Gardens & Museums IT

Quarterly Service Report 2025/2026

Q2: 1st November 2025 - 31st January 2026

Quarter 2 of the University Academic Year, although being quieter than the preceding months, has still been a busy time. And whereas there is usually a slight lull in December as colleagues prepare for the holiday period, and in the early parts of January as they return to work, this year was not the case. We continued to receive plentiful requests up to, over, and immediately after the holiday season.

Response times across the period remain impressive at 0.3 days despite being slightly slower than the 0.2 working days during the same period in both 2023/24 and 2024/25. Similarly, resolution times have also increased from 3.9 days in 2024/25 to 4.4 days to 2025/26. These increases will be in some ways impacted by the holiday period, but also how as a team we are approaching the continued increased level of demand. We remain committed to providing an exceptional and responsive service, and are continually mindful of keeping our colleagues operational, but we need to handle the increased demand in a maintainable and sustainable manner for our own working health.

Moving into Quarter 3 the Chorus to Teams Phone Migration Project is gathering pace, whilst we also enter the heightened procurement phase of the University year. This phase will be more complicated than in recent years due to rapidly increasing technology costs, alongside impacts to the availability of equipment.

Gardens & Museums IT Quarterly Service Report 2025/2026

Quarter 2: 1st November 2025 – 31st January 2026

Requests Received & Requests Resolved

Support Requests Received	1185
Support Requests Resolved	1181
Tasks Resolved	16

Response & Resolution

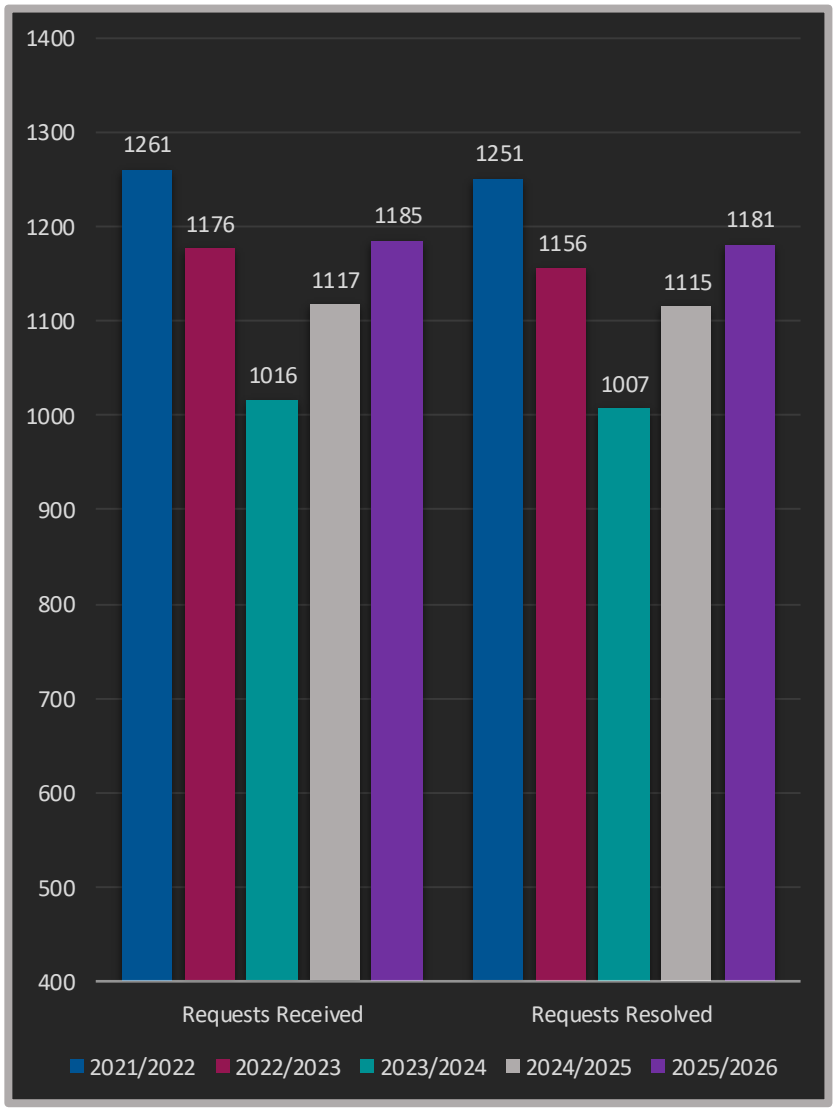
Average Days Open	5.1
Average Days to Respond	0.3
Average Days to Resolve	4.4
% First Call Resolution	54%

