

# Gardens & Museums IT

## Quarterly Report 2023/2024

### Quarter 1: 1st August 2023 – 31st October 2023

Quarter 1 of the 2023 to 2024 Academic Year has been especially busy, with September and October proving to be particularly demanding. The start of the University of Oxford Academic Year caused a surge of work across the latter weeks of September and throughout October, with a number of new starters, people requiring emergency account extensions, and several activities beginning that needed support. Although the number of requests received is less than the 1320 received during the same period in 2022/23, the 1211 requests is higher than the preceding years of 1152 in 2021/22, 848 in 2020/21 and 1177 in 2019/20. Additionally, the requests themselves were somewhat more complex, or required extensive engagement and investigation to progress and resolve.

Computer Support continues to be an area where we see significant demand for assistance. And in this period, we received 355 Computing Service requests, which is 29% of the total received. Numbers continue to be high as we endeavour to directly assist with requests related to the IT Services Managed Desktop Service (CONNECT), and in this period the number of CONNECT queries which we assisted with was 115. To minimise any impacts on our colleagues and their respective operations we have been assisting with CONNECT Requests, whilst liaising and escalating with IT Services. The Computing Service Area also includes requests associated to Apple macOS, Apple iOS, Mobile Device, Hybrid Working, Printing and Software Support

Alongside Computing, Network & Internet has been an area that has seen significant demand in this period with 159 requests, which represents 13% of the total. A number of these requests were related to continued improvement works in the network security and segmentation of the Gardens & Museums Networks, alongside the Wi-Fi Replacement Project and the provisioning of the CTRC Network.

Support Response continues to be impressive, and our average resolution has improved for the first time in the last year, thanks to considerable effort and endeavour from the team.



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## Requests Received & Requests Resolved

