Gardens & Museums IT

Quarterly Report 2019/2020
Quarter 4: 1st May 2020 - 31st July 2020

Quarter 4 of the 2019 to 2020 (1st May to 31st July 2020) Academic Year was quieter than in previous months in respect to Support Requests as a direct result of the Coronavirus outbreak.

Colleagues were more comfortable with Remote Working, and significant numbers had been Furloughed. Despite this the period was still very busy, and the support requests received were often more complex due to the nature of supporting our colleagues remotely, and operational changes in the locations. Also significant project work took place in this period.

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Quarter 4 - Support Requests Received & Support Requests Resolved

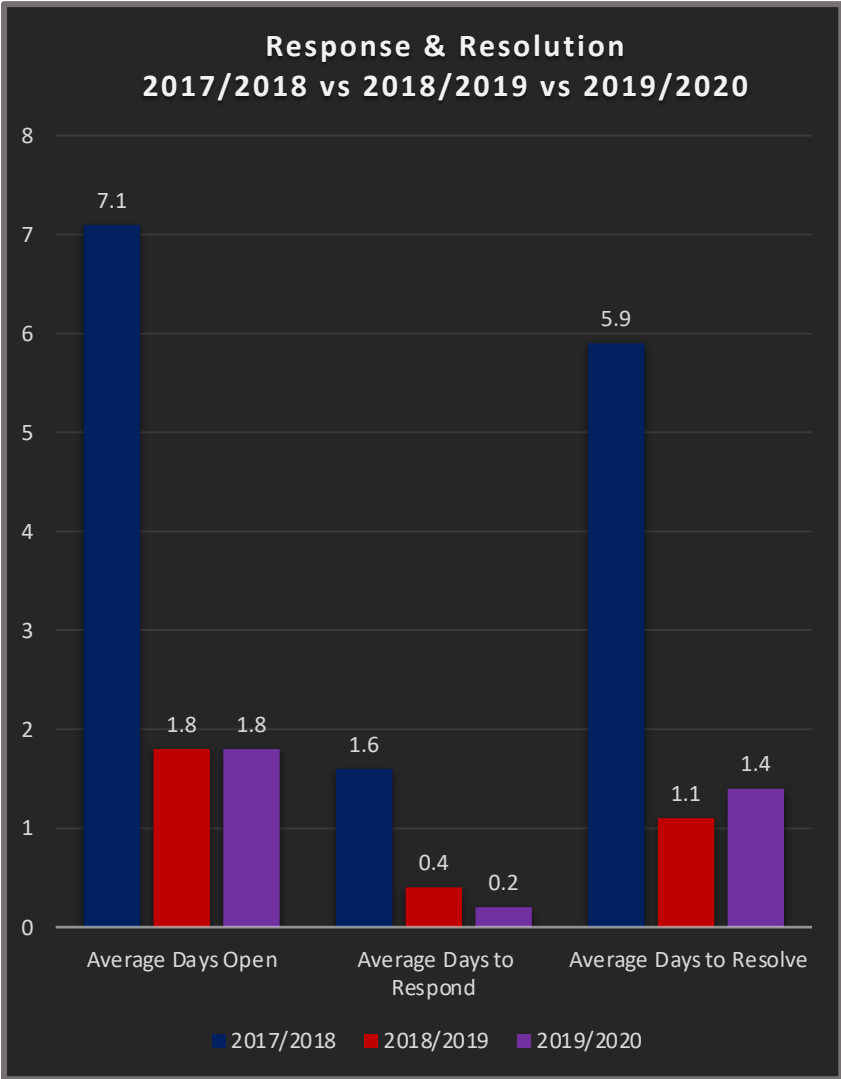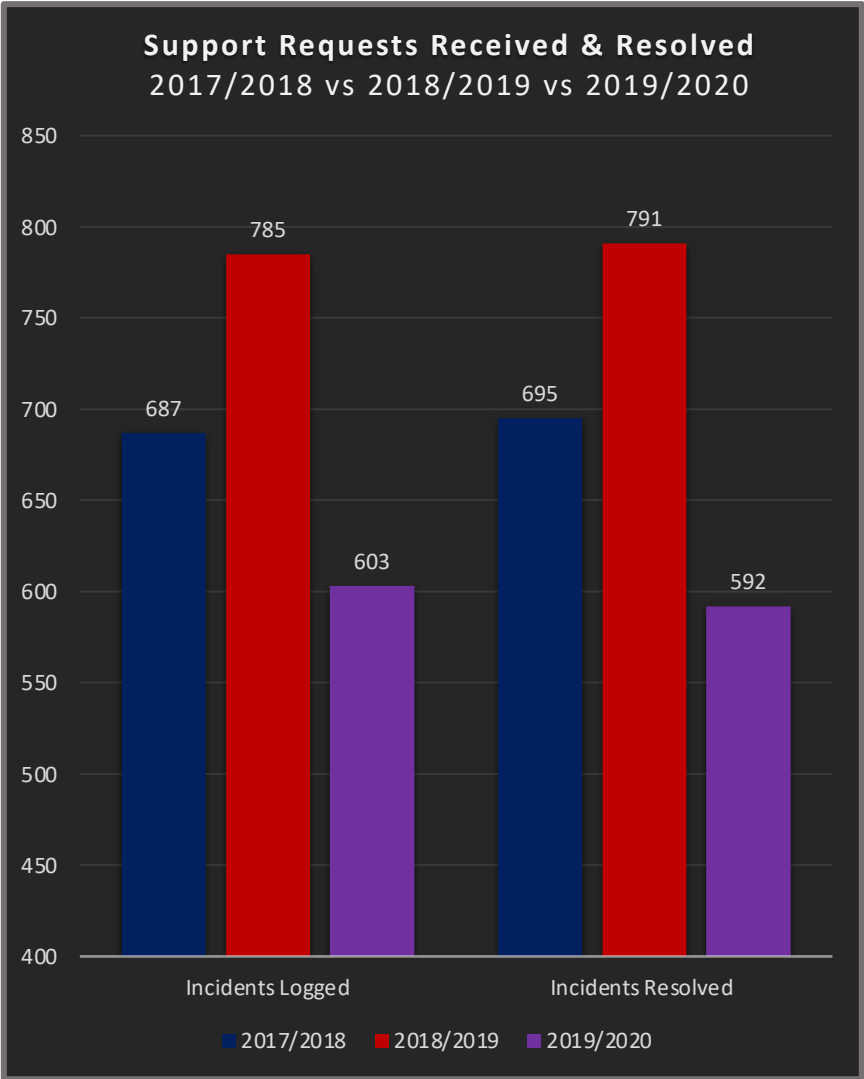| Support Requests Received	603
Support Requests Resolved	592
Tasks Resolved	35