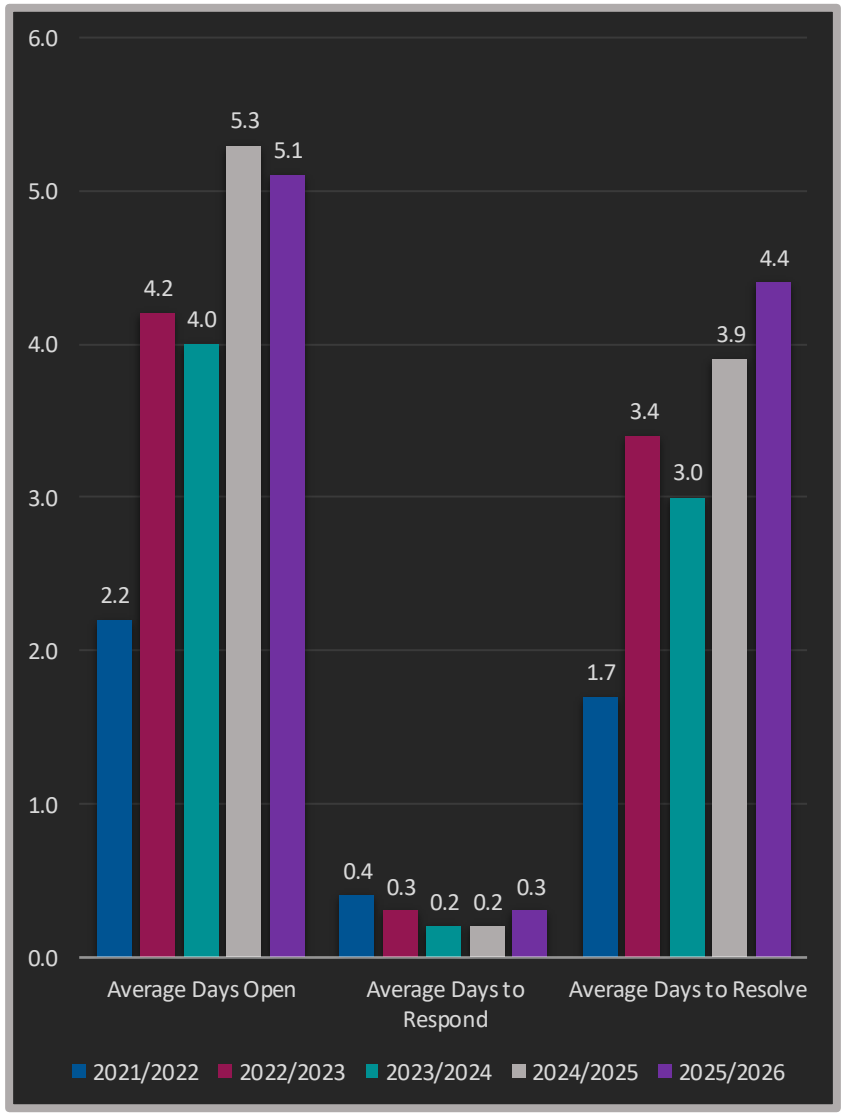
Quarter 2 of the 2025/26 Academic Year has seen a 6% increase in the number of requests received when compared to the same period last year (1117 vs 1185).

As a result of the increased demand, we have seen a slight increase in the length of time taken to respond to and resolve the requests, but still within acceptable and reasonable timeframes.

This information provides us with a full year of data since Single Point of Contact was implemented. If we compare the year of data prior to implementation, we see a 19% increase in the level of requests (4784 vs 5671), which is an additional 887 support instances.

Quarter 2 Support Comparison – 2021/2022; 2022/2023; 2023/2024; 2024/2025; 2025/2026





Gardens & Museums IT Quarterly Service Report 2025/2026

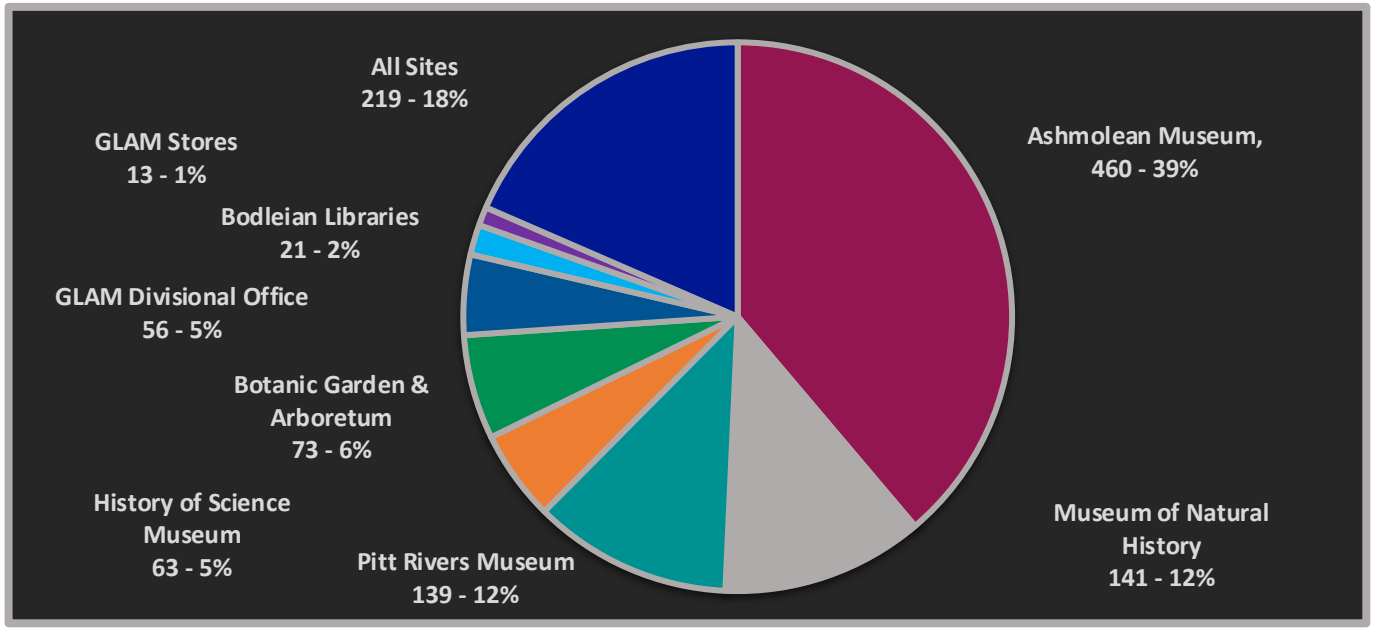
Quarter 2: 1st November 2025 – 31st January 2026