Support Requests Received	1211
Support Requests Resolved	1185
Tasks Resolved	118

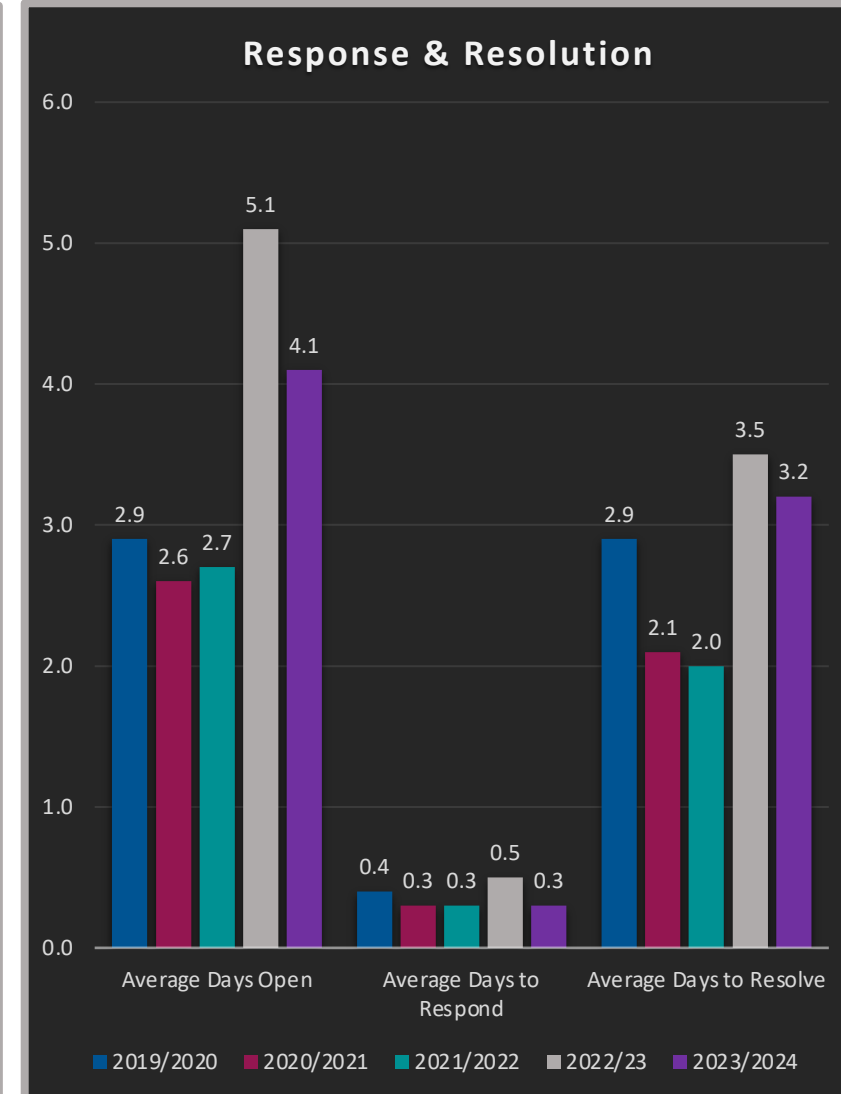
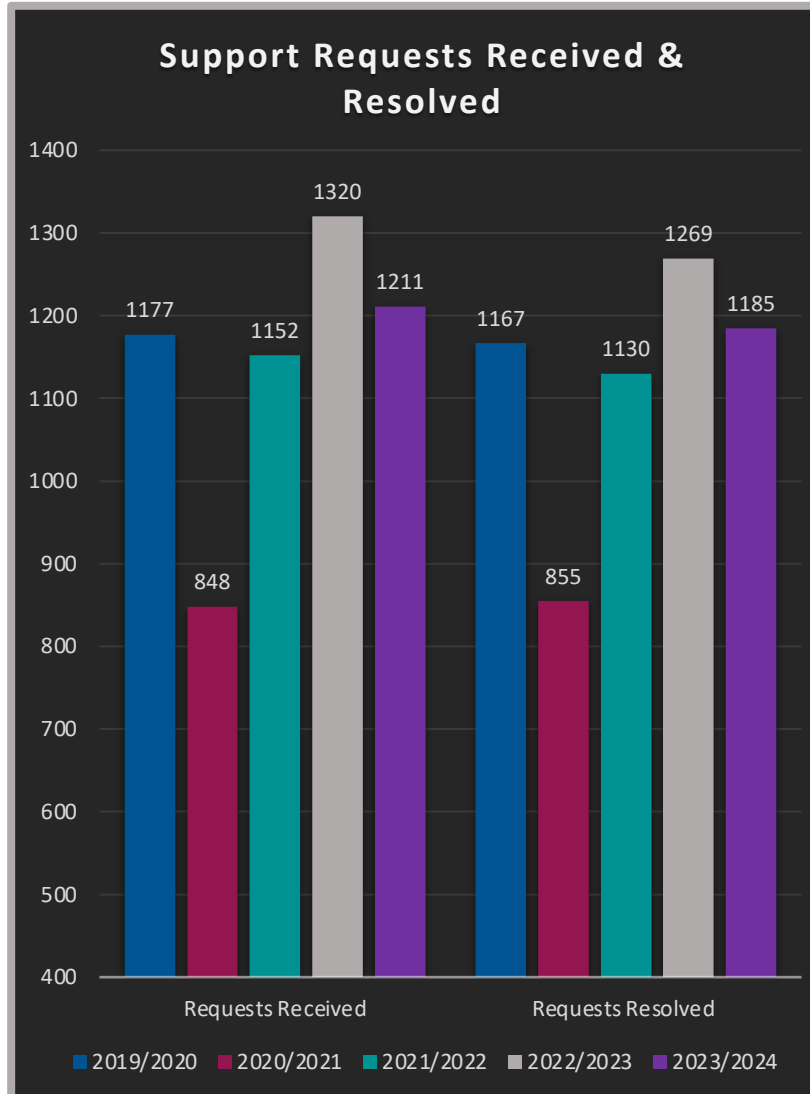
## Response & Resolution

Average Days Open	4.1
Average Days to Respond	0.3
Average Days to Resolve	3.2
% First Call Resolution	55%

The diagrams on this page show that the number of Support Requests received in Q1 are lower than in the same period of the 2022/23 Academic Year but higher than those in the preceding years.

Resolution times having gone up during Q1 in the 2022/23 Academic Year have come back down this year, with response times continuing to be impressively quick at 0.3 days. Alongside this Average Days Open and Average Days to Resolve have shown improvements when compared directly to last year, though the number of requests received in this period of 2022/23 were somewhat higher.

