

Gardens & Museums IT

2019/2020 Service & Support Annual Report 1st August 2019 - 31st July 2020

The 2019/2020 Academic Year has once more been very busy in the Gardens & Museums, with significant progress being made across a number of areas including Service and Support.

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. In line with the growth, the number of personnel have grown as have the number of computers in use.

Despite the increase in support demand our Response and Resolution has once more improved, showing our continued efforts to provide an efficient and responsive Customer Service experience.

This report details the number of requests which we have received, the response and resolution to them, and where they come from.

Gardens &
Museums IT

Gardens & Museums IT Annual Report 2019/2020

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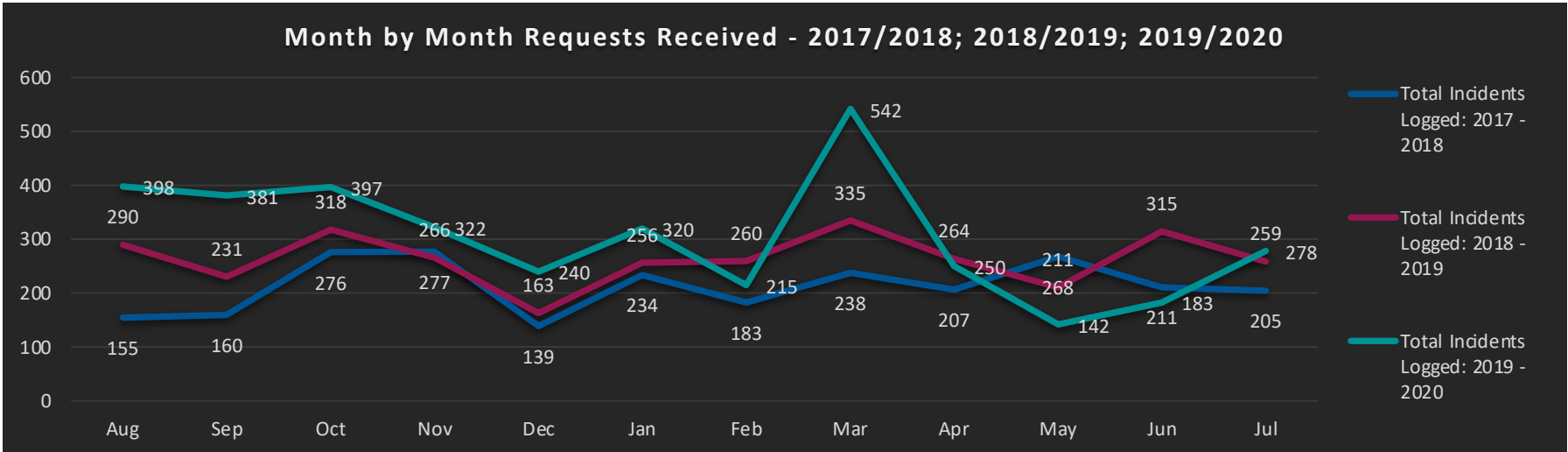
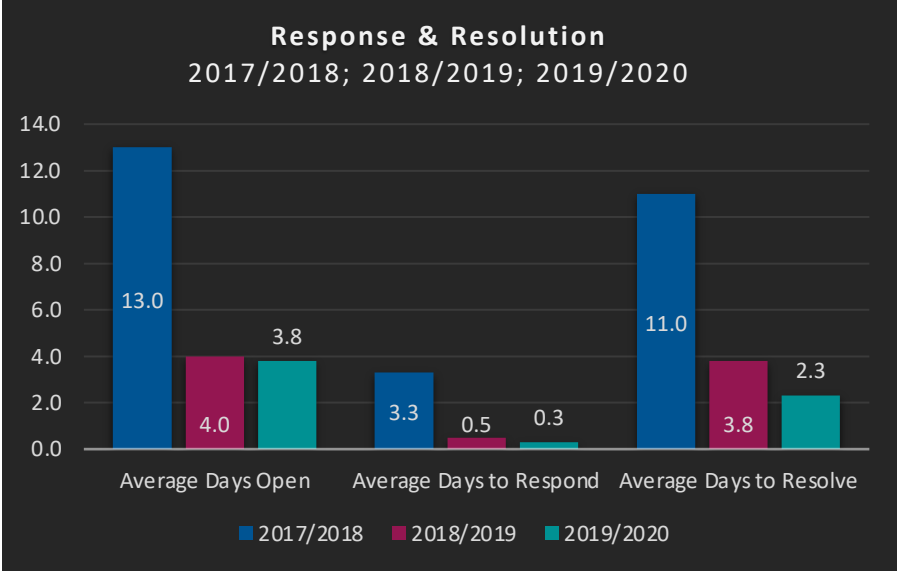
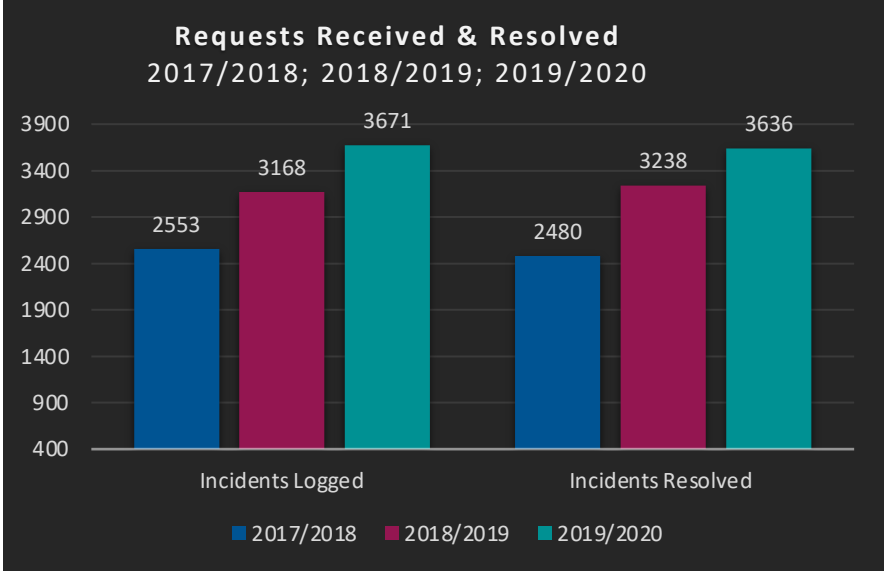
Requests Received & Resolved

| | |
|---------------------------|------|
| Support Requests Received | 3671 |
| Support Requests Resolved | 3636 |
| Tasks Resolved | 182 |

Requests Response & Resolution

| | |
|-------------------------|-----|
| Average Days Open | 3.8 |
| Average Days to Respond | 0.3 |
| Average Days to Resolve | 2.3 |
| % First Call Resolution | 63% |

Annual Support Comparison – 2017/2018; 2018/2019; 2019/2020



The diagrams on this page show the number of Support Requests which have been received, or work associated to IT developments across the Gardens & Museums.

Through the comparison charts you can see that once more the number of requests have increased, with this year (2019/20) having an 13% increase in requests on the last (2018/19).

Despite the increased demand our Response and Resolution have once more improved, demonstrating the commitment and efforts that Gardens & Museums IT put towards offering a responsive and user focused IT provision.