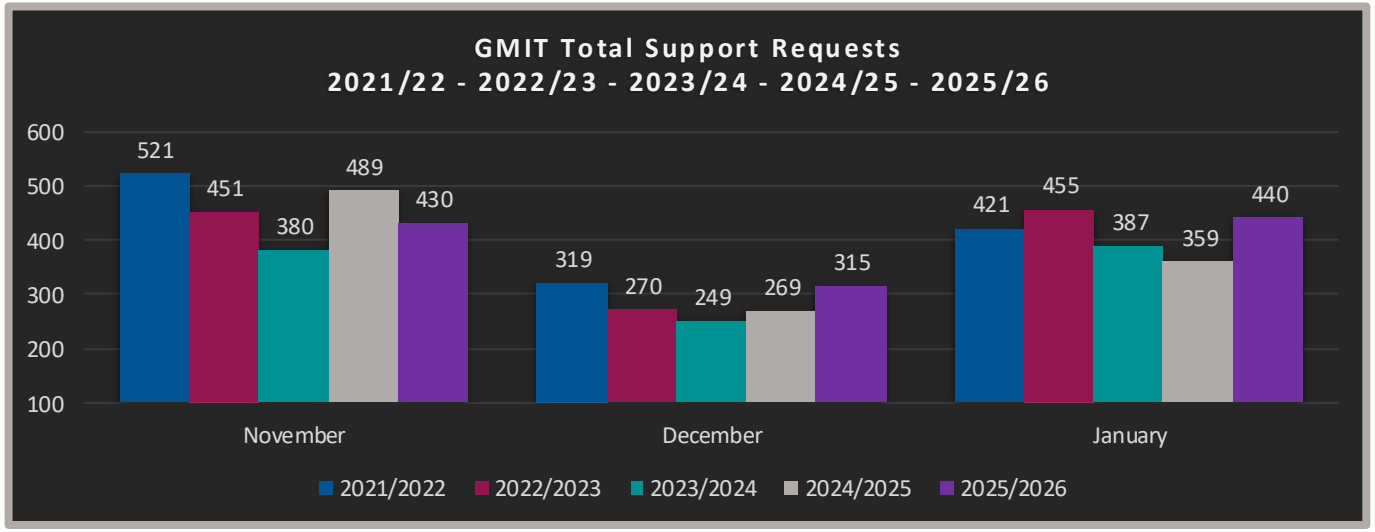
UNIVERSITY OF OXFORD

Gardens Libraries & Museums

Quarter 2 - Where have the Support Requests come from?

Location	November	December	January
Ashmolean Museum	153	132	175
Museum of Natural History	69	29	43
Pitt Rivers Museum	42	42	55
History of Science Museum	25	17	21
Botanic Garden & Arboretum	36	10	27
GLAM Divisional Office	21	11	24
Bodleian Libraries	1	10	10
GLAM Stores	6	4	3
All Sites	77	60	82
Total	430	315	440





During Quarter 2 the number of requests were consistently high throughout the period, but with noticeably less in December due to the holiday period.

Gardens & Museums IT Quarterly Service Report 2025/2026

Quarter 2: 1st November 2025 – 31st January 2026

UNIVERSITY OF OXFORD

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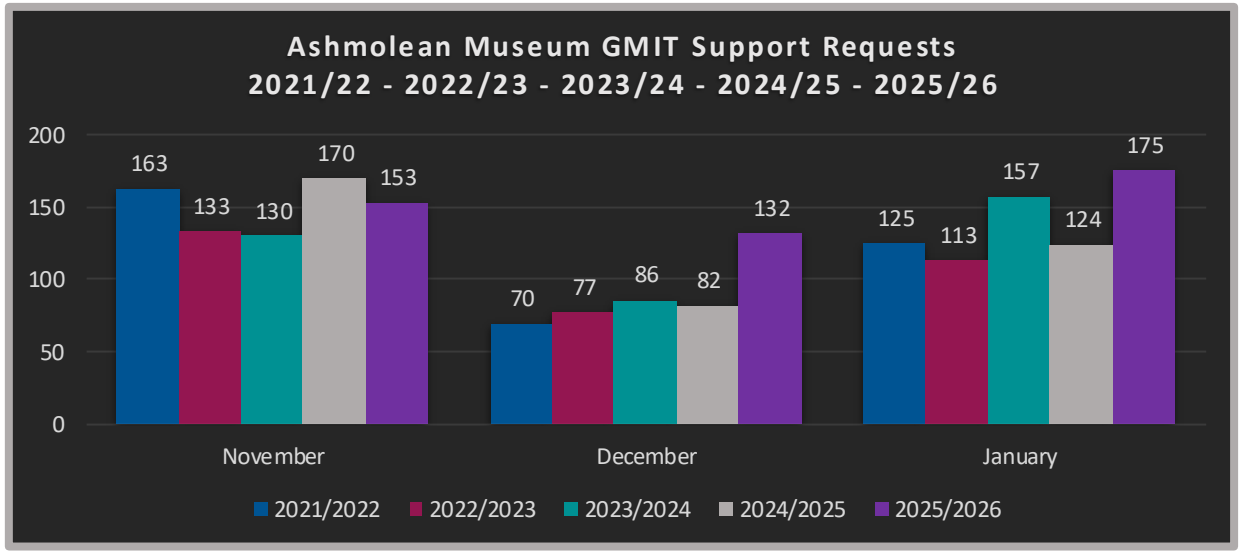
Quarter 2 - Where have the Support Requests come from?

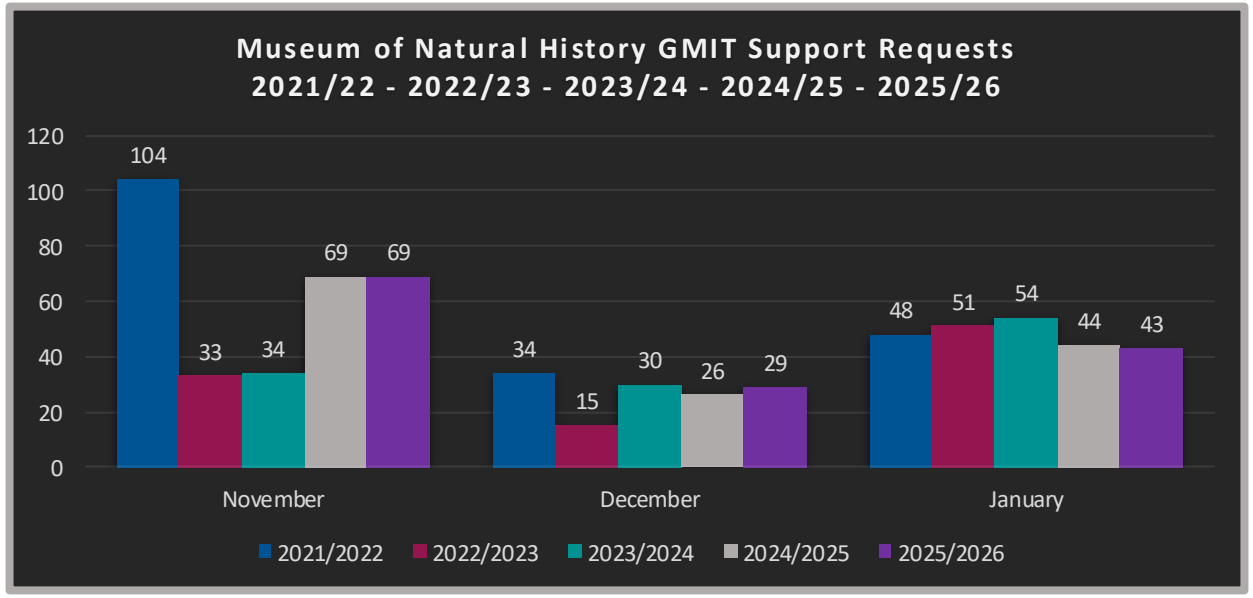
Ashmolean Museum: The number of requests from the Ashmolean Museum were noticeably high in both December and January. This demonstrates the difference in these months when compared to previous years when the amount of work had eased.