## Quarter 1 Support Comparison – 2019/2020; 2020/2021; 2021/2022; 2022/2023; 2023/2024



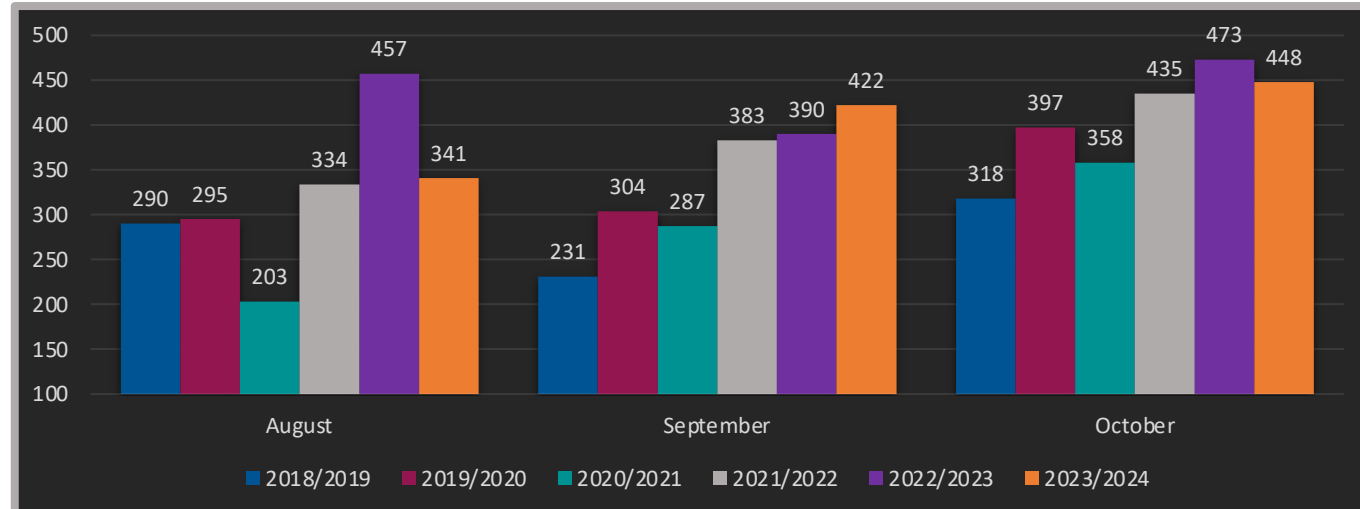
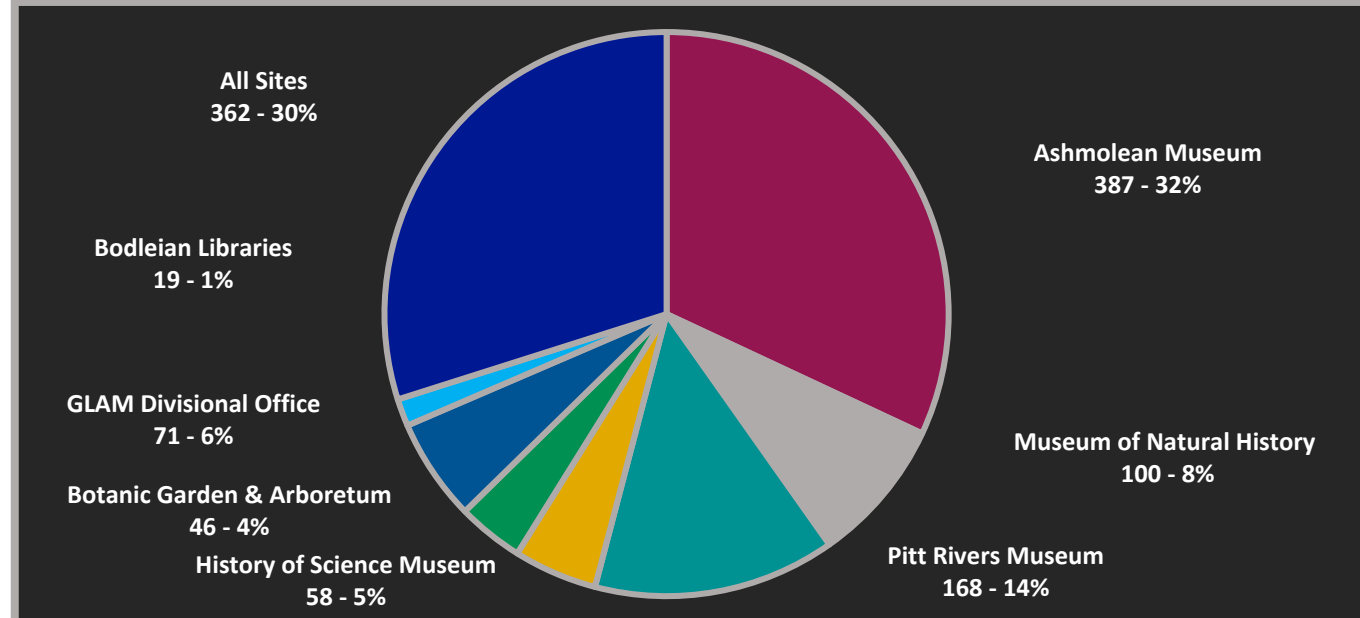
# Gardens & Museums IT Quarterly Report 2023/2024

Quarter 1: 1st August 2023 – 31<sup>st</sup> October 2023



## Quarter 1 - Where have the Support Requests come from?

Location	August 2023	September 2023	October 2023
Ashmolean Museum	102	142	143
Museum of Natural History	30	35	35
Pitt Rivers Museum	44	66	58
History of Science Museum	21	21	16
Botanic Garden & Arboretum	5	14	27
GLAM Divisional Office	16	25	30
Bodleian Libraries	4	8	7
All Sites	119	111	132
<b>Total</b>	<b>341</b>	<b>422</b>	<b>448</b>



There was a steady month on month increase in the number of requests received from August to October, with most sites seeing lower numbers in August and higher in October, with the exception to this being the History of Science Museum, where it was the opposite.