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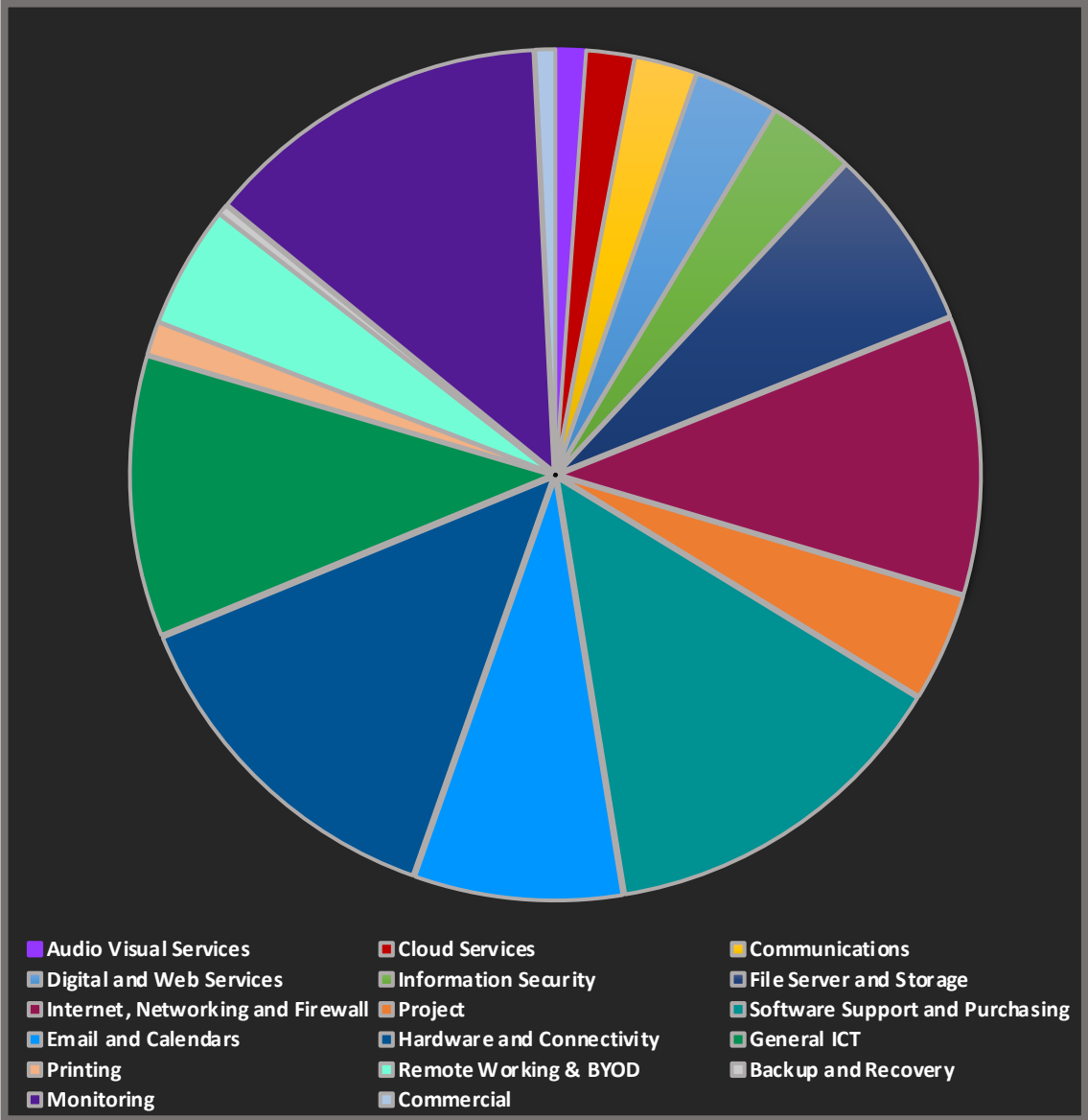


Type of Support Requests

| Service | Q1 Requests | Q2 Requests | Q3 Requests | Q4 Requests | Total | Percentage % |
|---------------------------------|-------------|-------------|-------------|-------------|-------|--------------|
| Audio Visual Services | 17 | 14 | 6 | 5 | 42 | 1 |
| Cloud Services | 15 | 8 | 27 | 18 | 68 | 2 |
| Communications | 26 | 28 | 30 | 4 | 88 | 2 |
| Digital & Web Services | 37 | 25 | 27 | 30 | 119 | 3 |
| Information Security | 18 | 25 | 44 | 35 | 122 | 3 |
| File Server & Storage | 101 | 80 | 42 | 34 | 257 | 7 |
| Internet, Networking & Firewall | 174 | 62 | 60 | 95 | 391 | 11 |
| Project | 30 | 49 | 31 | 42 | 152 | 4 |
| Software Support & Purchasing | 132 | 150 | 134 | 88 | 504 | 14 |
| Email & Calendars | 68 | 76 | 84 | 64 | 292 | 8 |
| Hardware & Connectivity | 119 | 117 | 185 | 72 | 493 | 13 |
| General ICT | 98 | 72 | 143 | 82 | 395 | 11 |
| Printing | 26 | 9 | 10 | 2 | 47 | 1 |
| Remote Working & BYOD | 5 | 4 | 140 | 23 | 172 | 5 |
| Backup & Recovery | 5 | 3 | 6 | 0 | 14 | 0 |
| Monitoring | 301 | 148 | 36 | 5 | 490 | 13 |
| Commercial | 4 | 12 | 3 | 9 | 28 | 1 |
| Total | 1176 | 882 | 1008 | 603 | 3669 | 100 |

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

Consistently the areas where we receive the most requests are ‘Internet, Networking & Firewall’, ‘Soft Support & Purchasing’, ‘Hardware & Connectivity’ and ‘General ICT’, though ‘Information Security’ requests are usually the most time consuming and concerningly growing areas.

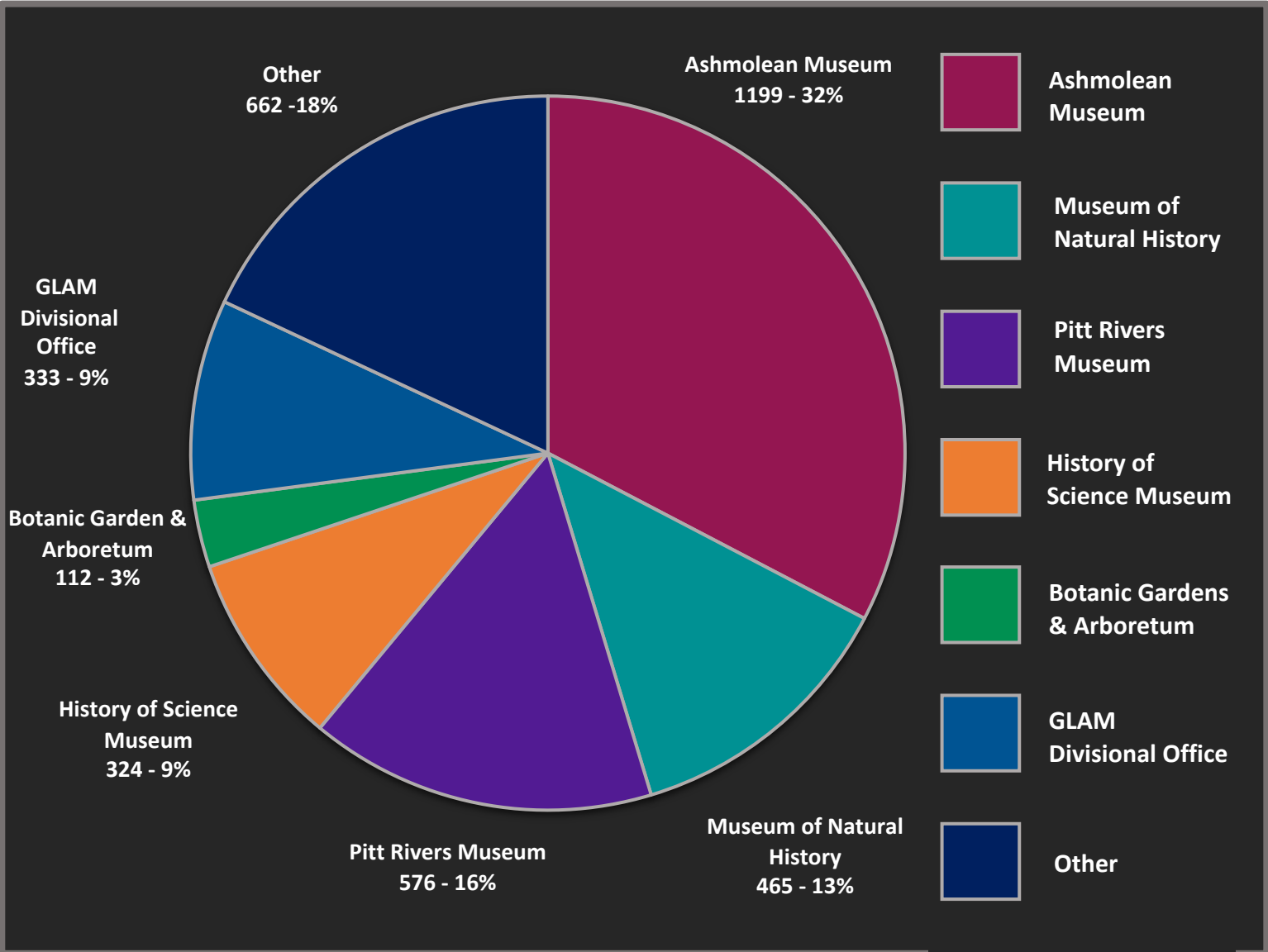


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Where have the Support Requests come from?

| Location | 2017/18 | 2018/19 | 2019/20 |
|-----------------------------|---------|---------|---------|
| Ashmolean Museum | 1234 | 1438 | 1199 |
| Museum of Natural History | 247 | 443 | 465 |
| Pitt Rivers Museum | 335 | 489 | 576 |
| History of Science Museum | 197 | 206 | 324 |
| Botanic Gardens & Arboretum | 10 | 28 | 112 |
| GLAM Divisional Office | 10 | 219 | 333 |
| Other | 520 | 345 | 662 |
| Total | 2553 | 3168 | 3671 |



The chart on this page shows where the support requests have come from and the spread across the Gardens & Museums locations.

We have seen an increase in the numbers of requests from all locations, with the exception of the Ashmolean where the requests are less than in 2018/19.

