

Gardens & Museums IT

IT User Feedback Survey - Spring 2020

In March 2020 we carried out the first IT Feedback Survey across the Gardens & Museums.

The aim of the survey was to establish the feelings towards the Gardens & Museums IT Provision and those who provide it, being Gardens & Museums IT and IT Services (CONNECT), and crucially how it could be improved.

Any established improvements will become key components of the Gardens & Museums IT Continual Service Improvement element of the Gardens & Museums IT Annual Roadmap.

Gardens &
Museums **IT**

Gardens & Museums IT User Feedback Survey - Spring 2020



IT Systems & Services

Do you have a Windows or Apple computer?

	n= 120	%
Windows	93	78
Apple	22	18
Both	5	4

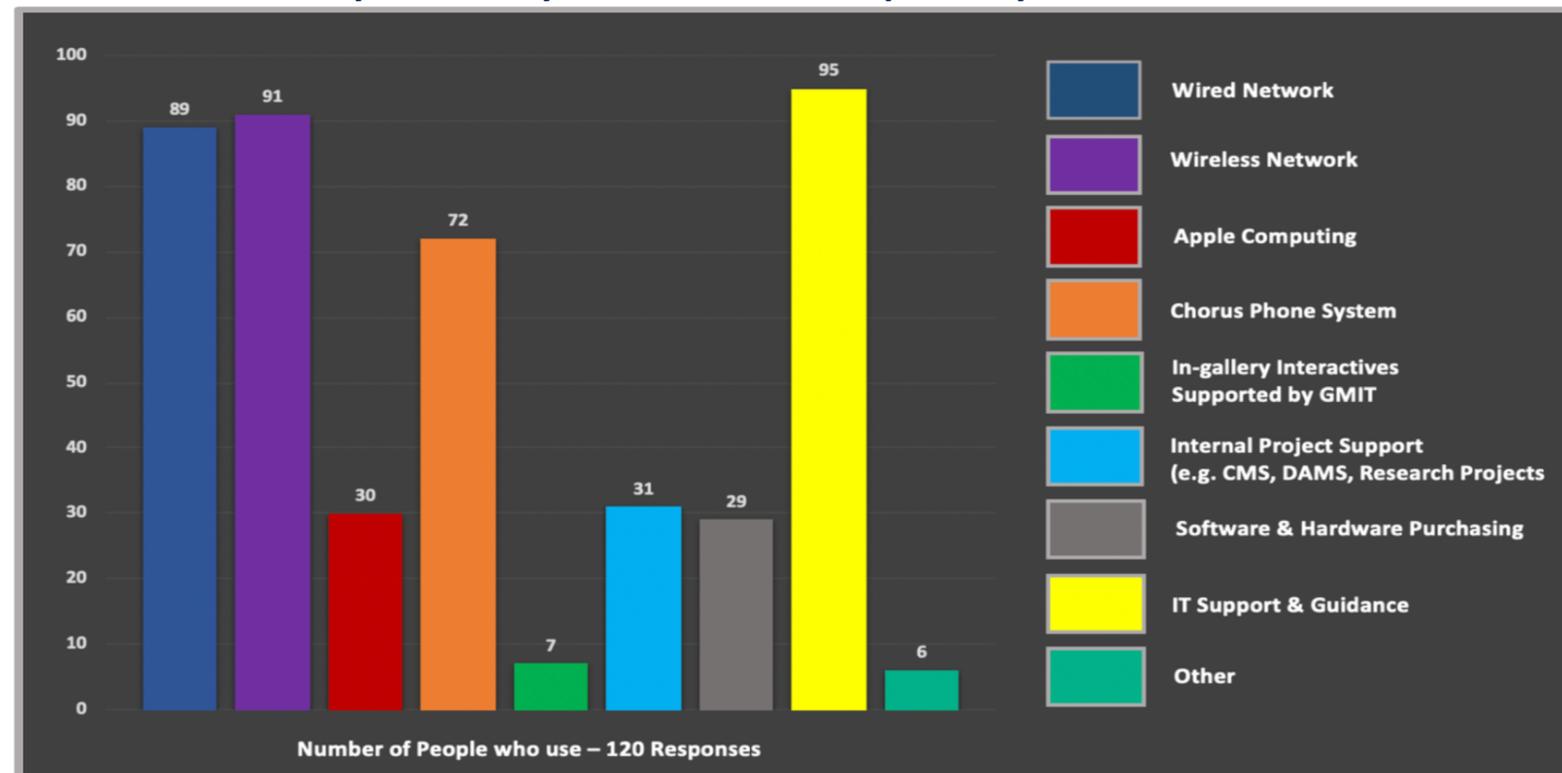
Do you use CONNECT Laptop or Desktop?

	n= 120	%
Yes	100	83
No	20	17

Do you use CONNECT File Storage?

	n=120	%
Yes	3	15
No	3	15
Not Sure what this is	14	70

Which services or systems do you make use of as part of your work?



