

Gardens & Museums IT

Annual Service Report 2024/2025 1st August 2024 - 31st July 2025

The 2024/2025 Academic Year has once again been a busy time for the Gardens & Museums IT Team. Throughout the year we have faced a variety of challenges and changes, including a re-structure of the team and recruitment activities. We have also experienced an increase in the demand for IT, AV and Information Security Support. Q3 and Q4 of the Academic Year have been particularly busy due to the progression and implementation of a number of projects and initiatives, with major examples listed below.

- **Single Point of Contact:** We moved from a dual support request model with Central IT Services, to all requests coming to the GMIT Team. This was a significant and well received service improvement.
- **Audio-Visual Improvements:** A number of AV initiatives have occurred across the Gardens & Museums, with our active involvement in a number of high-profile improvement projects.
- **Cyber Security Improvements:** Cyber Security improvement activities have been taking place throughout the year and will continue throughout the 2025/26 Academic Year.
- **CONNECT Aged Computer Replacement:** This project has progressed through a variety of different phases, and the replacement of 165 computers across the Gardens & Museums is now taking place.

These projects represent aspects and deliverables of our Strategic Plan for the 2024-2026 Academic Years. And as they are directly aligned with our aims and ambitions, they are helping to facilitate the aims and ambitions of the locations we support.

Alongside the progression and delivery of the above, and the growing demand for support, we have managed to maintain exceptional levels of response. This continues to be well received and appreciated by our colleagues across the Gardens & Museums, and positively impacts the relationships, trust and reputation which we have. And this positivity, alongside our respective skills, experiences and specialisms has seen our involvement in a number of University wide improvement projects looking at the way IT is delivered across the University of Oxford.



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The diagrams on this page show the number of support requests which we received and resolved between 1st August 2024 and 31st of July 2025.

The number received increased by 641 (14%) when compared to the 2023/24 Academic Year which is related to a number of long-term projects moving from planning to application, alongside the implementation of Single Point of Contact.

Response levels are slightly improved when compared to the previous year, which is incredibly impressive when considering the increased demand.

Support Requests Received

5355

Support Requests Resolved

5339

% Increase compared to 2022/23

14%

Average Days to Respond

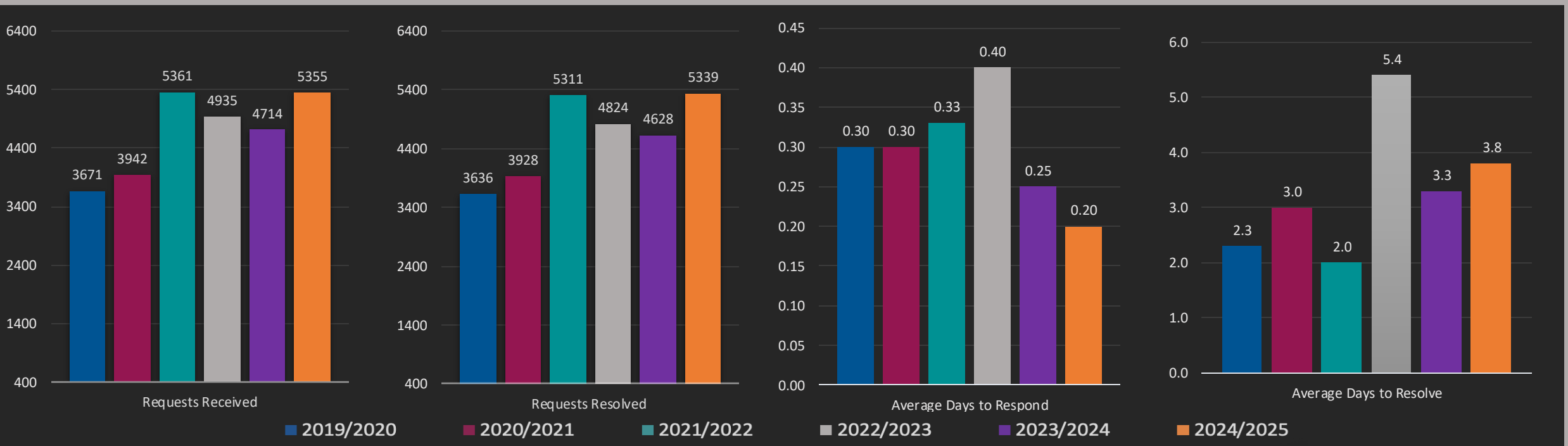
0.2

Average Days to Resolve

3.8

% First Call Resolution

47%



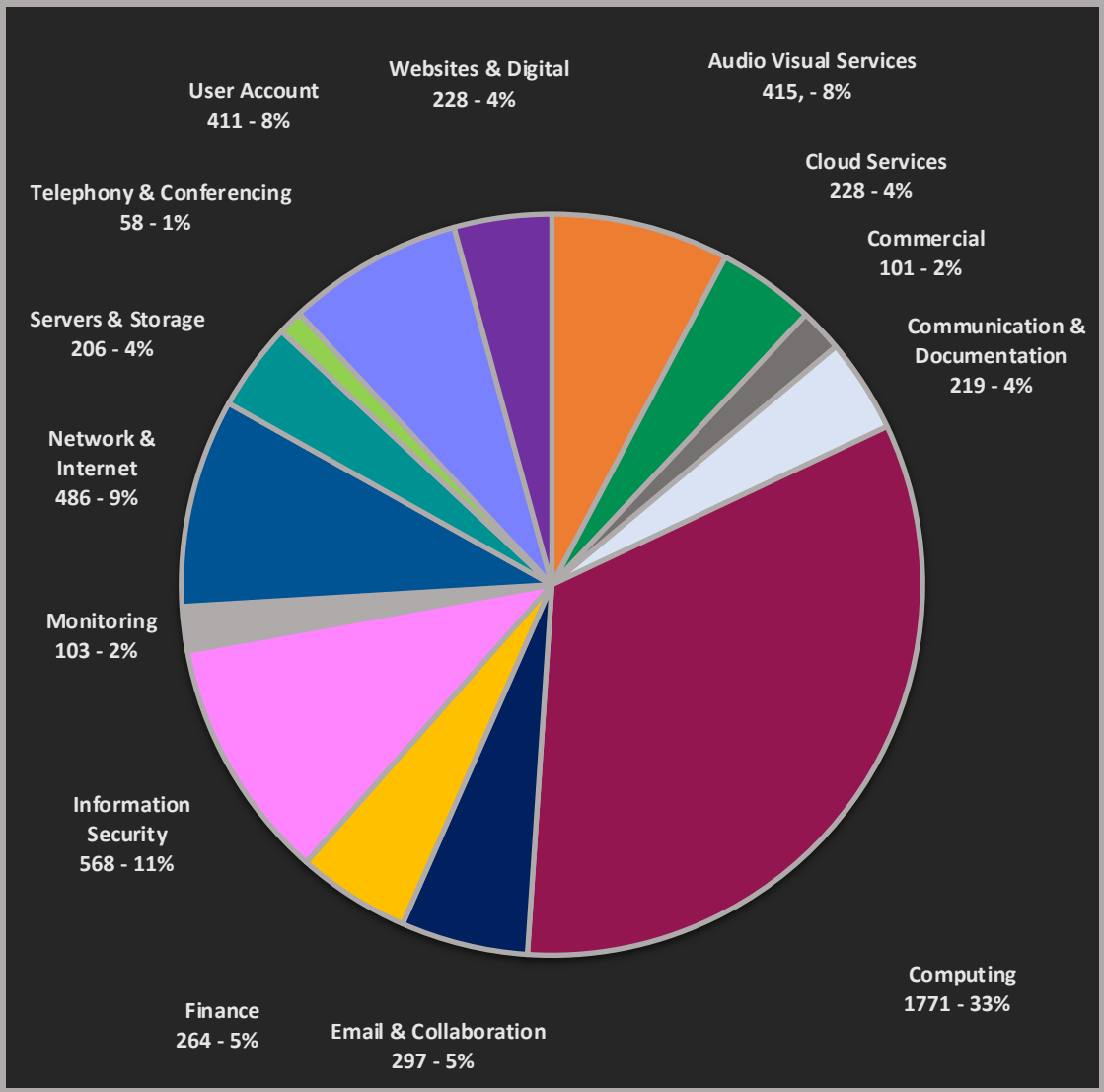
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Type of Requests

Service	Q1	Q2	Q3	Q4	Total	%
Audio Visual Services	121	89	86	119	415	8
Cloud Services	62	49	45	72	228	4
Commercial	24	19	28	30	101	2
Communication & Documentation	42	52	69	56	219	4
Computing	390	360	448	573	1771	33
Email & Collaboration	78	66	70	83	297	5
Finance	44	55	79	86	264	5
Information Security	62	141	216	149	568	11
Monitoring	35	25	22	21	103	2
Network & Internet	109	114	134	129	486	9
Servers & Storage	51	39	51	65	206	4
Telephony & Conferencing	11	9	14	24	58	1
User Account	88	68	115	140	411	8
Websites & Digital	63	31	61	73	228	4
Total	1180	1117	1438	1620	5355	100



There are a number of IT systems and services in use across the Gardens & Museums and this data, and the associated graph show the service areas alongside the number of requests received in each across the 2024/2025 Academic Year.

The Computing Service area is once more the area which has the seen the most demand for support, with 33% of the requests received. This is understandable, and to be expected as it includes the highest number of end-user services.

Information Security received the next highest percentage. Fortunately, this was not because of security incidents but due to a number of workstreams and initiatives relating to the improvement of Cyber Security and Information Assurance across the Gardens & Museums.