We have begun to see a small, but regular number of requests from the Bodleian Libraries, despite this not being a site which we currently support.

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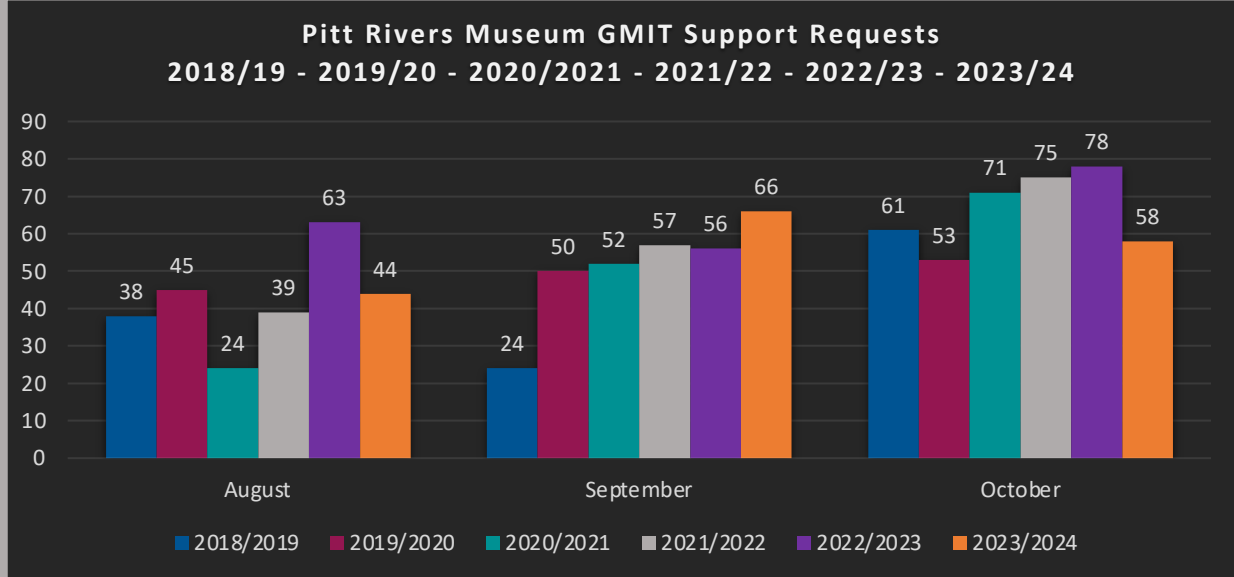
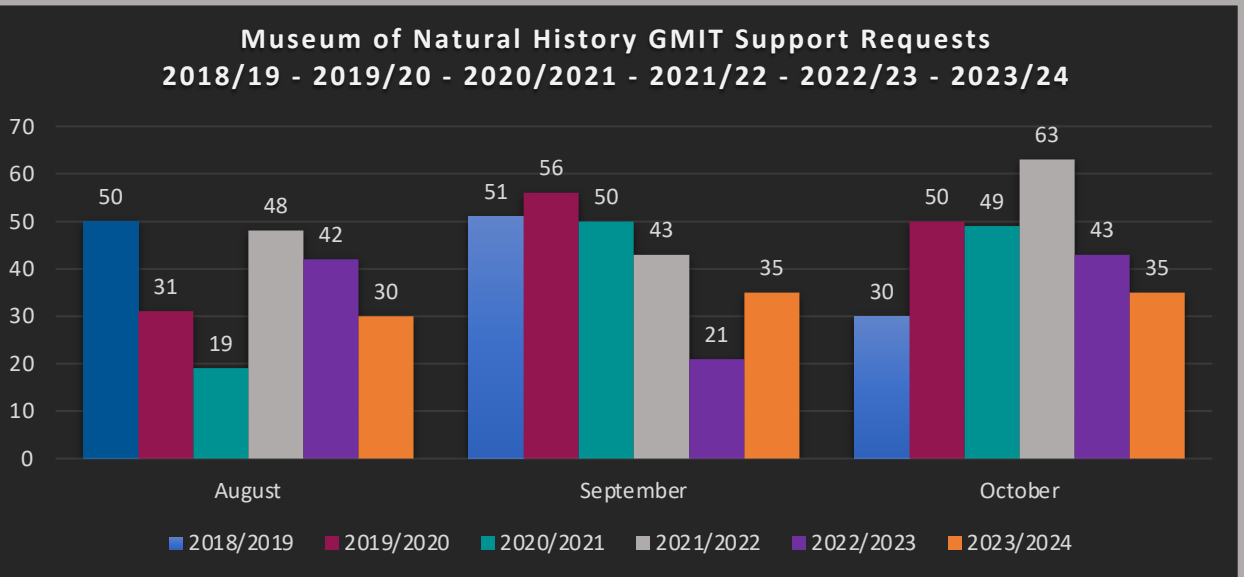
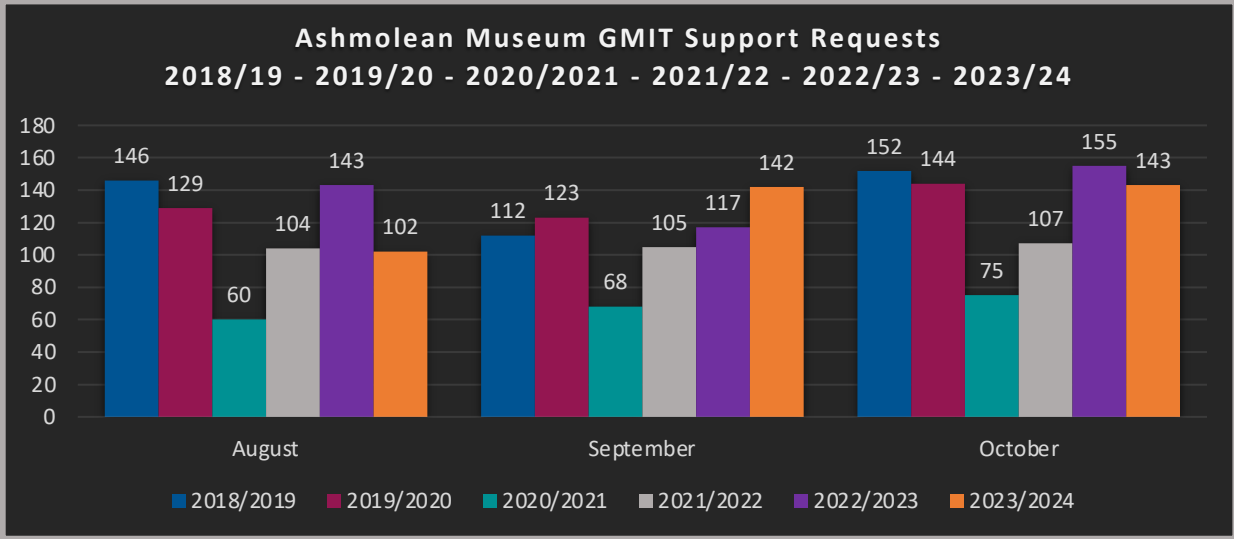
## Quarter 1 - Where have the Support Requests come from?

