Gardens & Museums IT

Quarterly Service Report 2024/2025
Q1: 1st August 2024 - 31st October 2024

Quarter 1 of the 2024/25 Academic Year has once again busy time for the Gardens & Museums IT Team. More and more our involvement and engagement is needed throughout the Gardens & Museum in the support and delivery of various technologies and operations. And as is standard for the start of each Academic Year there are many new initiatives and ideas as the locations we support and the departments within develop and commence work on their own targets and objectives, which often have technical or technology-based dependencies, or require security guidance. Additionally, we have been approached by a number of teams during Q1 to discuss service management and service operations in view to offering advice, guidance and systems which could assist other service providers in their respective service delivery.

During Quarter 1, and as with Q4 of 2023/24, we have seen growth in requests or workstreams related to Information Security, as the associated risks, and awareness to them grows and becomes a business priority. The increase in requests directly relates to work which is already in process as we we take on greater responsibility in the oversight and progression of Information Assurance & Cyber Security work, including mitigation and prevention, knowledge sharing and improvements.

Gardens & Museums IT Quarterly Service Report 2024/2025
Quarter 1: 1st August 2024 – 31st October 2024

Requests Received & Requests Resolved

Support Requests Received	**1180**
Support Requests Resolved	**1179**
Tasks Resolved	**33**

Response & Resolution

Average Days Open	**5.1**
Average Days to Respond	**0.2**
Average Days to Resolve	**4.2**
% First Call Resolution	**45%**

Quarter 1 of the 2024/25 Academic Year shows a small decrease in the number of requests received when compared to Q1 in 2023/24. The number of requests resolved almost matched the number received, with 1180 received and 1179 resolved.

Average resolution times were also longer than in the previous year, but initial response has once more improved. This is likely the result of a number of aged incidents having not been suitably resolved. We have implemented new measures to suitably monitor and progress such occurrences.

Quarter 1 Support Comparison – 2020/2021; 2021/2022; 2022/2023; 2023/2024; 2024/2025


Requests Received:
- 2020/2021: 848
- 2021/2022: 1152
- 2022/2023: 1320
- 2023/2024: 1211
- 2024/2025: 1180

Requests Resolved:
- 2020/2021: 855
- 2021/2022: 1130
- 2022/2023: 1269
- 2023/2024: 1185
- 2024/2025: 1179

Legend: ■ 2020/2021 ■ 2021/2022 ■ 2022/2023 ■ 2023/2024 ■ 2024/2025

Average Days Open:
- 2020/2021: 2.6
- 2021/2022: 2.7
- 2022/2023: 5.1
- 2023/2024: 4.1
- 2024/2025: 5.1

Average Days to Respond:
- 2020/2021: 0.3
- 2021/2022: 0.3
- 2022/2023: 0.5
- 2023/2024: 0.3
- 2024/2025: 0.2

Average Days to Resolve:
- 2020/2021: 2.1
- 2021/2022: 2.0
- 2022/2023: 3.5
- 2023/2024: 3.2
- 2024/2025: 4.2

Legend: ■ 2020/2021 ■ 2021/2022 ■ 2022/23 ■ 2023/2024 ■ 2024/2025

Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 1: 1st August 2024 – 31st October 2024

Quarter 1 - Where have the Support Requests come from?