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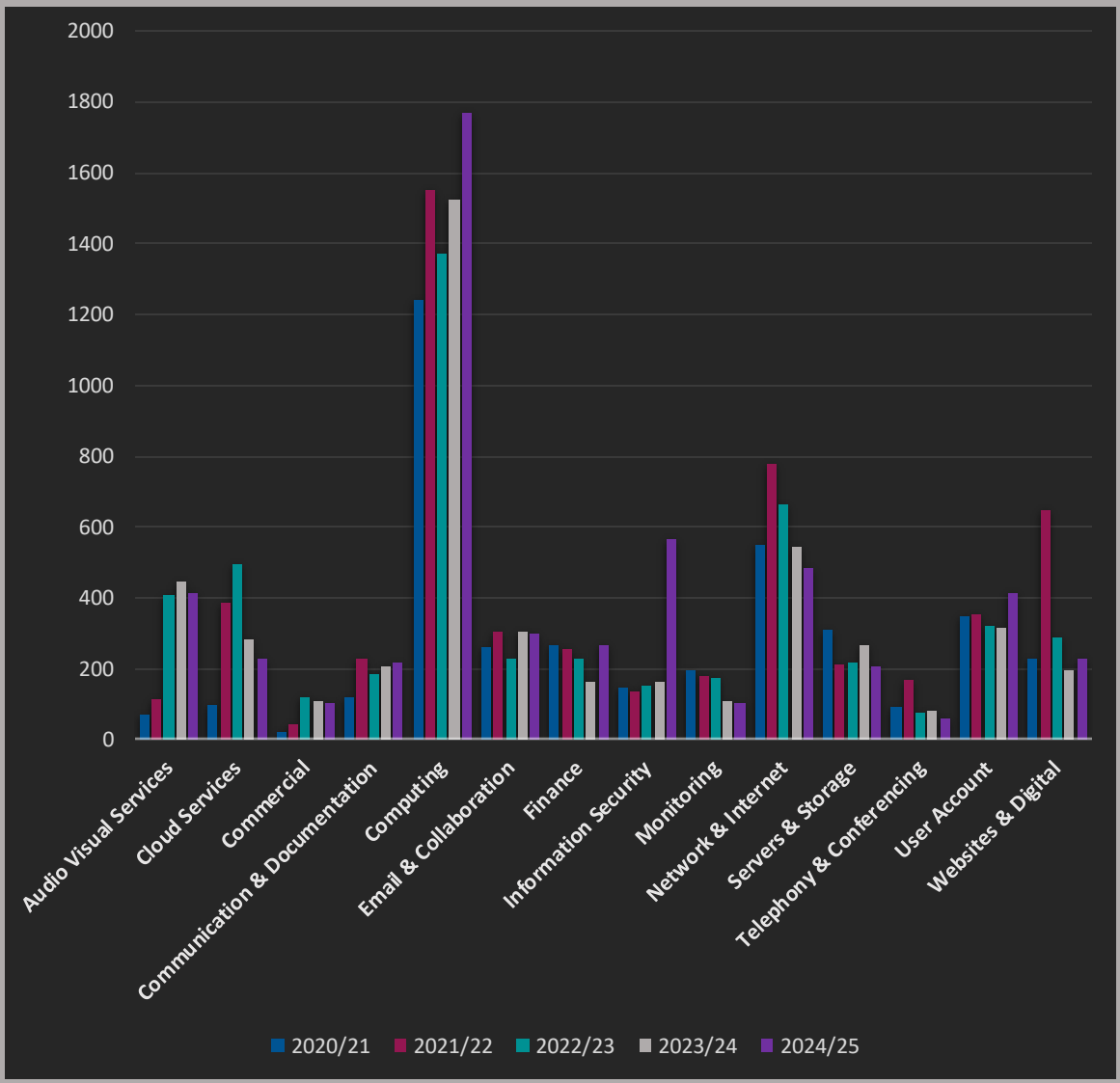
Type of Support Requests

Service	2020/21	2021/22	2022/23	2023/24	2024/25
Audio Visual Services	70	113	408	448	415
Cloud Services	97	384	496	284	228
Commercial	20	43	118	110	101
Communication & Documentation	121	227	187	206	219
Computing	1239	1552	1368	1522	1771
Email & Collaboration	263	305	229	303	297
Finance	267	257	227	163	264
Information Security	145	138	154	164	568
Monitoring	194	182	175	111	103
Network & Internet	551	778	664	545	486
Servers & Storage	308	211	215	266	206
Telephony & Conferencing	94	166	78	84	58
User Account	351	356	322	313	411
Websites & Digital	227	649	290	195	228

As there has been a sizeable increase in the number of requests received, there have also been fluctuations in the numbers received when looking in further detail at specific services and comparing to previous years. Those service areas which had the highest percentages of consumption (as described on previous page) are also the service areas which have seen the largest increase in numbers, being Computing and Information Security.

Computing saw an increase of 246 requests when compared to 23/24 and Information Security 404. These increases were expected due to the implementation of new initiatives and workstreams, including Single Point Of Contact which has seen all support requests directed to the Gardens & Museums Team and Information Security due to us taking on an active role in the leadership and improvements across the Gardens & Museums.

The numbers for Information Security shows comparative parallels to Audio Visual Services when numbers increased between 2021/22 and 2022/23 when we formally took on various AV responsibilities.



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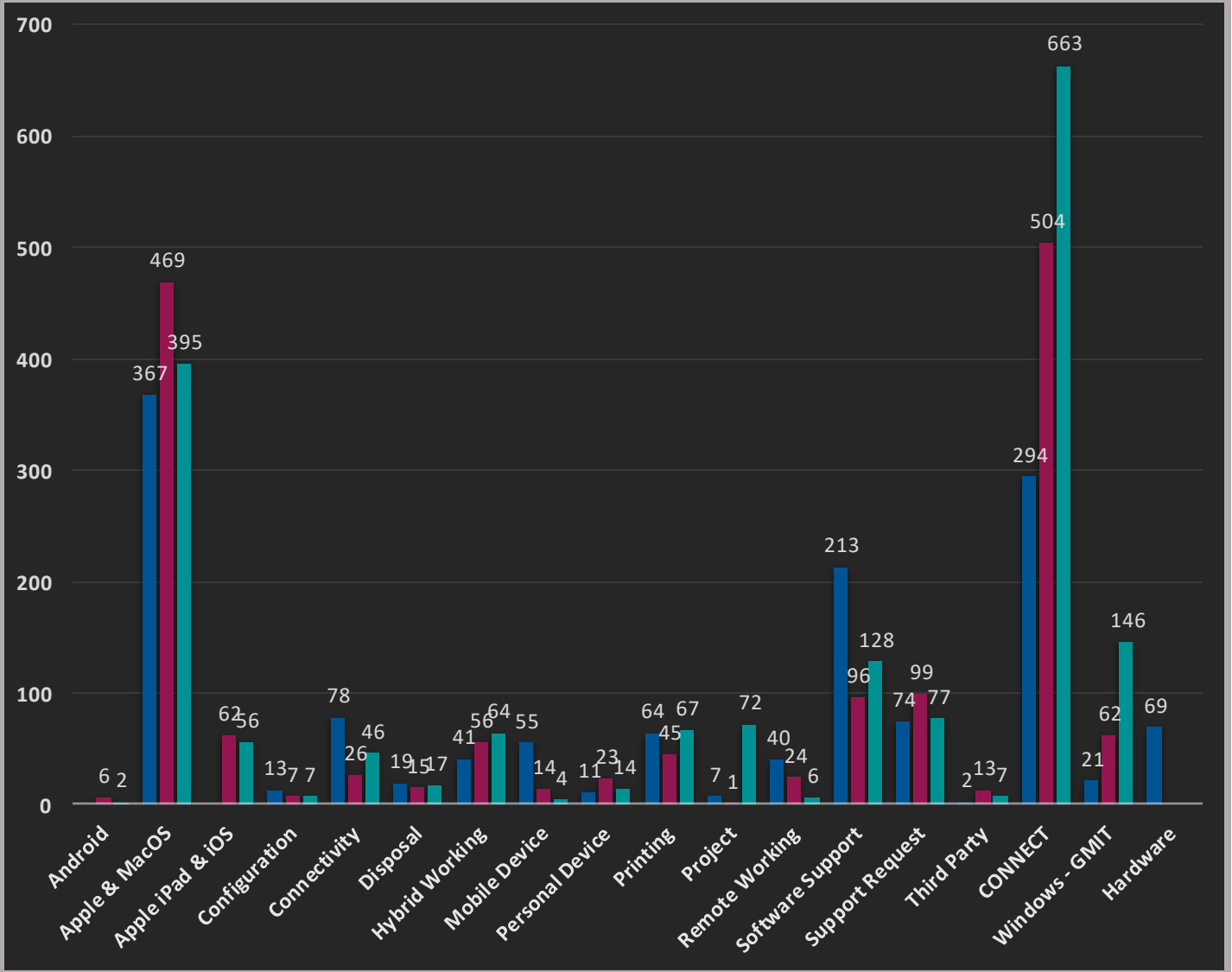


Computing Service Area in Detail...

Service	2022/2023	%	2023/2024	%	2024/2025	%
Android	0	0	6	0	2	0
Apple & MacOS	367	27	469	31	395	22
Apple iPad & iOS	0	0	62	4	56	3
Configuration	13	1	7	0	7	0
Connectivity	78	6	26	2	46	3
Disposal	19	1	15	1	17	1
Hybrid Working	41	3	56	4	64	4
Mobile Device	55	4	14	1	4	0
Personal Device	11	1	23	2	14	1
Printing	64	5	45	3	67	4
Project	7	1	1	0	72	4
Remote Working	40	3	24	2	6	0
Software Support	213	16	96	6	128	7
Support Request	74	5	99	7	77	4
Third Party	2	0	13	1	7	0
CONNECT	294	21	504	33	663	37
Windows - GMIT	21	2	62	4	146	8
Hardware	69	5	0	0	0	0

Looking at the Computing Service area in more detail shows that CONNECT has equated to 37% of the demand within this area (663 requests) and Apple & MacOS 22% (395 requests).

