

Gardens & Museums IT

Quarterly Service Report 2025/2026

Q1: 1st August 2025 - 31st October 2025

Quarter 1 of the 2025/26 University Academic Year, has been an incredibly busy period, and has continued in the same vein as the 2024/25 Academic Year finished. This has been heavily influenced by the continuation and completion of a number of projects over the summer and into autumn. This includes the Audio-Visual Improvements works at the Pitt Rivers Museum, the CONNECT Aged Computer Replacement Project and the update of Windows 10 to Windows 11.

We are continuing to see an increase in demand since Single Point of Contact (a simplification of the mechanisms for receiving IT support) was implemented in March. October represents the 8th month in a row where we have seen an increase in the number of requests received when compared to the previous year.

Despite the increase in demand, we have managed to maintain our levels of response and resolution. And we continue to support our colleagues as efficiently and effectively as possible, once more demonstrating our commitment to delivering a user focused and facilitatory IT provision.



Gardens & Museums IT Quarterly Service Report 2025/2026

Quarter 1: 1st August 2025 – 31st October 2025



Requests Received & Requests Resolved

Support Requests Received	1428
Support Requests Resolved	1422
Tasks Resolved	17

Response & Resolution

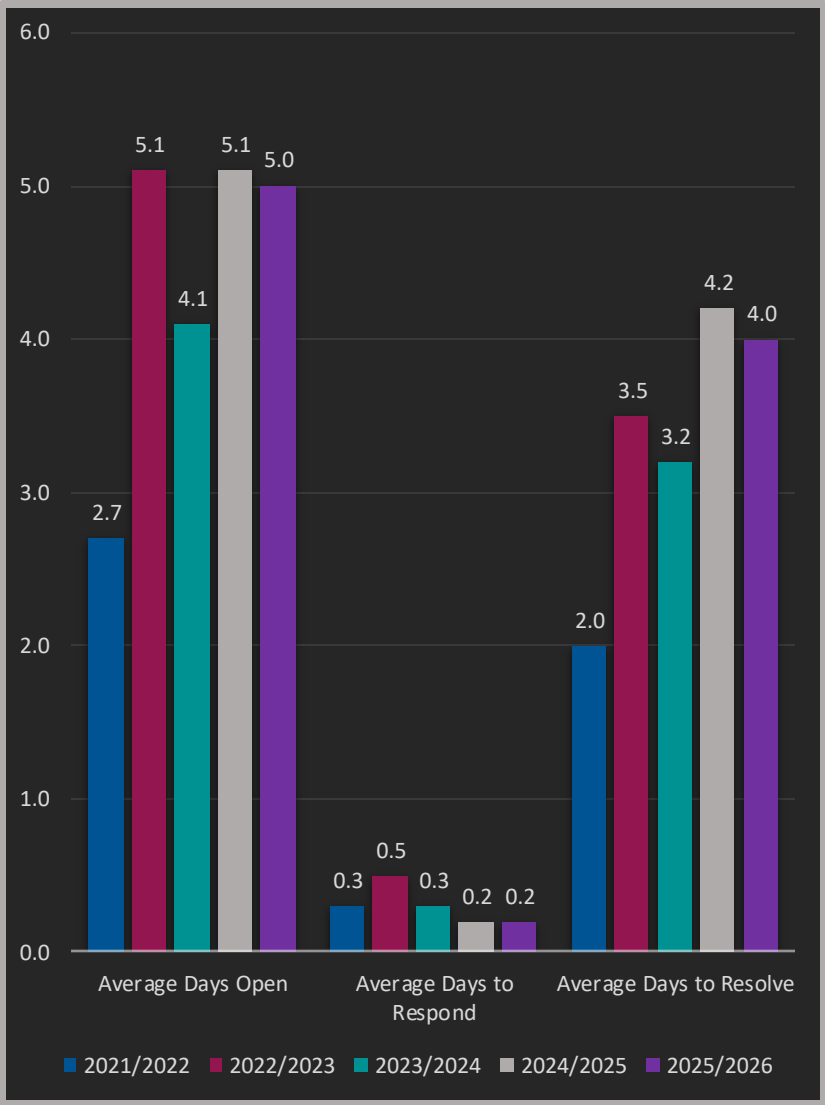
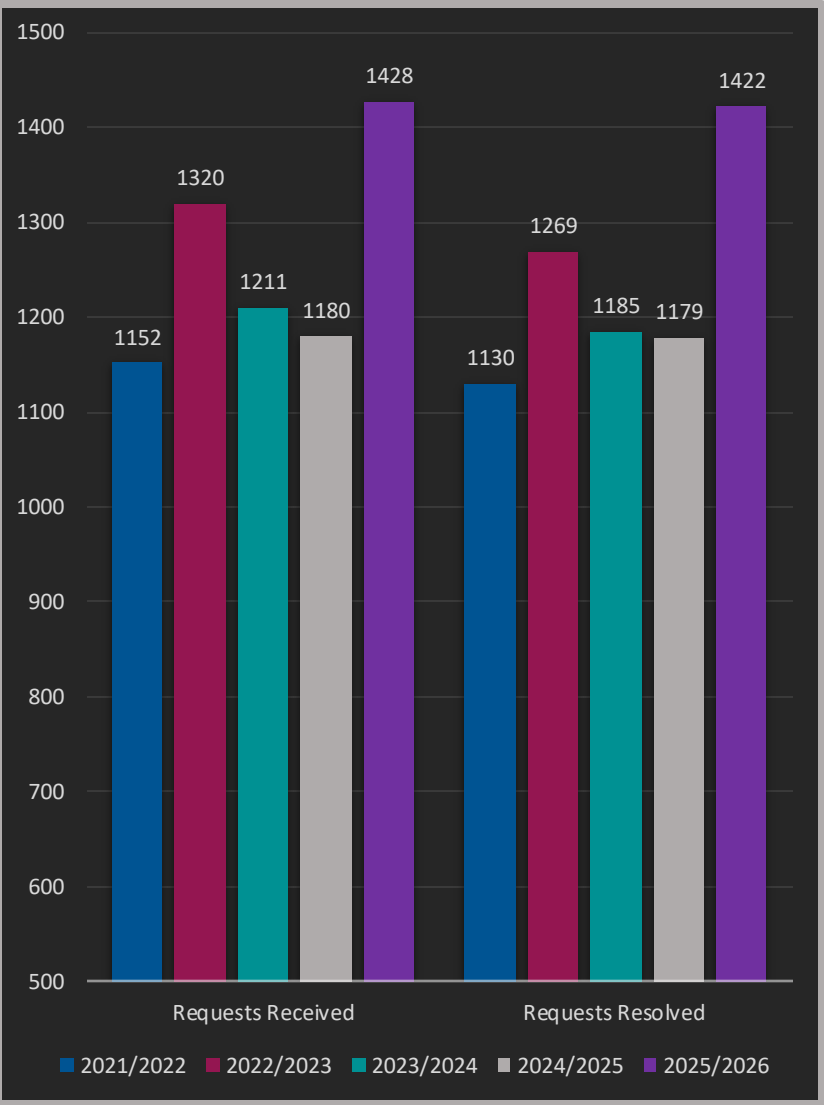
Average Days Open	5.0
Average Days to Respond	0.2
Average Days to Resolve	4.0
% First Call Resolution	56%