In particular requests from History of Science, Botanic Gardens & Arboretum and the GLAM Divisional Office have risen extensively - requests from Botanic Gardens could be as a result of improved communications and engagement with this location where requests had been minimal before.

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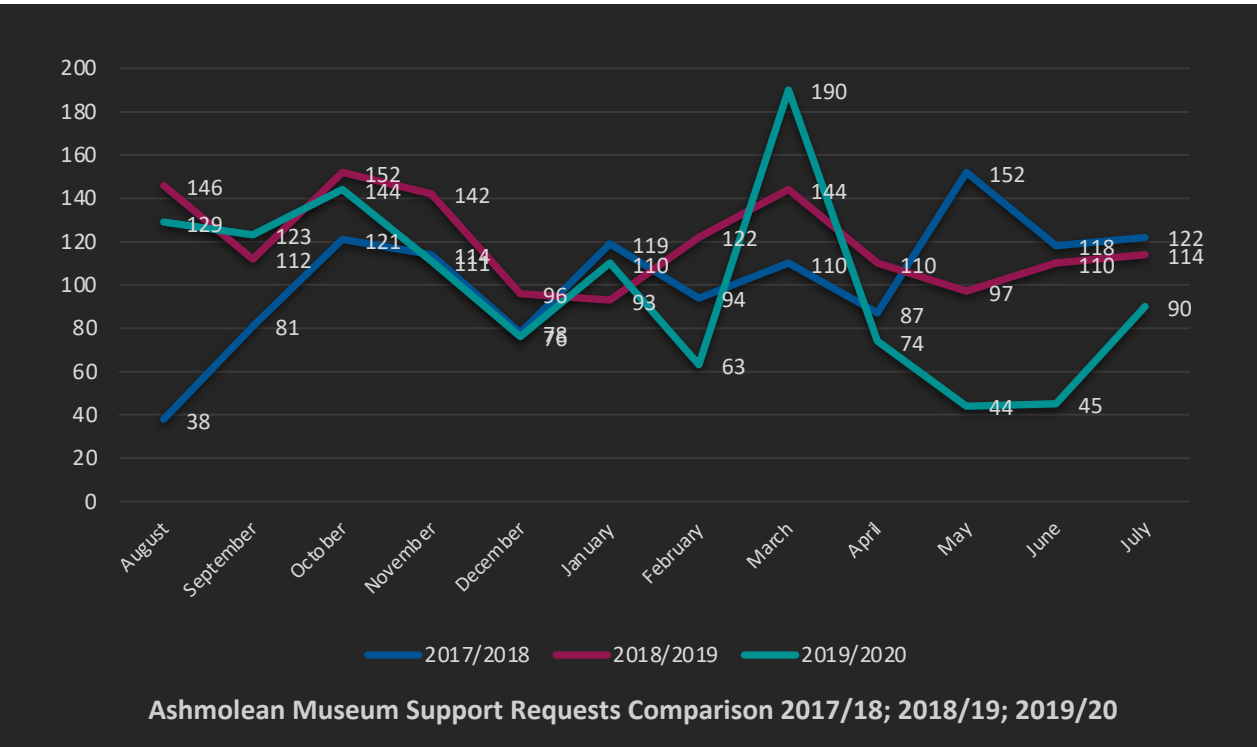
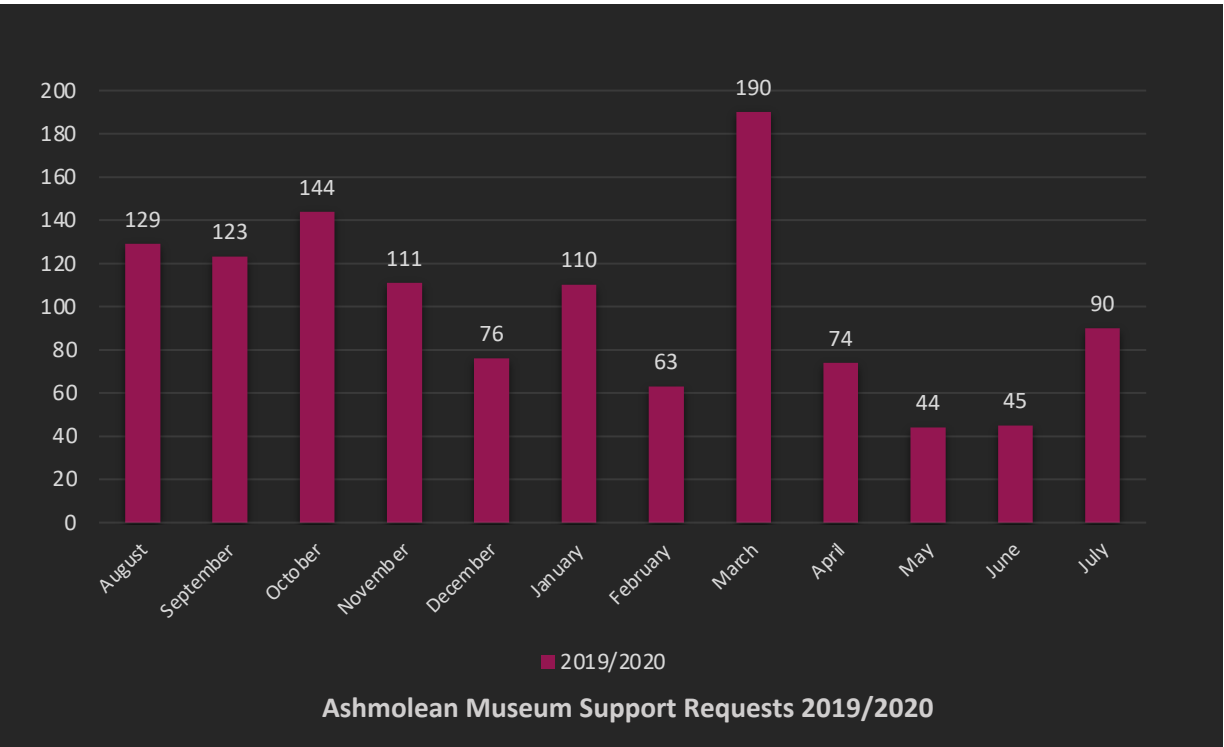
Ashmolean Museum

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| Ashmolean GMIT Support Requests 20192020 | 1199 |
| Ashmolean Percentage of Requests | 32% |
| Ashmolean GMIT Support Requests 20182019 | 1438 |
| Increase/Decrease in GMIT Support Requests | -239 |
| Percentage Increase/Decrease | -17% |

Support Requests numbers from the Ashmolean Museum have remained relatively consistent over the years, but have reduced in 2019/2020.

The likely reason for this is that in 2017/18 and 2018/19 IT infrastructure changes were implemented throughout the Ashmolean and have provided more robust and resilient systems. Additionally the months of May and June were particularly low as many colleagues were on furlough, and those not had adjusted to Remote Working.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums, only those specific to the Ashmolean Museum. Requests that covered the entire Gardens & Museums totalled 662, which is 18% of the overall numbers.