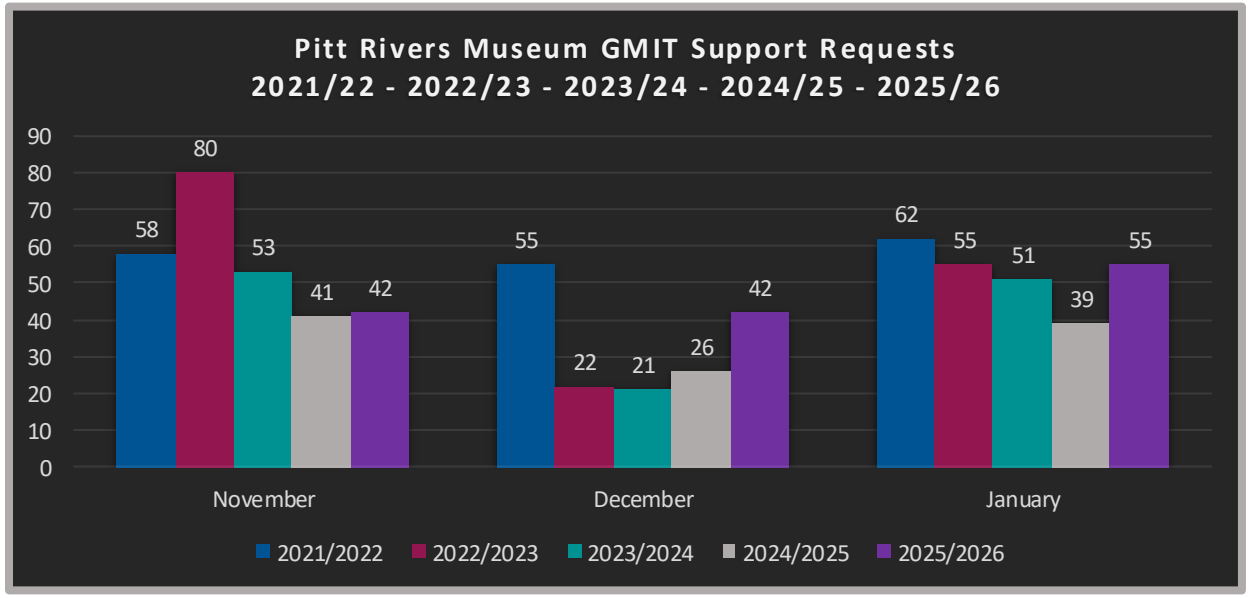
Museum of Natural History: The number of requests from the Museum of Natural History are consistent with previous years and are almost identical to 2024/25.

Pitt Rivers Museum: Much like the Ashmolean Museum, December and January saw an increase in the number of requests when compared to recent 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).







Gardens & Museums IT Quarterly Service Report 2025/2026

Quarter 2: 1st November 2025 – 31st January 2026

UNIVERSITY OF OXFORD

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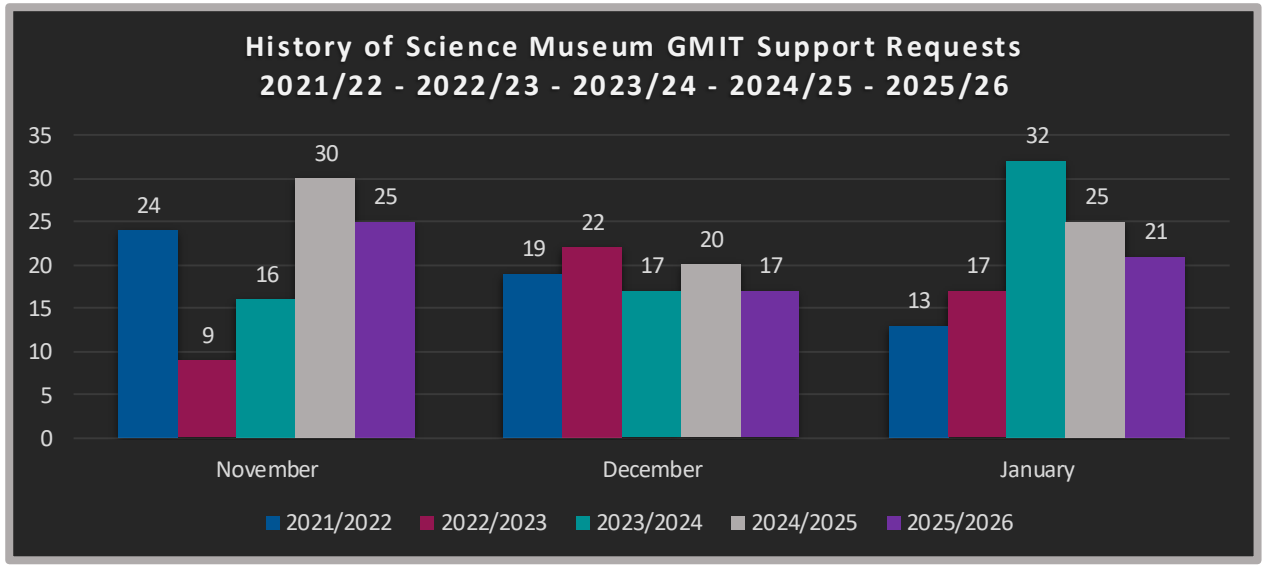
Quarter 2 - Where have the Support Requests come from?