Location	August	September	October
Ashmolean Museum	155	143	145
Museum of Natural History	33	34	53
Pitt Rivers Museum	36	49	31
History of Science Museum	16	23	11
Botanic Garden & Arboretum	14	7	18
GLAM Divisional Office	28	20	16
Bodleian Libraries	4	12	12
GLAM Stores	7	9	1
All Sites	100	94	109
Total	393	391	396
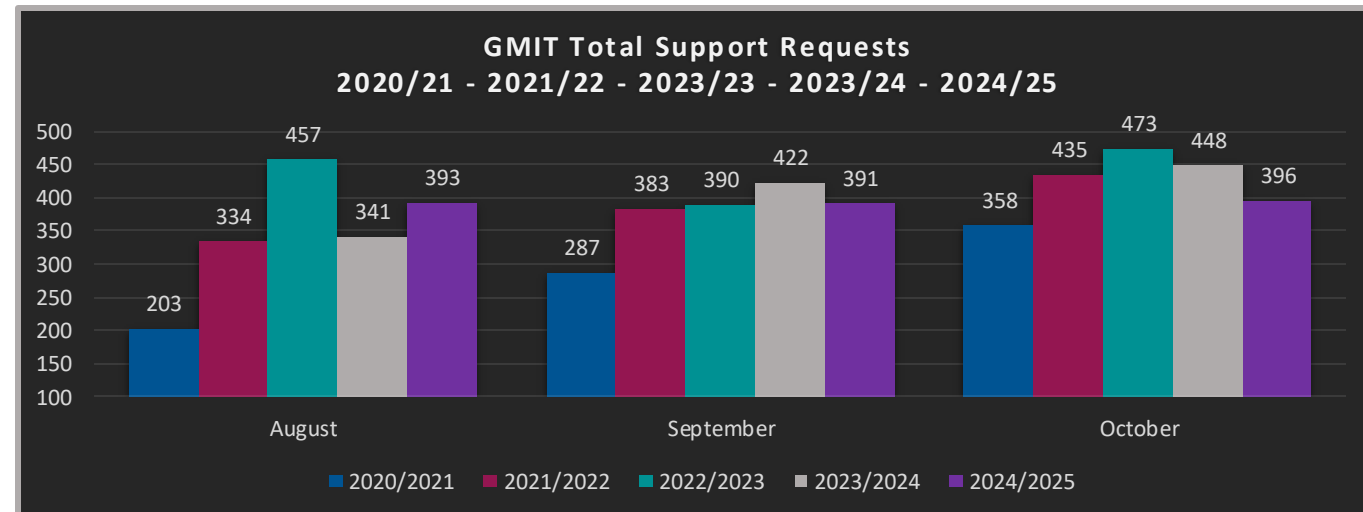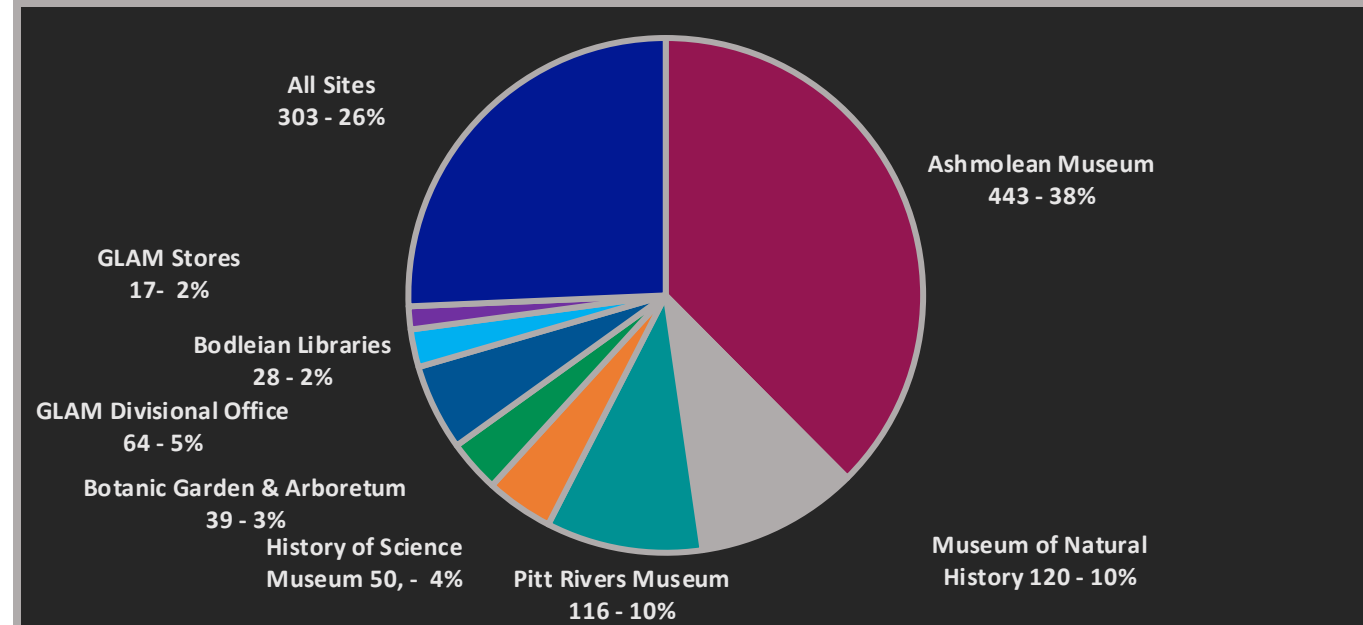
There has been a consistent level of demand throughout August, September and October, with each month seeing close to 400 requests.

Once more there is a small number of requests from the Bodleian Libraries (24). And we have begun to record requests related to the GLAM Stores (CTRC and CSF) to properly identify the level of work coming from these new areas.

Pie chart:
- All Sites 303 - 26%
- Ashmolean Museum 443 - 38%
- GLAM Stores 17 - 2%
- Bodleian Libraries 28 - 2%
- GLAM Divisional Office 64 - 5%
- Botanic Garden & Arboretum 39 - 3%
- History of Science Museum 50, - 4%
- Pitt Rivers Museum 116 - 10%
- Museum of Natural History 120 - 10%

GMIT Total Support Requests
2020/21 - 2021/22 - 2023/23 - 2023/24 - 2024/25

August: 203, 334, 457, 341, 393
September: 287, 383, 390, 422, 391
October: 358, 435, 473, 448, 396