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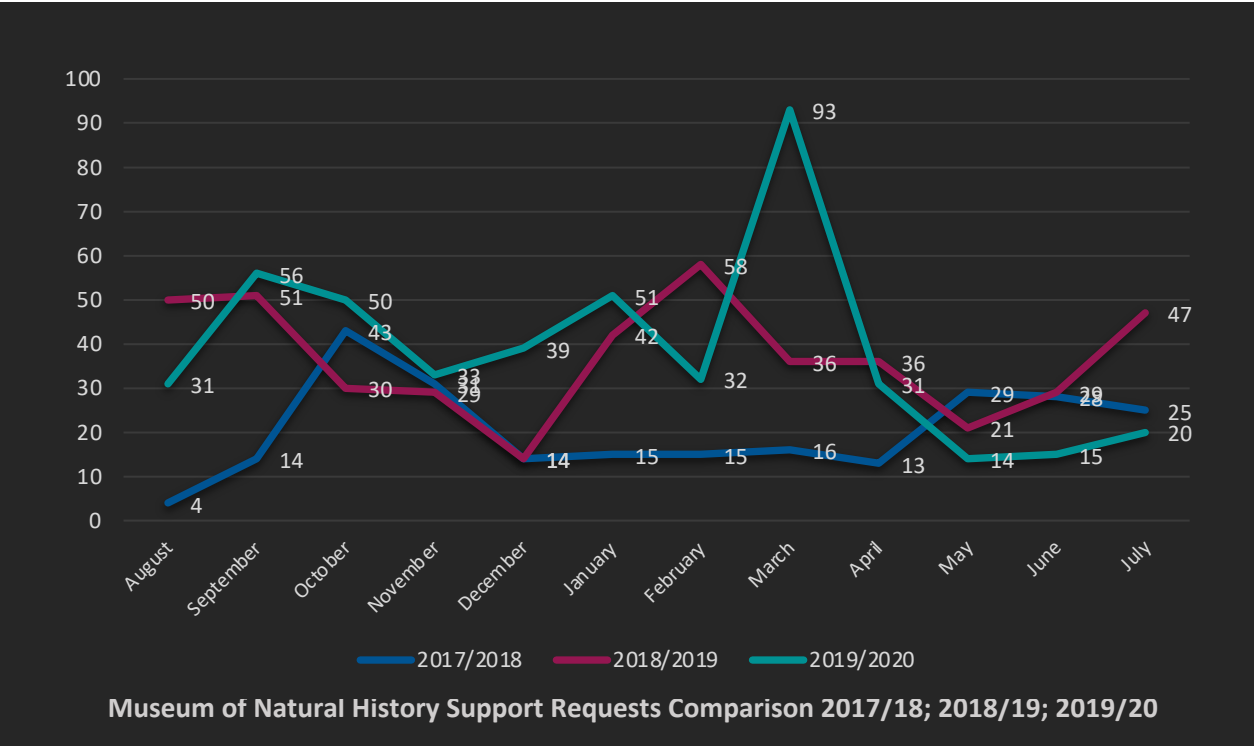
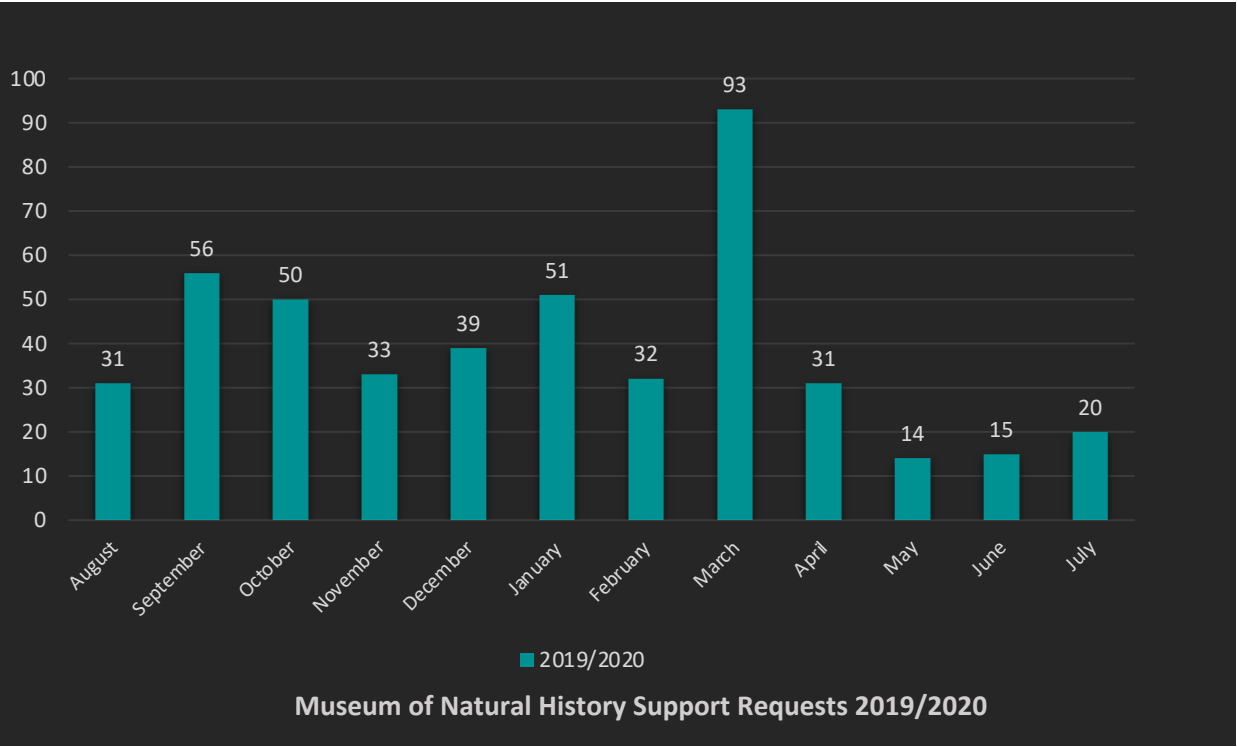
Museum of Natural History

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| Natural History GMIT Support Requests 20192020 | 465 |
| Natural History Percentage of Requests | 13% |
| Natural History GMIT Support Requests 20182019 | 443 |
| Increase/Decrease in GMIT Support Requests | 22 |
| Percentage Increase/Decrease | 5% |

IT Support Requests from the Museum of Natural History have increased slightly, but are very similar this year (2019/20) to those of last (2018/19), having increased significantly from 2017/2018.

Comparing 2019/20 directly to 2018/19 one can see that month by month there has been a small increase in numbers up until March, where there was a surge of requests related to Remote Working queries and preparations for Lockdown. From April until the end of July the numbers are less due to many colleagues being on furlough, or operations having reduced as a result of the Coronavirus pandemic.

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 Museum of Natural History. Requests that covered the entire Gardens & Museums totalled 662, which is 18% of the overall numbers.



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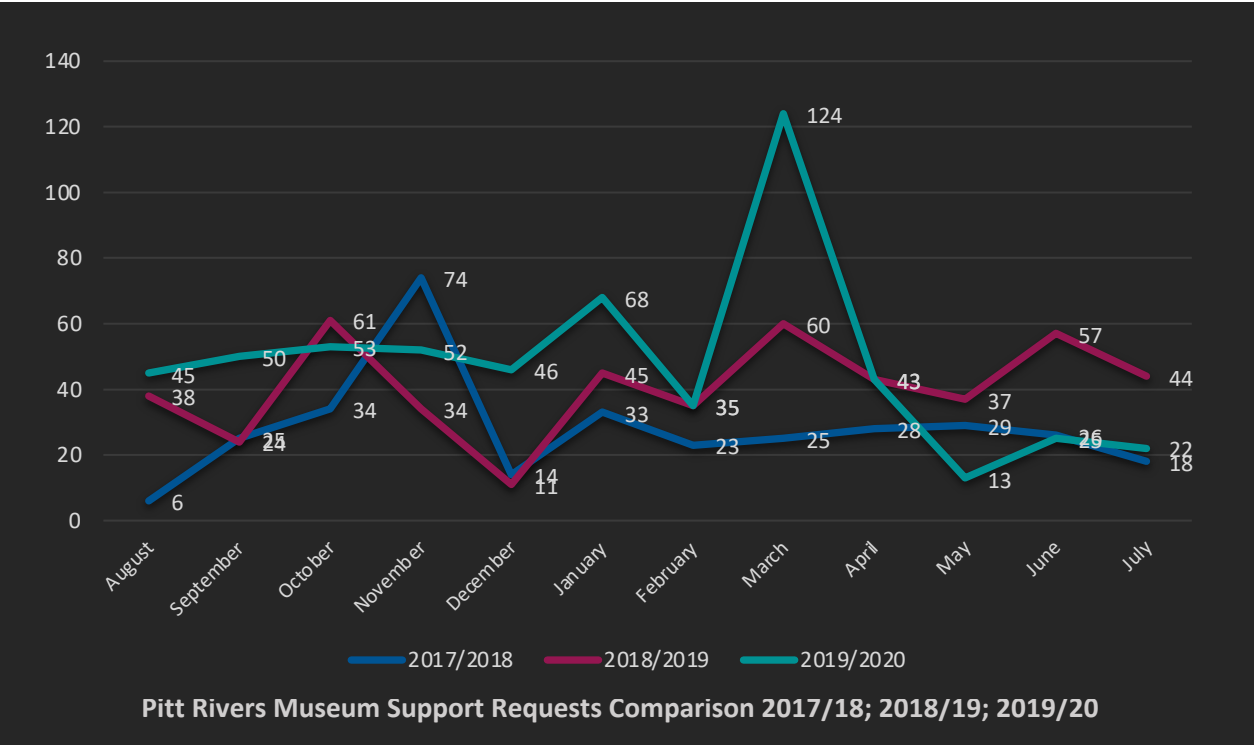
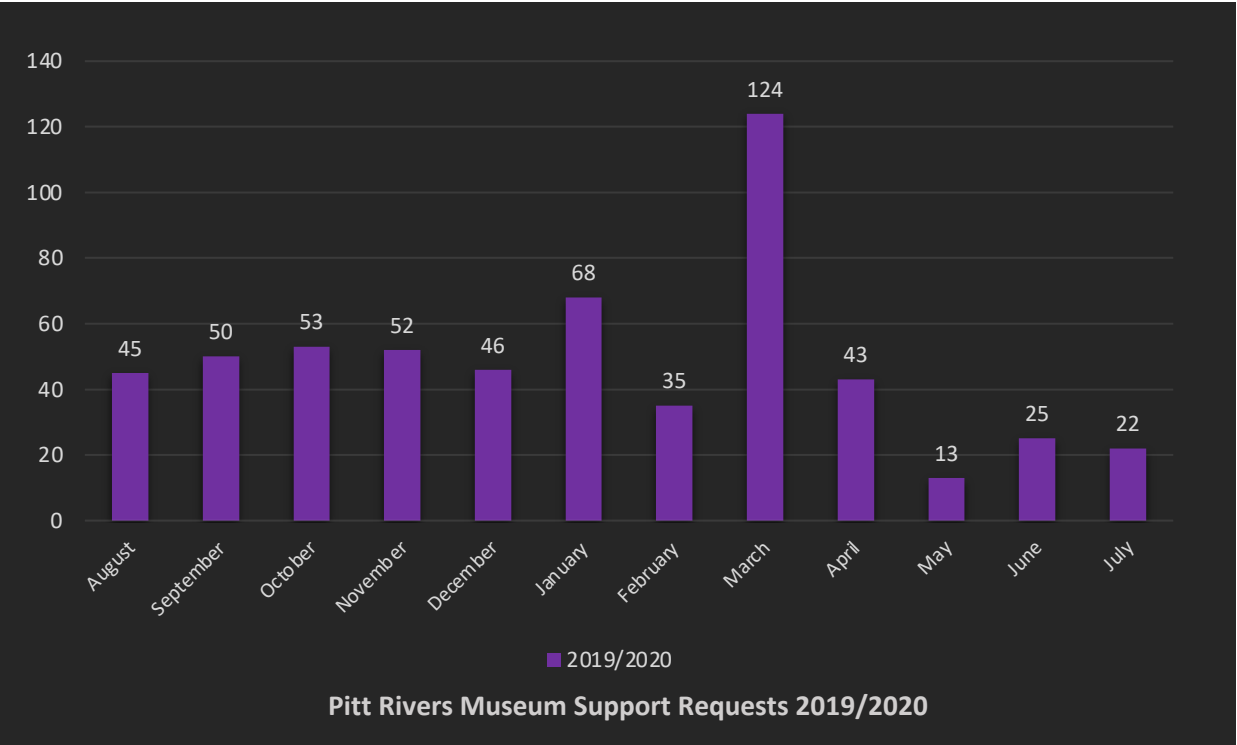
Pitt Rivers Museum