What we have learned....

- Colleagues utilise a wide range of the services available within the IT provision.
- The mix of computers (Windows and Apple) is as expected.
- Confusion over what is CONNECT File Storage.

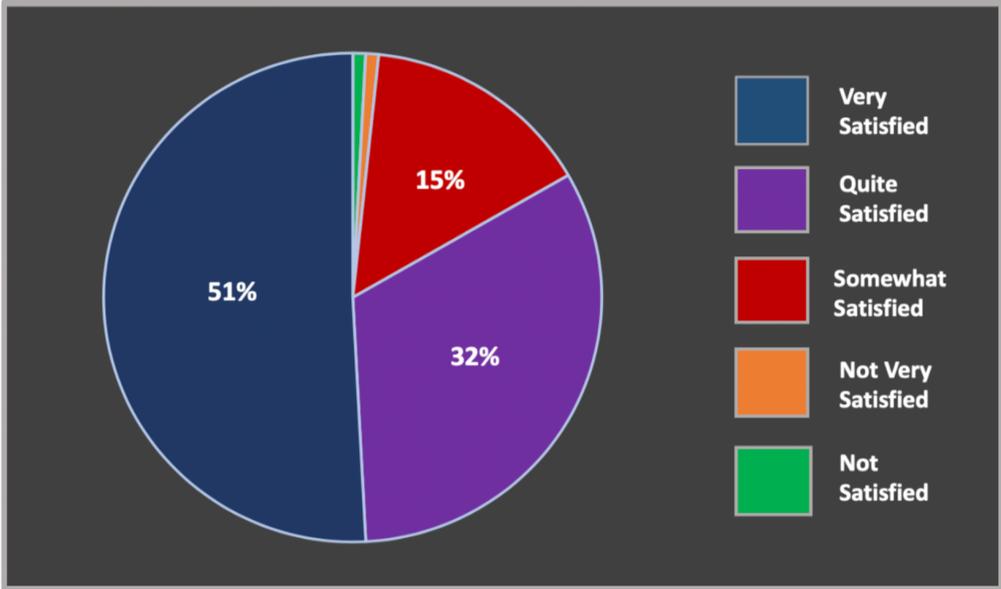
Gardens & Museums IT User Feedback Survey - Spring 2020



Gardens & Museums IT – Support, Service & Satisfaction

How satisfied are you with the G&M IT provision?

4.3



Do you understand what IT support is available to you?

Yes	78%
No	5%
Not Sure	17%

I think overall, the IT provision from all the teams is very good; I think the M&G IT team especially does a vital and great job because they are the ones who best know our needs. However, they need more resourcing as they're always stretched.

Rather competent and friendly It officers. Extremely helpful.

I've not had a problem or query which wasn't sorted out quickly and efficiently by the brilliant IT team

"Both the Ashmolean IT Team and GLAM IT Services have been amazingly quick at answering any enquiry I had for myself and the whole Departmental team. Whoever I spoke to was extremely polite and patient. Huge thanks!"

Overall the Team are brilliant just getting used to the complexities of who to contact for what. There is a miss of that personal touch of seeing someone but I think you have all done amazing over these last few weeks and the challenges you must of had to face getting us all set up working from home. WELL DONE!

The provision is fairly good, however, I do feel a lack of clarity regarding who to contact for what type of issue and this sometimes causes a delay with getting resolution.

Since the establishment of a GLAM IT team provision has improved.

Know their stuff. Not afraid to provide direct advice as to next steps. Quality of work carried out is very high.

I think G&M IT do a fantastic job generally. The joins between the services in IT as a whole sometimes don't work very well, though. Not all requests fall neatly into a CONNECT or not CONNECT category, for instance, and that doesn't always work well.

Very helpful, active in support, clear instructions and I was also able to help other staff members with similar issues due to the clear explanations

very quick response and keen to be supportive - good updates and emails coming from the team to help up with remote working and alert us to phishing emails too.