Quarter 4 - Support Requests Response & Resolution

Average Days Open	1.8
Average Days to Respond	0.2
Average Days to Resolve	1.4
% First Call Resolution	57%

The diagrams on this page show that the number of Support Requests received in this quarter is lower than the same time period in 2017/18 and 2018/19. We believe this is a direct result of Coronavirus, and the activities across the Gardens & Museums being reduced and many colleagues being furloughed.

The Response and Resolution rates have once more improved.

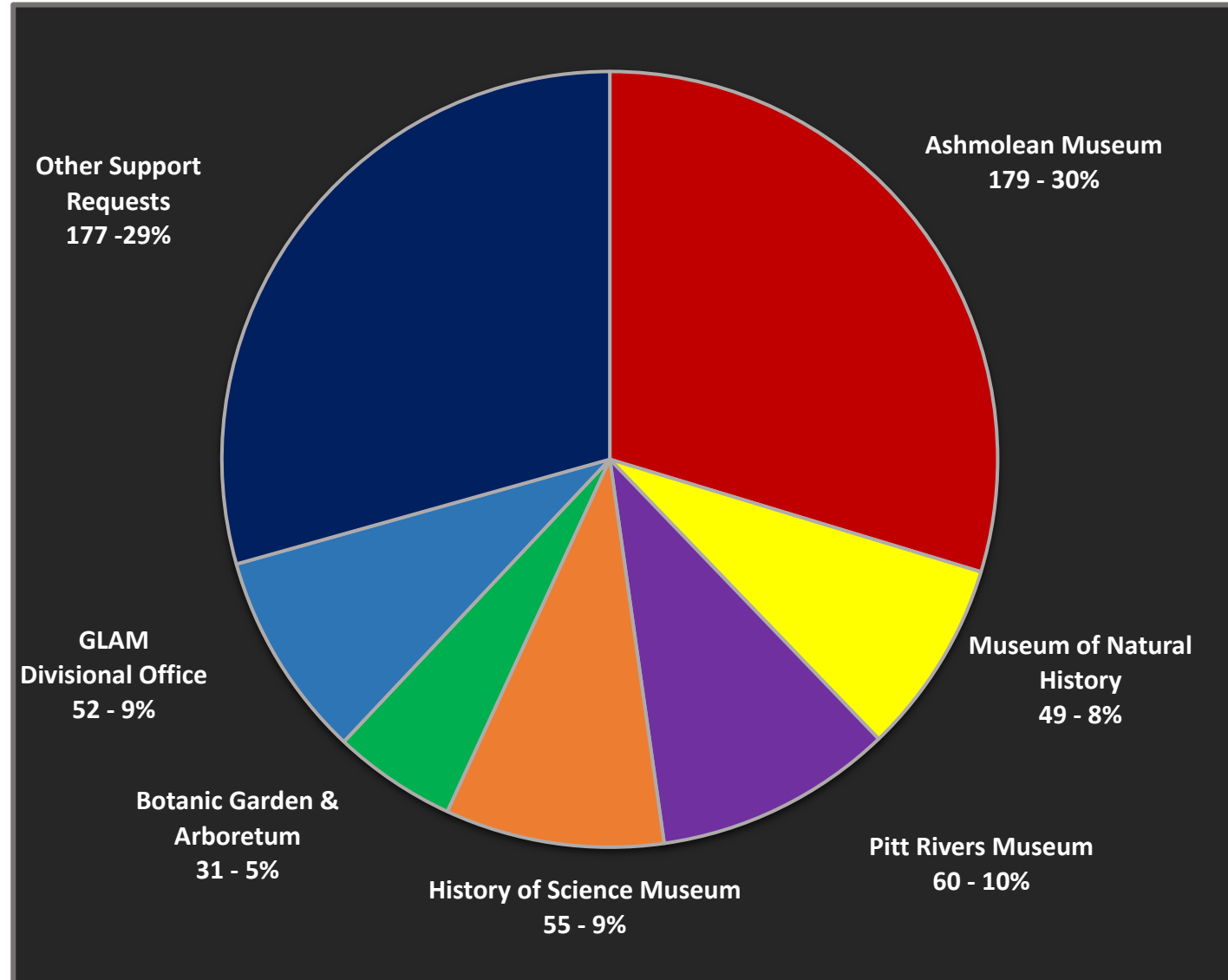## Quarter 4 Support Comparison – 2017/2018; 2018/2019; 2019/2020

Support Requests Received & Resolved
2017/2018 vs 2018/2019 vs 2019/2020

	Incidents Logged	Incidents Resolved
2017/2018	687	695
2018/2019	785	791
2019/2020	603	592

Response & Resolution
2017/2018 vs 2018/2019 vs 2019/2020

	Average Days Open	Average Days to Respond	Average Days to Resolve
2017/2018	7.1	1.6	5.9
2018/2019	1.8	0.4	1.1
2019/2020	1.8	0.2	1.4

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Quarter 4: 1st May 2020 - 31st July 2020

Quarter 4 - Where have the Support Requests come from?

Location	May 2020	June 2020	July 2020
Ashmolean Museum	44	45	90
Museum of Natural History	14	15	20
Pitt Rivers Museum	13	25	22
History of Science Museum	25	16	14
Botanic Garden & Arboretum	4	14	13
GLAM Divisional Office	9	10	33
Other Support Requests	33	58	86
Total	142	183	278

The numbers of Support Requests from Gardens & Museum locations are lower than usual, as explained previously. The distribution across the locations is as expected, though 'Other Support Requests' is high as significant work has taken place on Projects and Documentation in this time period.

