

# Gardens & Museums IT

## Quarterly Service Report 2024/2025

Q2: 1<sup>st</sup> November 2024 - 31st January 2025

Quarter 2 has continued in the same manner as Q1 in being very busy. The cause is a variety of internal projects, workstreams and initiatives alongside supporting and facilitating those projects, workstreams and initiatives of our colleagues and the locations we work with. Equally we have found ourselves directly engaged and involved in a variety of University working groups and projects and several activities related to this.

The most notable area of growth from a request or activity perspective was Information Security. This fortunately wasn't related to an increase in Information or Cyber Security incidents, but activities related to improving the Cyber Security posture of the Gardens & Museums, alongside activities to raise awareness and engagement in this critical business area. One such activity being the implementation of enhanced security monitoring for our endpoint devices, which has led to the identification and subsequent mitigation of some application vulnerabilities.

Across the quarter, and as is continued evidence to our commitment to supporting our colleagues, our response continues to be incredibly impressive. I am always grateful and impressed by the team's positive attitude, effort and commitment to an efficient response and in providing an excellent service.



# Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



## Requests Received & Requests Resolved

Support Requests Received	1117
Support Requests Resolved	1115
Tasks Resolved	32

## Response & Resolution

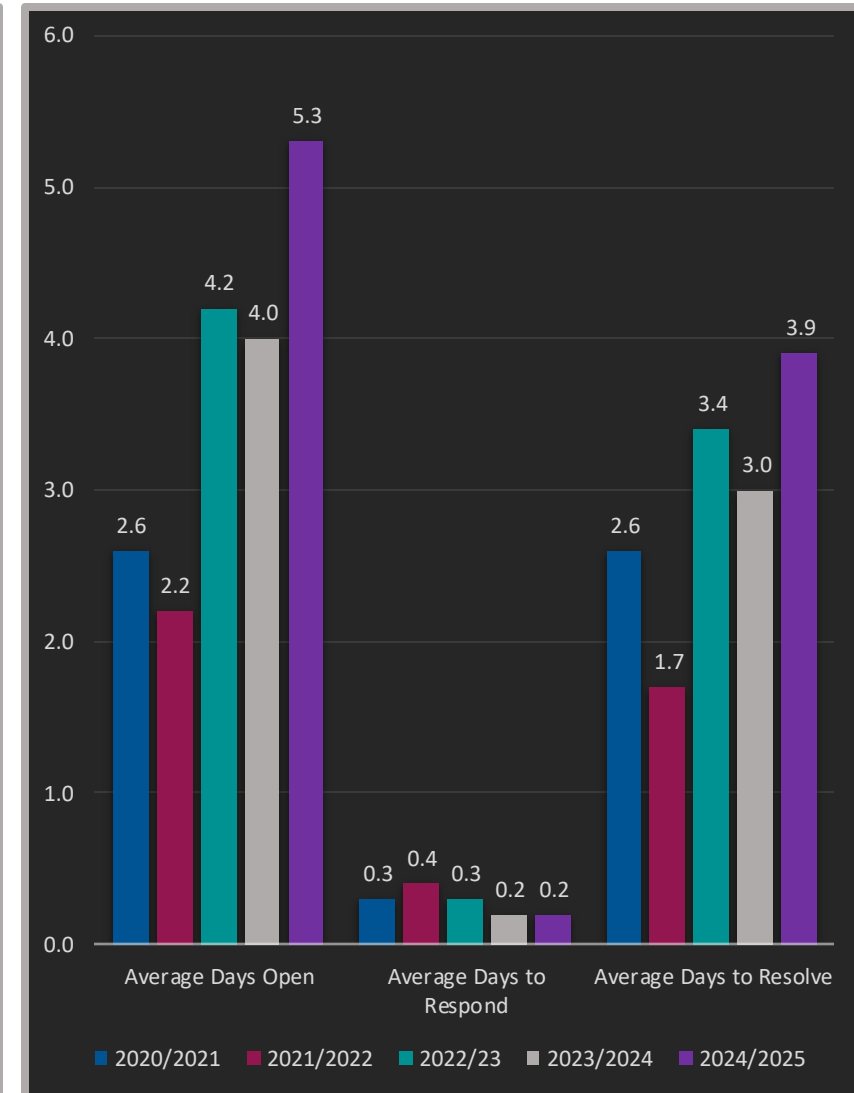
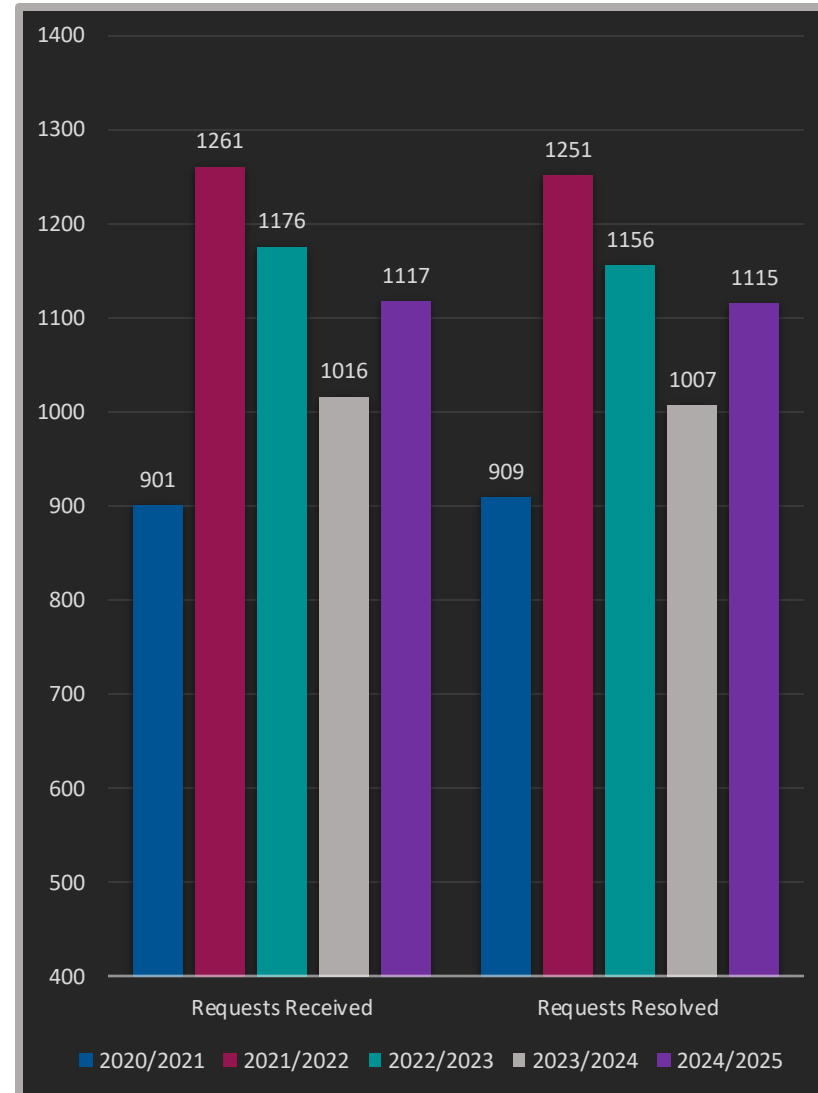
Average Days Open	5.3
Average Days to Respond	0.2
Average Days to Resolve	3.9
% First Call Resolution	44%