Whereas Apple & MacOS saw a noticeable decrease when compared to 2023/24, there was an increase in CONNECT requests from 504 to 663. This is likely as a result of the implementation of Single Point of Contact and CONNECT requests now being directed to the Gardens & Museums IT Team. Alongside this, substantial work which has gone into the CONNECT Aged Computer Replacement Project including planning, exploration, consolidation, inventory, requirement gathering and implementation.



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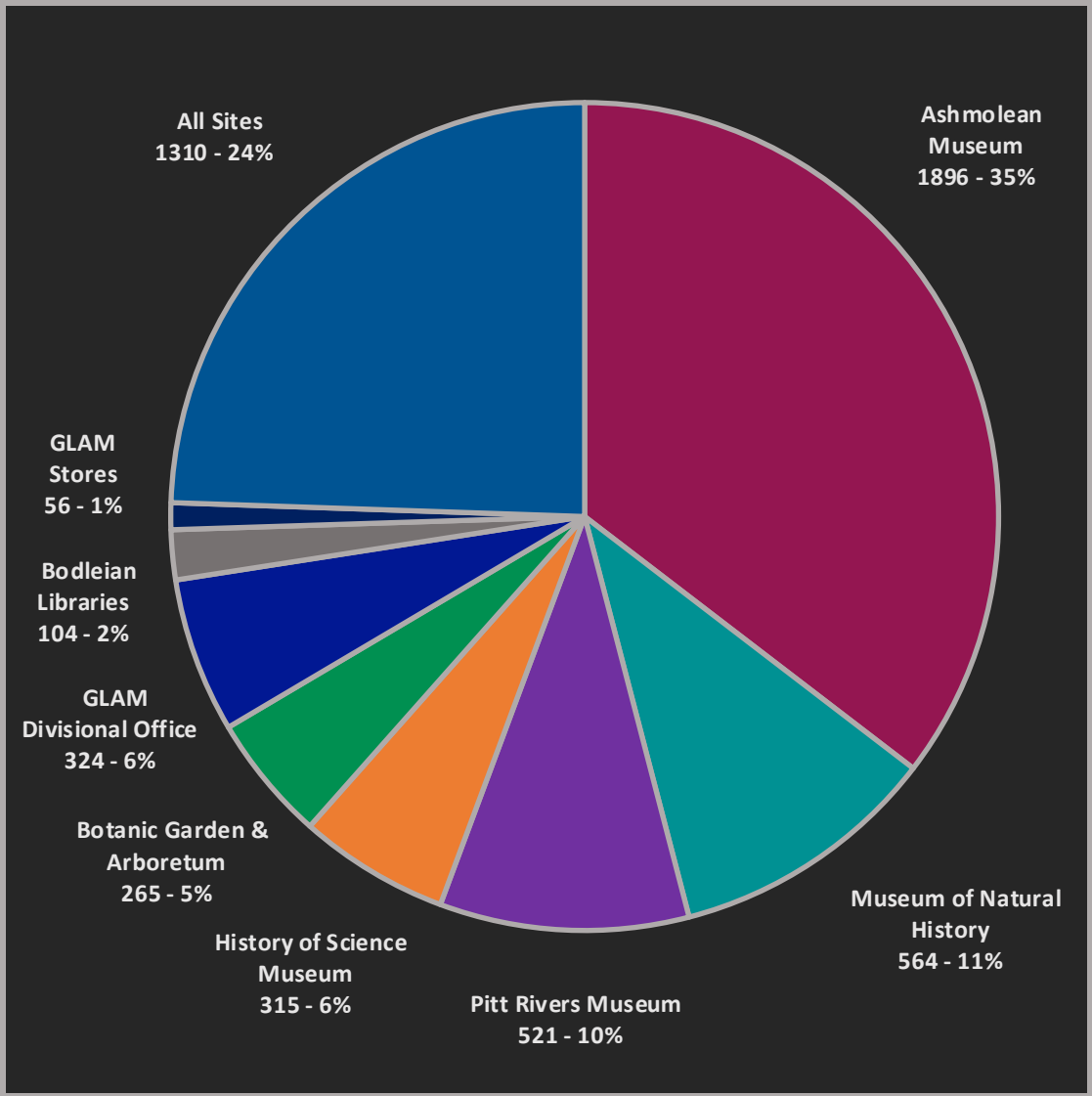
Where have the Support Requests come from?

Location	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25
Ashmolean Museum	1191	981	1375	1553	1692	1896
Museum of Natural History	465	538	658	414	494	564
Pitt Rivers Museum	576	631	809	689	617	521
History of Science Museum	324	316	211	224	250	315
Botanic Garden & Arboretum	112	142	158	226	183	265
GLAM Divisional Office	333	348	361	353	317	324
Bodleian Libraries	0	0	0	51	78	104
GLAM Stores	0	0	0	0	0	56
All Sites	662	991	1789	1425	1083	1310
Total	3671	3947	5361	4935	4714	5355

The diagrams on this page shows where the demand for service has come from within the Gardens & Museums, and how this compares to previous years.

We have received an increase in the number of requests during 2024/2025 from all sites except the Pitt Rivers Museum. We have also seen an increase in the work done which effects or is for the benefit of all locations (listed under All Sites). All locations remain within their expected percentage levels.

For the third year we have continued to see a small but consistent, and growing number of requests from the the Bodleian Libraries, despite this not being a location which we support. We continue to monitor this evolving demand - though potential reasons for this are our close working relationship with the Commercial Systems Team, and technologies which underpin these as well as a growing relationship with the Bodleian Audio Visual Team. Similarly as Central IT Services (who are responsible for IT support at the Bodleian) no longer accept email requests, some subsequently and at times inadvertently reach the Gardens & Museums IT Service Desk.



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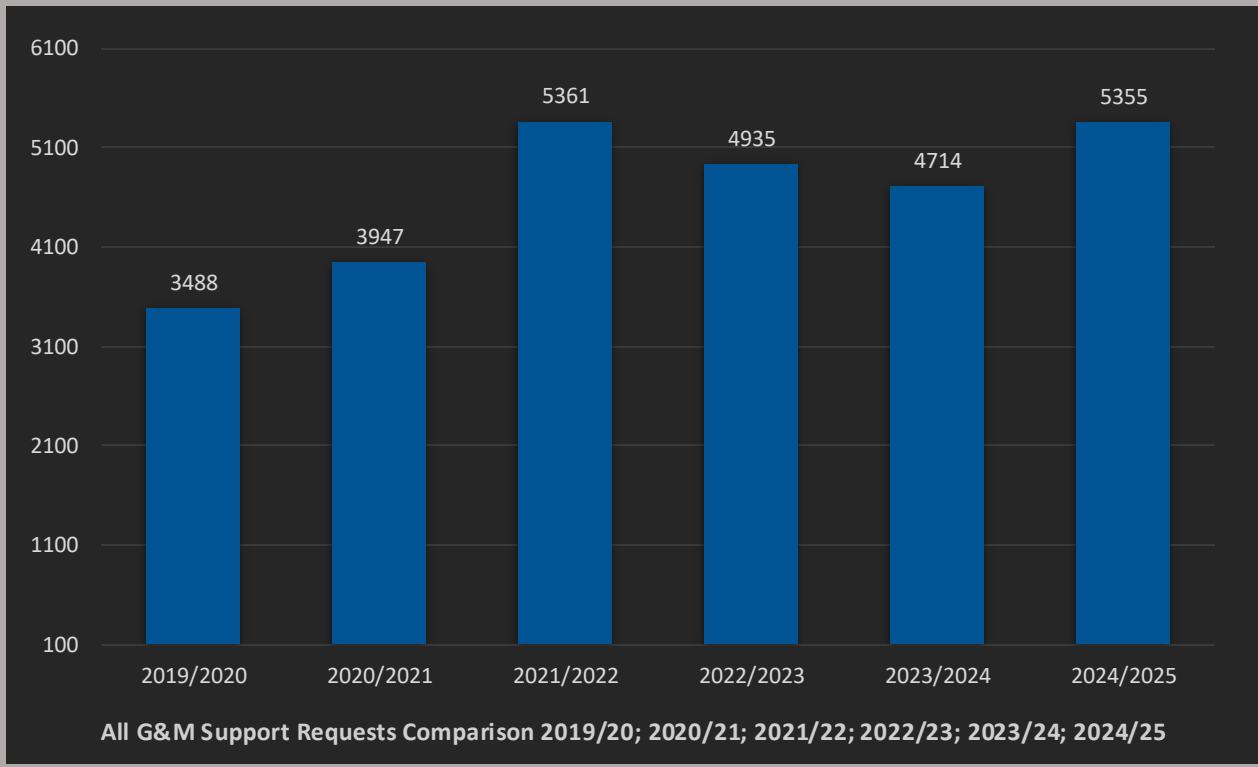
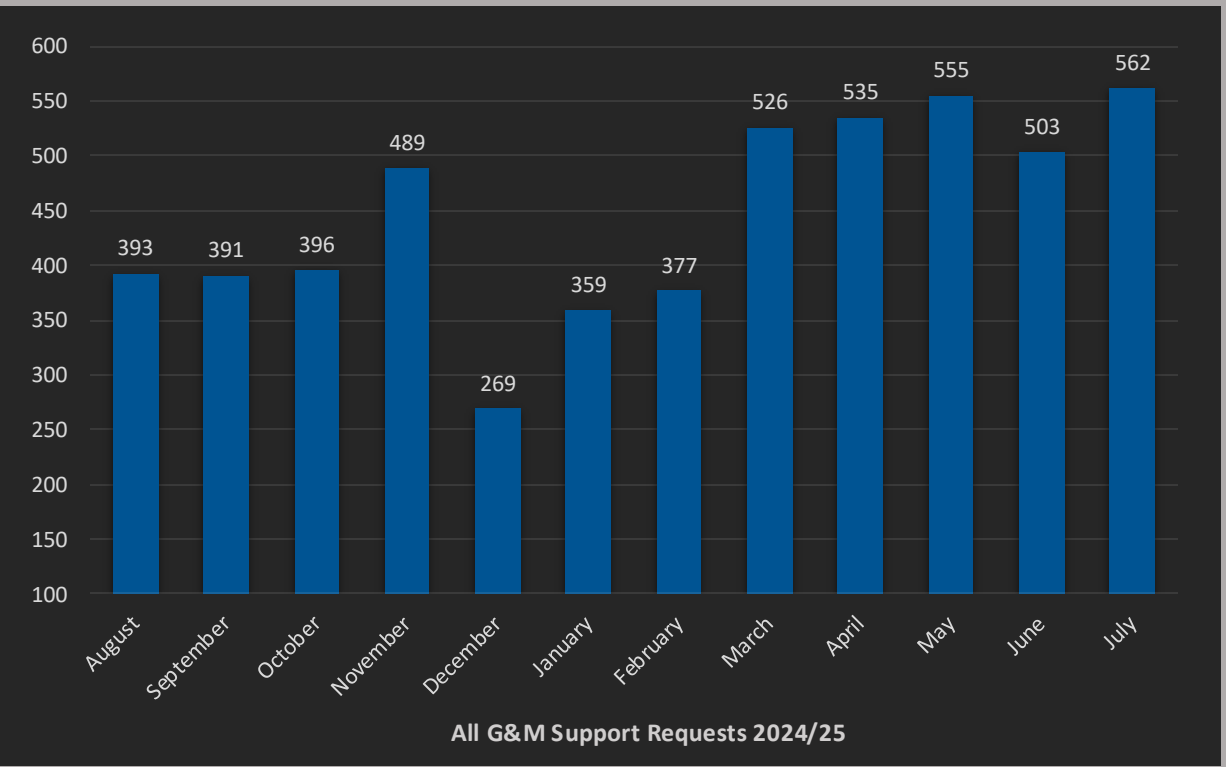
Overview of all Gardens & Museums Requests