What we have learned...

- High level of overall satisfaction - 83% Very /Quite Satisfied with an average score of 4.32 out of 5.
- Comments reveal some confusion over the service and who to contact, which impacting satisfaction

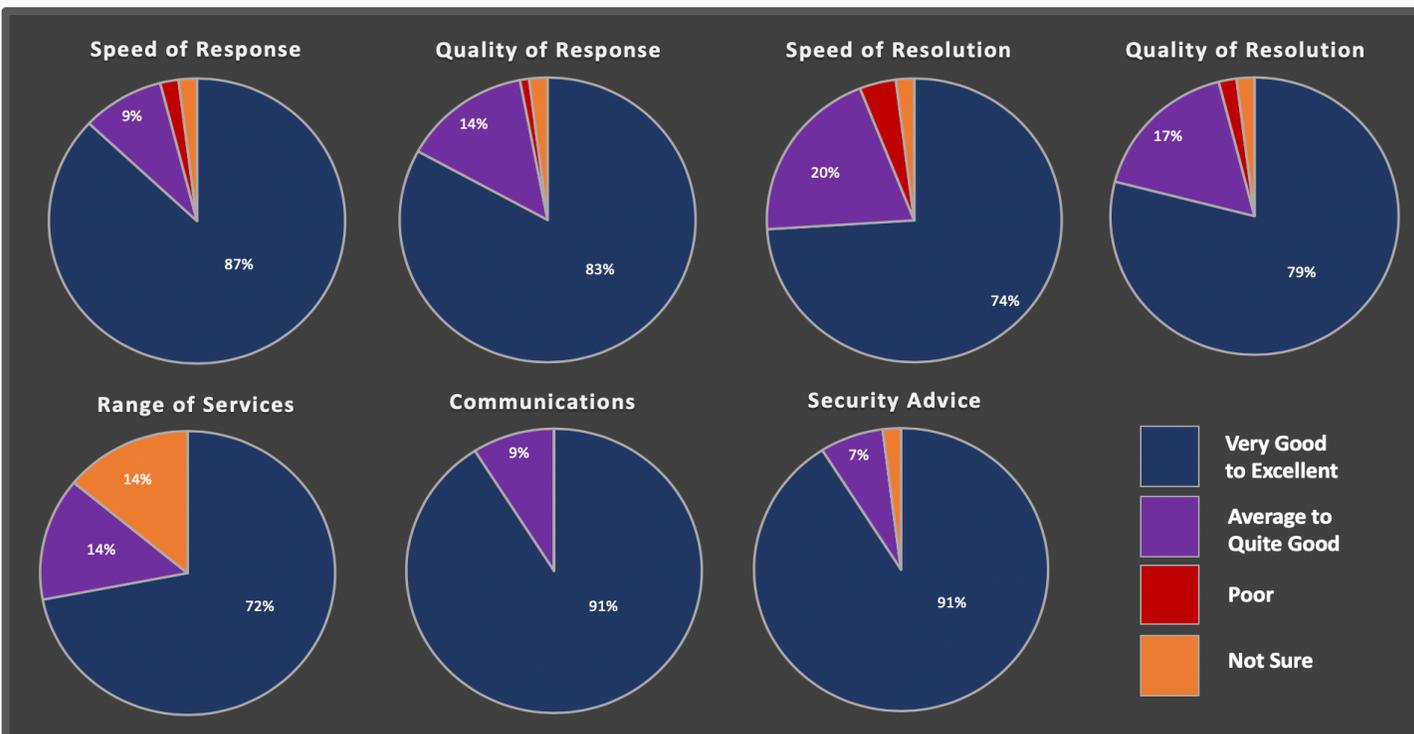
Gardens & Museums IT User Feedback Survey - Spring 2020

Gardens & Museums IT – Support, Service & Satisfaction



Please rate the following aspects of the Gardens & Museums IT Provision

	Very Good to Excellent	Average to Quite Good	Poor	Not Sure
Speed of Response	87%	9%	2%	2%
Quality of Response	83%	14%	1%	2%
Speed of Resolution	74%	20%	4%	2%
Quality of Resolution	79%	17%	2%	2%
Range of Services Offered	72%	14%	0%	14%
Communications	91%	9%	0%	0%
Security Advice	91%	7%	0%	2%



The team is spread rather thinly so more dedicated staff could ensure excellent continuous support

"I think it would be helpful if GMIT staff got a better idea of the work (ie museum work) and its workflows that they are supporting. I think this would give them a better understanding of why certain requests were made and what issues staff are dealing with. Public wifi in the PRM is patchy and could be improved"

My requirement is for provision of very basic information of how to proceed when something goes wrong. I struggle with jargon and technical terms which I don't come across in everyday work - maybe a thesaurus giving layman's explanations of the terms used by the IT teams.