Quarter 1 of the 2025/26 Academic Year shows a considerable increase in the number of requests received when compared to the same period last year.

The level of demand has been heavily impacted by the Connect Aged Computer Replacement and the requirement to upgrade machines from Windows 10 to Windows 11. We also continue to closely monitor the impact of the introduction of Single Point Of Contact. This is the third period where Single Point of Contact has been in place, and as with the others a considerable increase in demand.

Despite the increased demand Response and Resolution times continue to be highly impressive.

Quarter 1 Support Comparison – 2021/2022; 2022/2023; 2023/2024; 2024/2025; 2025/2026



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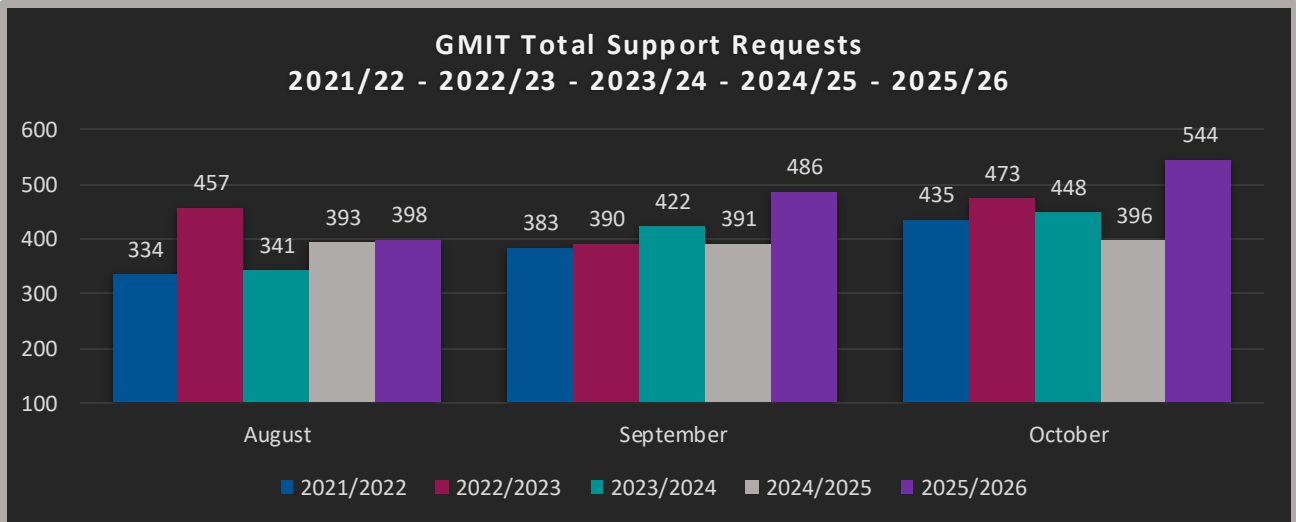
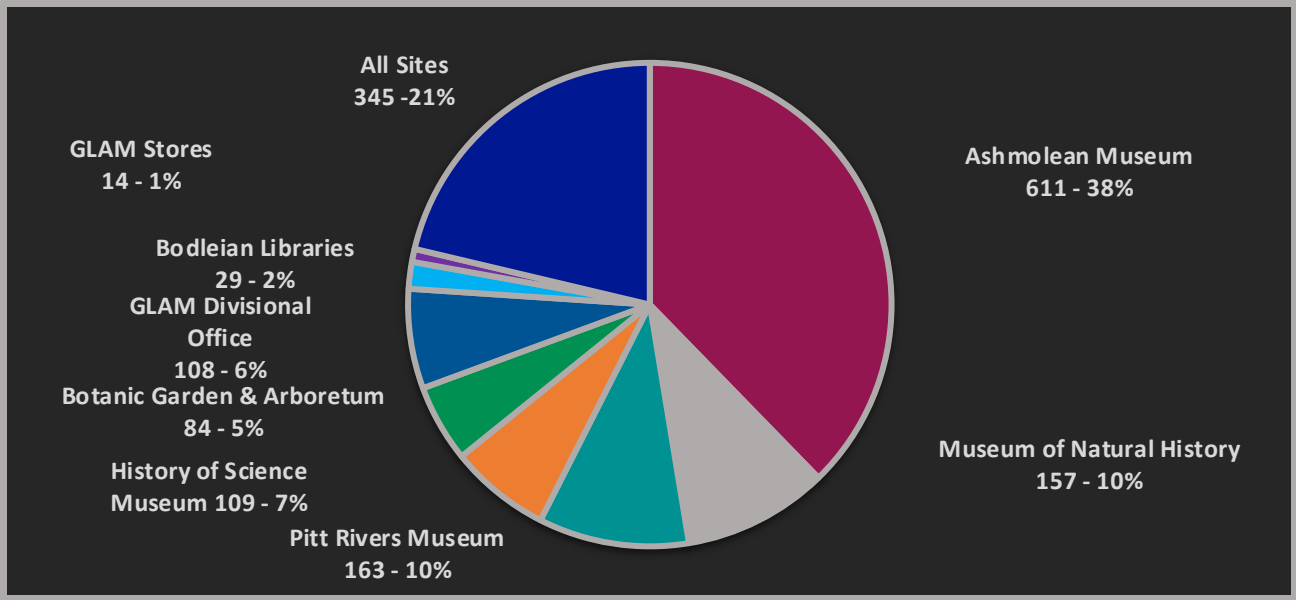