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| Pitt Rivers GMIT Support Requests 20192020 | 576 |
| Pitt Rivers Percentage of Requests | 16% |
| Pitt Rivers GMIT Support Requests 20182019 | 489 |
| Increase/Decrease in GMIT Support Requests | 87 |
| Percentage Increase/Decrease | 18% |

IT Support Requests from the Pitt Rivers Museum have increased from 2018/2018 to 2019/2020, but are somewhat similar having increased significantly from 2017/2018. Due to the large use of Apple devices the Pitt Rivers Museum represents the second highest Gardens & Museums IT support request numbers behind the Ashmolean Museum

Month by month there was an increase in support requests until March, where there was a significant rise of requests which can be directly related to the Coronavirus Pandemic, through Lockdown preparations and Remote Working support. From April until the end of July the numbers are less due to operations having reduced or colleagues being on furlough.

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 662, which is 18% of the overall numbers.



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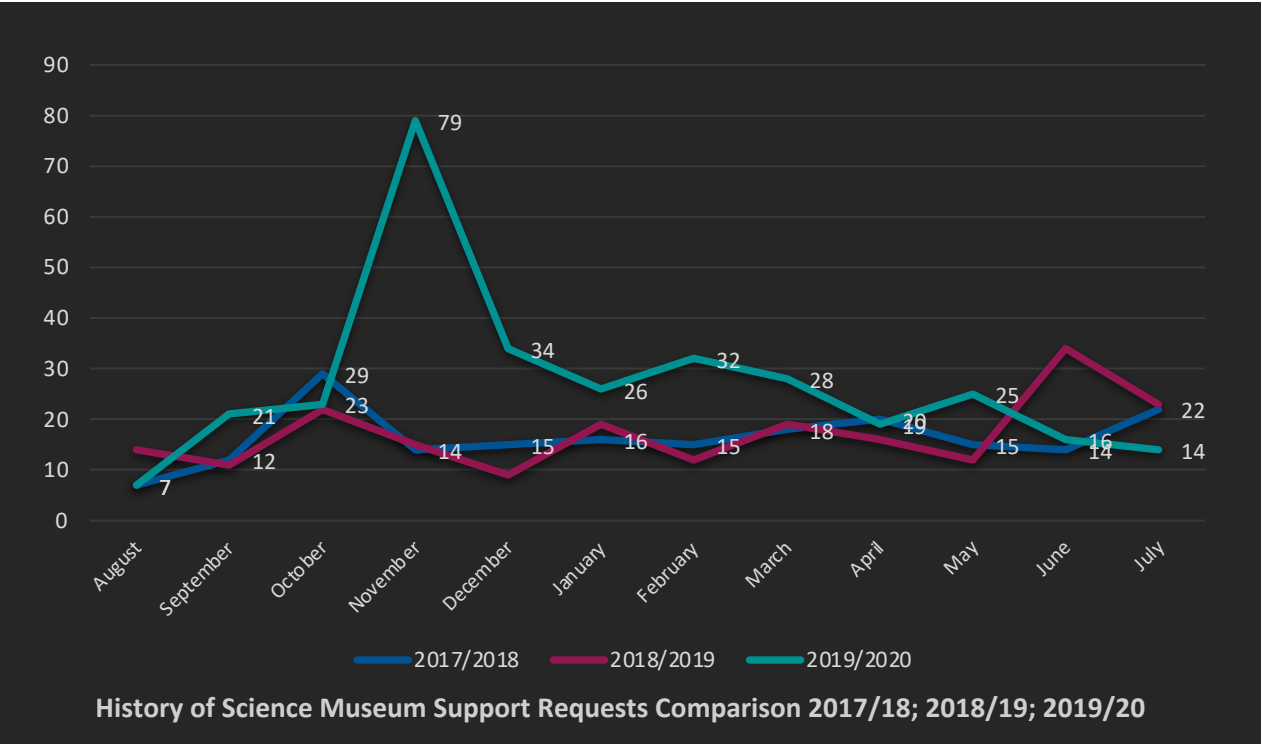
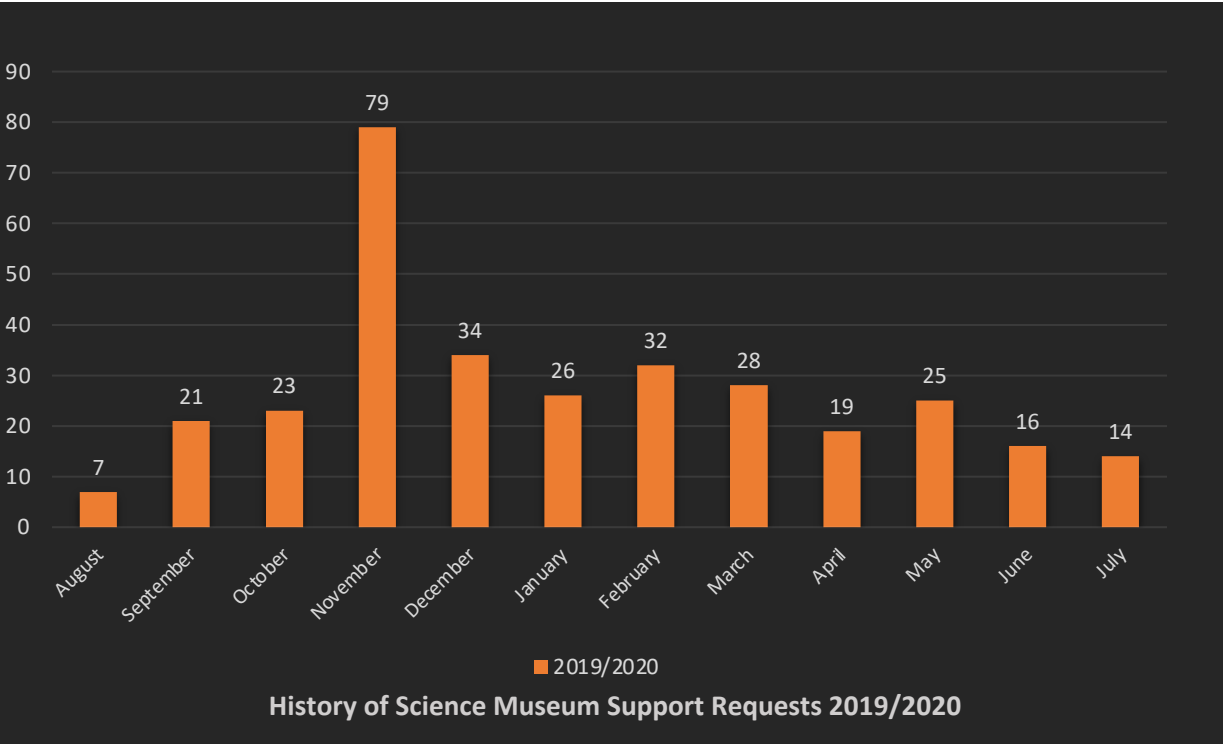
History of Science Museum

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| History of Science GMIT Support Requests 20192020 | 324 |
| History of Science Percentage of Requests | 9% |
| History of Science GMIT Support Requests 20182019 | 206 |
| Increase/Decrease in GMIT Support Requests | 118 |
| Percentage Increase/Decrease | 57% |

Gardens & Museums IT Support Requests from the History of Science Museum have increased this year (2019/2020) when compared to last (2018/2019). In particular there was a significant rise in activity in November.