All G&M Support Requests 2024/2025	5355
All G&M Percentage of Requests	100%
All G&M Support Requests 2023/2024	4714
Increase/Decrease in Support Requests	641
Percentage Increase/Decrease	14%

Support Requests numbers for 2024/25 (5355) from across the Gardens & Museums have increased when compared to the 2023/24 Academic Year (4714) and have almost reached the heightened levels of 2021/22 (5361). This increase represents a 14% rise overall.

When comparing the figures across the year there is noticeable increase from March. Most months before this we received around 400. In March Single Point of Contact was introduced, and since this point requests per month have exceeded 500.

Alongside the introduction of Single Point of Contact, a number of projects have come to fruition from March onwards in which activities to fulfil have impacted these numbers.



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Ashmolean Museum

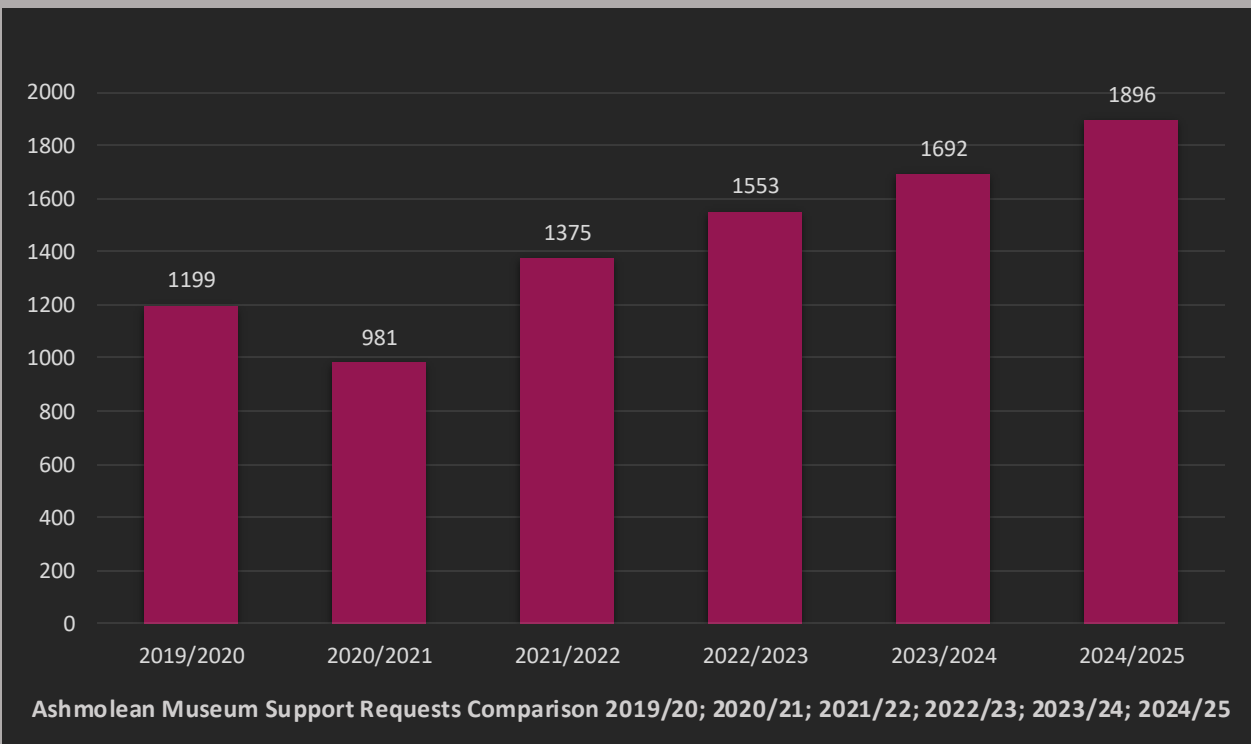
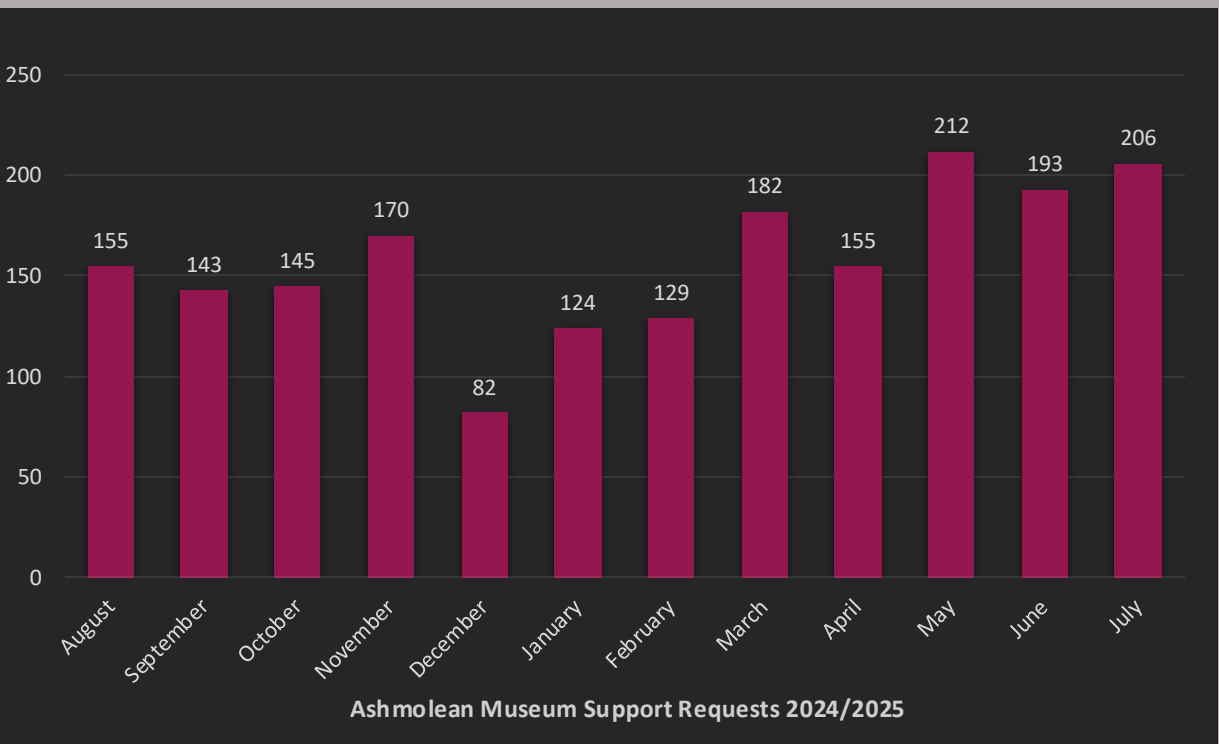
Ashmolean Support Requests 2024/2025	1896
Ashmolean Percentage of Requests	36%
Ashmolean Support Requests 2023/2024	1692
Increase/Decrease in Support Requests	204
Percentage Increase/Decrease	12%

Support Request numbers from the Ashmolean Museum remain the highest from all individual locations with 1896 requests received during the 2024/24 Academic Year. We have seen a consistent and continued level of growth from the Ashmolean since 2020/21.

Alongside this a number of high-level projects have been progressed or fulfilled during the course of the year.