Other Support Requests
177 -29%

Ashmolean Museum
179 - 30%

Museum of Natural History
49 - 8%

Pitt Rivers Museum
60 - 10%

History of Science Museum
55 - 9%

Botanic Garden & Arboretum
31 - 5%

GLAM Divisional Office
52 - 9%

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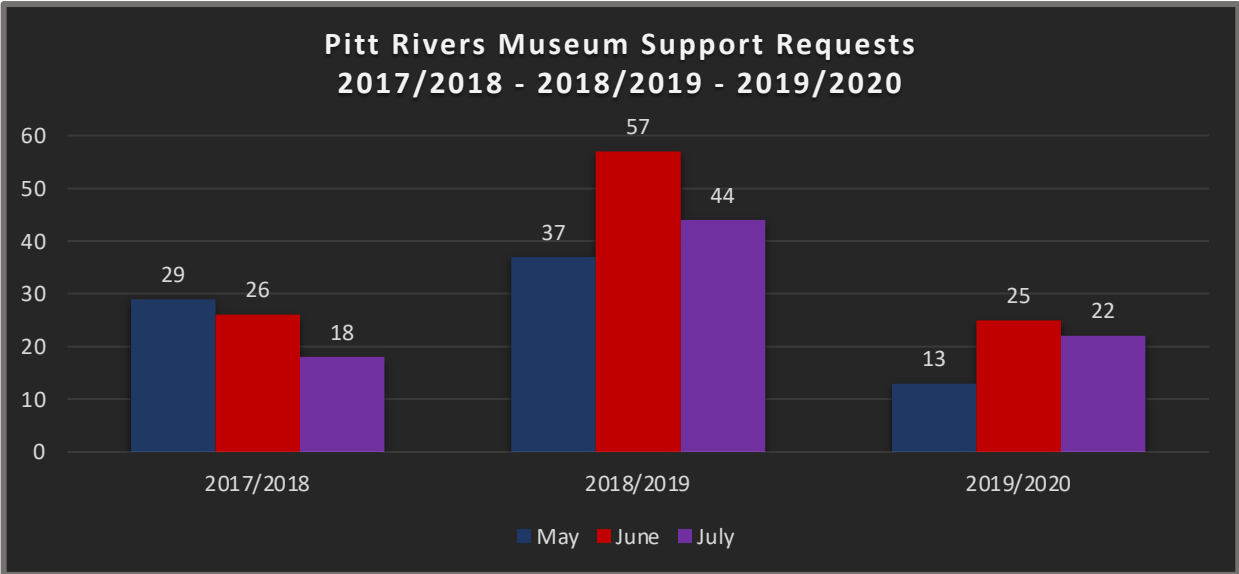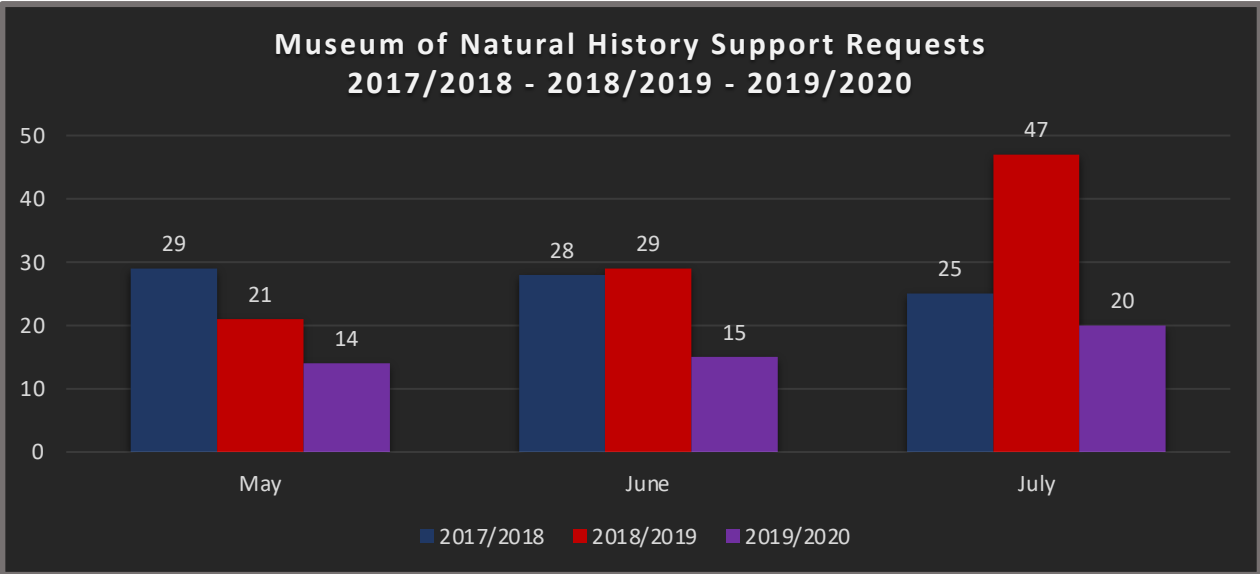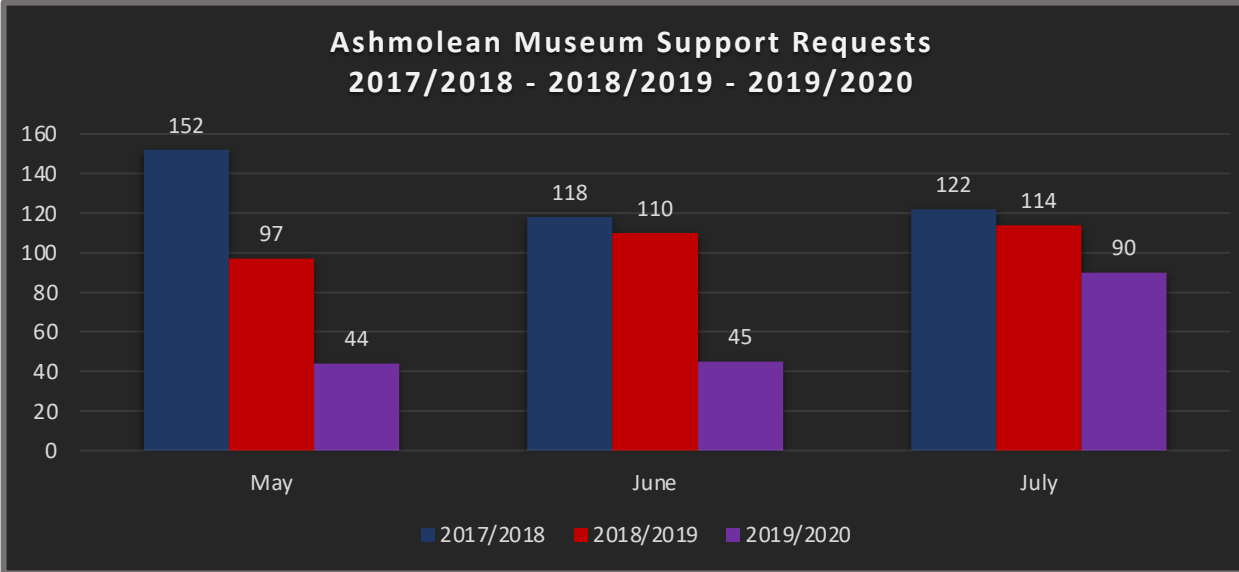
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Quarter 4 - Where have the Support Requests come from?