Quarter 2 of the 2024/25 Academic Year shows an increase of 101 requests (1117 vs 1016) when compared directly to the same period of 2024/25.

Average resolution times and days open were longer than in the previous year. This is likely due to a mix of older aged instances which have stalled for a number of reasons, and newer more complex requests.

Our average response continues to be impressive and demonstrates the passion and commitment to service which exists throughout the team.

## Quarter 2 Support Comparison – 2020/2021; 2021/2022; 2022/2023; 2023/2024; 2024/2025



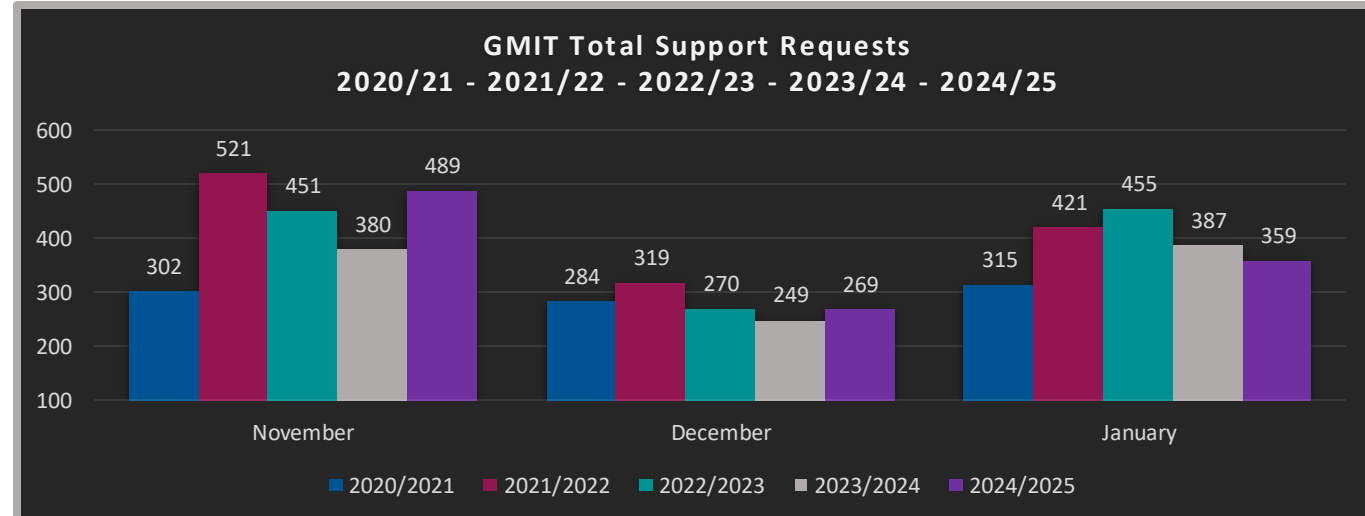
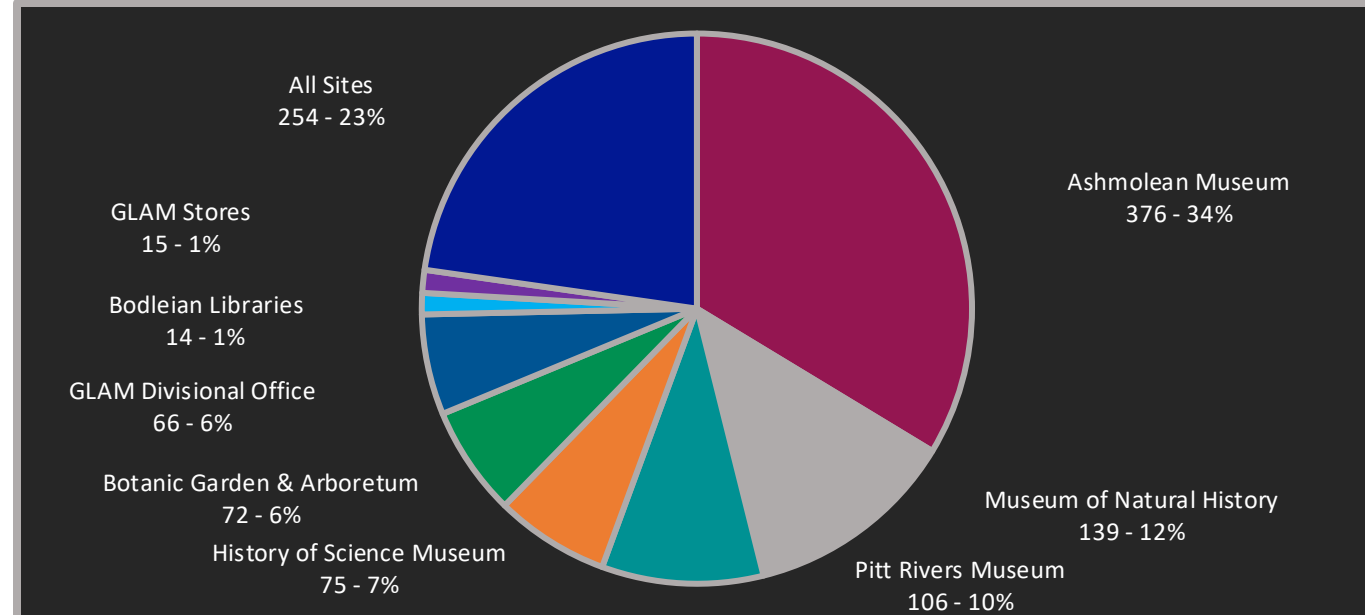
# Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