- Welcome Desk Videowall Replacement - requirements gathering, quotation and implementation (alongside consultant).
- Security System Improvements - improvements implemented alongside, and in collaboration with Ashmolean Security Team.
- Rome Gallery Renovation - exploration and implementation of AV aspects of gallery (alongside consultant).
- Connect Aged Computer Replacement - consolidation, inventory, requirements gathering, funding gained - implementation to take place during Q1 of 2025/26 Academic Year.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to this location. Requests that covered the entire Gardens & Museums totalled 1310, which represents 24% of the overall total.



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Museum of Natural History

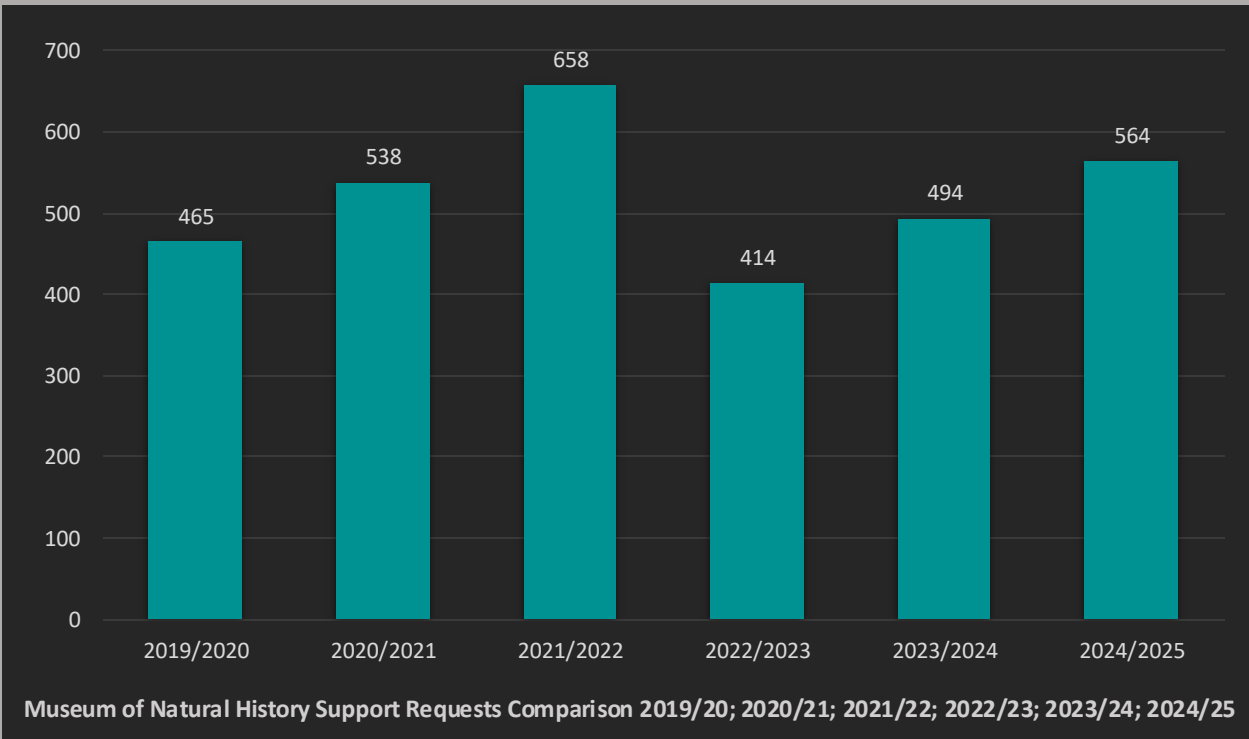
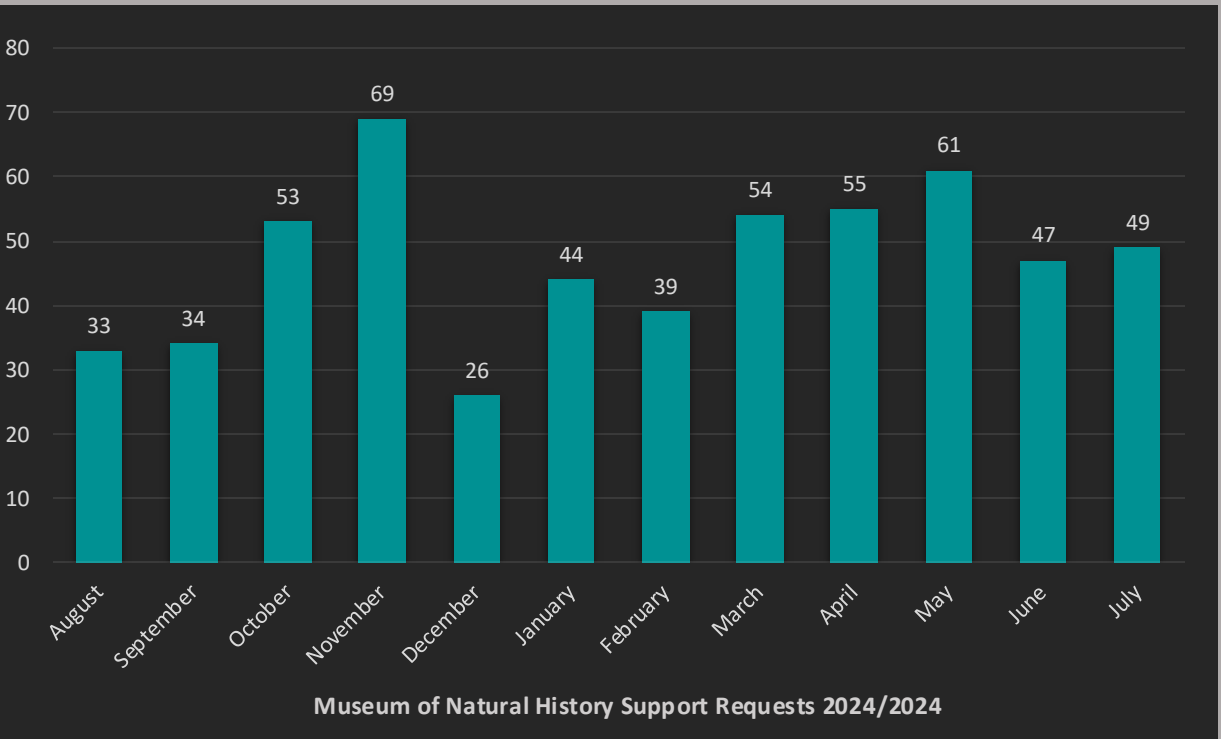
Natural History Support Requests 2024/2025	564
Natural History Percentage of Requests	%
Natural History Support Requests 2023/2024	494
Increase/Decrease in Support Requests	70
Percentage Increase/Decrease	14%

Requests from the Museum of Natural History have increased again this year but are still not at the heightened levels of 2021/22 - which based on the data captured since was an exceptional year for the Museum.

Alongside this a number of high-level projects have been progressed or fulfilled during the 2024/25 Academic Year.

- Connect Aged Computer Replacement - consolidation, inventory, requirements gathering, funding gained and deployment - 50% complete at time of writing.
- Traka Cabinet System Replacement - requirements gathering, quotation and implementation.
- EMu System Upgrade - improvement works in the redundancy, resilience and security of CMS.
- Annex AV Improvements - exploration, identification and implementation of AV improvements