Despite the rise in numbers the History of Science Museum were one of the more self sufficient sites when it came to queries relating to the Museums Lockdown and the planning for Remote Working, with request numbers staying generally consistent with the previous months (with the exception of November).

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 662, which is 18% of the overall numbers.



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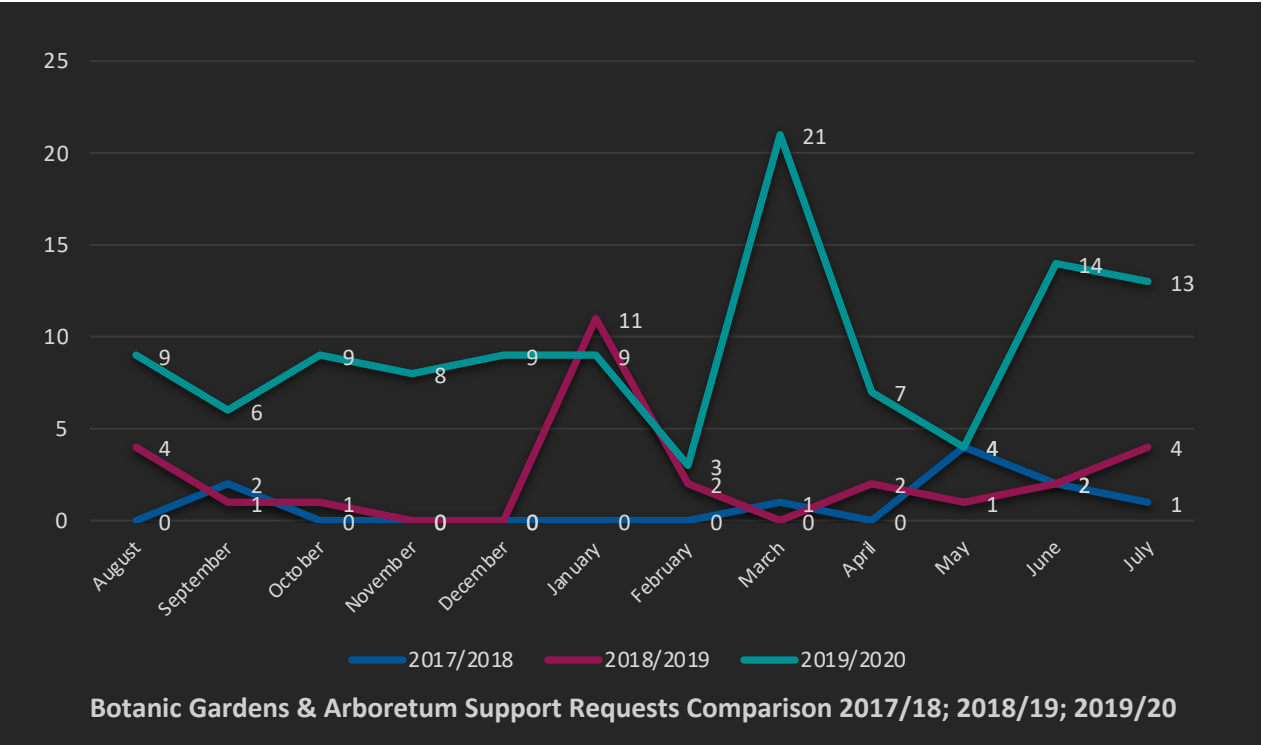
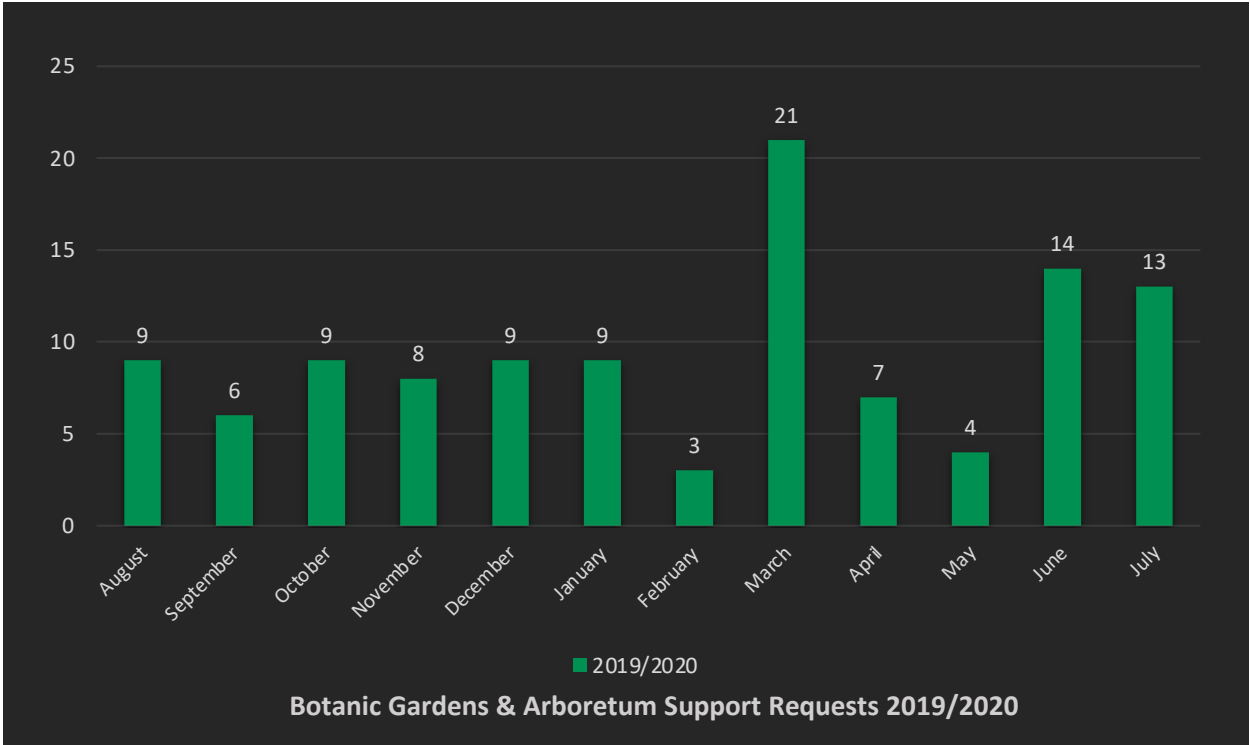
Botanic Gardens & Arboretum

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|--|------|
| Botanic Gardens GMIT Support Requests 20192020 | 112 |
| Botanic Gardens Percentage of Requests | 3% |
| Botanic Gardens GMIT Support Requests 20182019 | 28 |
| Increase/Decrease in GMIT Support Requests | 84 |
| Percentage Increase/Decrease | 300% |

Gardens & Museums IT Support Requests numbers from the Botanic Gardens & Arboretum were minimal in previous years, but this year we have seen a regular number of support requests with 112.

This is likely due to project work at the Botanic Gardens & Arboretum, but also due to increased communications as we endeavour to improve our presence at the location. We also saw an increase in March as the Botanic Gardens began preparations for Lockdown which brought about a number of Working from Home queries.

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 Gardens & Arboretum. Requests that covered the entire Gardens & Museums totalled 662, which is 18% of the overall numbers.