Quarter 1 - Where have the Support Requests come from?

Location	August	September	October
Ashmolean Museum	139	171	221
Museum of Natural History	29	59	83
Pitt Rivers Museum	40	61	59
History of Science Museum	25	39	32
Botanic Garden & Arboretum	36	32	25
GLAM Divisional Office	32	26	31
Bodleian Libraries	8	10	9
GLAM Stores	7	5	4
All Sites	82	83	80
Total	398	486	544

The number of requests received in September and October were notably high. And it was during these months where activities around Windows 11 upgrades and the CONNECT Aged Computer Replacements Projects were heightened.

August is the first month since February (when Single Point of Contact was introduced) where the number of received requests hasn't been above or around the 500 mark.



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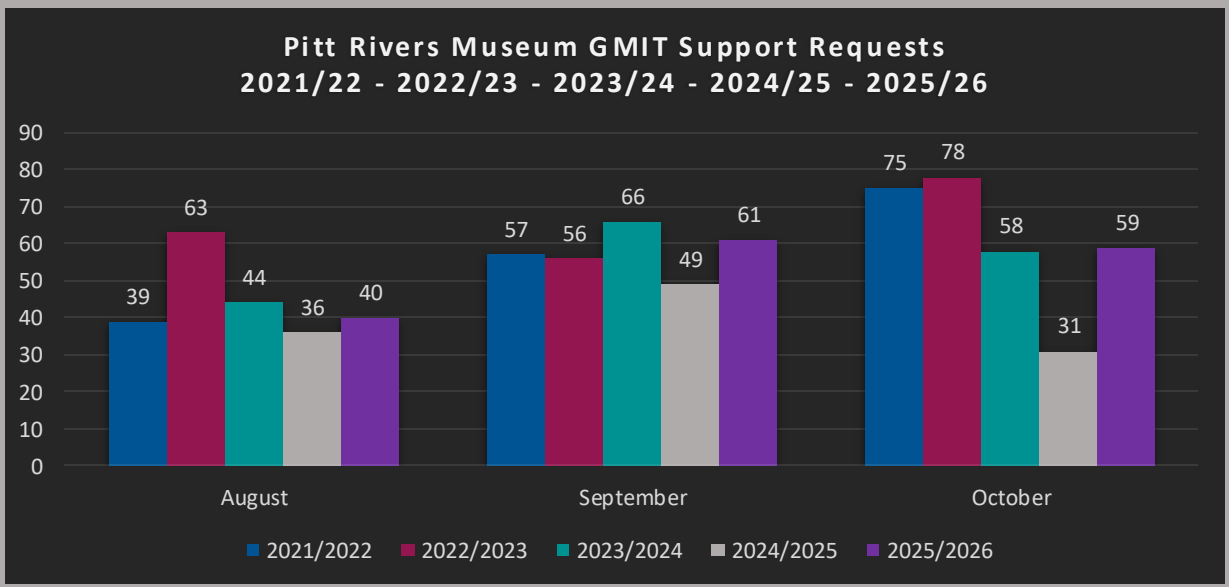
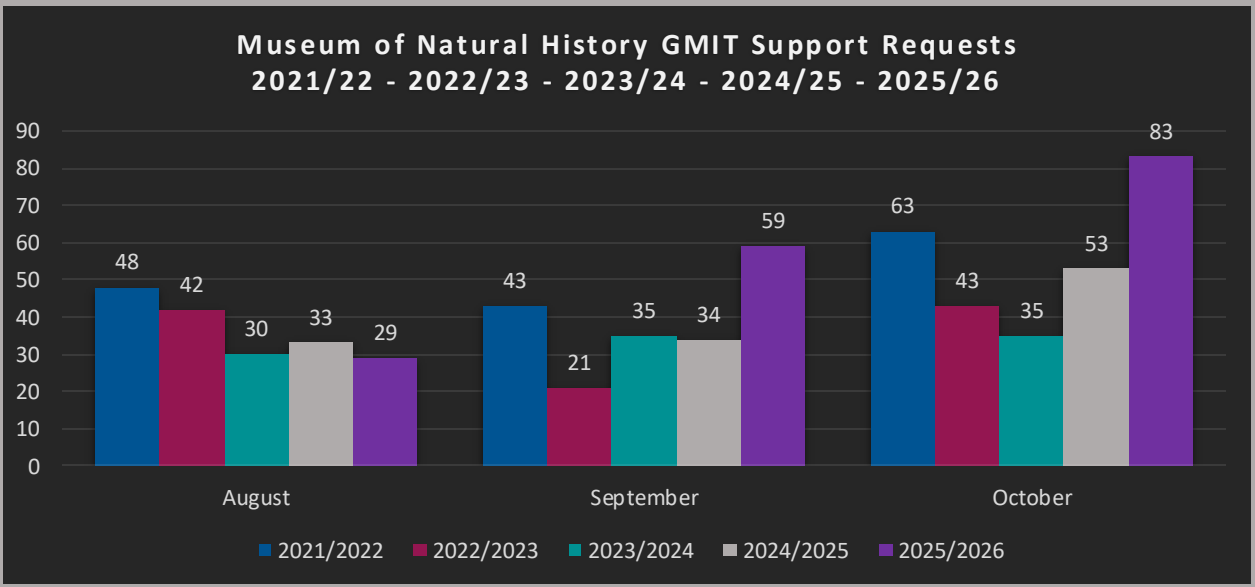
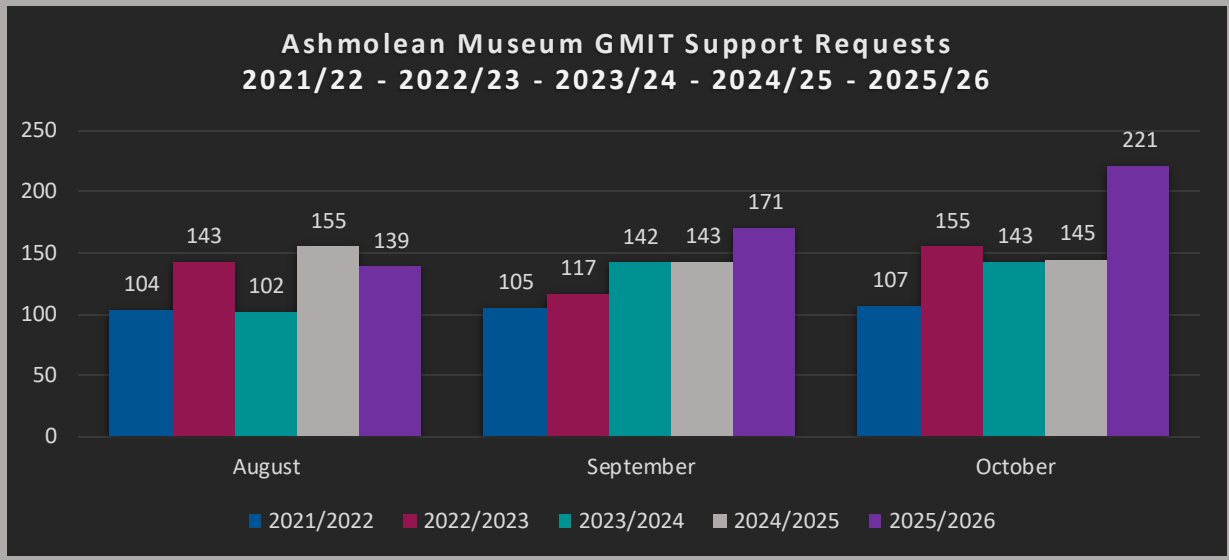
Quarter 1 - Where have the Support Requests come from?