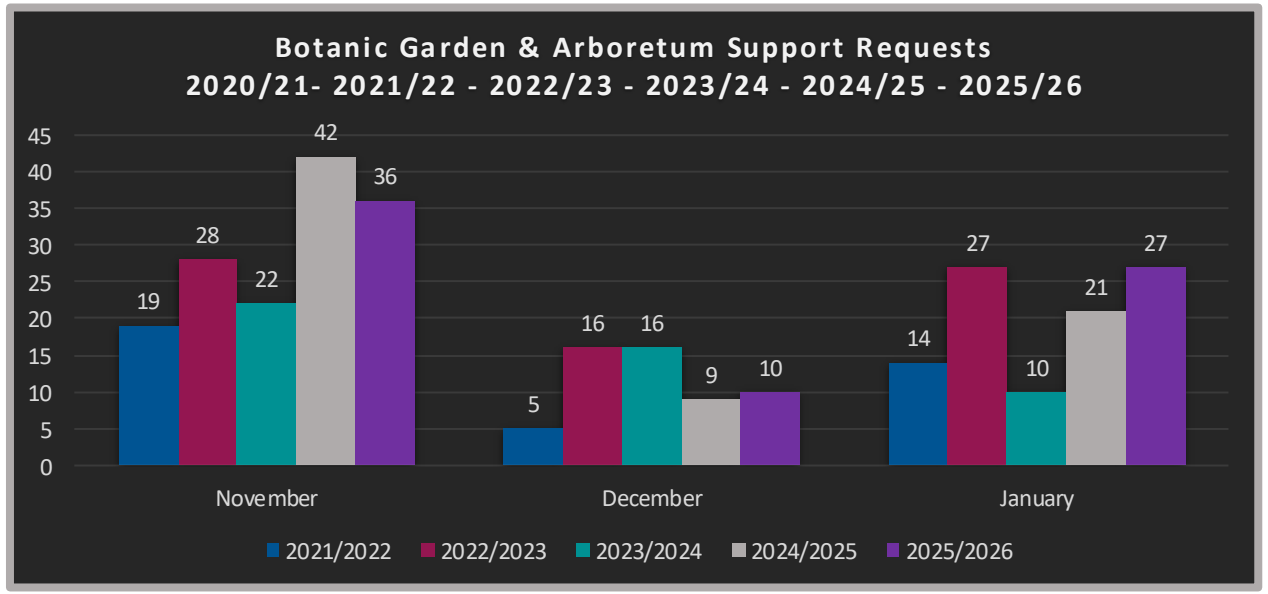
History of Science Museum: The number of requests from the History of Science Museum were lower throughout Quarter 2 than in previous years - all other sites, with the exception of the GLAM Divisional Office were higher.

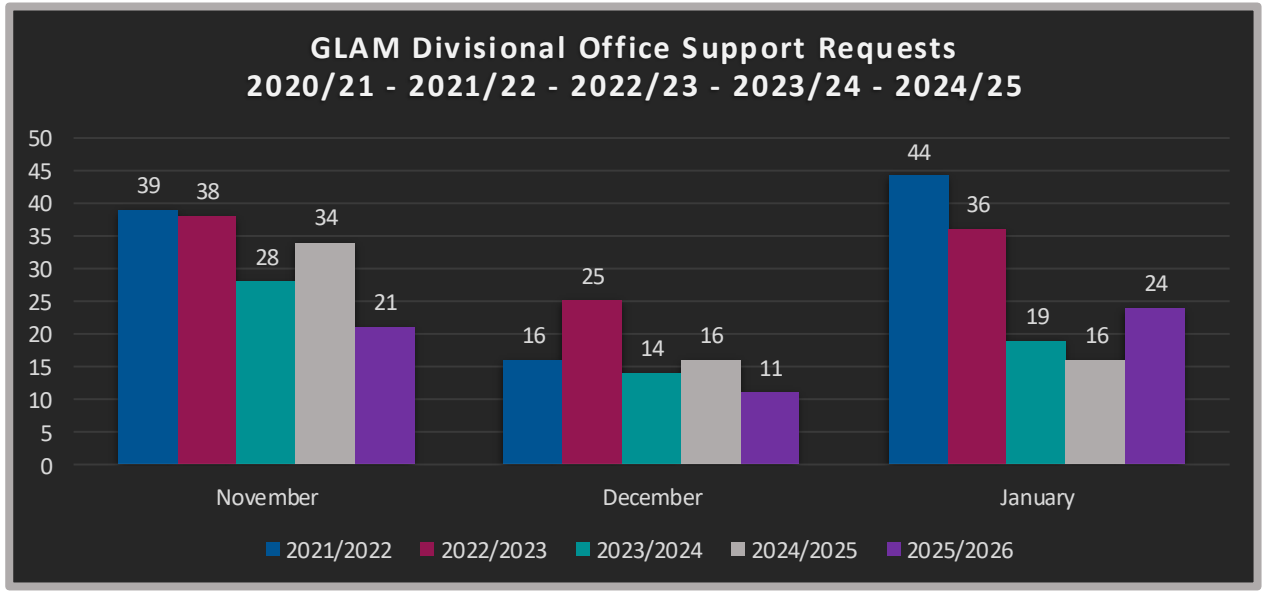
Botanic Garden & Arboretum: Over the months the number of requests from OBG were similar to the previous year, with the lower numbers in November being balanced against the heightened numbers in January.