My only comment is that IT is essential to everyone's working day and sometimes I do not think enough resources are made available i.e. staff.

Very minor - the service is great but a little passive / reactive. It seems more about problem solving rather than upskilling, cure rather than prevention. Pointing staff towards training, resources might help make them take more control. A self-service / FAQs platform would help or maybe even screen recording tutorials of how to solve your most common queries?

own support website to list range of service/resolution available

It was incredible useful when carl came to give a talk at the Museum. Maybe there could be a quarterly webinar/Teams meet for example to update on developments.

It took me a while to understand that BOD IT is not served by Gardens and Museums IT. Not sure what can be done on this though.

Integrated - one point of contact.

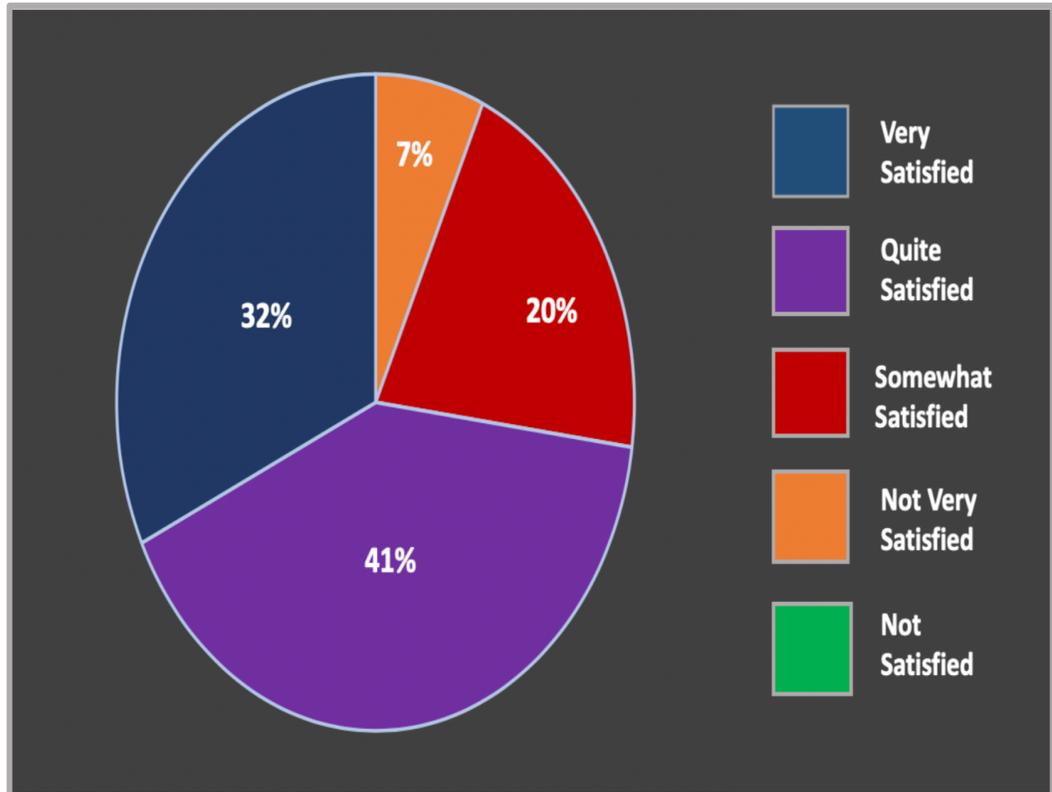
- What we have learned...**
- Responses received are incredibly reassuring due to energy and effort put in to Response and Resolution.
 - High rate of satisfaction in relation to Gardens & Museums IT Communications and Security Advice

Gardens & Museums IT User Feedback Survey - Spring 2020

IT Services & Managed Service Desktops (CONNECT)



How satisfied are you with IT Services and the Managed Service Desktop (CONNECT) Service?



It does take some effort to reach the correct team but the knowledge that each team possesses is amazing. Customer service is also spot on. They do not seem to talk down to you.