Ashmolean Museum: We saw an increase in requests from the Ashmolean during September and October, and a small decrease in August. In September and October considerable planned work took place with computers being replaced (around 100 machines were replaced)

Museum of Natural History: As with the Ashmolean Museum there was an increase in requests and activities in September and October. Numbers in October were heavily influenced through support with Windows 11 upgrades and the replacements of computers.

Pitt Rivers Museum: The number of requests from the Pitt Rivers Museum were higher in September and October, but generally inline with previous years. During this time the Lecture Theatre and Seminar Rooms were both refurbished with new AV systems installed

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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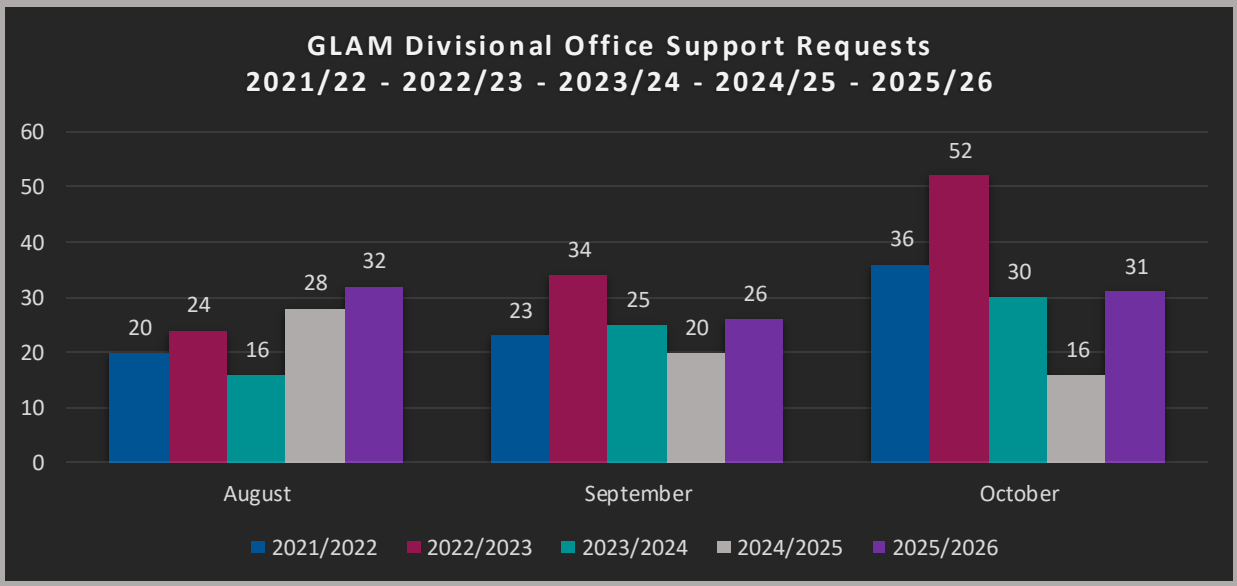
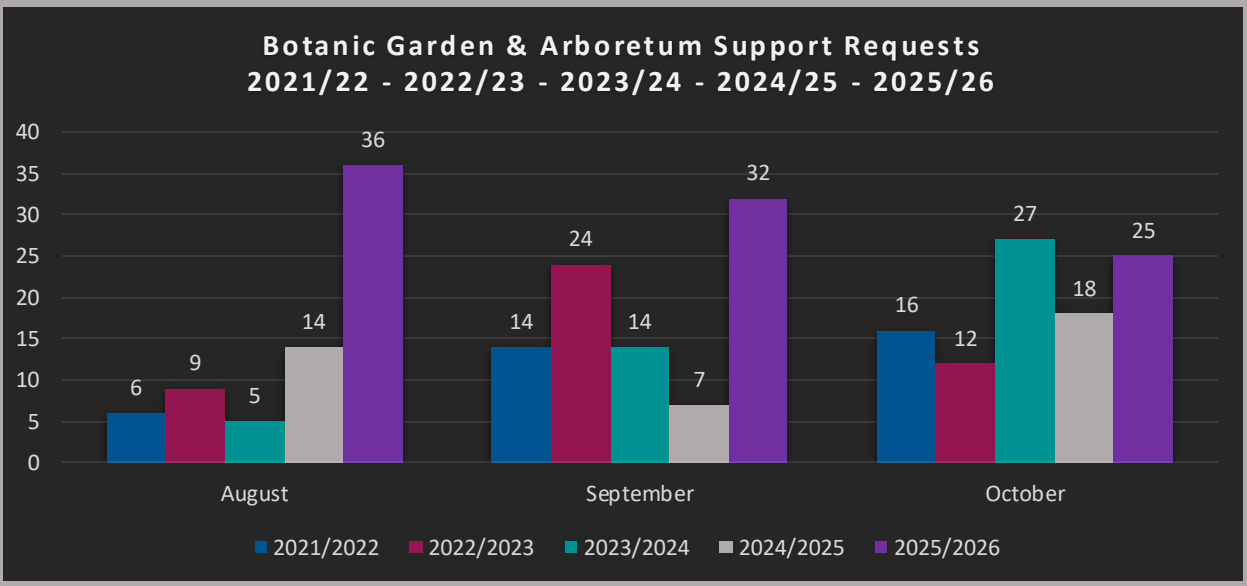
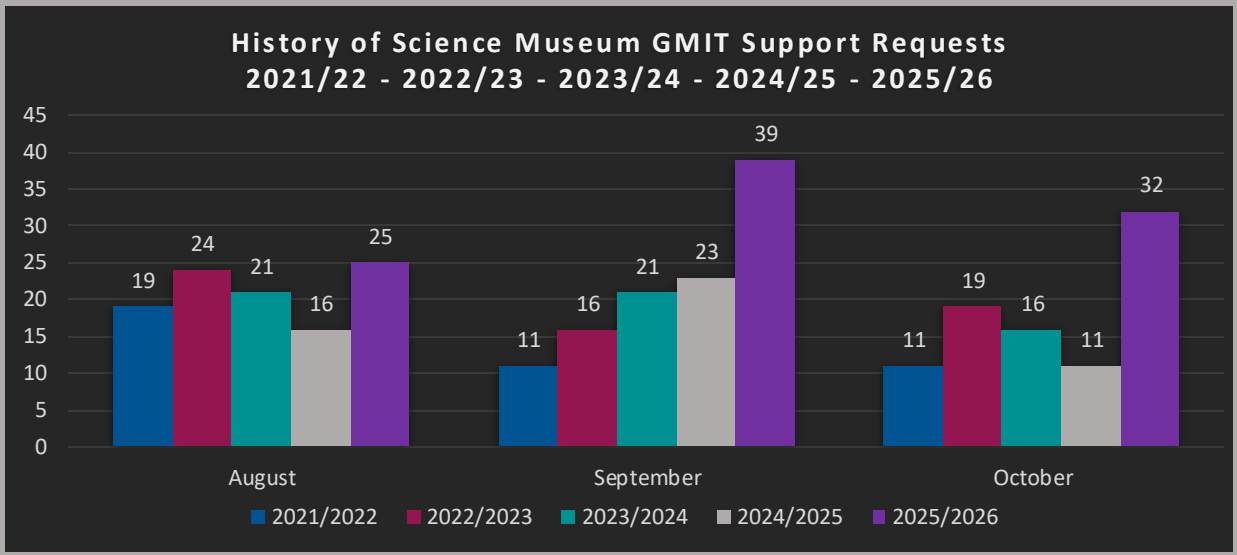
Quarter 1 - Where have the Support Requests come from?

History of Science Museum: As with other sites there was a noticeable increase in requests from the History of Science Museum in September and October, whereas the number of requests in August were in keeping with previous years.

Botanic Garden & Arboretum: Requests from the Botanic Garden were higher than in previous years throughout Q1 and were similar in number to those received from the History of Science Museum.

GLAM Divisional Office: The number of requests received from the GLAM Divisional Office, though slightly higher, were in keeping with 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).