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Pitt Rivers Museum

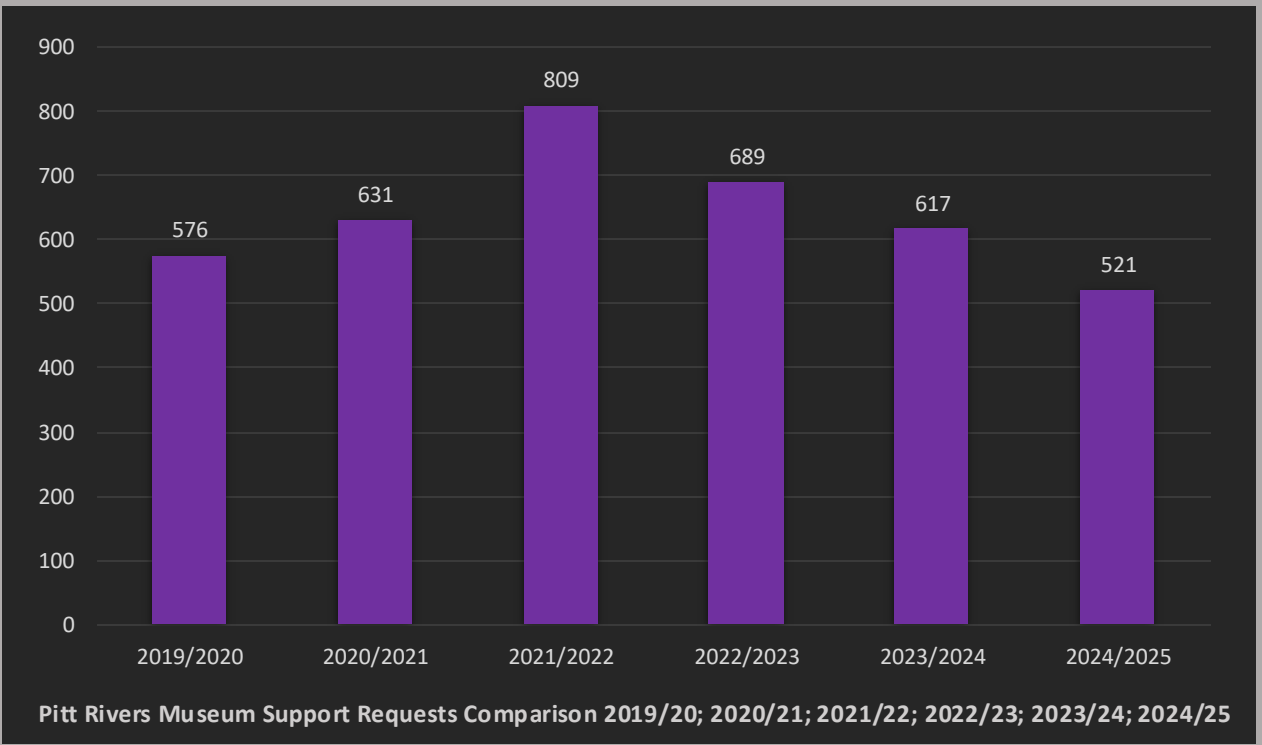
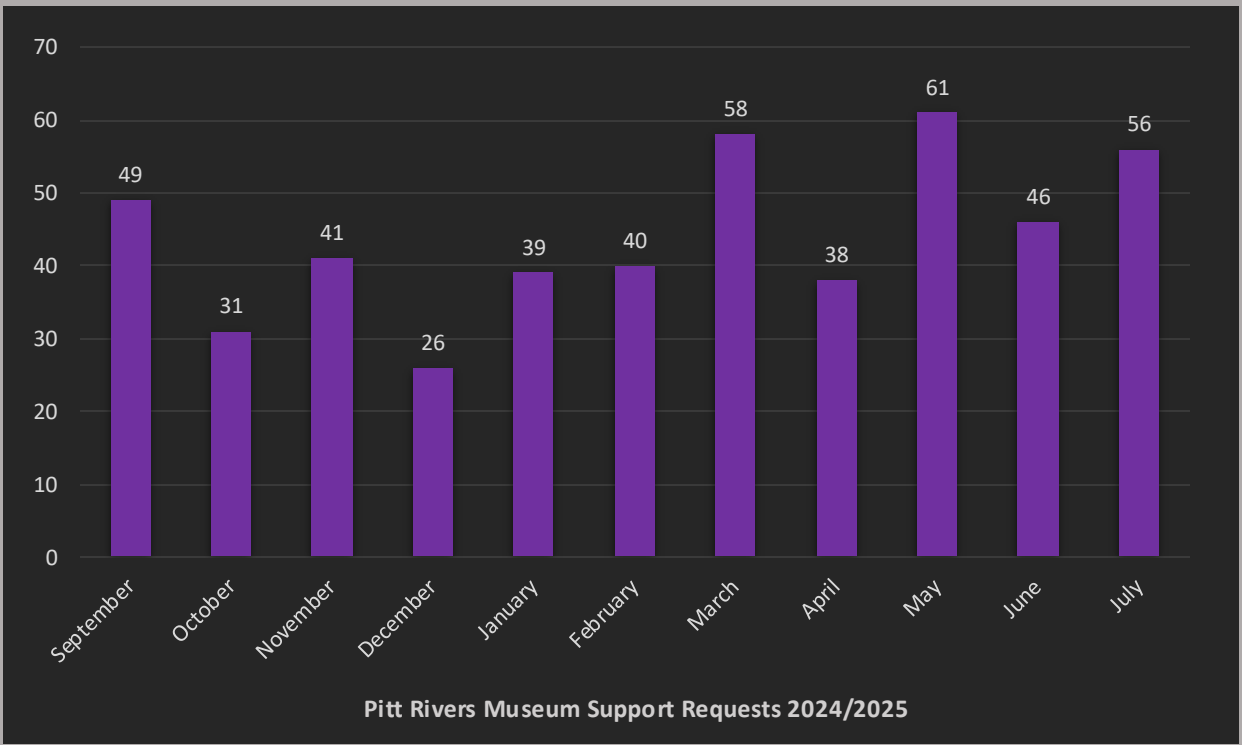
Pitt Rivers Museum Support Requests 2024/2025	521
Pitt Rivers Museum Percentage of Requests	%
Pitt Rivers Museum Support Requests 2023/2024	617
Increase/Decrease in Support Requests	- 96
Percentage Increase/Decrease	- 16%

In the 2024/25 Academic Year we received 521 requests from the Pitt Rivers Museum, which is the lowest number received from the Museum for a considerable time (335 were received in 2017/18 and 489 in 2018/19). The Pitt Rivers Museum was the only location where an overall decrease in demand was seen.

Despite the reduction in support requests, we were actively involved in a number of high-level projects.

- Connect Aged Computer Replacement - consolidation, inventory, requirements gathering, funding gained and deployment.
- Traka Cabinet System Replacement - requirements gathering, quotation and implementation.
- AV Improvements (Lecture Theatre, Seminar Room and Clore Balcony) - exploration, identification, quotation and funding proposal support for AV improvements and enhancements

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to this location. Requests that covered the entire Gardens & Museums totalled 1310, which represents 24% of the overall total.



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History of Science Museum

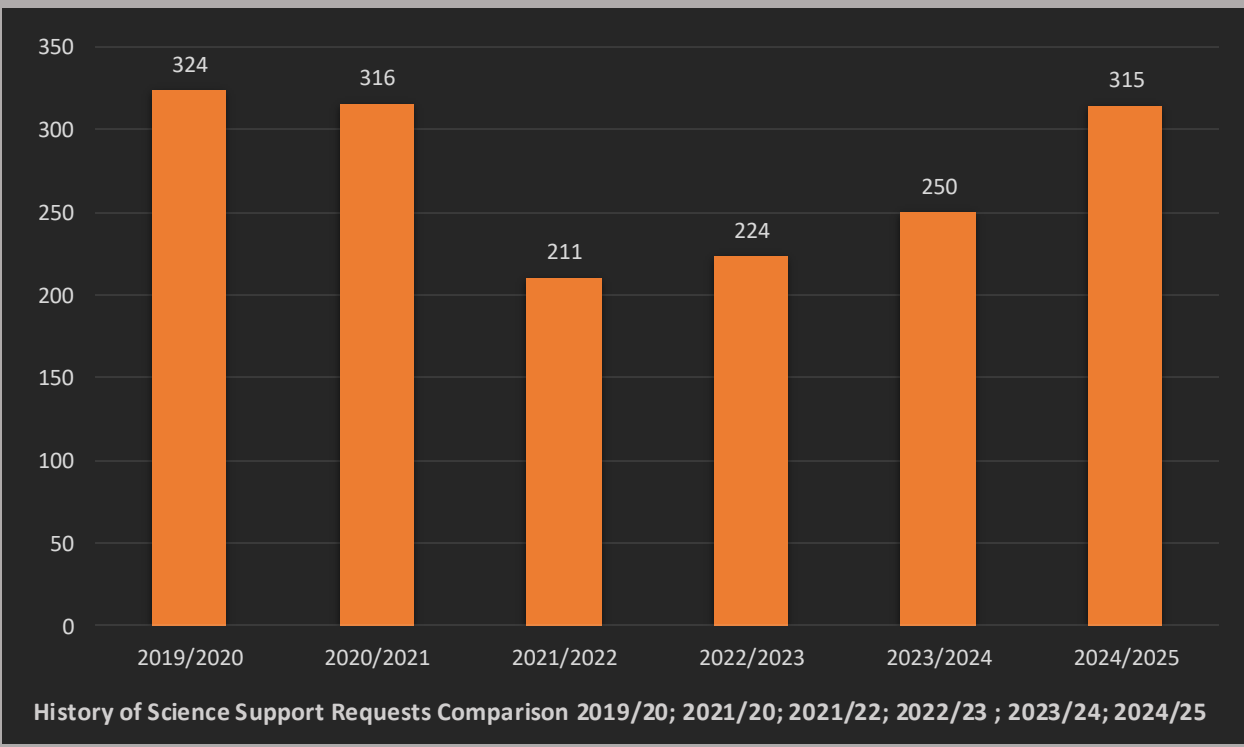
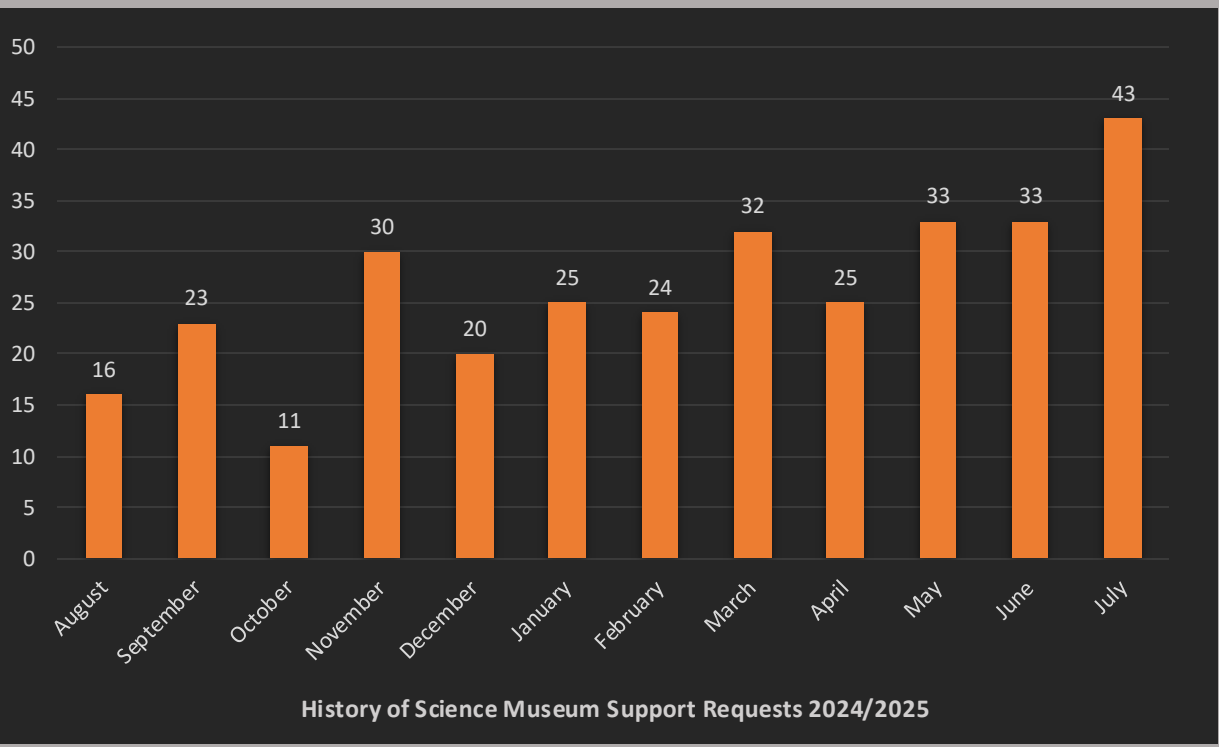
History of Science Support Requests 2024/2025	315
History of Science Percentage of Requests	%
History of Science Support Requests 2023/2024	250
Increase/Decrease in Support Requests	65
Percentage Increase/Decrease	26%

Since the 2021/22 Academic Year we have seen a consistent and year-on-year increase in support numbers from the History of Science Museum. And the change from the 250 received in 2023/24 to 315 this year (2024/25) represents a 26% increase.