Find speed of resolution relatively slow, and the problem in question on a small number of occasions not understood, therefore a site visit would have been far preferable.

Oxford's IT Services and the CONNECT Service generally works very well, much better than any organisations for whom I have worked. Thank you!

Excellent. I do not know how they stay so calm and helpful, but they do.

I have always received an excellent response to any issues I have had

It is often confusing to know what falls under GLAM IT and what under CONNECT.

Sometimes the resolution of issues takes a while and the instructions are written as if you work in IT. Maybe making things simpler for the user to understand what they need to do to rectify a problem - language basically but again the support of late has been outstanding.

Sometimes it is quite difficult to understand what the IT issue is, and what the different systems are, and guidelines on central IT services pages are not that clear

I sometimes struggle to get a response on the helpdesk from the CONNECT team, and it takes a while to chase. Museums IT normally respond very quickly in contrast.

It's over-managed so that you can't do simple things quickly like access drives and install everyday stuff like fonts

Overall very good. CONNECT webpage often more useful than the phone service.

What we have learned...

- Good level of overall satisfaction - 73% Very /Quite Satisfied with an average score of 3.98 out of 5.
- Comments detail confusion over the service and the responsibilities of Gardens & Museums IT and IT Services in IT provision.

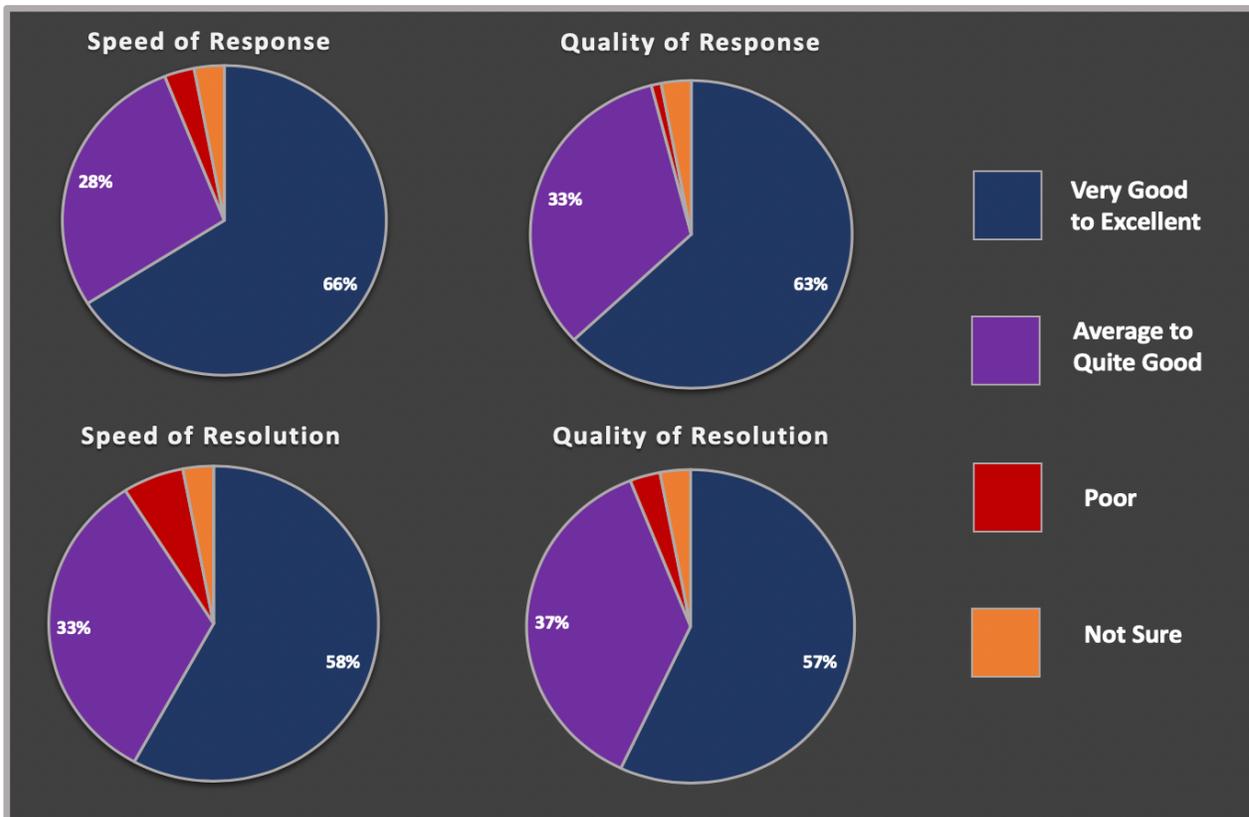
Gardens & Museums IT User Feedback Survey - Spring 2020