Legend: 2020/2021, 2021/2022, 2022/2023, 2023/2024, 2024/2025

Gardens & Museums IT Quarterly Service Report 2024/2025
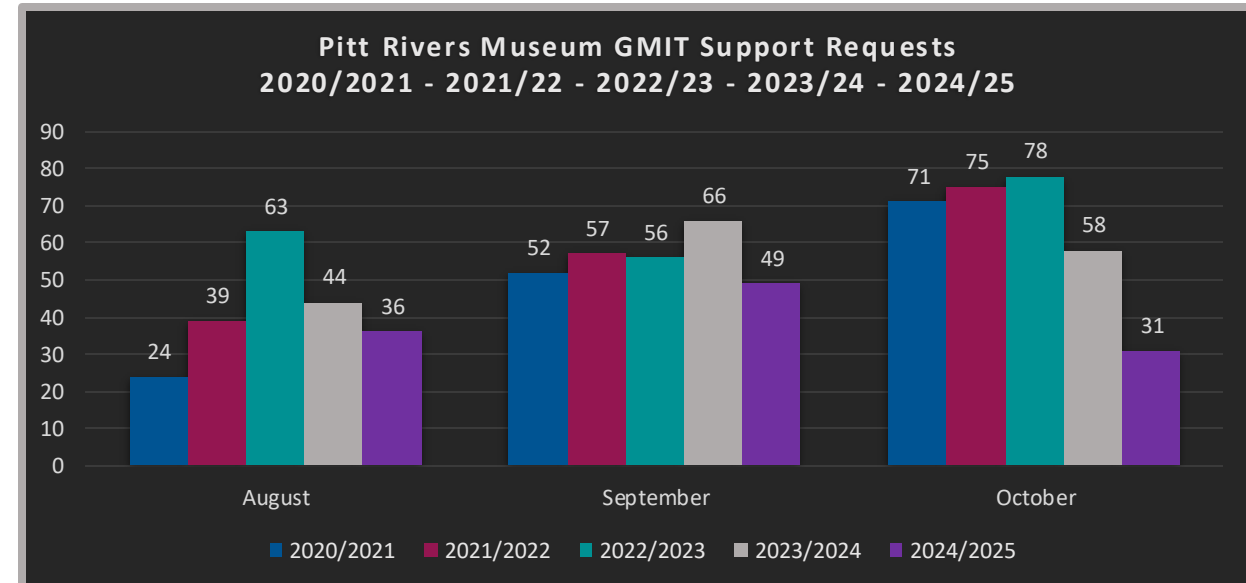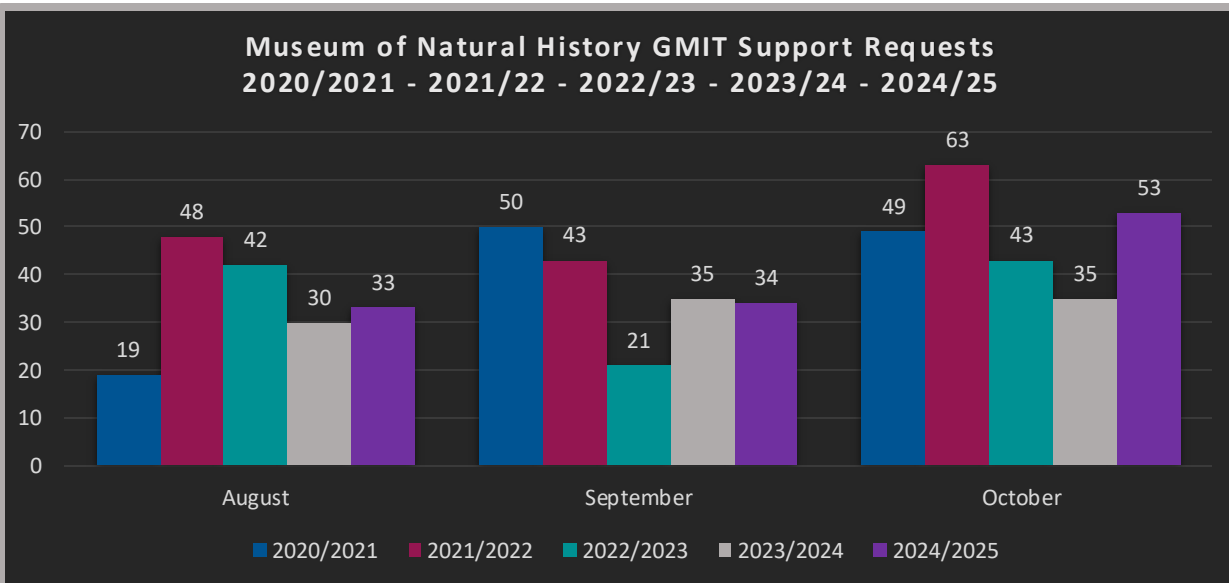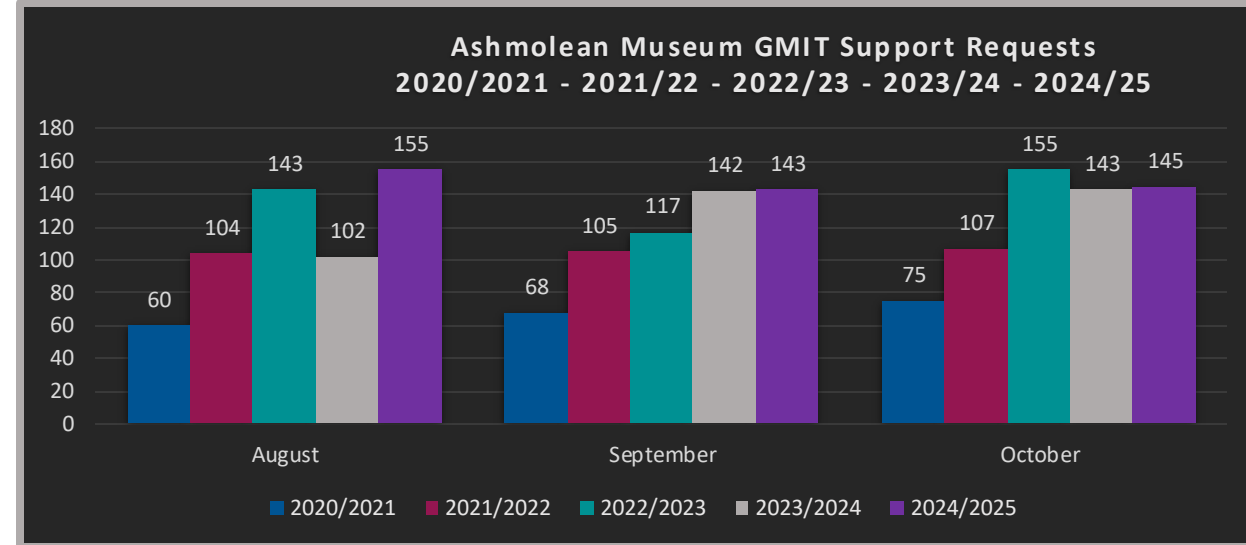## Quarter 1: 1st August 2024 – 31st October 2024

Quarter 1 - Where have the Support Requests come from?