GLAM Divisional Office: Like the History of Science Museum, the number of requests were lower than in the previous year.

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 2025/2026

Quarter 2: 1st November 2025 – 31st January 2026

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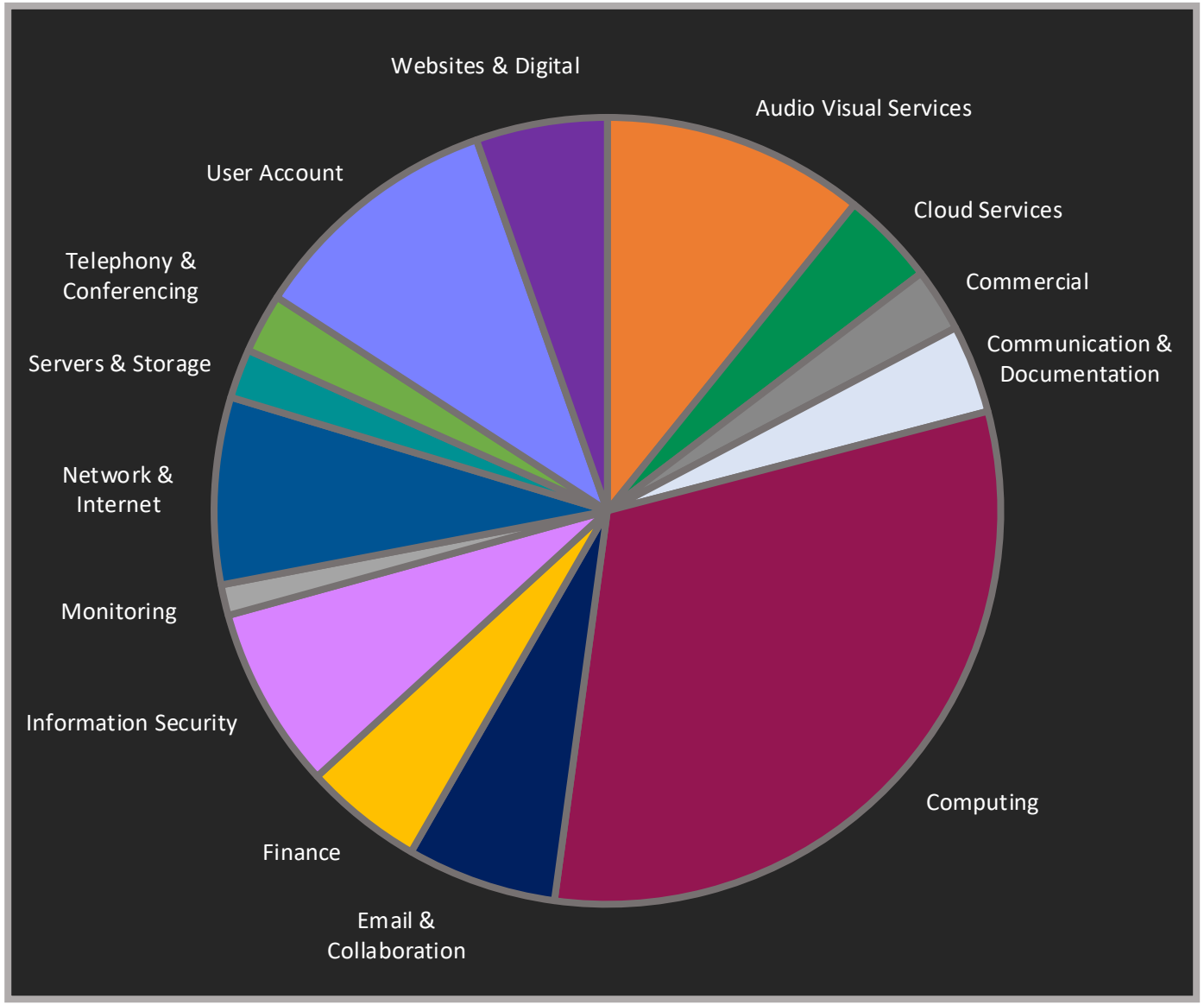
Quarter 2 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	128	11
Cloud Services	46	4
Commercial	31	3
Communication & Documentation	43	4
Computing	370	31
Email & Collaboration	73	6
Finance	58	5
Information Security	89	8
Monitoring	15	1
Network & Internet	91	8
Servers & Storage	24	2
Telephony & Conferencing	29	2
User Account	124	10
Websites & Digital	64	5
Total	1185	100



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

Computing continues to be the highest percentage area with 370 requests (31%) across the period. Other areas of note are Information Security, Audio Visual Services and User Account.

As the Chorus to Teams Phone Project begins to progress towards implementation, we anticipate the number of Telephony & Conferencing activities to increase in the coming quarters.