IT Services & Managed Service Desktops (CONNECT)



Please rate the following aspects of central IT Services Provision

	Very Good to Excellent	Average to Quite Good	Poor	Not Sure
Speed of Response	66%	28%	3%	3%
Quality of Response	63%	33%	1%	3%
Speed of Resolution	58%	33%	6%	3%
Quality of Resolution	57%	37%	3%	3%



The fact that we can now work at any machine is such a massive step forward from where we were a few years ago. I'm not sure everyone understands about different drives when saving data e.g local drives vs network drives vs onedrive.

I'm not sure what the difference is between the general IT service and the CONNECT IT service - I know this has been explained in communications but to be honest I don't think that anyone who does not work in IT is ever really going to grasp this - if we have an IT problem, we have an IT problem - trying to get us to understand which category it falls into and putting up barriers to getting support because of this just causes frustration all round.

As it deals with the wider university, GLAM-specific needs/requirement are not always recognised. Implementation of CONNECT caused many disruptions to museum-specific applications and programs such as databases.

Better, speedier communication. Sometimes it seems as though 'jobs' are closed without a full resolution, that is agreed upon by both parties. "

Could there just be one place to email which gets filtered to the correct IT department on the other end. It's quite confusing and frustrating to remember / try to figure out which email is for which specific set of problems

Speed of response/resolution, particularly for complex queries, needs to be improved.

What we have learned...

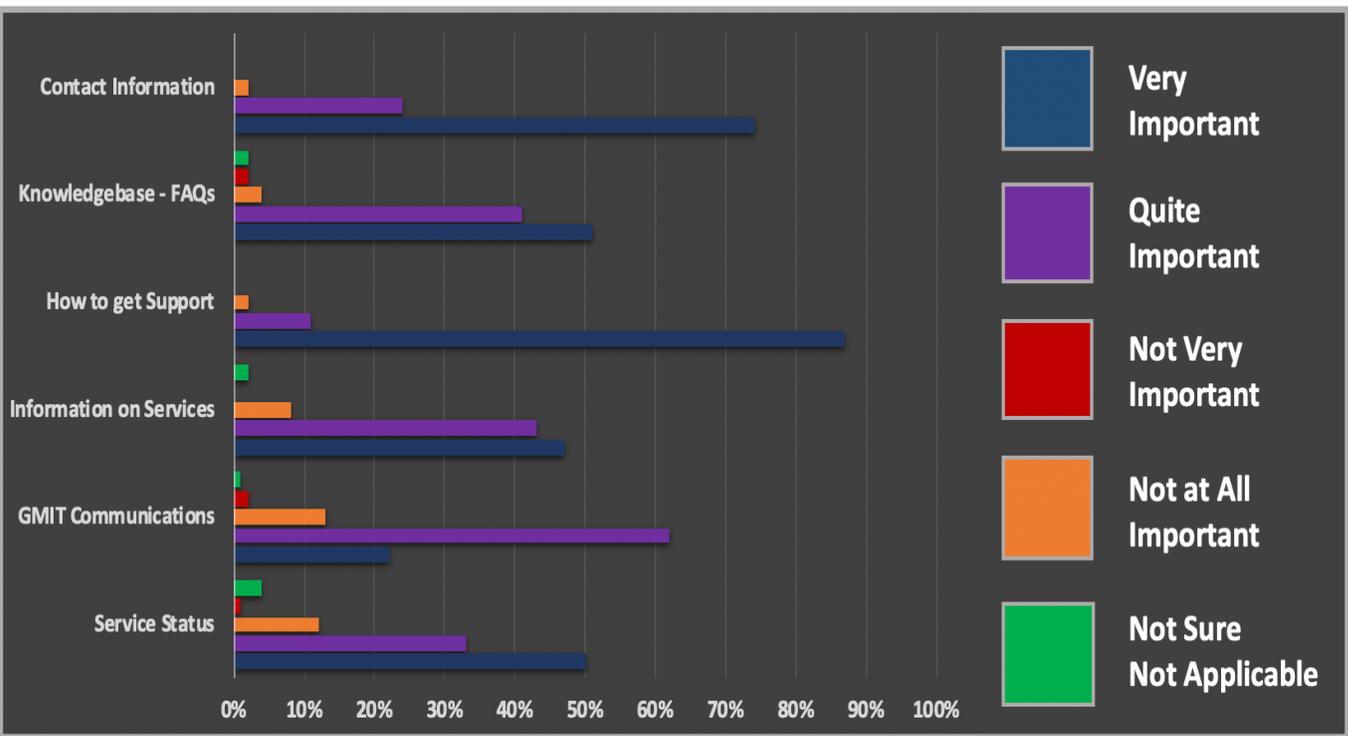
- Responses show that the satisfaction towards to Response and Resolution from IT Services is good for both speed and quality.
- The comments once more indicate confusion between Gardens & Museums IT and IT Services, and who does what and how to get support.