Ashmolean Museum: Requests from the Ashmolean in August were high when compared to the previous Academic Year, but the numbers received during September and October were almost identical to 2023/24.

Museum of Natural History: Requests from the Museum of Natural History were in-line with 2023/24 for both August and September. But there was a notable increase in October.

Pitt Rivers Museum: The number of requests from the Pitt Rivers were noticeably lower when compared to 2023/24, and in particular October saw a significant decrease. There are no obvious reasons for this change, but we will continue to monitor to ensure issues are being reported, and correct support channels are being utilised.

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).

Ashmolean Museum GMIT Support Requests
2020/2021 - 2021/22 - 2022/23 - 2023/24 - 2024/25

	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
August	60	104	143	102	155
September	68	105	117	142	143
October	75	107	155	143	145

Museum of Natural History GMIT Support Requests
2020/2021 - 2021/22 - 2022/23 - 2023/24 - 2024/25

	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
August	19	48	42	30	33
September	50	43	21	35	34
October	49	63	43	35	53

Pitt Rivers Museum GMIT Support Requests
2020/2021 - 2021/22 - 2022/23 - 2023/24 - 2024/25

	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
August	24	39	63	44	36
September	52	57	56	66	49
October	71	75	78	58	31

Gardens & Museums IT Quarterly Service Report 2024/2025
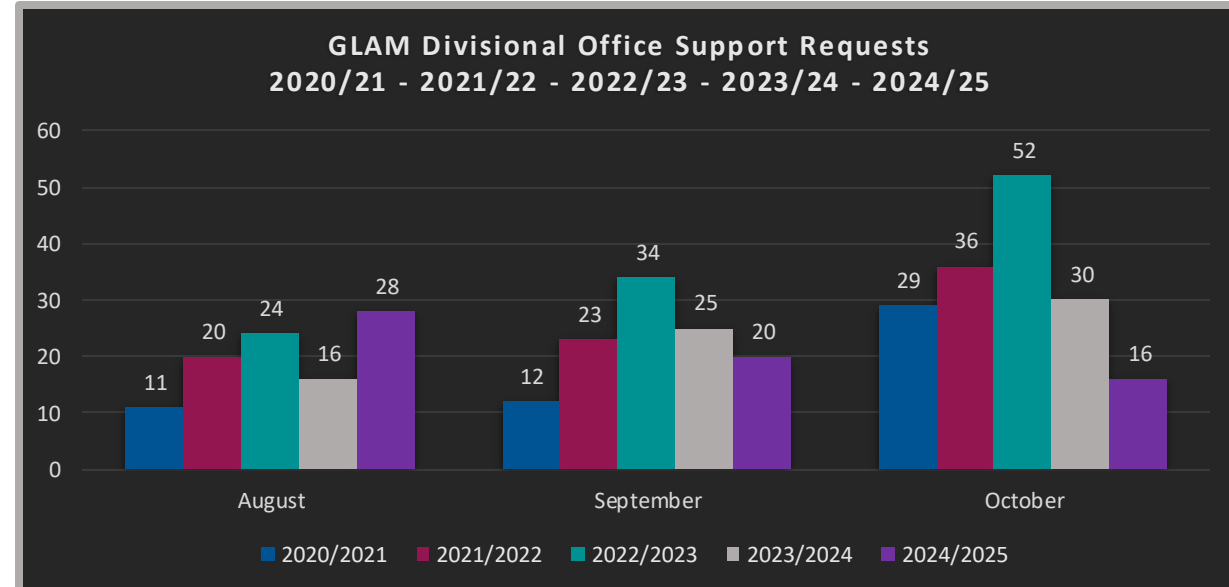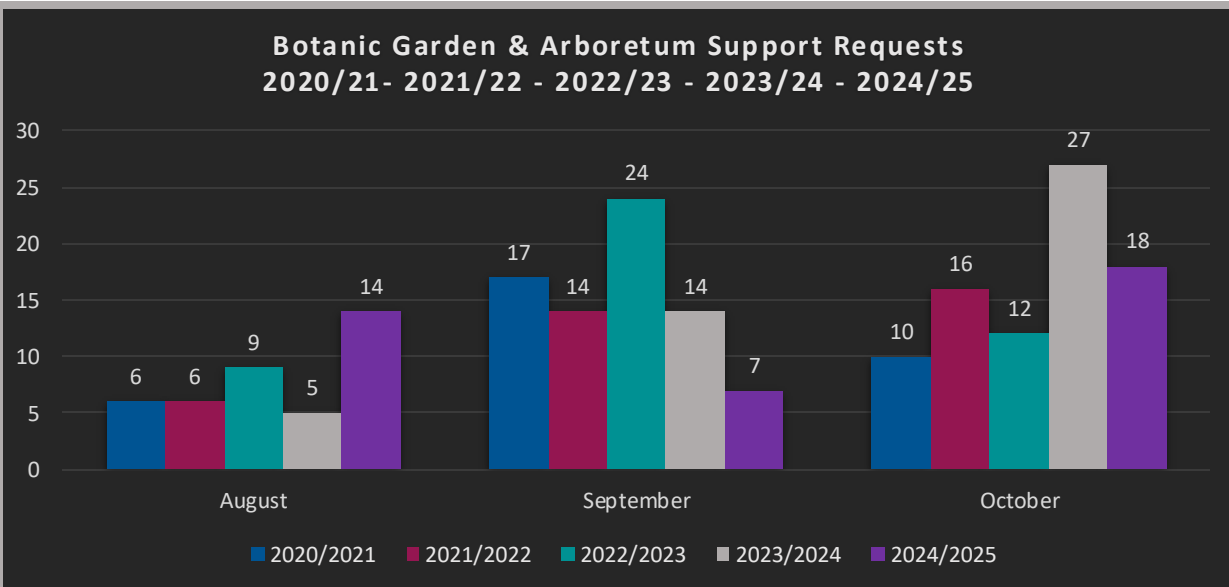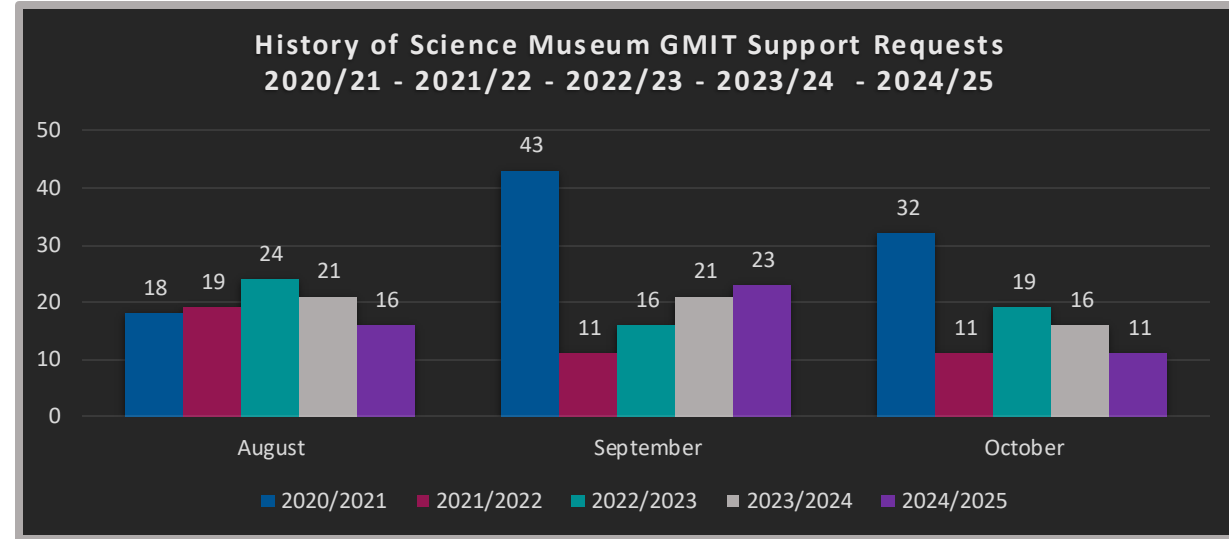## Quarter 1: 1st August 2024 – 31st October 2024