Alongside this a number of high-level projects have been progressed or fulfilled during the course of the year.

- Connect Aged Computer Replacement - consolidation, inventory, requirements gathering, funding gained and deployment.
- EMu System Upgrade - improvement works in the redundancy, resilience and security of CMS.
- Gallery Interactives Improvements - exploration and migration onto new infrastructure (aged Media Players to Brightsign)
- Seminar Room AV Improvements - exploration, funding and implementation of improvements, including new computer and Teams Room System.

Please note these numbers do not include requests related to work or projects which cover the entire Gardens & Museums site, only those specific to this location. Requests that covered the entire Gardens & Museums totalled 1310, which represents 24% of the overall total.



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Botanic Garden & Arboretum

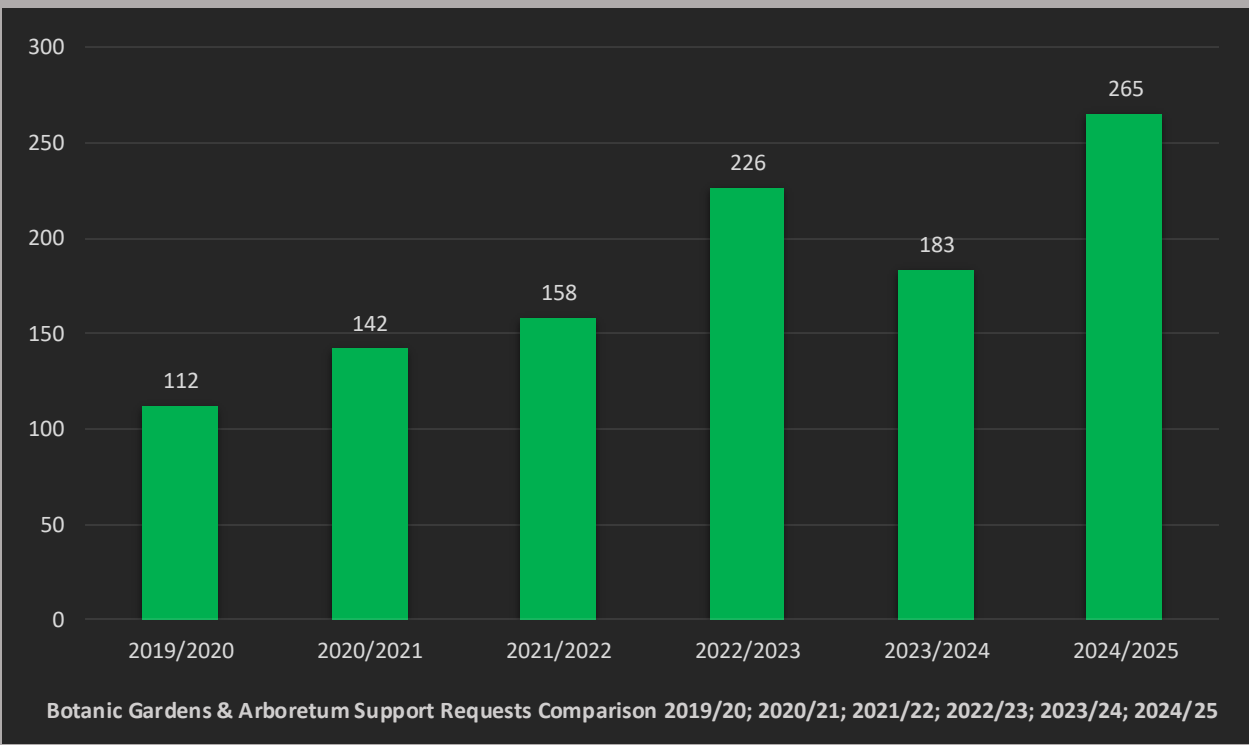
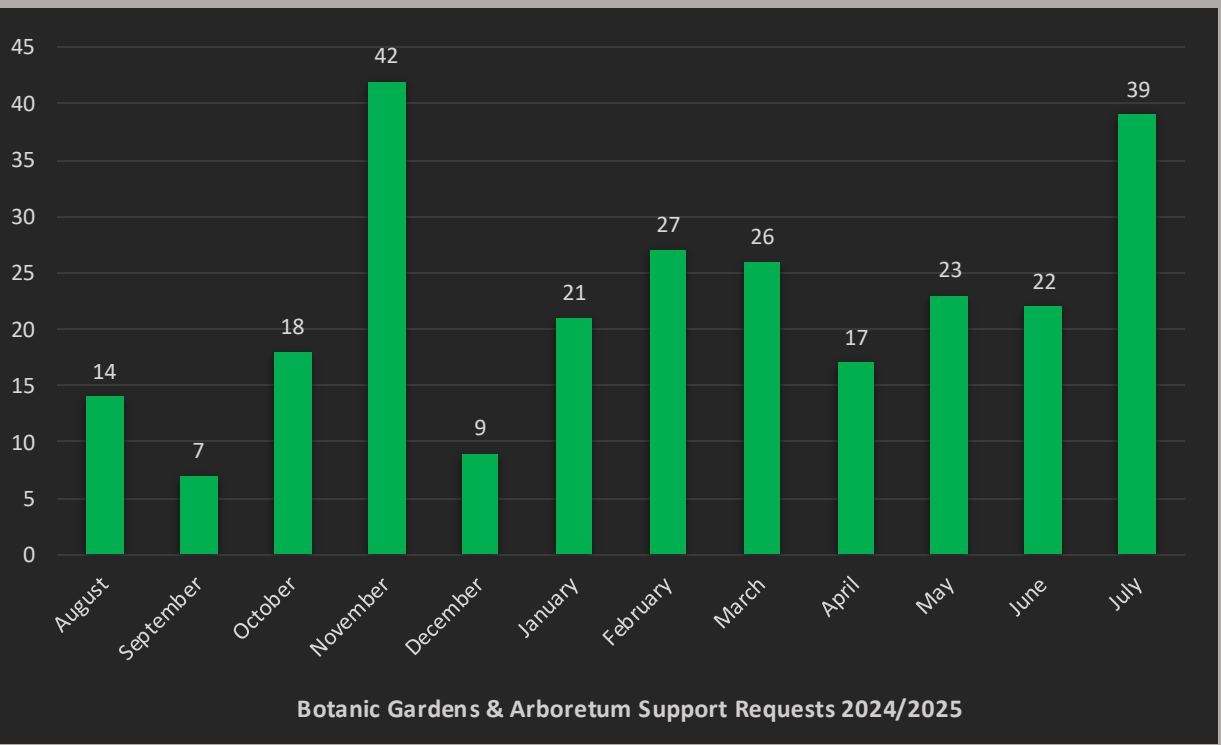
Botanic Garden Support Requests 2024/2025	265
Botanic Garden Percentage of Requests	%
Botanic Garden Support Requests 2023/2024	183
Increase/Decrease in Support Requests	82
Percentage Increase/Decrease	45%

During the course of the 2024/25 we received the highest number of requests from the Botanic Gardens & Arboretum since we have been actively recording data. The 265 received this year represents a 45% increase on the 183 received in 2023/24.

Alongside the increase in support requests, we were actively involved in a number of high-level projects.

- Connect Aged Computer Replacement - consolidation, inventory, requirements gathering, funding gained and deployment.
- Brahms Database & Application Improvements - migration to new infrastructure and deployment
- Wi-Fi Replacement at Botanic Gardens (Ruckus to MIST) - exploration, funding gained and implementation
- Greenhouse Display - exploration , quotation and implementation of Greenhouse Display
- Library AV Improvements - exploration, funding and implementation of improvements, including Teams Room System.