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Gardens & Museums IT Website Development

	Very Important	Quite Important	Not Very Important	Not at All Important	Not Sure Not Applicable
Contact Information	74%	24%	2%	0%	0%
Knowledgebase - FAQs	51%	41%	4%	2%	2%
How to get Support	87%	11%	2%	0%	0%
Information on Services	47%	43%	8%	0%	2%
GMIT Communications	22%	62%	13%	2%	1%
Service Status	50%	33%	12%	1%	4%



A list of what you do versus central IT services

Links to IT training

Maybe clarifying who should be contacted for what issue? E.g. staff expertise - I know that Amanda is a MAC expert.

Current (and past) known phishing and scam information - specific to Oxford network and G&M if there is a particular slant (eg because there is a coincidence with a real mailing).

I suppose regarding contact information, a full list of their expertise would be useful

Quick links for logging calls might be helpful

Names and photos of G&M IT staff with an indication of their specialist areas

Specific Mac support info

Hope interface of the site is fun, less intimidating, not boring, personal.

It's not clear which IT team you need to contact for which issues so it would be good to clarify that

What we have learned...

- Contact information and guidance on who to contact for support is rated as important, and in line with comments throughout survey.
- Information on Gardens & Museums IT Team Members and specialisms was noted.

Gardens & Museums IT User Feedback Survey - Spring 2020



What we have learned and Service Improvements

Throughout the survey and in reviewing the results we have seen that generally the feelings towards the Gardens & Museums IT provision is incredibly positive. Despite the positive results there are a number of concerns which many of our colleagues have or areas of the provision which need development. The following were noted a number of times in the comments.

- **Knowledge of Gardens & Museums IT Team and services available:**
- **How to Get Support, Who to Contact and Requests going to incorrect team:**

The following changes will be implemented, with some being Service Improvements in the Gardens & Museums IT Roadmap for 2020/2021. Details of how these changes will look to address the identified issues are explained below.

Gardens & Museums IT Website

As detailed in the survey we are currently in the process of developing a Gardens & Museums IT Website, which will include the following information...

- The Gardens & Museums IT Website will include information on the members of the Gardens & Museums IT Team including our names, roles and specialisms.
- The Gardens & Museums IT Website will include information on the various IT services and systems which are utilised throughout the Gardens & Museums and how these are supported.
- The Gardens & Museums Website will contain extensive guidance on which team to contact for what service, or the appropriate method for accessing support.
- The Introduction to IT document will be hosted on the Gardens & Museums IT website alongside other guidance documentation, and will therefore be easily accessible.

Gardens & Museums IT Open Sessions

We carried out Open Sessions before Lockdown to assist with preparations for Remote Working. Due to the success of the Open Sessions we will introduce these at each site on regular occasions.

- The Open Sessions will allow our colleagues to meet with us regularly face-to-face to discuss IT matters, or to simply get to know us. The sessions will not have agendas they will simply be open for whatever questions or requirements which you may have.
- The Open Sessions will give us the opportunity for us to offer face to face guidance and support on IT issues.
- New starters will be encouraged to attend the Open Sessions to meet the Gardens & Museums IT Team and so that we can talk through IT in the Gardens & Museums.

Support process change with IT Services

We have agreed with IT Services that where possible (this will not be possible with all requests, particularly those which will be complicated by multi person involvement) support requests which have come to the incorrect team can be re-directed to the correct team to reduce some of the frustration of being “bounced around” and delays in resolution. In such an instance we will contact our colleague to inform that the request has been directed to another supporting team and provide guidance on why.