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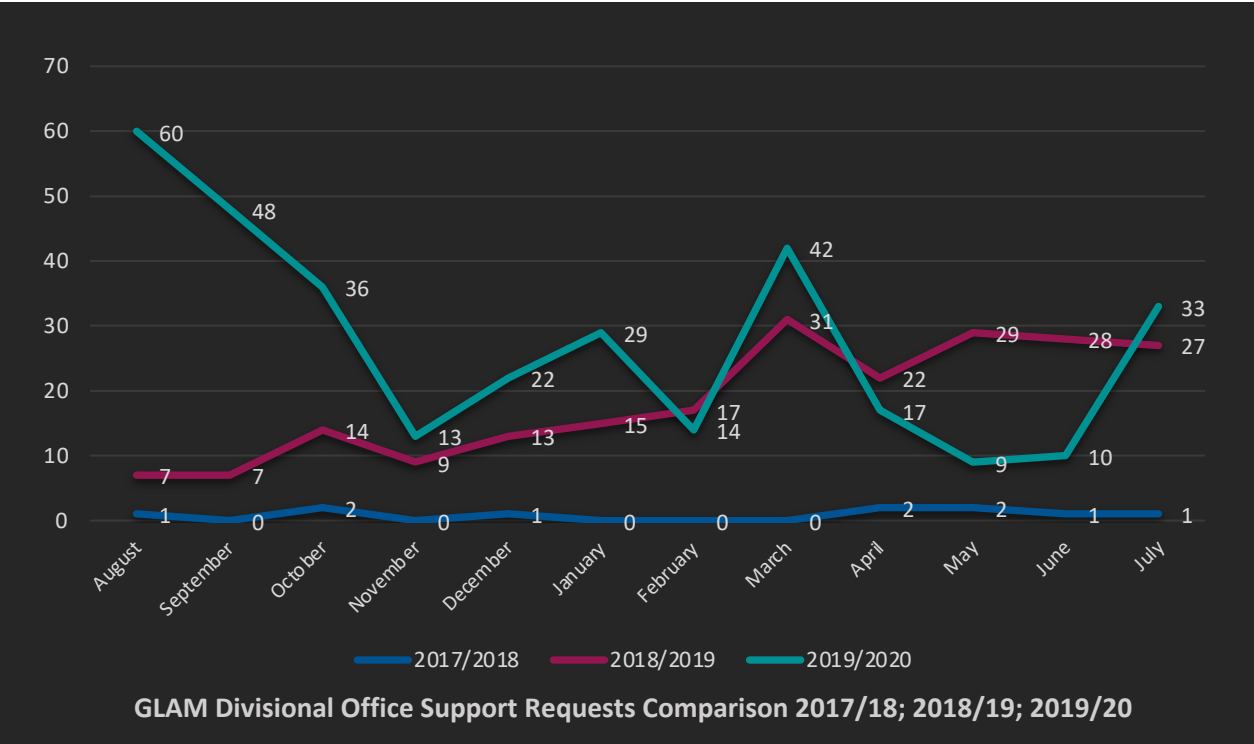
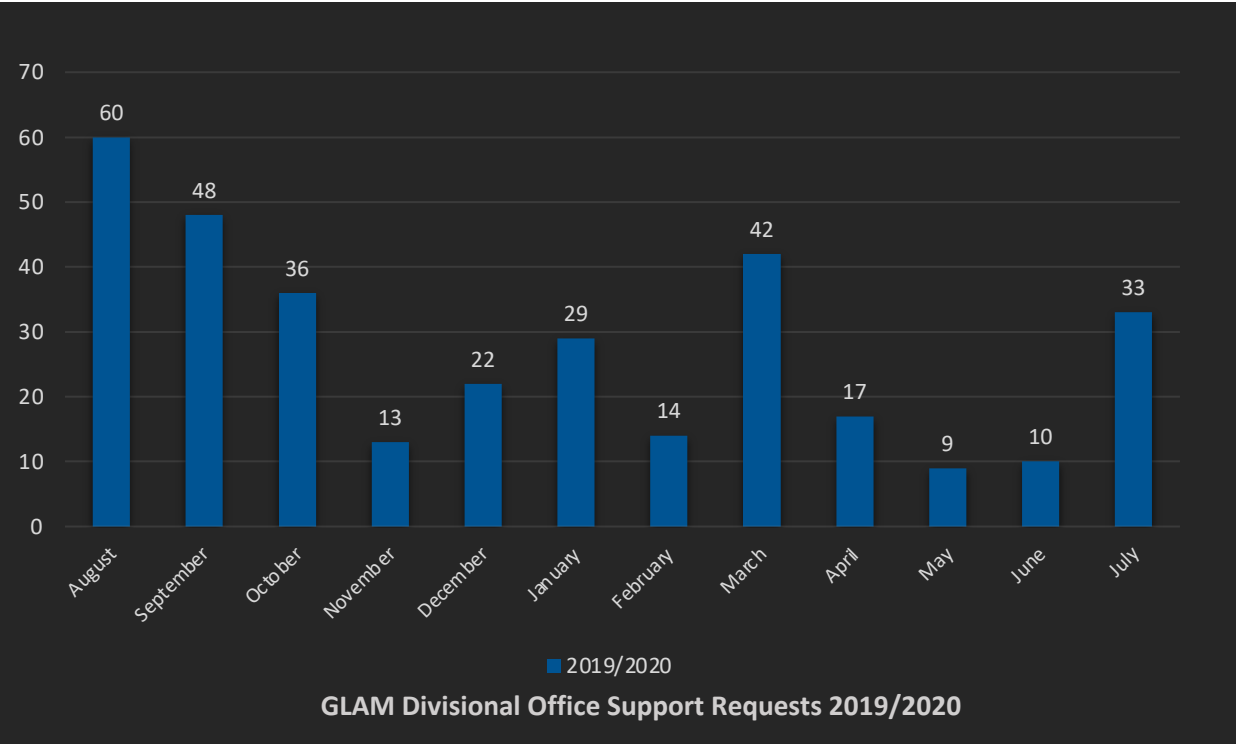
GLAM Divisional Office

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|--|-----|
| GLAM GMIT Support Requests 20192020 | 333 |
| GLAM Percentage of Requests | 9% |
| GLAM GMIT Support Requests 20182019 | 219 |
| Increase/Decrease in GMIT Support Requests | 114 |
| Percentage Increase/Decrease | 52% |

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

We have regularly seen more requests month by month in 2019/20 compared to 2018/19, with the exception of April, May and June which is likely directly related to Lockdown and people becoming comfortable with Remote Working or certain operational activities reducing.

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 662, which is 18% of the overall numbers.