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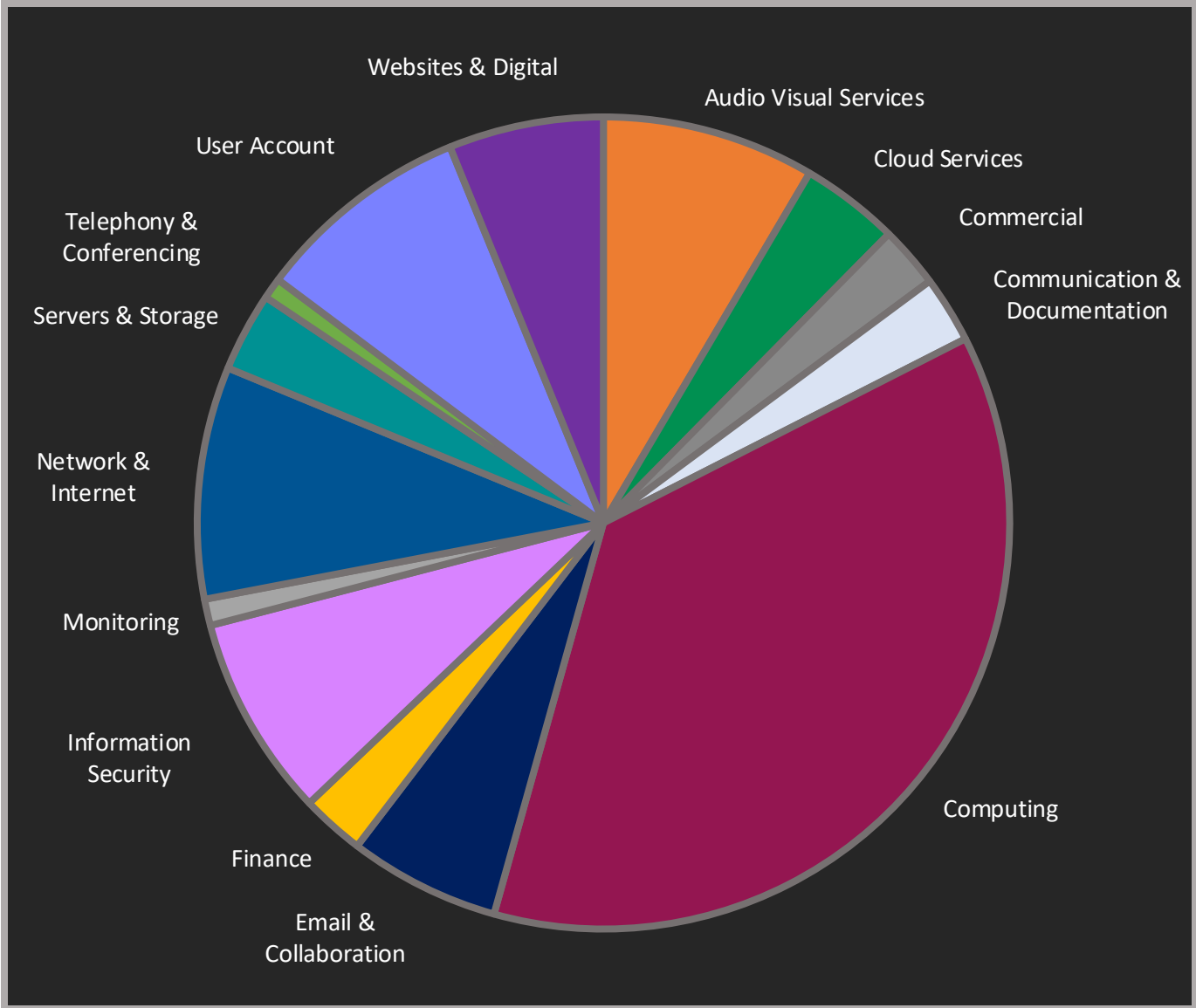


Quarter 1 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	121	8
Cloud Services	56	4
Commercial	35	2
Communication & Documentation	38	3
Computing	526	37
Email & Collaboration	86	6
Finance	36	3
Information Security	115	8
Monitoring	15	1
Network & Internet	132	9
Servers & Storage	45	3
Telephony & Conferencing	12	1
User Account	123	9
Websites & Digital	88	6
Total	1428	100

The table and chart detail the types of requests we have received, and which service or system they relate to. This shows the wide variation of services that are in place which we either directly manage or provide support to.

Computing continues to be the highest percentage area with 526 requests (37%) across the period. This service area includes many of the front facing and user-based solutions that are in place, such as Apple and Windows.



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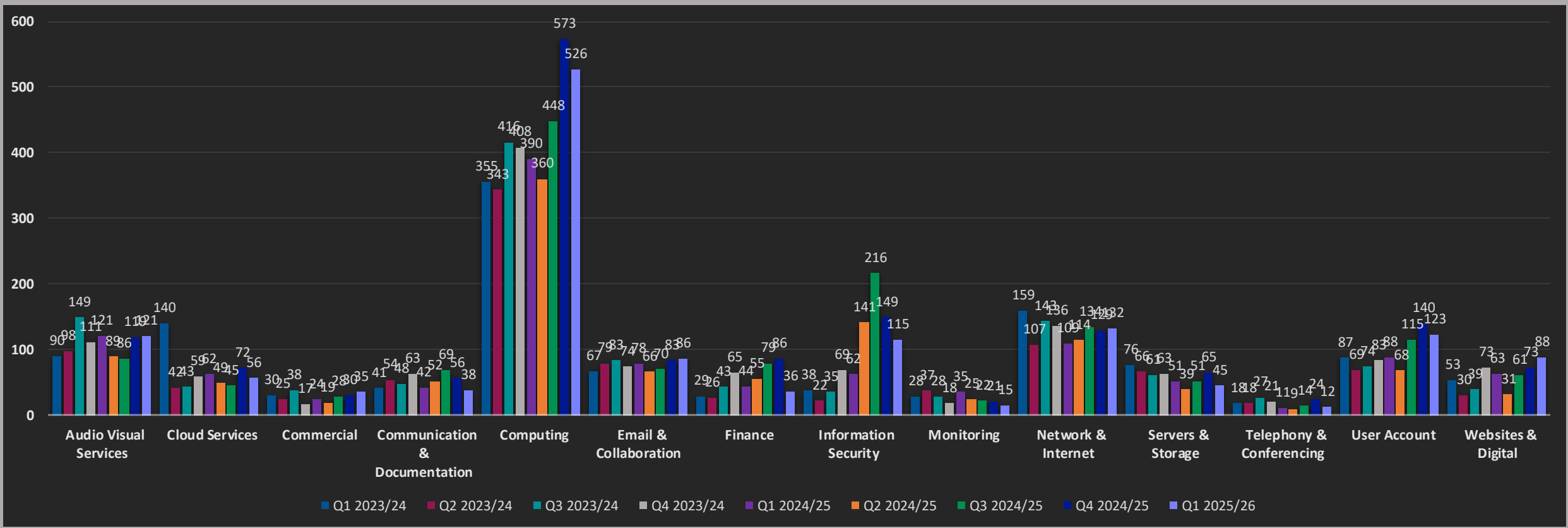
Quarter 1: 1st August 2025 – 31st October 2025