## Quarter 2 - Where have the Support Requests come from?

Location	November	December	January
Ashmolean Museum	170	82	124
Museum of Natural History	69	26	44
Pitt Rivers Museum	41	26	39
History of Science Museum	30	20	25
Botanic Garden & Arboretum	42	9	21
GLAM Divisional Office	34	16	16
Bodleian Libraries	5	5	4
GLAM Stores	5	5	5
All Sites	93	80	81
<b>Total</b>	<b>489</b>	<b>269</b>	<b>359</b>



During Q2 we saw a high level of demand in November, with 44% of the requests for the period occurring in just this month.

As expected, and with the extended holiday season, December was quieter, with January showing a return to expected numbers.

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Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



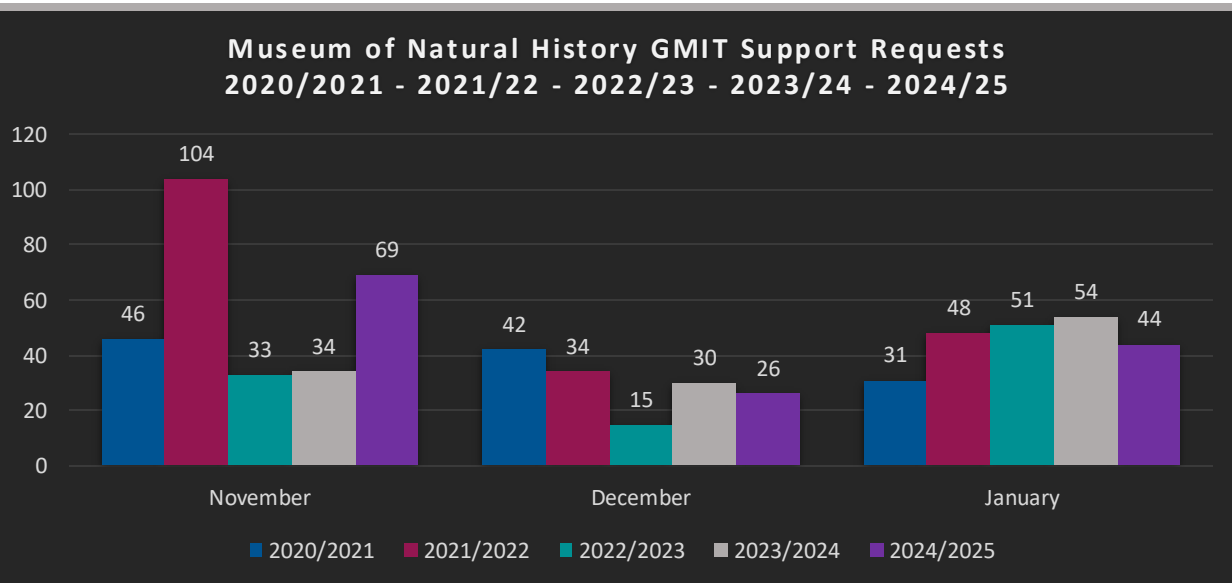
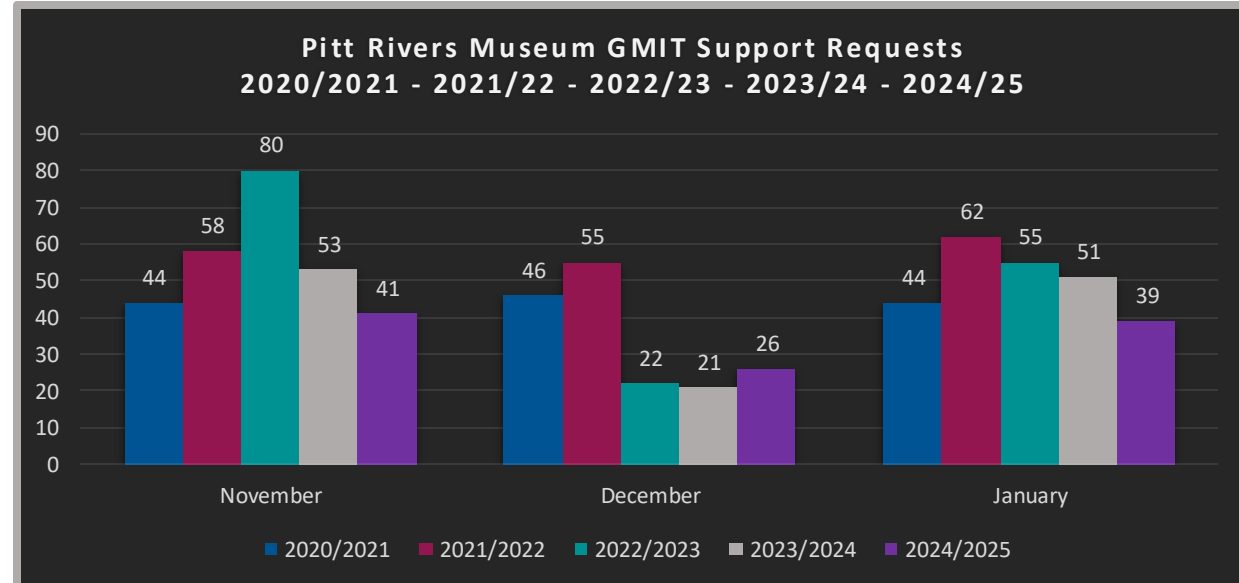
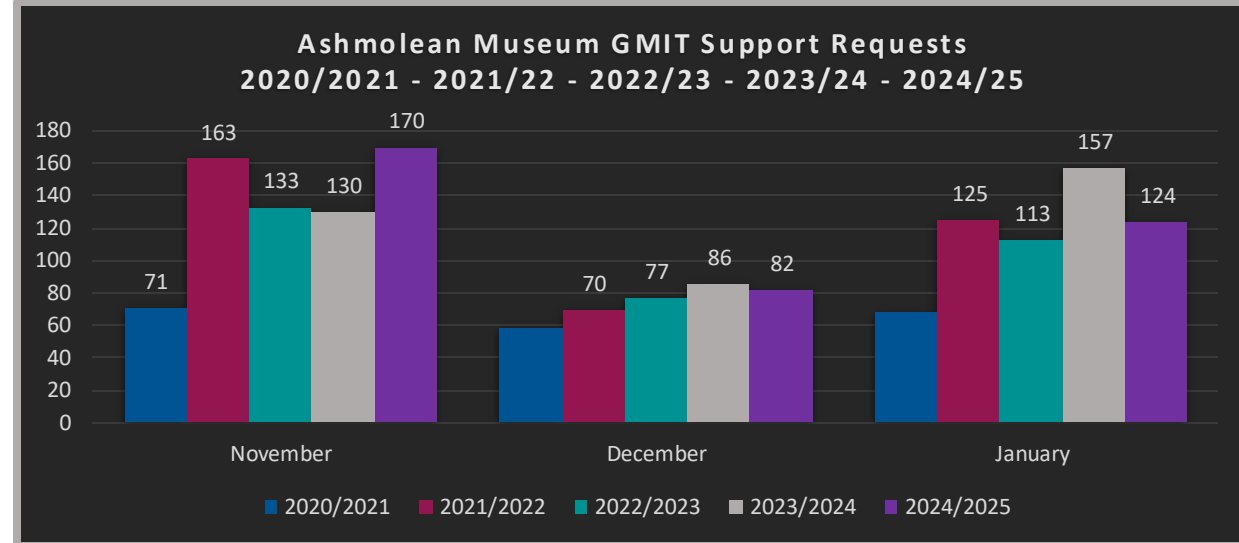
## Quarter 2 - Where have the Support Requests come from?