Quarter 1 - Where have the Support Requests come from?

History of Science Museum: The number of requests from HSM shows a small drop in August and October, and an increase in September. There is a year-on-year decrease in August and October, alongside a year-on-year increase in September.

Botanic Garden & Arboretum: August saw the highest number of requests from the Botanic Garden & Arboretum for some time, whereas September saw the lowest.

GLAM Divisional Office: We are seeing a general decrease in the numbers of requests from the Divisional Office. This is likely as a result of us recording requests from both the Bodleian Libraries and the Shared Stores (CTRC and CSF) in separate categories to ensure data is captured correctly.

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).


History of Science Museum GMIT Support Requests
2020/21 - 2021/22 - 2022/23 - 2023/24 - 2024/25

Botanic Garden & Arboretum Support Requests
2020/21 - 2021/22 - 2022/23 - 2023/24 - 2024/25

GLAM Divisional Office Support Requests
2020/21 - 2021/22 - 2022/23 - 2023/24 - 2024/25

Gardens & Museums IT Quarterly Service Report 2024/2025
Quarter 1: 1st August 2024 – 31st October 2024

Quarter 1 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	121	10
Cloud Services	62	5
Commercial	24	2
Communication & Documentation	42	4
Computing	390	33
Email & Collaboration	78	7
Finance	44	4
Information Security	62	5
Monitoring	35	3
Network & Internet	109	9
Servers & Storage	51	4
Telephony & Conferencing	11	1
User Account	88	7
Websites & Digital	63	5
Total	1180	100
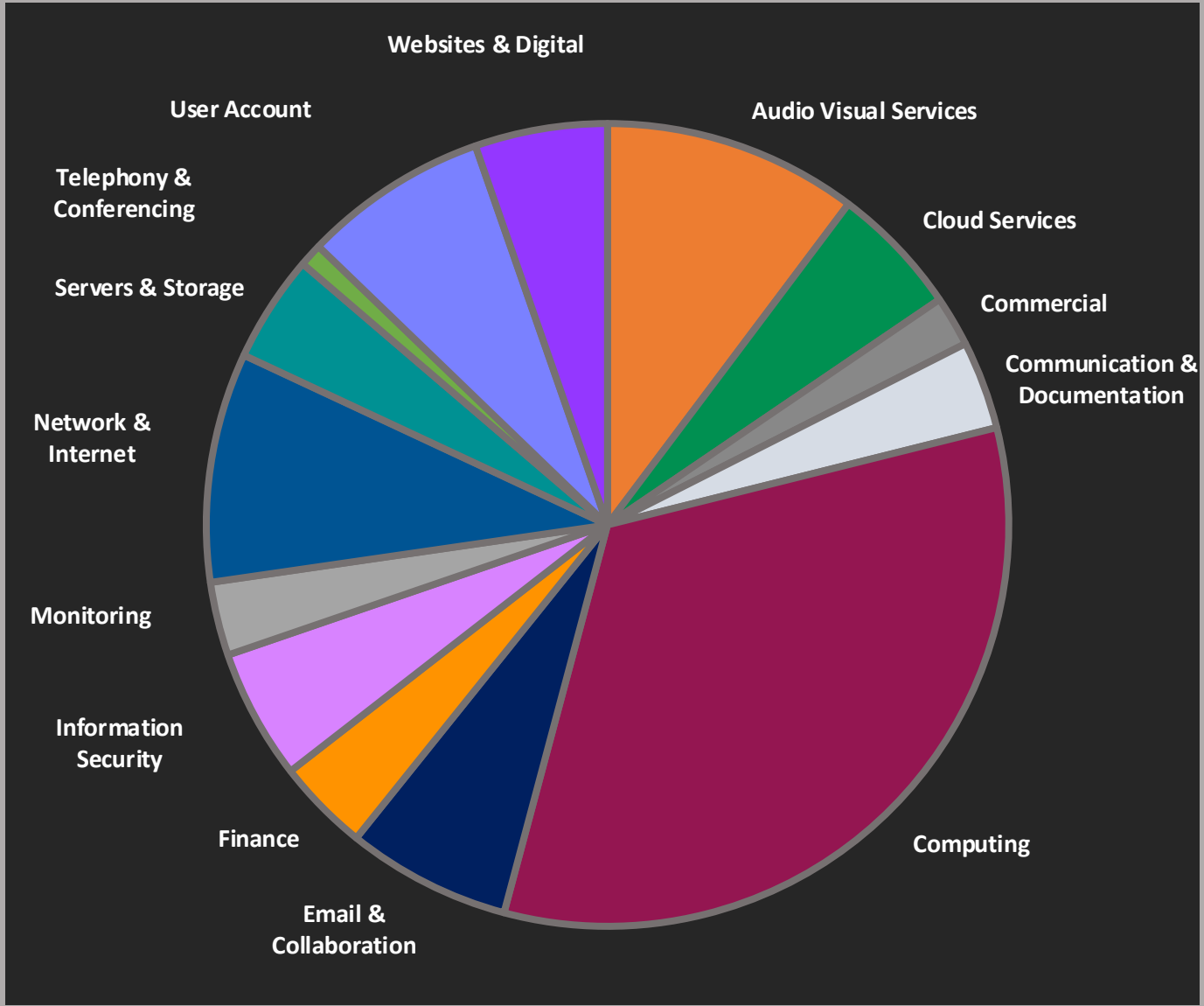
The table and chart show the types of requests we have received, and what service or system they fall in. The data demonstrates the wide variety of services and systems which are in place across the Gardens & Museums that we either directly manage and administer, or that we provide support to.

Computing continues to be the highest percentage area with 390 requests (33%) across the period. The next service areas are Audio Visual Services with 121 requests (10%), and Network & Internet with 109 (9%).

Gardens & Museums IT Quarterly Service Report 2024/2025

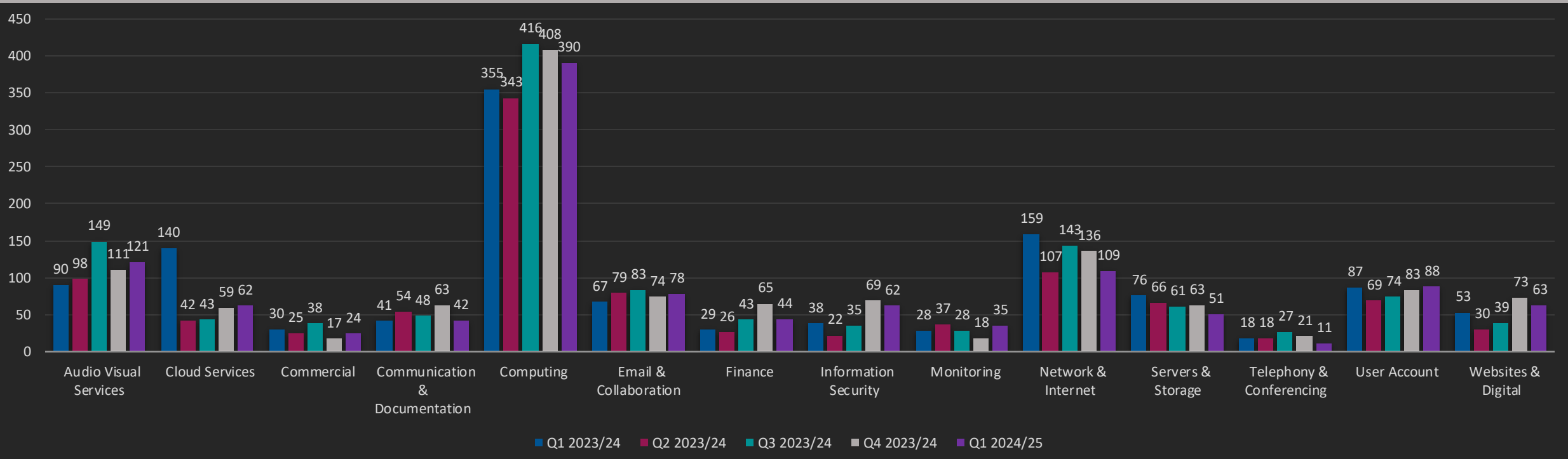## Quarter 1: 1st August 2024 – 31st October 2024

Quarter 1 - Type of Support Requests Received

Comparing the service areas in greater detail between Q1 of the 2023/24 Academic Year to Q1 of 2024/25, one can see that there is a general level of consistency across the months.