**Ashmolean Museum:** The number of requests received from the Ashmolean remain the highest of the units we support. But due to the respective size of the Ashmolean this is to be expected, and the numbers themselves were consistent with previous years

**Museum of Natural History:** Requests from MNH were consistent across each of the 3 months with 30 requests in August, and 35 in both September and October.

**Pitt Rivers Museum:** Support requests from the Pitt Rivers Museum remain consistent with previous years - though slightly higher in September and lower in October, than in preceding 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 and Service Improvements).



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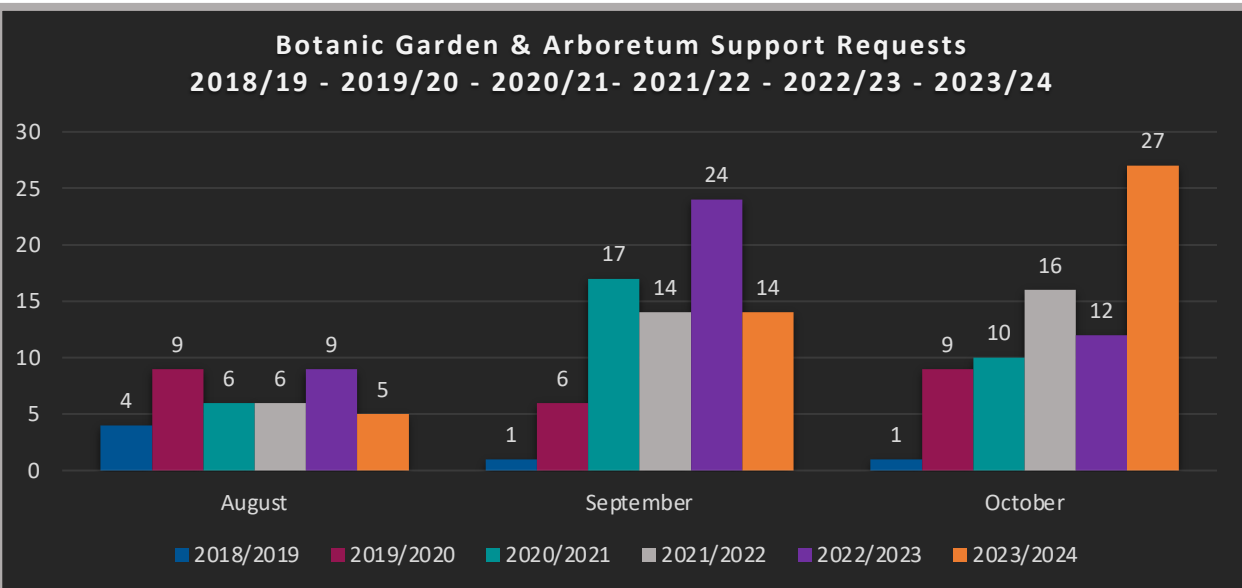
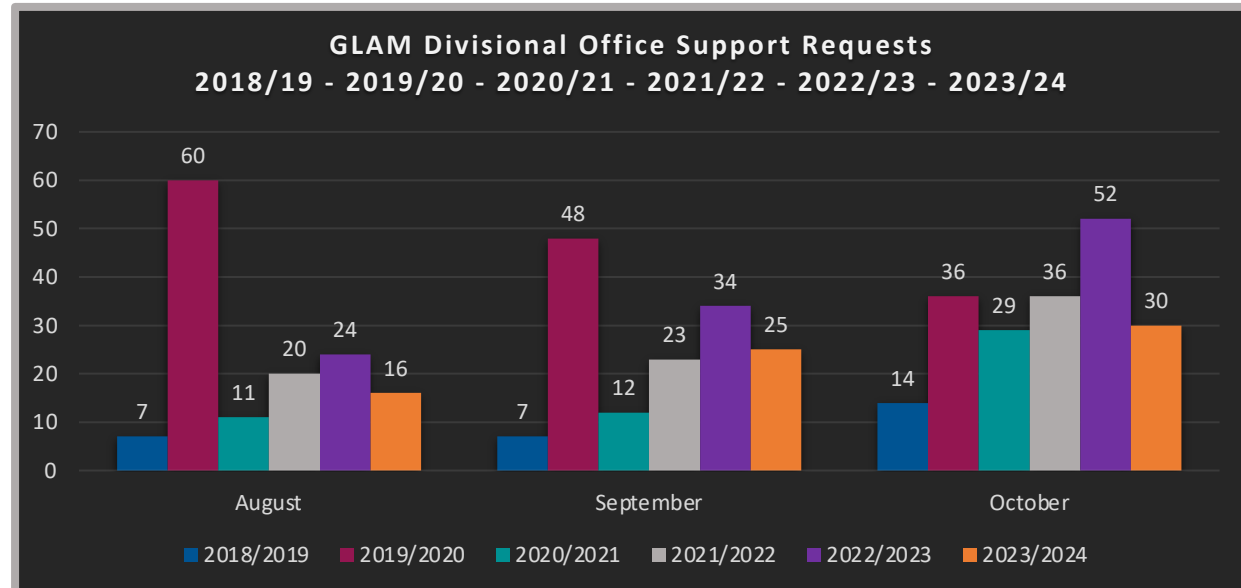
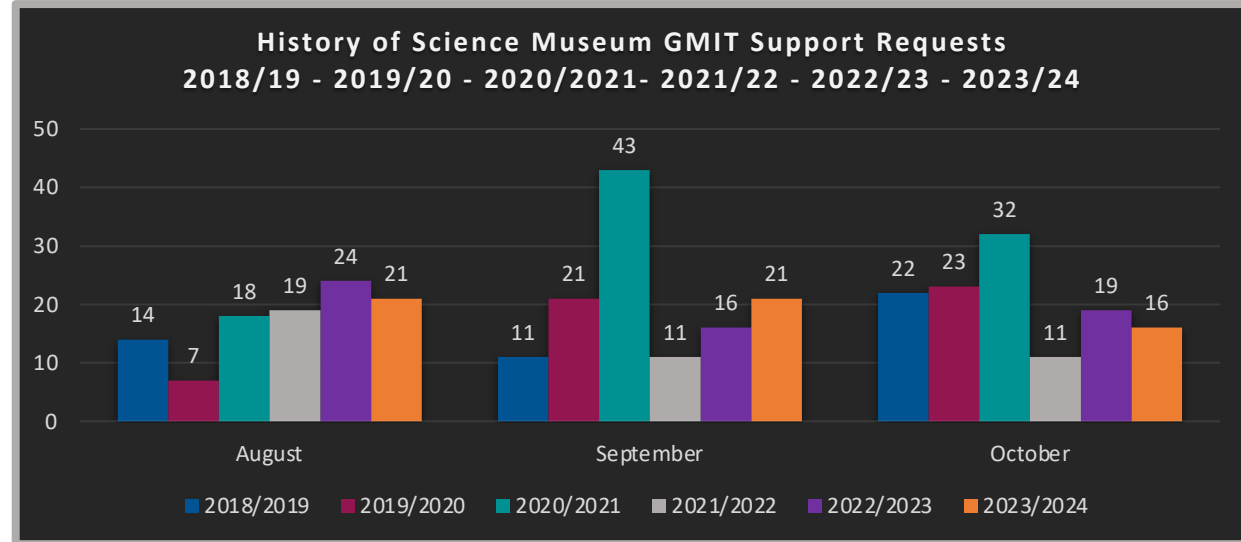
## Quarter 1 - Where have the Support Requests come from?