**Ashmolean Museum:** As was the case for most sites, the number of requests from the Ashmolean were high in November. And in December and January they were at expected levels.

**Museum of Natural History:** Like the Ashmolean Museum the number of requests from MNH were higher than in recent years in November, but inline with previous years for December and January.

**Pitt Rivers Museum:** PRM were the only location which saw a reduction in the support numbers for November, but generally the numbers throughout Quarter 2 were at expected levels.

**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).



# Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



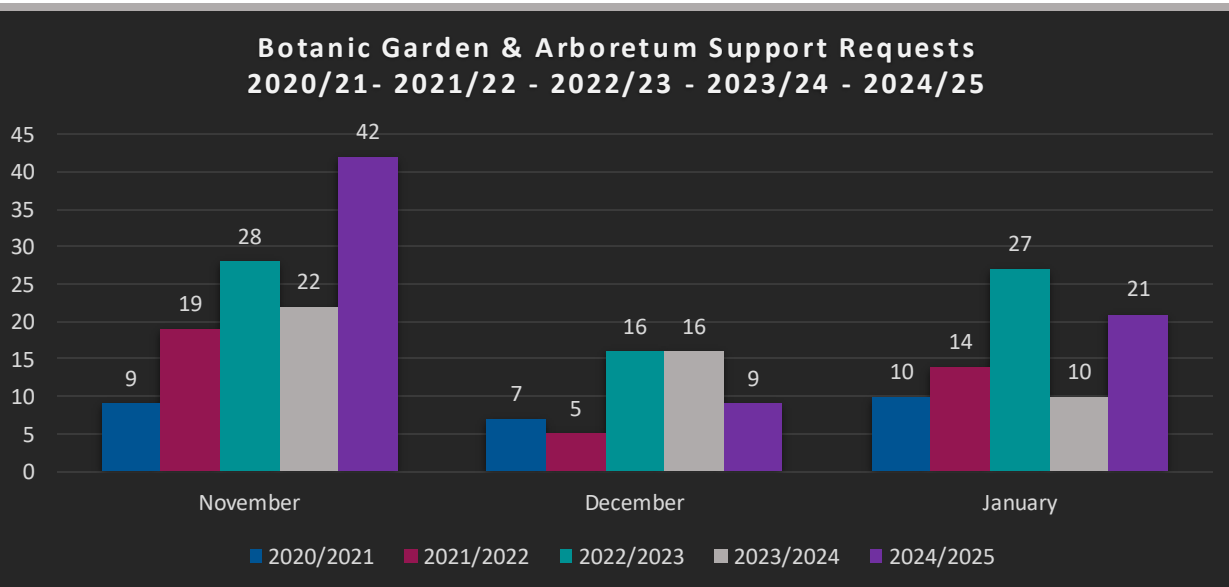