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 in general there is a level of consistency across the months with the number of requests from each service area.

As you can see Computing has been consistently higher than other areas, which is to be expected, but there is a level of increase in the numbers received and in particular since Q3 in 2024/25 when Single Point of Contact was introduced. It is difficult to determine whether this is all Single Point of Contact related, as it was at this point when we moved from planning to implementation in the Aged Computer Replacement Project. We will be able to fully determine the impact of SPOC when we have a full year's worth of data, which will be at the end of Q2.



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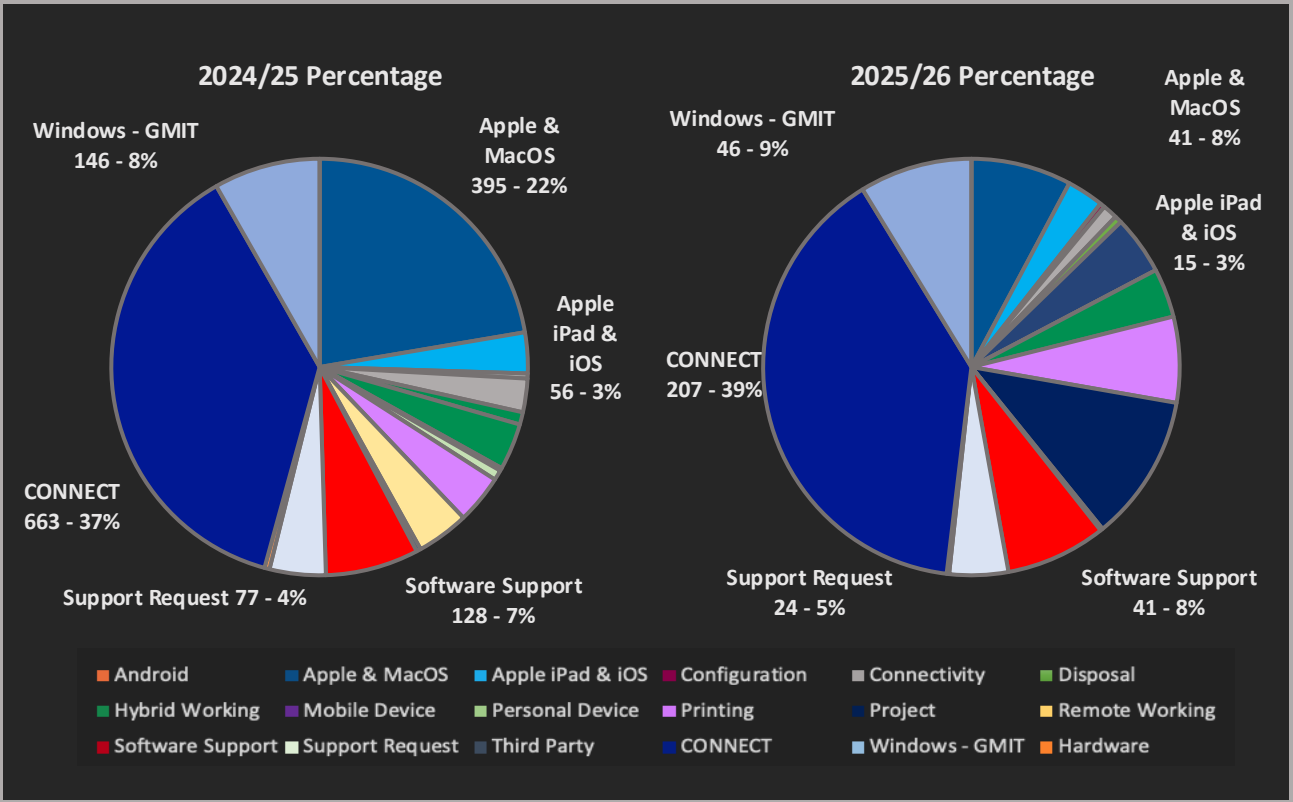
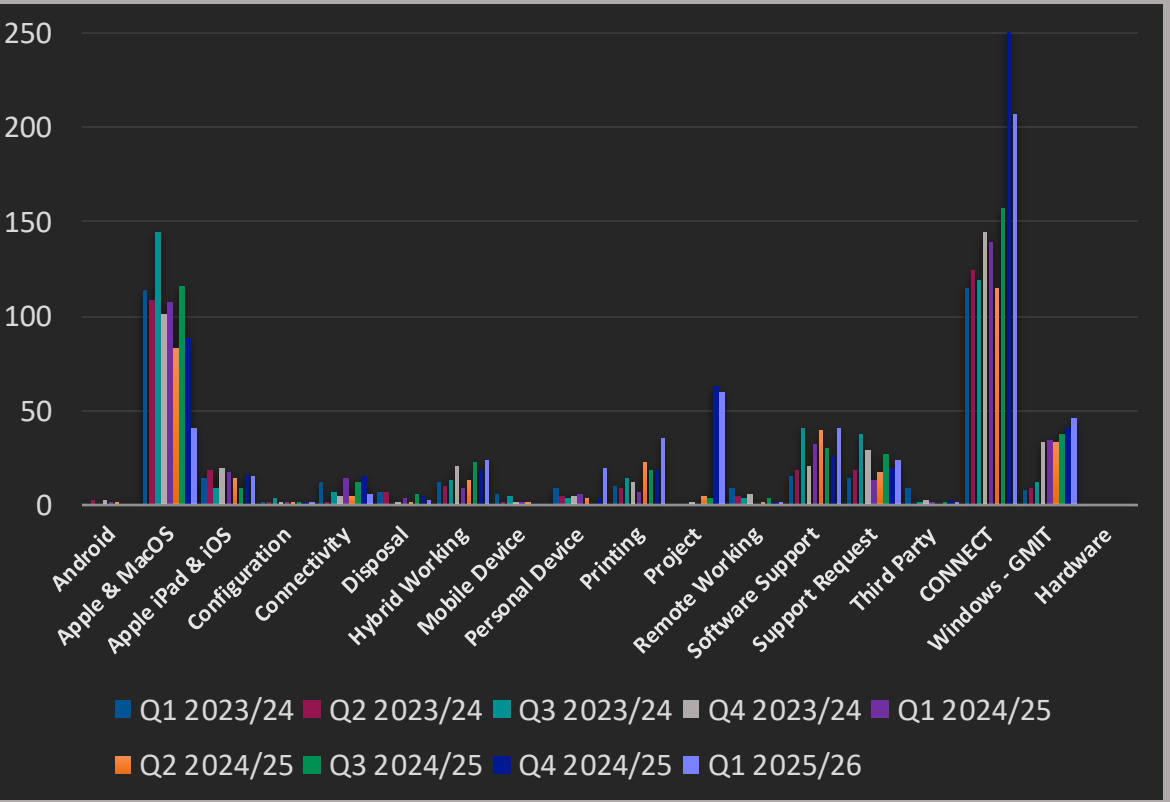
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Quarter 1 - Type of Support Requests Received - Computing Service Area in more detail