Areas where there is an identifiable increase either over the months or through a direct comparison of Q1 2023/24 and Q1 2024/25, are Computing (which is investigated and explored in further detail on the next page), Audio Visual Services, Information Security and Websites & Digital. All other areas are relatively flat or show a decline.

Audio Visual Services continue to show consistent growth but remains generally around 100 to 130 requests. Whereas the number of Information Security related requests have almost doubled, if you compare Q3 2023/24 and Q1 of 2024/25 with Q1, Q2 and Q3 of the 2023/24 Academic Year. This is directly related to an increased amount of Information Assurance & Cyber Security Work, including improvements, response and guidance.

Grouped bar chart of support requests by service area, with series Q1 2023/24, Q2 2023/24, Q3 2023/24, Q4 2023/24, Q1 2024/25:

Service Area	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Q1 2024/25
Audio Visual Services	90	98	149	111	121
Cloud Services	140	42	43	59	62
Commercial	30	25	38	17	24
Communication & Documentation	41	54	48	63	42
Computing	355	343	416	408	390
Email & Collaboration	67	79	83	74	78
Finance	29	26	43	65	44
Information Security	38	22	35	69	62
Monitoring	28	37	28	18	35
Network & Internet	159	107	143	136	109
Servers & Storage	76	66	61	63	51
Telephony & Conferencing	18	18	27	21	11
User Account	87	69	74	83	88
Websites & Digital	53	30	39	73	63

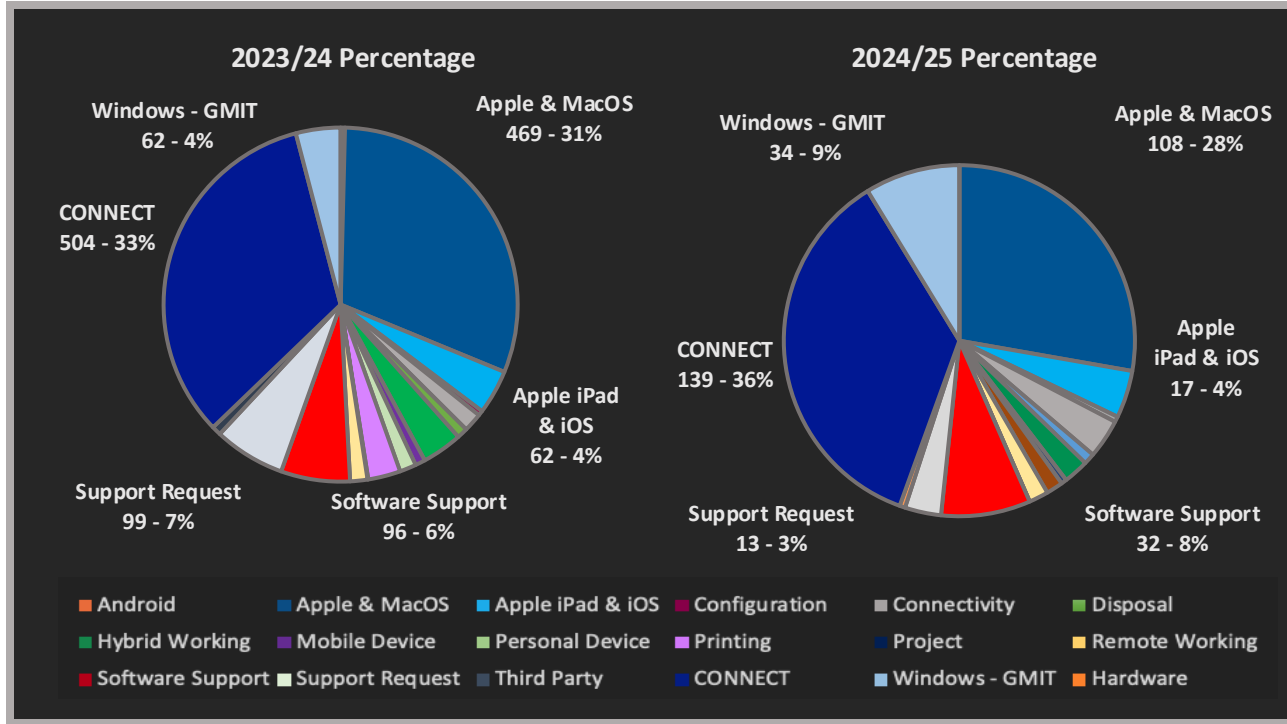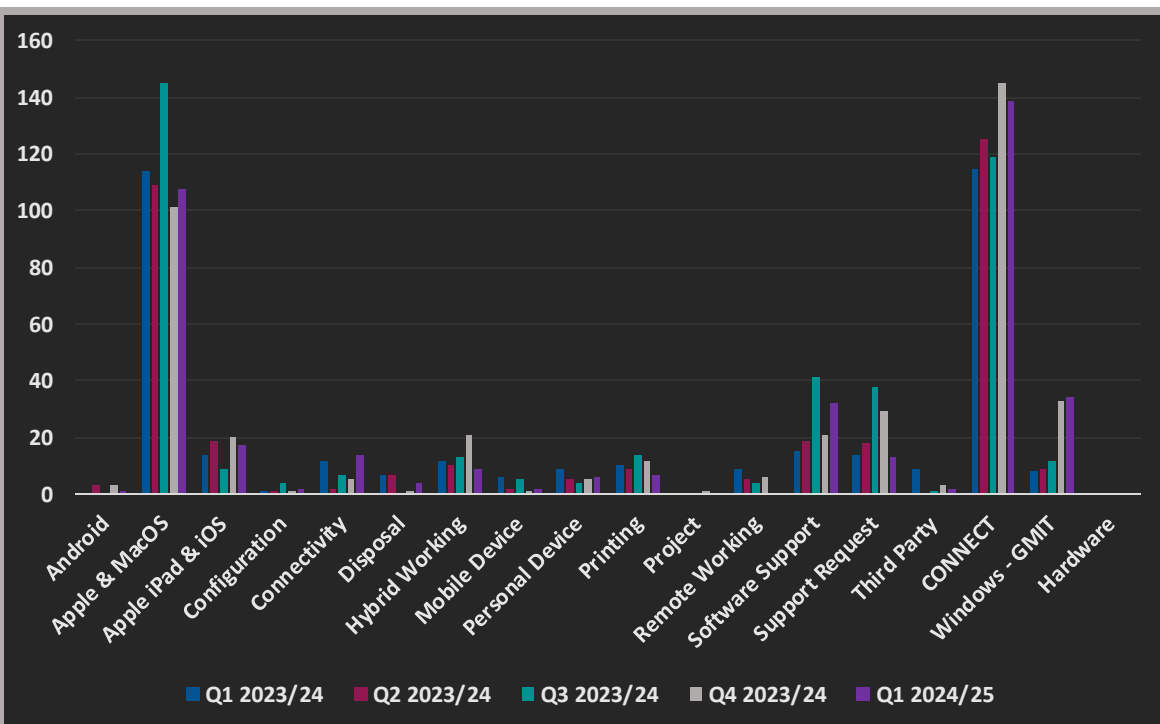# Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 1: 1st August 2024 – 31st October 2024