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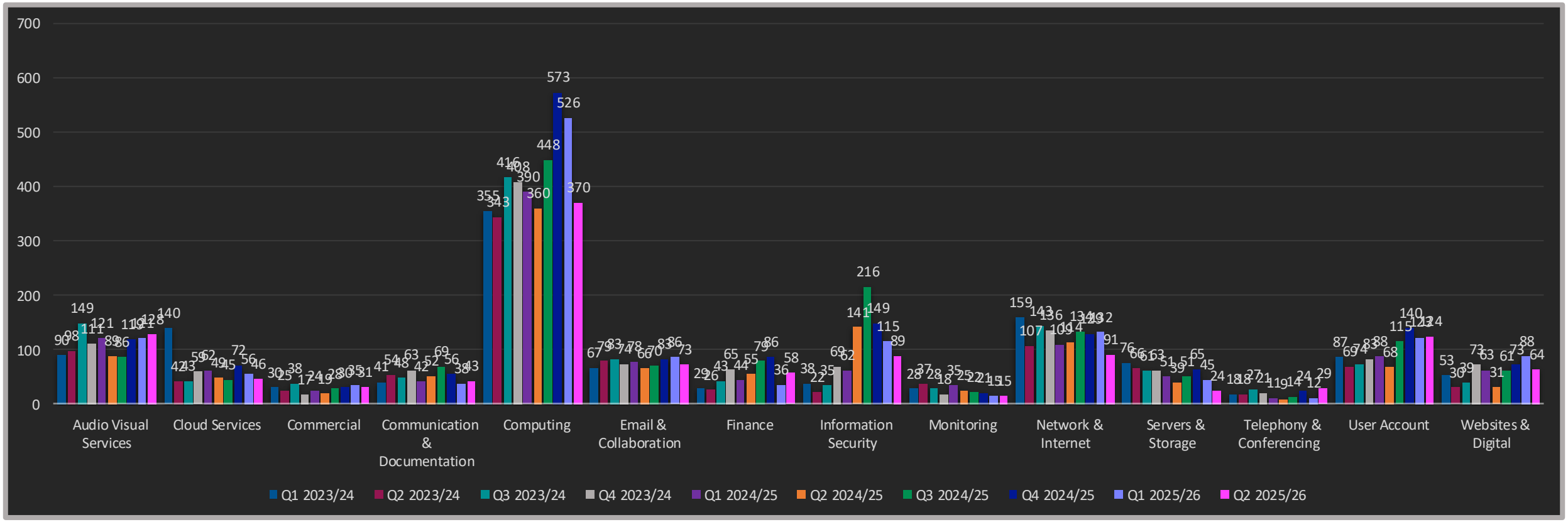
Quarter 2 - Type of Support Requests Received

The Computing Service Area continues to sees the most demand, and this is to be expected as it includes the major user focussed services, such as the IT Services Managed Desktop Service (CONNECT) and the Gardens & Museums IT Apple macOS, iOS and Windows Intune services, as well as software and printing support.

Audio Visual Services and Systems, and Information Security also continue to have significant demand. In respect to Information Security, this is not because of an increase in Cyber Security incidents, but the amount of work which goes into improving our security status - this includes enhanced system and device monitoring, communications and awareness building.



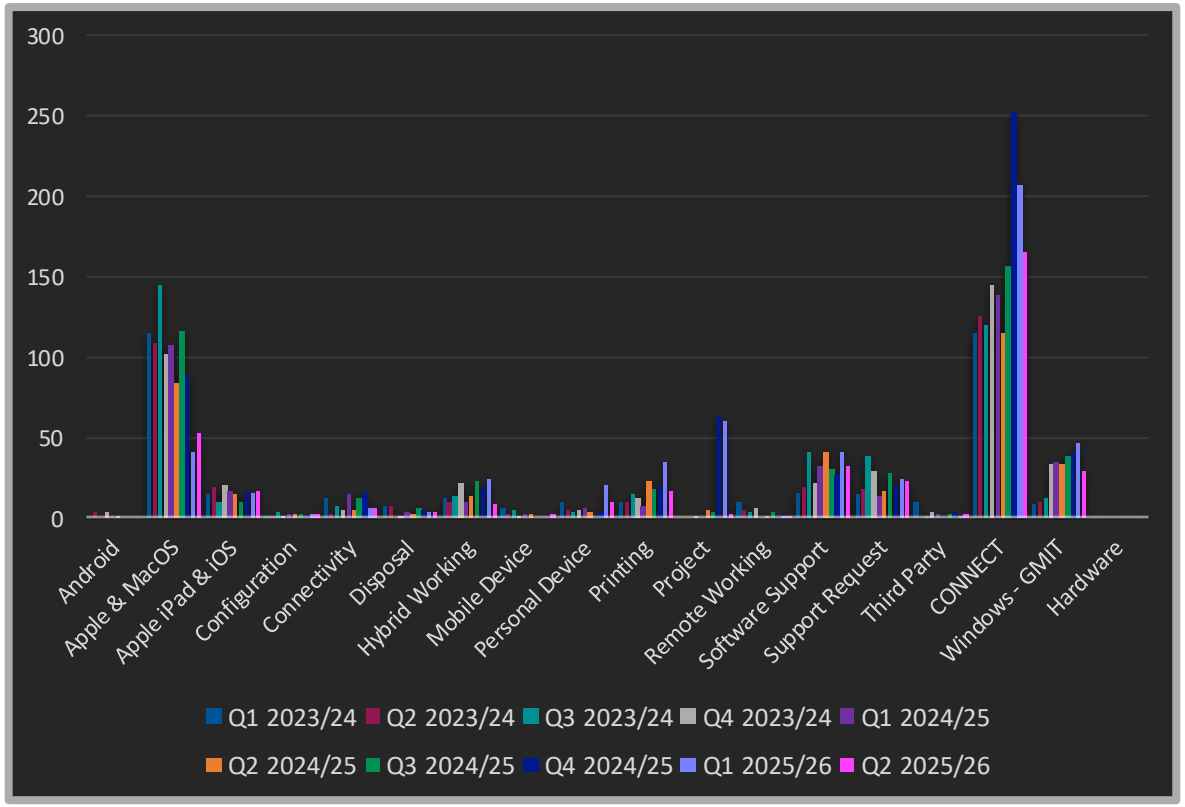
Gardens & Museums IT Quarterly Service Report 2025/2026