**History of Science Museum:** Requests from the History of Science Museum were in-line and consistent with those received in previous years.

**Botanic Garden & Arboretum:** Requests from the Botanic Garden & Harcourt Arboretum were minimal in August, as expected in September, but high in October. This was a result of a number of staff changes and associated account accesses, as well as required guidance on security systems.

**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).



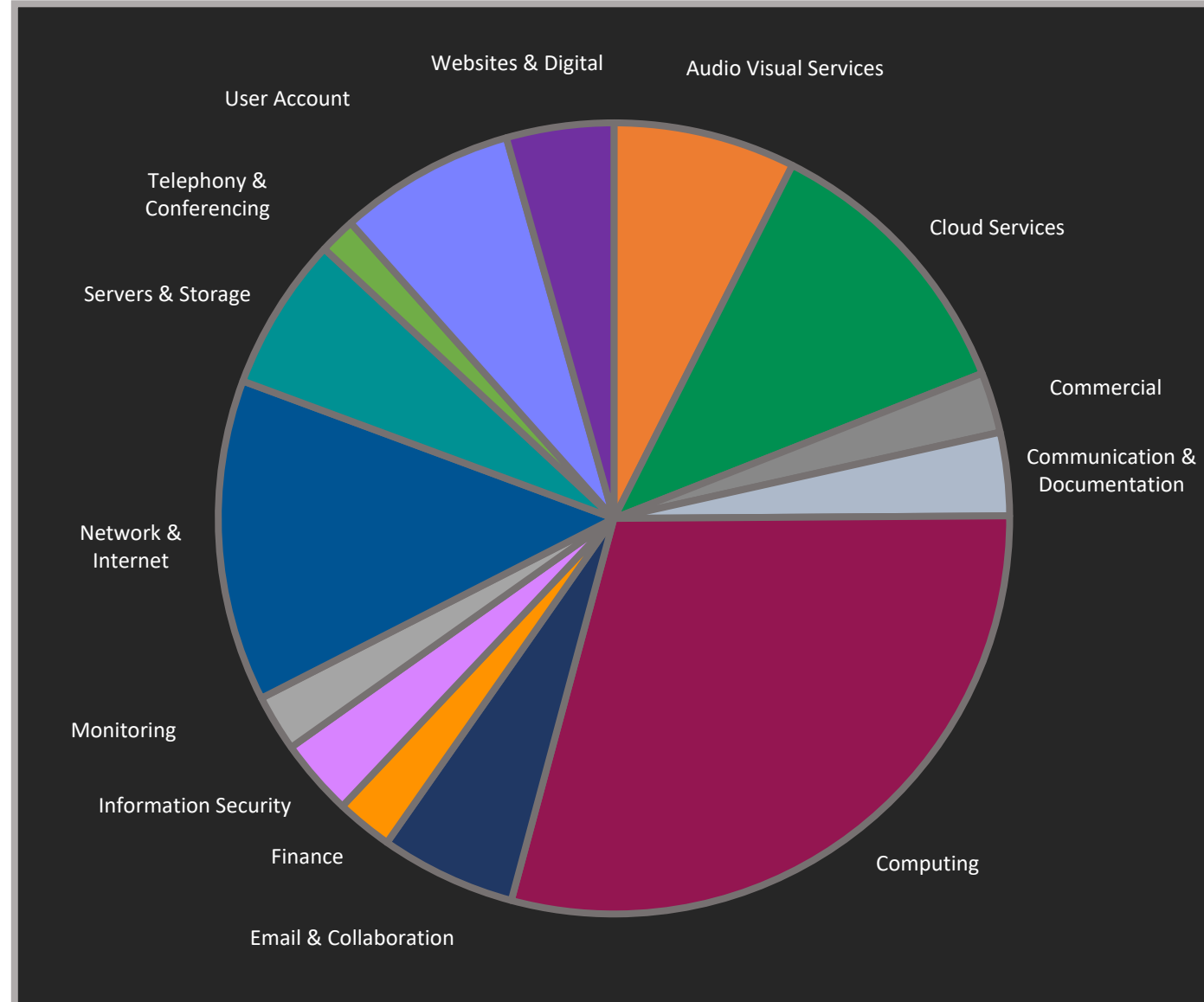
# Gardens & Museums IT Quarterly Report 2023/2024