Quarter 1 - Type of Support Requests Received - Computing Service Area in more detail

Analysis of the Computing Service Area throughout the 2023/24 Academic Year and to Q1 of 2023/24 Academic Year shows that Apple & MacOS and CONNECT see the most demand for support. Across the months the number of Apple & Mac OS requests range between 100 and 110. Whereas in respect to CONNECT, we have seen consistent growth in the number of requests received and now find that CONNECT sees the highest number of requests per quarter within the Computing service area, and also more than the entire AV Service Area in Total (139 Connect Requests, 121 Audio Visual Services).

Although CONNECT is predominantly an IT Services responsibility, we are becoming more and more involved in the support of this (IT Services move to service request forms for support, some CONNECT computers recently having been replaced, and our colleagues preferring to contact GMIT due to our respective relationships and onsite availability), and the demand is currently high due to the age of the estate and the problems that this naturally brings (equipment performance; equipment failures etc).

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Report Findings & Conclusion

Overview	
Quarter 1 of the 2024/25 Academic Year has once again been a busy time, as evidenced by the 1180 requests over the three months. The demand encompasses nearly all service areas in a consistent manner, but there has been evident growth within certain service areas, or new demands which have impacted resolution and response. The below items have been identified as either having seen growth or needing awareness and consideration.	
Resolution Times	Quarter 1 has sadly seen an increase in Resolution times (Average Days Open and Average Days to Resolve), despite continued efforts and endeavour to resolve items as effectively as possible. Greater investigations into this have identified a number of aged incidents, and complex problems. We are now adopting new techniques (weekly stand-up meetings; swarming; ring-fencing) to identify complex, long-standing or aged requests which may have been blocked or have hold-ups which could necessitate different approaches or skillsets to progress or resolve. Although we have only been utilising these methods for a short-period of time we are already seeing the benefits of the activities. Despite Resolution times increasing, Average Response continues to be incredibly impressive with many throughout the GMIT Team committed to providing an efficient response to our colleague's requests.
Bodleian & GLAM Stores	We have begun to classify requests related to the GLAM Stores (CTRC and CSF) to their specific locations, so that quantifiable data can be established to demonstrate the level of demand from these areas, and associated work from projects and activities. We also continue to track requests from the Bodleian Libraries which reach us (direct requests, or from mis-directed service requests) and any activities which we're engaged in or supporting. The combined numbers from the Bodleian and the GLAM Stores is 41, which is comparable to the total received from the Botanic Gardens during the same period (39).
Information Assurance & Cyber Security	Information Security is a service area which is seeing regular and continued growth, month by month and year on year. In 2023/24 we saw 164 requests (with 69 of those in Q4), and in Q1 of 2024/25 we have already seen 62 requests. This is not unexpected as considerable work has taken place in the area of Information Assurance & Cyber Security over the last 6 months, including extended guidance, mitigation and improvement work. Equally there is heightened awareness of Information Security across the University, and this in turn is creating questions which are naturally reaching us to answer or help provide a response to. We expect and anticipate that this increase in numbers will continue, as we provide further and extensive engagement in Information Assurance and Cyber Security activities and operations across the Gardens & Museums.
Central IT Solutions Office355 & CONNECT	Throughout Quarter 1 we have been involved in a number of Central University IT instances, which have significantly impacted our colleagues including the Microsoft Licencing Changes (A1 vs A3 - colleagues being issued with an incorrect licence and thus losing access to Microsoft 365 applications and functionality) and the age of many CONNECT computers seeing significant performance or failure issues. We continue to work with IT Services to progress these elements.
In Conclusion	
Q1 has been a challenging period for the team, as we have become more greatly involved in Information Security initiatives. We have driven and instigated much work, and many improvements across the Gardens & Museums, whilst balancing our existing commitments.

The increase in resolution times is disappointing, but we have embraced this as a collective and implemented new techniques to efficiently and effectively identify requests which may be blocked, or require a different approach to progress, and hope that these changes will result in a return to our previous high standards. This, alongside our excellent response levels, demonstrates our continued commitment to continuous improvement, service excellence and the efficient support of our colleagues. | |