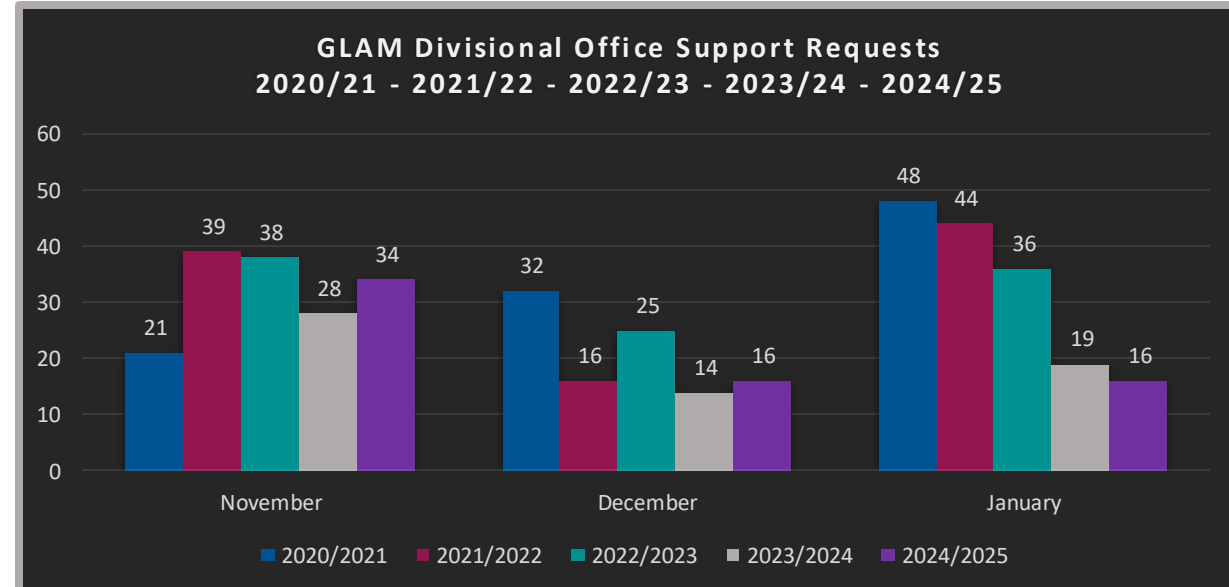
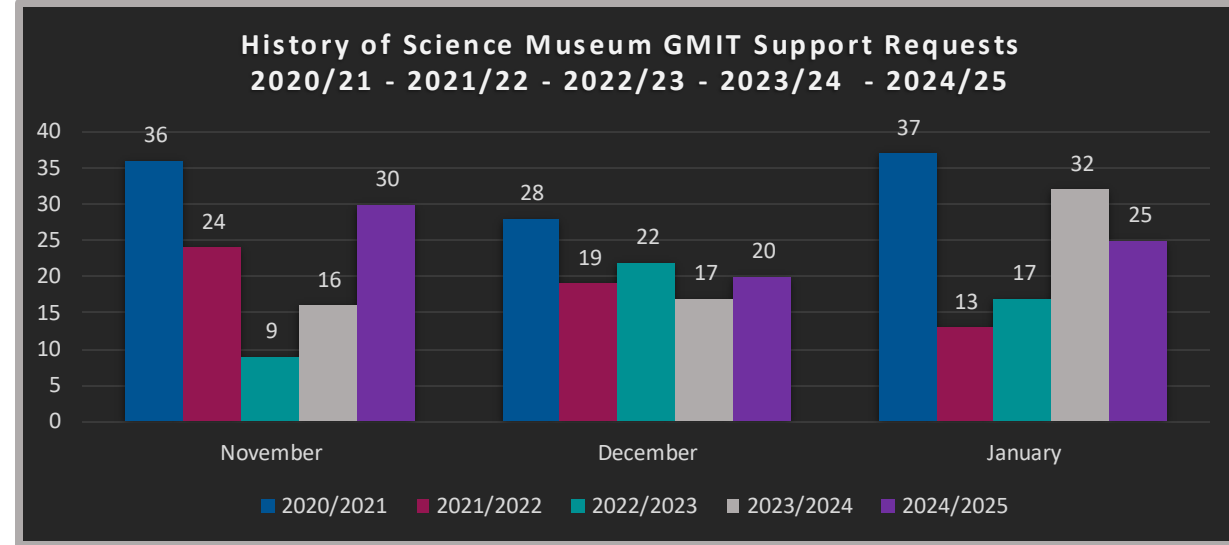
## Quarter 2 - Where have the Support Requests come from?

**History of Science Museum:** Like other sites there was an increase in requests in November when compared to previous years, whereas December and January are similar to previous.

**Botanic Garden & Arboretum:** Requests from the Botanic Garden and Arboretum were very high in November, but had returned to expected levels for December and January.

**GLAM Divisional Office:** The number of requests from the GLAM Divisional Office were as expected across the months. There is notable decrease across the years for January. We continue to record 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).