Ashmolean Museum: The Ashmolean numbers are much lower in May and June, but more normal in July as activities have increased and colleagues have returned to work from furlough in preparation for re-opening in early August.

Natural History Museum: Requests from the Natural History Museum have also reduced, but not as drastically as to that of the Ashmolean.

Pitt Rivers Museum: Requests from the Pitt Rivers Museum show as being similar in these months as in previous years.

Ashmolean Museum Support Requests
2017/2018 - 2018/2019 - 2019/2020

Museum of Natural History Support Requests
2017/2018 - 2018/2019 - 2019/2020

Pitt Rivers Museum Support Requests
2017/2018 - 2018/2019 - 2019/2020

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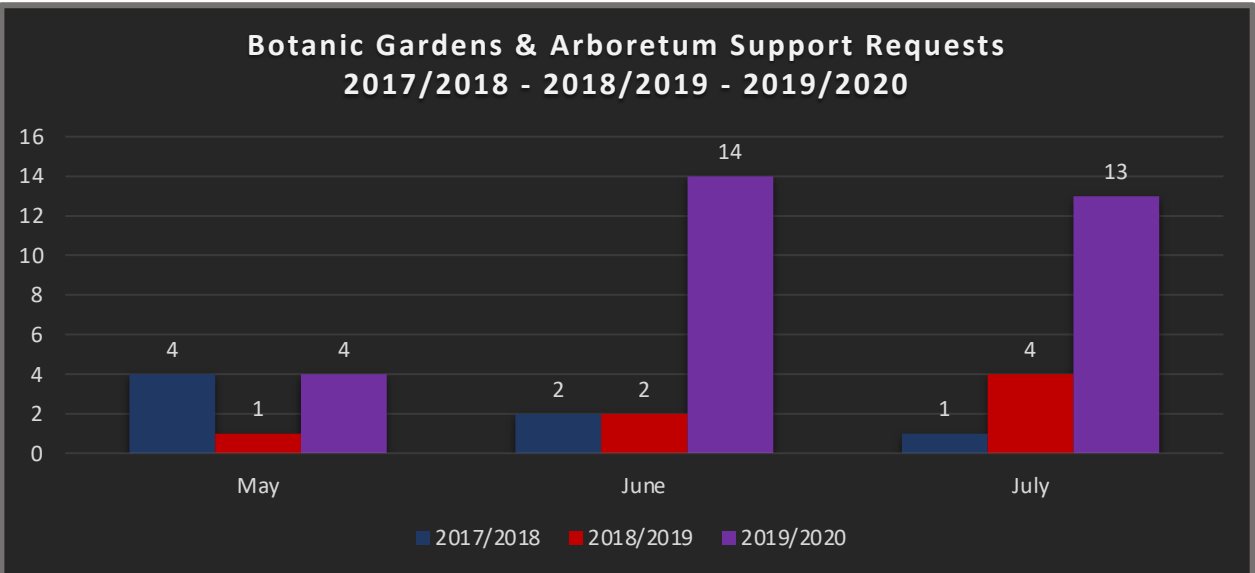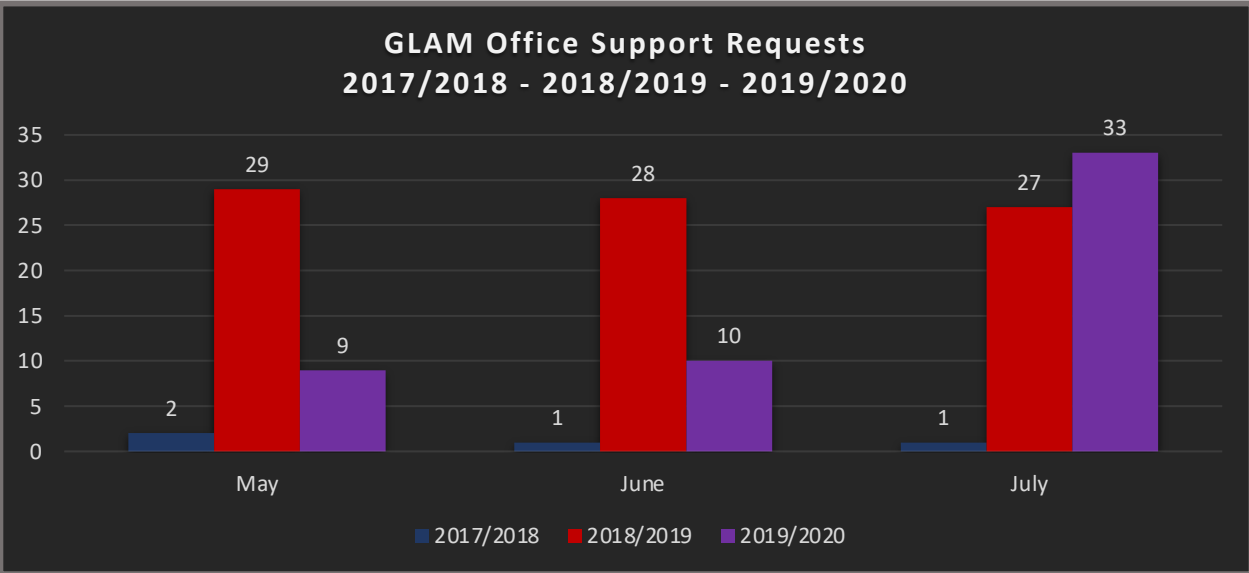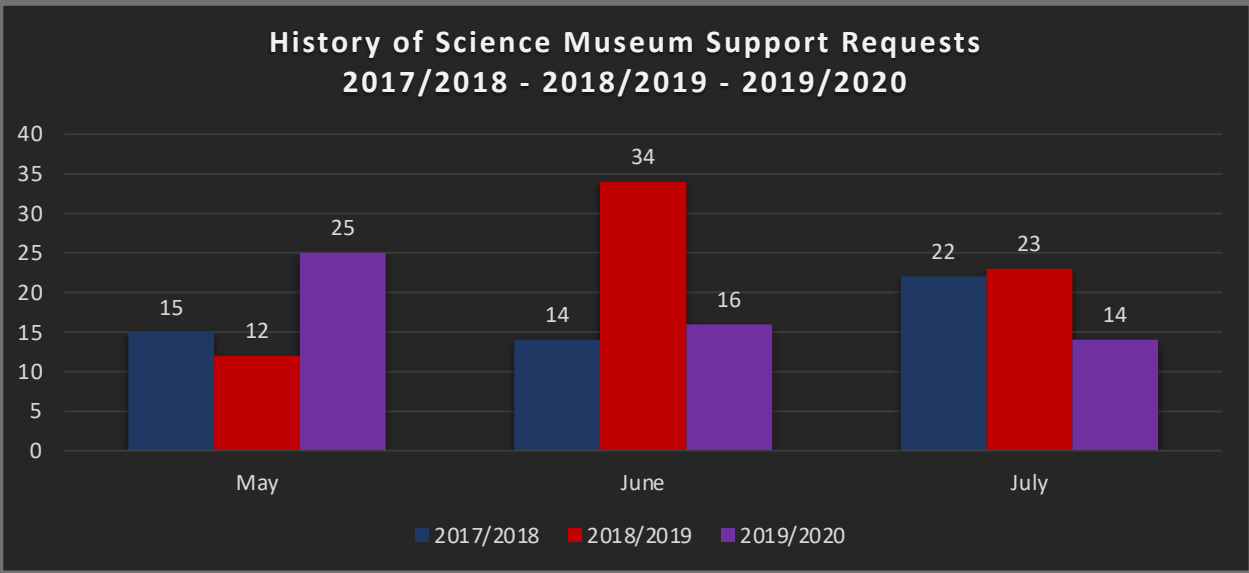
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Quarter 4 - Where have the Support Requests come from?