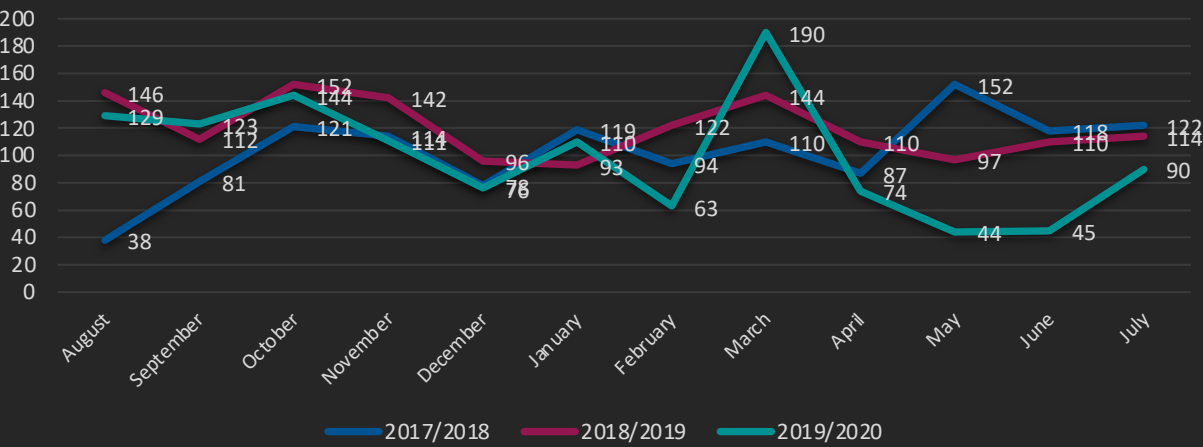


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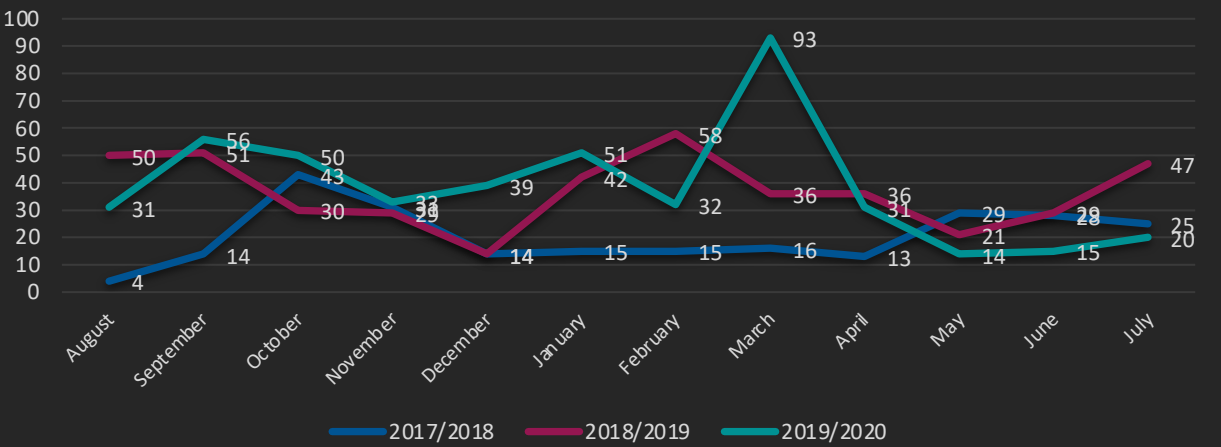
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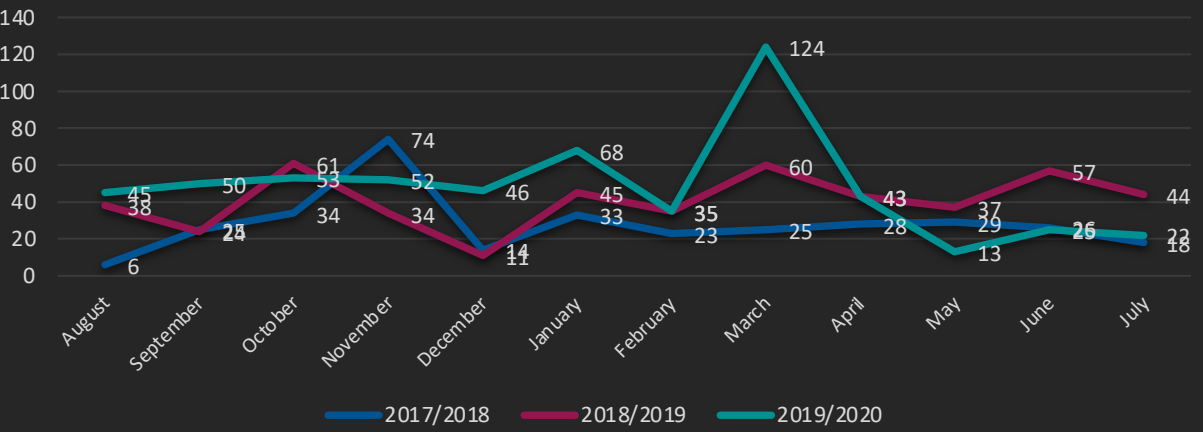
Ashmolean Museum Support Requests
2017/18; 2018/19; 2019/20



Museum of Natural History Support Requests
2017/18; 2018/19; 2019/20



Pitt Rivers Museum Support Requests
2017/18; 2018/19; 2019/20



Ashmolean Museum: The Ashmolean numbers have remained relatively consistent over the years, but have gradually reduced as operational changes at the location have minimised, and Infrastructure changes have been implemented to provide more robust and resilient systems.

Museum of Natural History: Requests from the Museum of Natural History have increased slightly, but are very similar this year (2019/20) to those of last (2018/19), having increased significantly from 2017/2018.

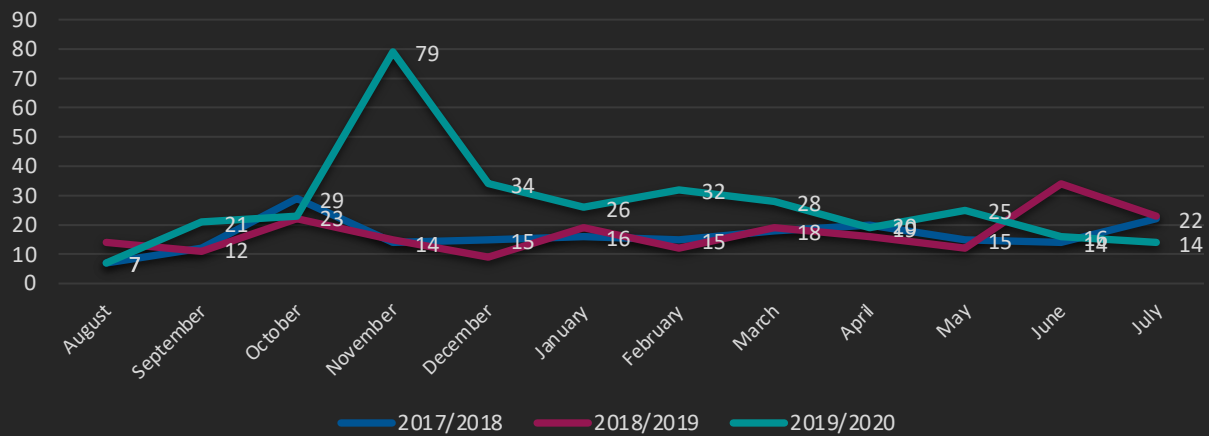
Pitt Rivers Museum: As with the Museum of Natural History Requests from the Pitt Rivers Museum have increased slightly from 2018/19 after a significant rise from 2017/18. Due to the large use of Apple devices Pitt Rivers represent the second highest support request numbers behind the Ashmolean.

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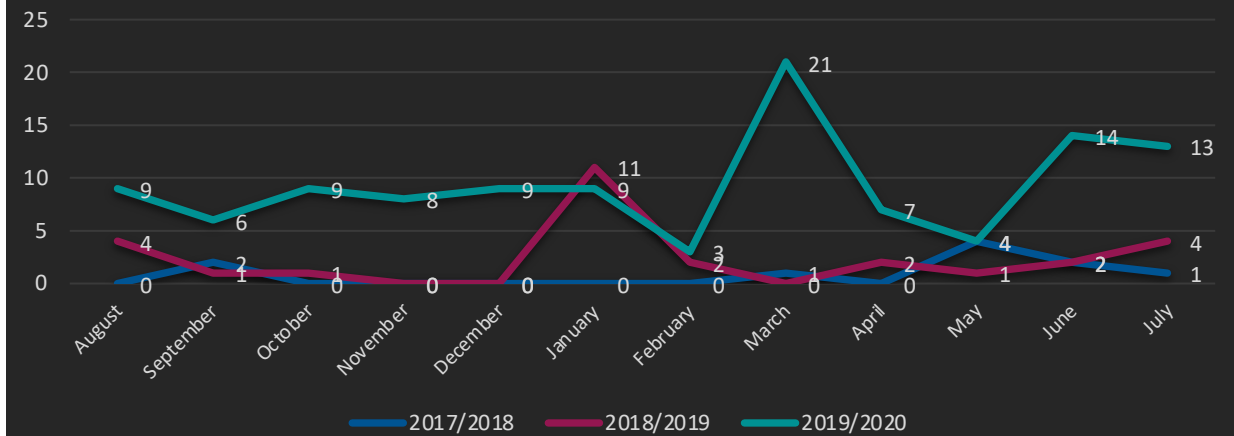
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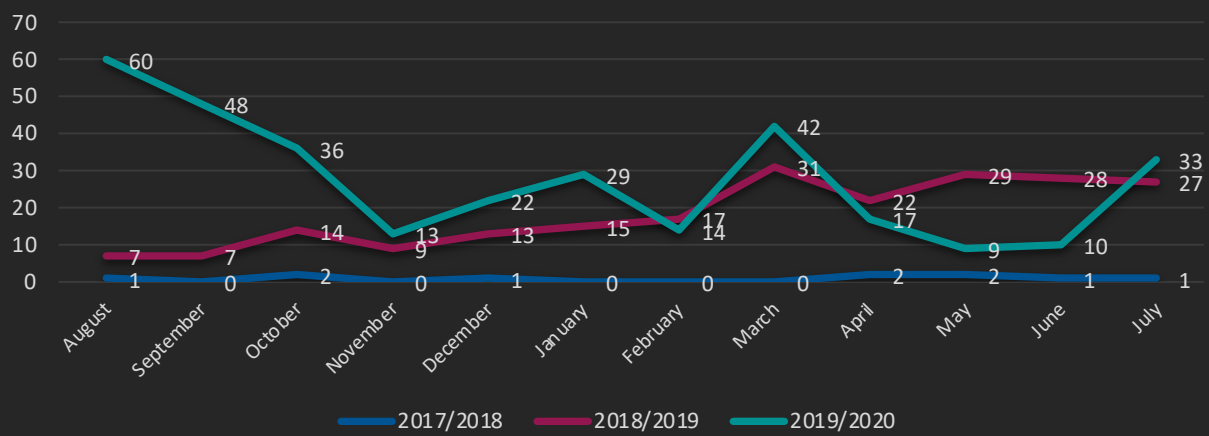
History of Science Museum Support Requests
2017/18; 2018/19; 2019/20



Botanic Gardens & Arboretum Support Requests
2017/18; 2018/19; 2019/20



GLAM Divisional Office Support Requests
2017/18; 2018/19; 2019/20



History of Science Museum: Requests from the History of Science Museum have risen this year from last. There was a significant rise in activity in November.

Botanic Gardens & Arboretum: Requests from the Gardens have been minimal until this year, where we have seen a regular number of support requests. This is likely due to project work at the Botanic Gardens & Arboretum, but also due to increased communications as we endeavour to improve our presence at the location.

GLAM Divisional Office: The GLAM Office continues to expand in terms of numbers, operations and activities. In line with this the number of support requests also continue to grow.