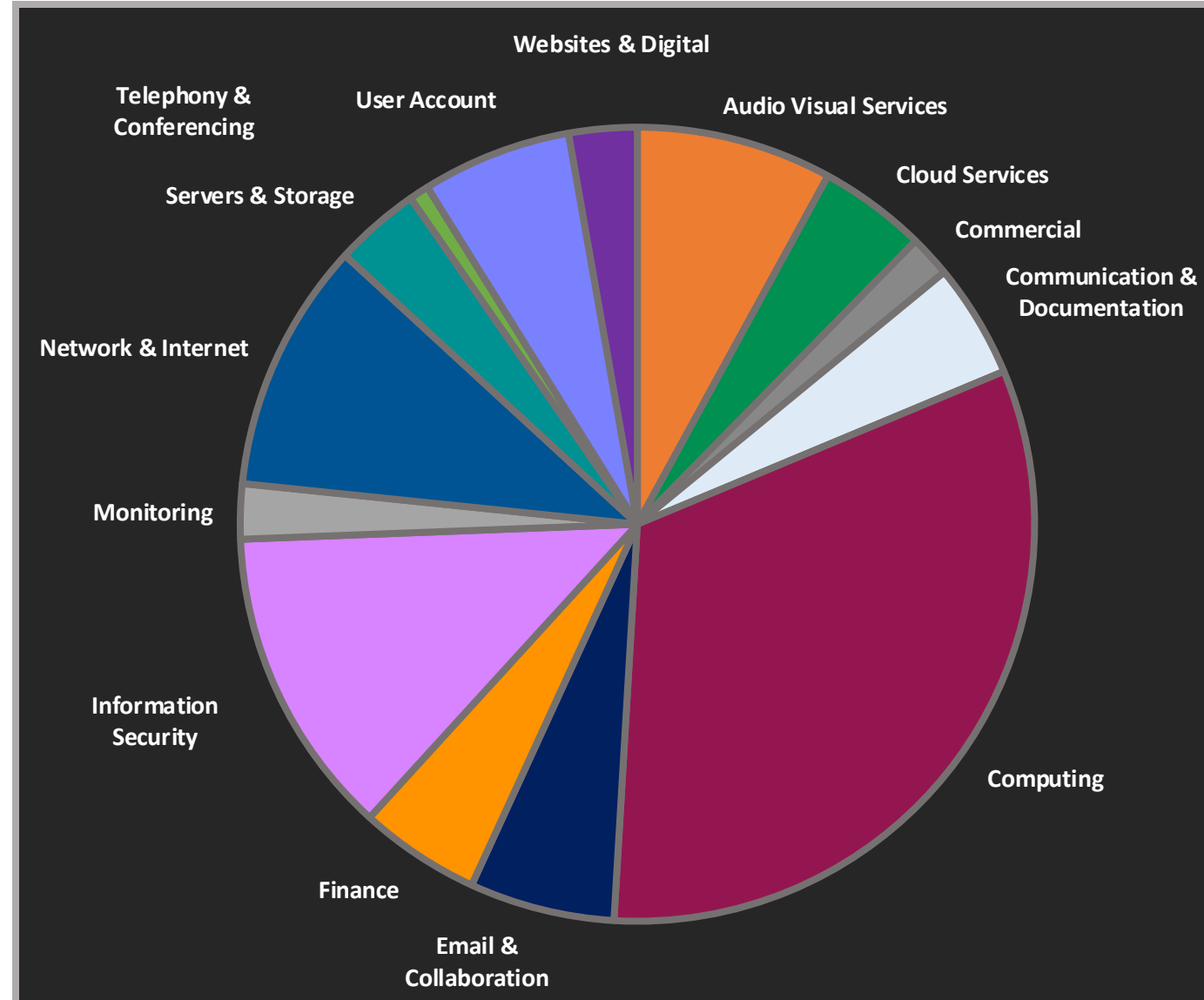
# Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



## Quarter 2 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	89	8
Cloud Services	49	4
Commercial	19	2
Communication & Documentation	52	5
Computing	360	32
Email & Collaboration	66	6
Finance	55	5
Information Security	141	13
Monitoring	25	2
Network & Internet	114	10
Servers & Storage	39	3
Telephony & Conferencing	9	1
User Account	68	6
Websites & Digital	31	3
<b>Total</b>	<b>1117</b>	<b>100</b>



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 360 requests (33%) across the period. Information Security is the next area with the highest number of requests or activities. This isn't as a result of an increased number of Cyber Security instances, but relates to various activities which have taken place throughout Q2 to improve our Cyber Security posture.

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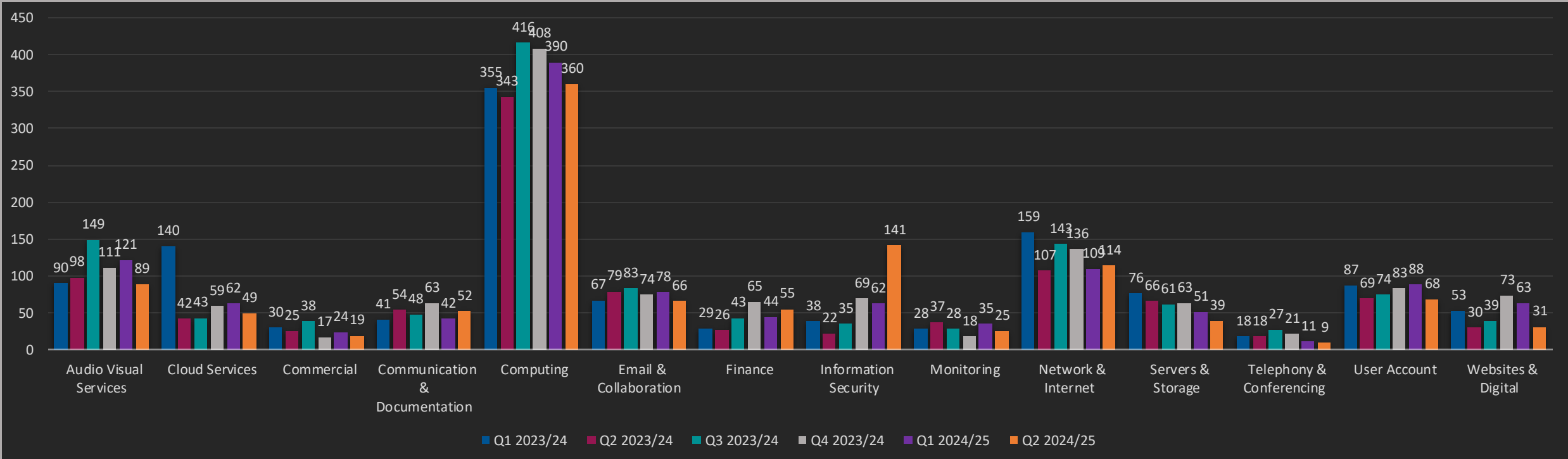
Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



## Quarter 2 - Type of Support Requests Received

Comparing the service areas in greater detail between Q1 of the 2023/24 Academic Year to Q2 of 2024/25, one can see that there is a general level of consistency across the months. Servers and Storage is the exception to this, showing a consistent month-to-month decrease.