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## Quarter 1 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	90	7
Cloud Services	140	12
Commercial	30	2
Communication & Documentation	41	3
Computing	355	29
Email & Collaboration	67	6
Finance	29	2
Information Security	38	3
Monitoring	28	2
Network & Internet	159	13
Servers & Storage	76	6
Telephony & Conferencing	18	1
User Account	87	7
Websites & Digital	53	4
<b>Total</b>	<b>1211</b>	<b>100</b>



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 services and systems that we operate, manage and support across the Gardens & Museums, and the number of support requests which each receive.

In Q1 of this Academic Year a number of areas had particularly high numbers, including Computing, Cloud Services and Network & Internet. Equally Audio Visual Services continue to show growth as we do more and more in this area for the Gardens & Museums.

# Gardens & Museums IT Quarterly Report 2023/2024

Quarter 1: 1st August 2023 – 31<sup>st</sup> October 2023



## Report Findings & Conclusion

The 2023/24 Academic Year has commenced with considerable demand for IT assistance, as demonstrated by the 1211 support requests received from 1st August and 31<sup>st</sup> October 2023. Although this is lower than the 1320 received during Q1 of the 2022/23 Academic Year, it is higher than those preceding years. What was incredibly apparent during this period, was that the requests themselves were significantly more complex to resolve, and either required extended engagement or investigation, or that there were less technical requirements, but more stakeholder engagement and management.

### IT Services Managed Desktop Service (CONNECT)

Through Q1 we have been working quite closely with IT Services regards the CONNECT Service, in respect to both deskside support and issue progression and resolution, as well as engagement regards the CONNECT Replacement Cycle. As such activities require liaison with other parties this has seen extended resolution times for the associated request. We are finding that as the CONNECT Computers have got older there are more issues being experienced, such as speed, network disconnections and battery issues with Laptops. These problems link directly to the requirement for the replacement of computers, but there is a need to investigate and establish this at a deskside level, with much of this falling on our shoulders to minimise the impacts on our userbase. We will continue to monitor this whilst engaging and supporting the CONNECT Replacement Cycle.

### Network & Internet

Significant work has taken place during Q1 in respect to both the wired and wireless networks of the Gardens & Museums. Security and network segmentation work continues to take place on the wired network, as we implement service specific networks, such as AV, Commercial Systems and Desktop User Devices. This segregation work will improve both the network performance of these services as well as the security. Alongside this the Wi-Fi Replacement Project continues, with the History of Science Museum and Pitt Rivers Museum having had the new system implemented, and Phase 1 of the project completed. Planning activities are now taking place at the Museum of Natural History, with installation due to commence in either December 2023 or January 2024.

### CTRC (Collections and Teaching Research Centre)

The CTRC has opened, and much work has taken place, both directly from the Gardens & Museums IT Team (procurement, chorus telephony, desktop equipment installations and associated cabling) and through the management or engagement of suppliers (Pro AV and IT Services Managed Network Team). Understandably the opening of a new building brings about considerable work, but as the CTRC is not being immediately occupied the amount of work has been controlled and delivered in phases.

### Bodleian Libraries

Recently we have been experiencing a small, but steady and consistent number of requests for support from the Bodleian Libraries, covering a number of service areas. As the Bodleian Libraries only have formalised support for certain aspects of their IT provision, they have been reaching out for help despite Gardens & Museums IT not serving any of their business, other than the Commercial Point Of Sale devices. This unmet demand from the Bodleian Libraries is currently being investigated in order to establish the need for a formalised and resourced solution.

### In Conclusion

Service and support performance throughout Q1 has been admirable. And alongside the delivery and progression of several high-level projects and activities, the ability to respond as efficiently, despite the demand for assistance from areas which we either do not directly support or manage is commendable. The teams individual and collective contributions to this have been pivotal, and are greatly appreciated.