History of Science Museum: Requests from the History of Science Museum have also reduced in this quarter compared to previous years.

Botanic Gardens & Arboretum: Requests from the Botanic Gardens have actually increased in this time period, as members have sought guidance on Remote Working and Project Work has taken place at the Arboretum.

GLAM Divisional Office: GLAM Office requests were less in May and June, but returned to normal in May.

History of Science Museum Support Requests 2017/2018 - 2018/2019 - 2019/2020

Month	2017/2018	2018/2019	2019/2020
May	15	12	25
June	14	34	16
July	22	23	14

Botanic Gardens & Arboretum Support Requests 2017/2018 - 2018/2019 - 2019/2020

Month	2017/2018	2018/2019	2019/2020
May	4	1	4
June	2	2	14
July	1	4	13

GLAM Office Support Requests 2017/2018 - 2018/2019 - 2019/2020

Month	2017/2018	2018/2019	2019/2020
May	2	29	9
June	1	28	10
July	1	27	33

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Quarter 4 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	5	1
Cloud Services	18	3
Communications	4	1
Digital &Web Services	30	5
Information Security	35	6
File Server & Storage	34	6
Internet, Networking & Firewall	95	11
Project	42	7
Software Support & Purchasing	88	15
Email & Calendars	64	11
Hardware & Connectivity	72	12
General ICT	82	14
Printing	2	0
Remote Working & BYOD	23	4
Backup & Recovery	0	0
Monitoring	5	5
Commercial	9	1
Total	**603**	**100**

The diagrams show the technology areas that the support requests and associated work have been categorised in.

A number of areas, such as 'Software Support & Purchasing; Email & Calendars; Hardware & Connectivity and Internet, Network & Firewall' had significant numbers.