Information Security related requests show a notable increase, when compared to Q1 of this Academic Year (141 vs 62), and even more so when compared to the same period in the 2023/24 Academic Year (141 vs 22). As previously mentioned, this isn't because there has been an increase in Information Security or Cyber Security Incidents, but an increase in activities to improve the overall Information Assurance and Cyber Security posture of the Gardens & Museums. This includes the implementation of enhanced endpoint monitoring, remediation and mitigation work, and awareness engagement activities. We expect this level of work to continue moving forward and therefore anticipate these numbers to continue to be higher than in previous periods and years.



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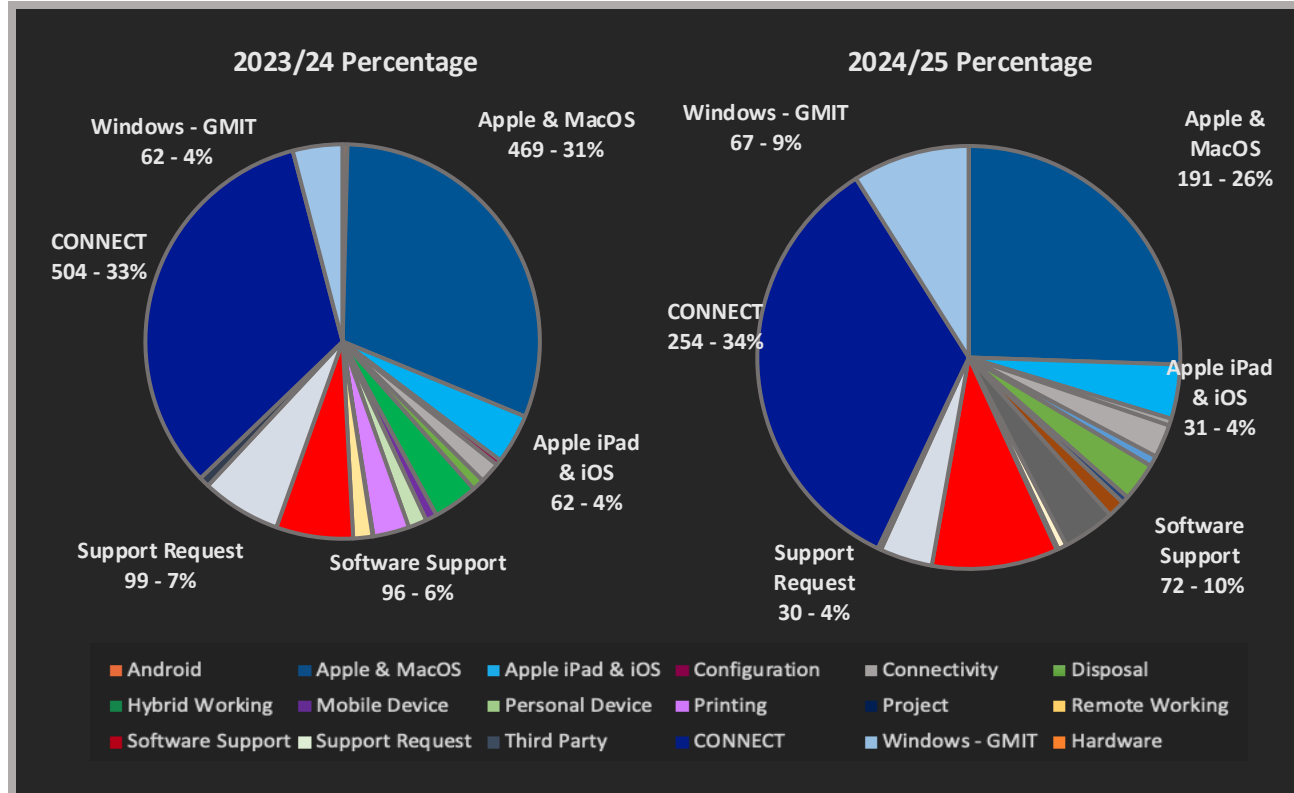
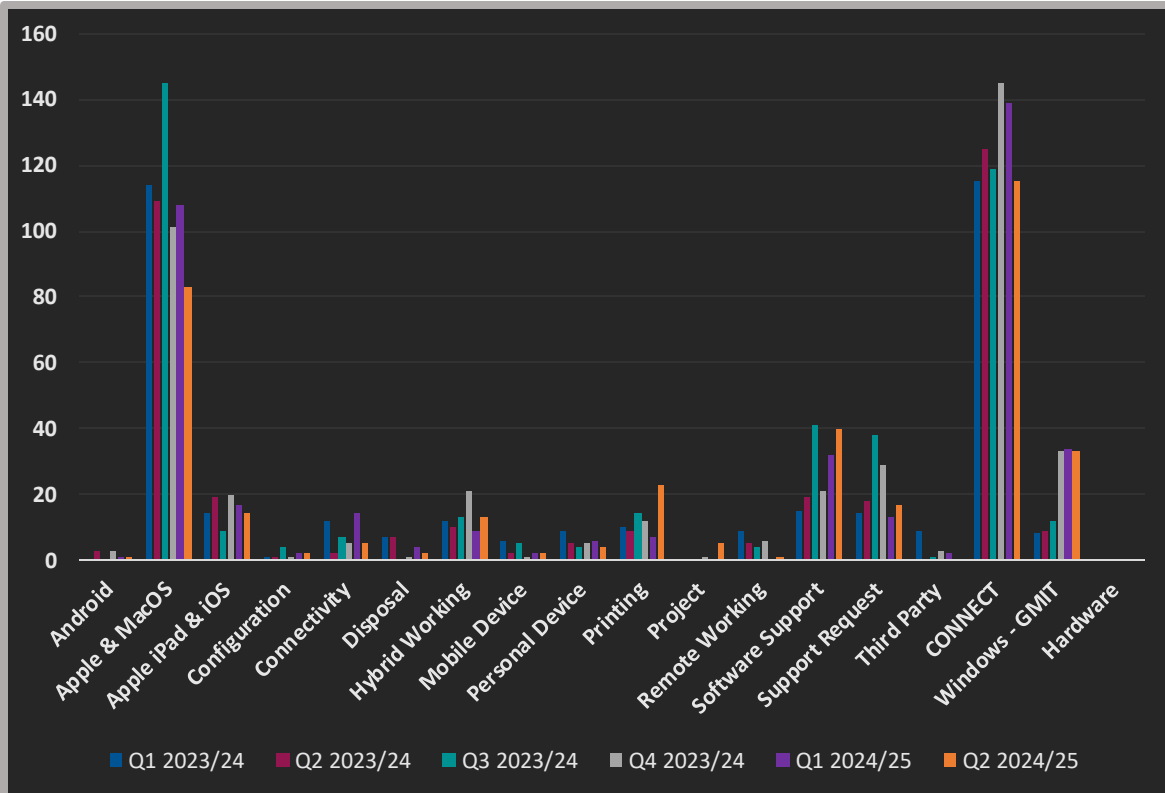
Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