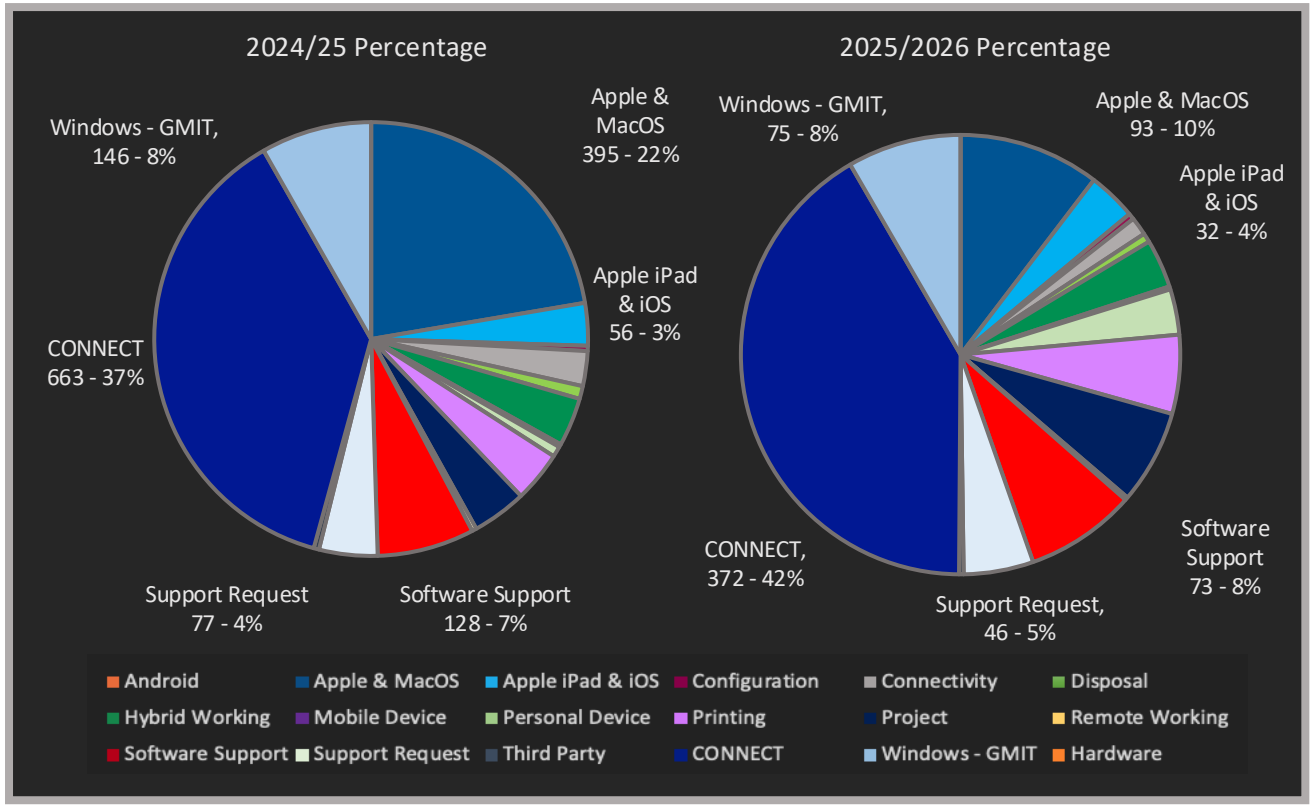
Quarter 2: 1st November 2025 – 31st January 2026

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

As the number of requests received during Q2 were less than the number received in Q1 (1428 vs 1185) then it's natural that the number of requests for each of the services within the Computing Service would be less. The exception to this is Apple & MacOS which saw an increase. This increase relates to us commencing the replacement of some older Apple computers slightly earlier this year than we would in previous years due to expected price increases in Apple equipment.

If we compare the numbers to date for 2025/26 against the total for 2024/25, we can see that overall, despite the increase in Apple & MacOS requests in Q4 that the number received thus far is only a quarter of that received in 2024/25 with half the year to go.





Gardens & Museums IT Quarterly Service Report 2025/2026

Quarter 2: 1st November 2025 – 31st January 2026

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Report Findings & Conclusion

Overview **Quarter 2 of the 2025/26 Academic Year has once again been a busy time for the Gardens & Museums IT Team, with increased requests when compared to the same period in previous years, with requirements in December and January being especially impactful on this. The following items are either considerable factors for the increased demand, or elements which we anticipate will require attention, or thought in the coming months.**	
Single Point of Contact - 1 year since introduction	The end of this quarter marks a year since Single Point of Contract was implemented, and therefore we now have a full year's data since its inception and in turn a greater understanding to its impact on demand. When it was originally implemented it was difficult to truly determine how many additional requests we would receive but in each quarter since introduction there has been an increase. And although that increase was smaller in Quarter 2, across the 12 months since its introduction we have received 5671 requests, whereas the 12 months previous it was 4784. This represents an increase of 19%. And although there are other contributory factors to this, including the Connect Aged Computer Replacement Project. We have been closely monitoring the numbers to see if any adjustments in service delivery are required, and we still continue to do so. Although extra resource was given to realise this requirement and change, we have not been able to utilise this additional resource as yet due to extenuating circumstances.
Response & Resolution Times	In line with the increase in demand, and despite working incredibly hard to manage the extra work without an impact to response and resolution times, there has been an understandable and reasonable increase in the time it takes to both respond to requests but also resolve them. Throughout Q2 we took a more considered approach to managing this, understanding that maintaining the levels of response and resolution was not sustainable in the long-term. In view of this we are now consciously giving ourselves extra time to act on requests. We are still committed to providing an exceptional and responsive service, but we need to reasonably balance this additional demand against the level of resource which we have.
Procurement and Price Increases	During this Quarter we have seen price increases to technology, due to the emergence and growth in the use of AI and the processing power it requires. These price increases are expected to increase further in the coming months and it is the expectation is that this will lead to supply and demand issues across the Digital and IT sector as manufacturers and suppliers adjust to these rises. The impact thus far has been that a number of procurement projects have been brought forward to ensure equipment is purchased at the best price. At this point in time, the price increases are causing significant anxiety within the sector, but we do not know how long this will last, though the general prediction is that IT providers will likely need to do more with less or have increased budgets - both of which are of considerable concern.
In Conclusion **Quarter 2 has been a challenging period for the Gardens & Museums IT Team. The hope for a calmer December and January which didn't arise impacted this, and also, didn't provide the time we needed to recover from an incredibly busy 2025. The holiday period has allowed some time for reflection though, and the understanding that our approach and self-expectations need to evolve to match the additional demand we are facing. We remain highly committed and pride ourselves on our service delivery but understand that the increase in demand isn't momentary (as supported by data) and therefore the only reasonable outcome to this is that we will need to adjust how quickly we can respond, attend to and resolve requests. As our support and resolution rates are incredibly high, I do not anticipate this being a problem or causing adverse impact, but this will be closely monitored moving forward.**	