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GLAM Divisional Office

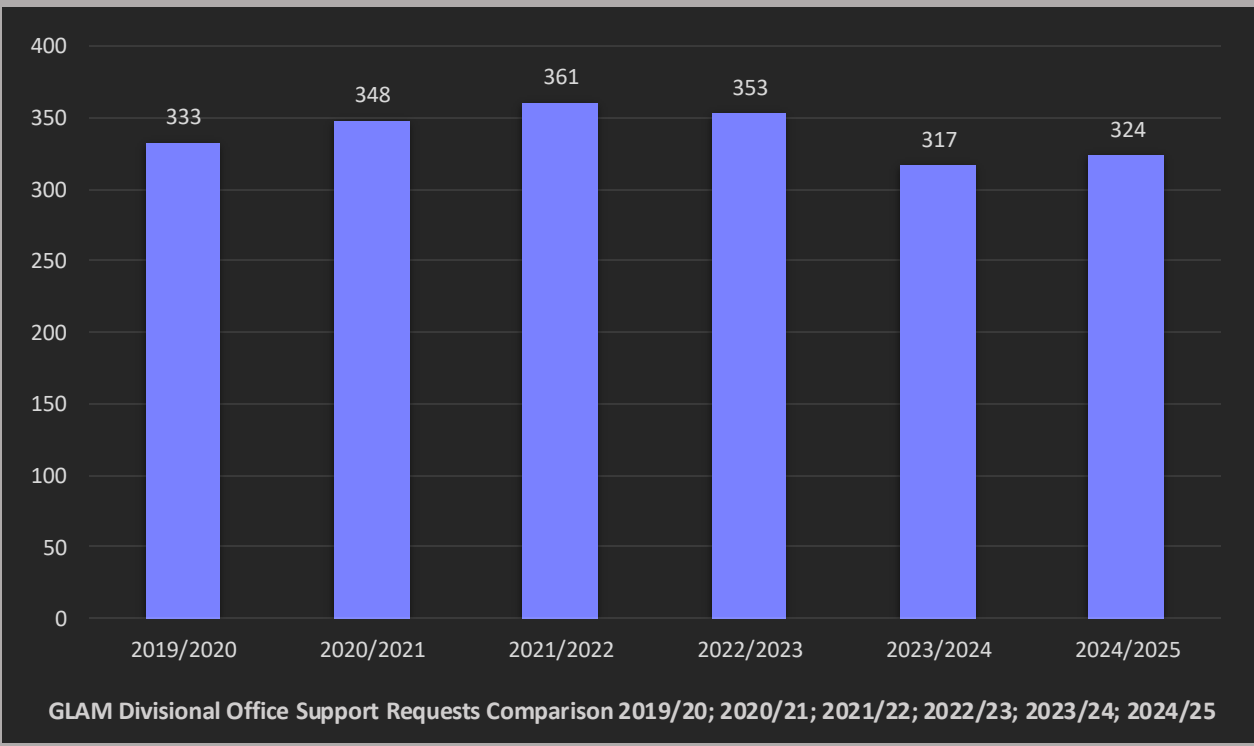
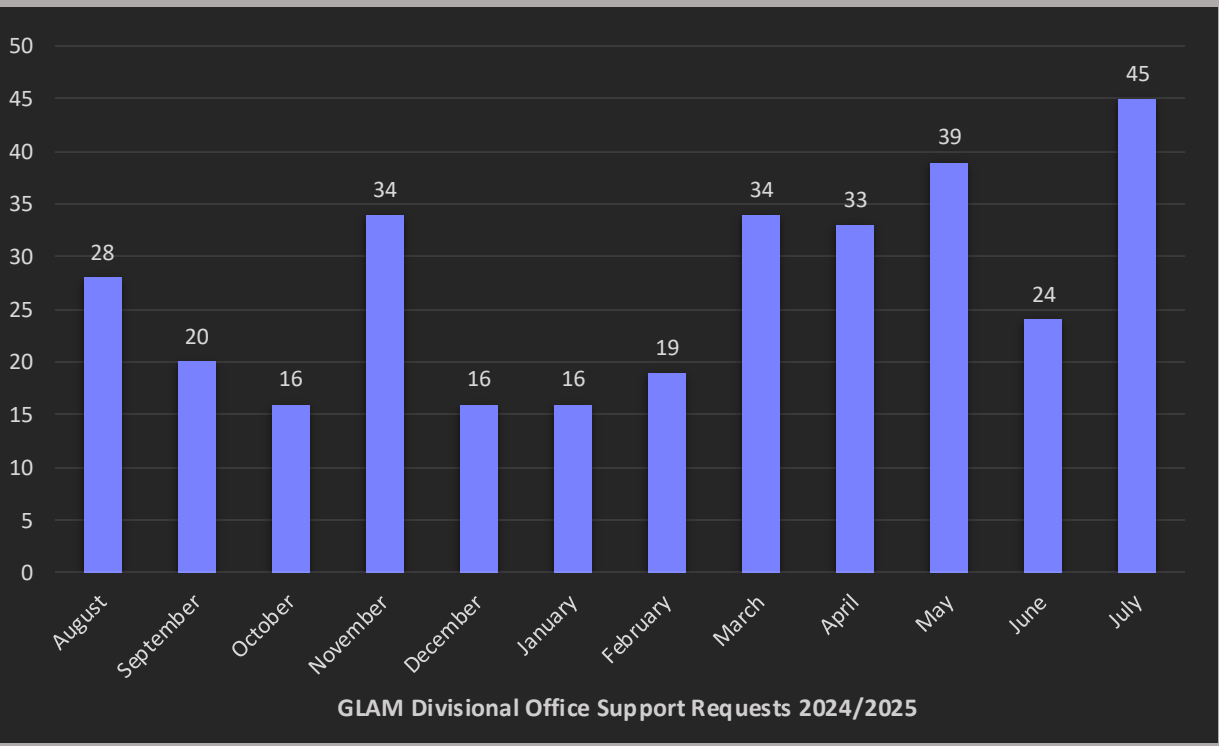
GLAM Support Requests 2024/2025	324
GLAM Percentage of Requests	%
GLAM GMIT Support Requests 2023/2024	317
Increase/Decrease in Support Requests	7
Percentage Increase/Decrease	2%

The 2024/25 Academic Year saw a small increase in support requests when compared to the previous year (324 vs 317) and there continues to be a general level of consistency in the numbers received across the years.

During the 2024/25 Academic Year we were also involved in a number of high-level improvements or projects.

- Connect Aged Computer Replacement - consolidation, inventory, requirements gathering, funding gained - implementation to take place in Q1 of 2025/26 Academic Year.
- Traka Cabinet System Replacements at MNH and PRM - requirements gathering, quotation and implementation.
- Single Sign On Implementations - Artifax and Eden Applications

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Report Findings & Conclusion

Overview <p>The high demand for IT assistance, as evidenced by the 5355 requests across the 2024/25 Academic Year, continues to show the need for IT service and support across the Gardens & Museums. A number of planned improvements, and the progression of various high-level projects have directly impacted these numbers. And the noticeable increase in demand from March onwards is further proof to this, which included the phased introduction of Single Point of Contact, alongside the progression from planning to implementation of the Connect Aged Computer Replacement Project, and a variety of Audio-Visual Improvements. There has been an increase in demand in many service areas, with Information Security seeing a significant increase as a result of the work which has taken place in improving the Cyber Security posture of the Gardens & Museums.</p> <p>The Information received and shared in this report helps us to understand which services areas are most in demand and how we are performing. This affords data driven decision making towards resourcing, training and development, future planning and continuous improvement to ensure that we continue to effectively deliver the systems, services and standards which are needed. The following items have been particularly impactful, and as all are components of our Strategic Plan for 2024 to 2026 will be key aspects of our direction and planning for the 2025/2026 Academic Year.</p>	
Single Point of Contact (SPOC) Implementation	<p>The implementation of Single Point of Contact (SPOC) represented one of the biggest service changes we made during 2024/25 and equally since the formation of the Gardens & Museums IT Team. We were anticipating and expecting this change to have an impact on support numbers but not being able to fully establish the number of requests which were being sent to Central IT Services in respect to the CONNECT Windows Computer Service it was difficult to truly plan for this.</p> <p>Since the phased introduction from March, we have seen a noticeable increase in request numbers when compared to the preceding months. Despite this we have managed to maintain response and resolution times. As Single Point of Contact was implemented at a similar time to a number of projects reaching implementation stages (CONNECT Aged Computer Replacements, AV Improvements) we are not sure whether the increase in demand is fully related to SPOC, or a combination of the progression and completion of these projects. Therefore we will continue to closely monitor support numbers into, and throughout the 2025/26 Academic Year. And as this change has been positively received we are also investigating opportunities with Central IT Services where this collaborative approach to IT delivery can be further expanded.</p>
Audio Visual Improvements	<p>Across all Gardens & Museums locations there have been AV improvement projects taking place throughout the year. This includes gallery renovations (Ashmolean Rome Gallery), digital signage implementations (Ashmolean Welcome Desk Videowall; Botanic Garden Greenhouse), and meeting space improvements (Ashmolean Broadcast and Learning Studios; Museum of Natural History Annexe; History of Science Museum Seminar Room; Botanic Garden Library). Alongside this, improvements for other spaces are planned, with implementation work due to commence soon - this includes the Pitt Rivers Museum Lecture Theatre, Seminar Room and Clore Balcony.</p> <p>Audio Visual Services & Systems continues to be a growing and evolving part of our provision, and one we continue to monitor closely to identify enhancement and improvement opportunities whilst ensuring we have the relevant skillsets to support and service the varied requirements.</p>
Information & Cyber Security	<p>Information & Cyber Security is an area which has seen significant growth this year. Fortunately, this isn't in relationship to an increase in incidents but workstreams relating to improving the Information Assurance and Cyber Security posture of the Gardens & Museums. These activities cover Business Continuity - Redundancy, Resilience & Service Continuation; Information Security Training & Knowledge Sharing; Policy, Process & Documentation; Technical & Security Controls - Managed Systems. Work on these areas will continue throughout the 2025/26 Academic Year.</p>
CONNECT Aged Computer Replacement Project	<p>The CONNECT Aged Computer Replacement Project has continued throughout the 2024/25 Academic Year. Extensive work has taken place in its planning and progression (consolidation, inventory, requirements gathering and establishing funding) with computer replacements beginning in February. The replacement work has been completed at a number of locations (Pitt Rivers Museum; History of Science Museum and Oxford Botanic Garden & Arboretum) with full completion planned for the end of October 2025.</p> <p>This project will see around 165 computers replaced, representing 25% of the Gardens & Museums computing estate. And once complete, and alongside improvements in our inventory processes, we will have a greater understanding of our end-use device estate and will look to monitor and report on its growth in future quarterly and annual service reports.</p>