## Quarter 2 - Type of Support Requests Received - Computing Service Area in more detail

Analysis of the Computing Service Area throughout the 2023/24 Academic Year and up to the end of Q2 of 2023/24 Academic Year shows that Apple & MacOS and CONNECT continue to see the most demand for support. This is to be expected as they represent the largest user facing IT services in use across the Gardens & Museums. The GMIT Windows solution continues to show an increased level of demand as this service continues to grow, and more and more computers are deployed via this device management mechanism.

Across the Computing Service Area there has been a general decrease in requests, with Printing being the notable exception. This is related to several workstreams supporting new printing requirements and investigating new printing technologies. We are also beginning to review the general printer use across the Gardens & Museums in view to identifying potential improvements, be it through financial savings, increased energy efficiency or general performance.





# Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 2: 1st November 2024 – 31<sup>st</sup> January 2025



## Report Findings & Conclusion

<b>Overview</b> Quarter 2 of the 2024/25 Academic Year has once more been a busy time for the Gardens & Museums IT Team. This is evidenced by the 1117 requests across the three-month period. The demand encompasses nearly all service areas in a consistent manner. What has been noticeable during this quarter, and is detailed in more depth below, is that new initiatives and emerging demands, or areas where our involvement is increasing have seen extra demand. This is to be expected but helps to quantify either our involvement or the need for the new service or solution.	
<b>Support Contact Simplification Single Point of Contact</b>	A key outcome from the 2023/24 IT Review, and the Summer 2024 GMIT Colleague Feedback Survey was the need to simplify colleague support channels and reduce the confusion caused by having two support addresses to contact for differing IT scenarios. Throughout Quarter 2, discussions and work has been taking place within the Gardens & Museums IT Team and alongside Central IT Services regards the prospect and implementation of 'Single Point of Contact'. This has now been approved, and a schedule for a phased implementation across Q3 will be communicated. As a note this will likely lead to additional demand on the Gardens & Museums IT Team, so will likely lead to an impact on response and resolutions times as we adjust to this, but we are all committed to ensure that any effects are minimal, and that the positives gained will outweigh this.
<b>Information Assurance &amp; Cyber Security</b>	As has been mentioned throughout this report there has been a significant increase in Information Security related requests and activities. And although these aren't incidents, the numbers do represent the amount of additional work and activities which have and are continuing to take place in improvements to the Gardens & Museums Cyber Security posture. This work is across 4 established working areas being 'Business Continuity - Redundancy, Resilience & Service Continuation; Information Security Training & Knowledge Sharing; Policy, Process & Documentation; Technical & Security Controls - Managed Systems'. One such improvement has seen the implementation of an enhanced endpoint monitoring application which has allowed for the identification and subsequent mitigation of some endpoint insecurities.
<b>Gardens &amp; Museums IT Windows Management Service (Intune)</b>	The Gardens & Museums IT Windows Management solution, which was developed and introduced during the 2023/24 Academic Year has continued to grow (0-80 devices in 12 months) and surpass initial intentions and expectations (Audio Visual and Point of Sale computer use), and now includes personal computer use. Its steady and continued growth has also seen a growth in requests related to this part of our provision. Currently this equates to around 11 instances per month, but we will be monitoring this closely to ensure quality for this developing and evolving service.
<b>In Conclusion</b> Quarter 2, much like Quarter 1 has been a challenging and busy period for the Gardens & Museums IT Team. We have seen a varied range of new or developing requirements from across the Gardens & Museums, alongside various essential activities, or collaborative workstreams with central parts of the University, which have generated significant work. This has been managed well, and balanced against our usual work, and our greater and expanding involvement in Information Assurance and Cyber Security.  The team continues to work incredibly hard to ensure that we remain responsive, efficient and effective in all we do. In particular, our excellent response levels continue to demonstrate our commitment to continuous improvement, service excellence and the support of our colleagues.	