Looking more closely at the Computing service area, one can see that there has been considerable and consistent growth in the CONNECT service category, which aligns directly with our increased level of involvement in this despite it being a Central IT Services Managed Provision. Also, the Gardens & Museums IT Windows Service (Microsoft Intune) continues to grow.

The pie charts on the right, show the total number of request received for each service in the 2024/25 University Year against just the 1st Quarter of 2025/26. At this point the number of Apple requests are lower than expected, whereas both CONNECT and the Gardens & Museums Windows Service are slightly higher, and if they continued at this rate will have reached the total for 2024/25 at the end of Quarter 3.



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Report Findings & Conclusion

Overview Quarter 1 of the 2025/26 University Year has been a busy a time for the Gardens & Museums Team. The 1428 requests is a significant increase on the numbers received during the same period of 2024/25. The continuation, and completion of a number of projects have impacted these numbers, and we continue to monitor the impact that Single Point of Contact has had.	
Single Point of Contact & Increase in Demand	Single Point of Contact was implemented at the beginning of Quarter 3 of the 2024/25 Academic Year, meaning Q1 represents the third quarter that this has been in place. In each of the quarters since this change, we have seen an increase in the number of requests received. This increase was anticipated and is being closely monitored, but because we didn't have consistent data as to the number of requests which were going directly to Central IT Services for the CONNECT provision it was difficult to know how much extra demand there would be. The numbers received since the introduction total 4,486, whereas the 3 quarters before this we received 3557. This represents a 26% increase in requests. As this change has occurred at a time where two significant projects have taken place (Windows 11 Migration and CONNECT Aged Computer Replacement) it is difficult to determine whether Single Point of Contact is the sole reason for the increased demand, or whether a mix of both. As these projects were mostly completed at the beginning of November, the data received from Quarter 2 of this year will help to determine the true cause. What is incredibly impressive is that despite the increase in demand, the level of response and resolution remains extremely impressive.
Windows 11 Migration and the CONNECT Aged Computer Replacement Project	The Windows 11 Migration and CONNECT Aged Computer Replacement Projects have continued to take place during Quarter 1 of the 2025/26 University Year, with implementation work having begun in Quarter 3 of the 2024/25 University Year. These projects have seen around 200 computers replaced across the Gardens & Museums and another 250 upgraded from Windows 10 to Windows 11. And this work was successfully carried out in coordination and collaboration with Central IT Services as a joint effort between our teams. The scale of this exercise has required considerable time and effort (as did the pre-implementation exercises - requirements gathering, procurement, project planning), so the fact it has been achieved without any additional resourcing is an impressive achievement.
Colleague Feedback Survey	At the beginning of November (and a little later than originally planned) we commenced our Annual Colleague Feedback Survey to gather the views and satisfaction levels for the current Gardens & Museums IT provision. The last survey (which took place in the Summer of 2024) provided information and data which supported the need for the replacement of the older computers in use, alongside the requirement for the simplification of IT support mechanisms, leading to the the implementation of Single Point of Contact. We hope that this survey will highlight other requirements and we look forward to sharing the results once the survey is complete.
In Conclusion Quarter 1, and the beginning of the 2025/26 University Year has continued at the same pace as the 2024/25 year finished. At points the demand and workload has been difficult to maintain but collectively we have worked incredibly hard to manage this whilst delivering our usual standards. The next quarter will be incredibly informative as to whether the level of demand will be consistently high due to the implementation of SPOC, or whether the Computer replacement project and Windows 11 projects have been significantly impacting these numbers.	