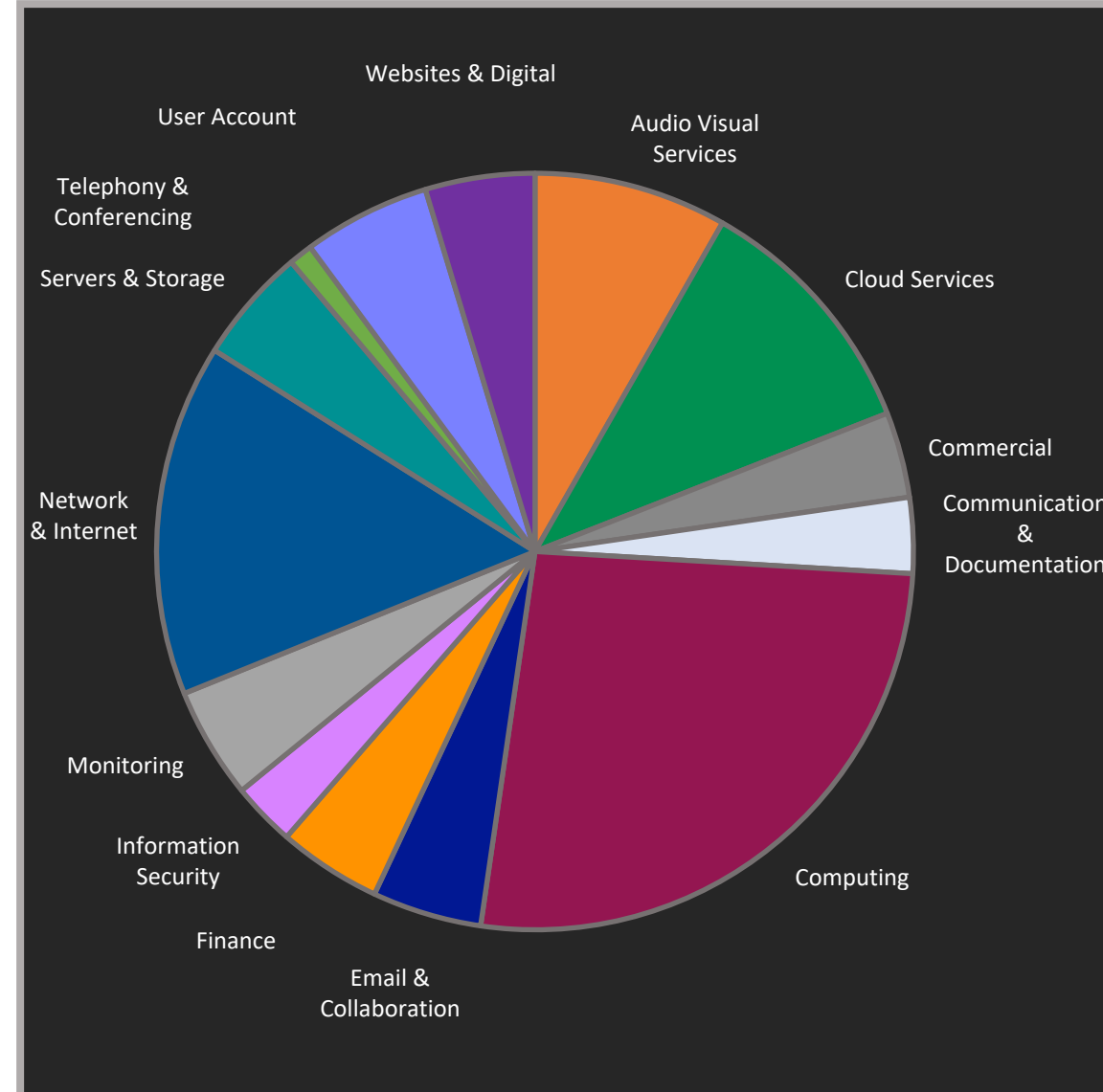
The table and chart show the types of requests we have received, and what service or system they fall in. This demonstrates the wide variety of requests we receive across the differing services and systems in place across the Gardens & Museums.

Q1 of the 2022/23 Academic Year saw a change in service as we began a review of the Audio Visual and Commercial Services in use across the Gardens & Museums, which included active support for elements of each. This saw an instant increase in the number of requests and activities in each, which has continued throughout Q2 - showing the exceptional demand for assistance, be it through active support, guidance and project works in each area.

We continue to monitor, and work with those associated in both AV and Commercial Systems, in view to utilising existing skills within the team to further enhance both key business services.

Gardens & Museums IT Quarterly Report 2022/2023
Quarter 2: 1st November 2022 - 31st January 2023

Report Findings & Conclusion

The number of requests received by the Gardens & Museums IT Team, despite being lower than last year (2021/22), continue to be high. Over 1000 requests per quarter was once considered to be high, but it is now very much the norm, and with our engagement with Audio-Visual Systems and Services, and Commercial Systems, this has the possibility to grow even more - especially as we move towards the Spring and Summer which have often been our busiest times, with the New Year often bringing in new ideas and projects which come to operational fruition during the warmer months.

The number of requests, and associated work related directly to Audio Visual and the Commercial Systems & Services continues to be monitored closely as we actively engage and look to add additional value to these critical business systems as key components of the IT Review, be it through technical, security or operational improvements.

Audio Visual & Commercial Services and Systems

In Q2 we have continued our engagement with reviewing and offering formalised support to the varied Audio Visual Systems and Services within the Gardens & Museums, and the Commercial Systems across GLAM.

Both areas have required our involvement, skills and experience in various aspects of their respective service provisions, which has included Information Security, Service Management & Operations, Project Management and Technical Design. Although our engagement and reviews of these business areas has included the recruitment of 1 Year Fixed Term IT/AV Officer post, the extra demand and work in these areas have required significant effort from the team, and many of the varied skills and capabilities which lay within. Despite the extra work, the benefits of our engagement has been fruitful and both business areas, and the use of within each location, have gained from our involvements .

Information Security & Assurance - Availability:

During Q2 much work has gone in to the business area of Network & Internet, and particular improvements in the redundancy and resilience of the networks across the Gardens & Museums. This has been achieved through the provisioning of new UPS units and the installation of secondary core switches to provide preventative backup, and failover of service in the event of a core network failure.

Response & Resolution

The Support request Response & Resolution times attained by the Gardens & Museums IT Team have always been one of our most impressive achievements, therefore the reduction for a second quarter in a row is concerning but the numbers themselves remain good when compared to other IT providers, whether within the University itself or external suppliers.

The complexity of the work encountered over Q1 and Q2 has changed, as have the number of projects we have been engaged in (AV and Commercial in particular), and both elements naturally increase the length of time it takes to resolve an activity or query. We will continue to monitor the change in Response & Resolution times, in view to ensuring that there is no adverse impact on overall service levels or the working pressures within the team.

In Conclusion

We will continue to closely monitor the impact that supporting AV and Commercial Systems have 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 the positives far outweigh the negatives, with the IT/AV Officer's assistance thus far we have been able to collectively offer benefits and value, and crucially improvements within AV, Commercial and general IT Support.