

Gardens & Museums IT

Quarterly Service Report 2024/2025

Q3: 1st February 2025 - 30th April 2025

Quarter 3 has once again been a busy period for the Gardens & Museums IT Team and crucially included a significant change in our service operations with the introduction of Single Point of Contact (SPOC). This saw a move from a dual support method, which has been in place since the introduction of the CONNECT Managed Desktop Service in 2017, to all support requests being directed to the Gardens & Museums IT Team.

During Quarter 3 we have seen an increase in the number of requests received, with 1438 received in the period, equating to a 17% increase on the same period in 2023/24. The introduction of SPOC is likely a contributory factor in this, but as the service change was carried out via a phased approach with sites onboarded at different and scheduled intervals throughout March and April, we have been able to manage the increased demand, and adjust and adapt in a controlled manner without adversely impacting service performance. As such, response and resolution times remain inline with previous periods. We have also seen a rise in Information Security requests during this period. Fortunately, this was not related to an Information or Cyber Security incident, but workstreams to improve the security posture of the Gardens & Museums.

The team has responded and adjusted to the increased work incredibly well, showing further evidence to our commitment to supporting our colleagues. I am extremely grateful to their hard work.



Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 3: 1st February 2025 – 30th April 2025



Requests Received & Requests Resolved

Support Requests Received	1438
Support Requests Resolved	1427
Tasks Resolved	33

Response & Resolution

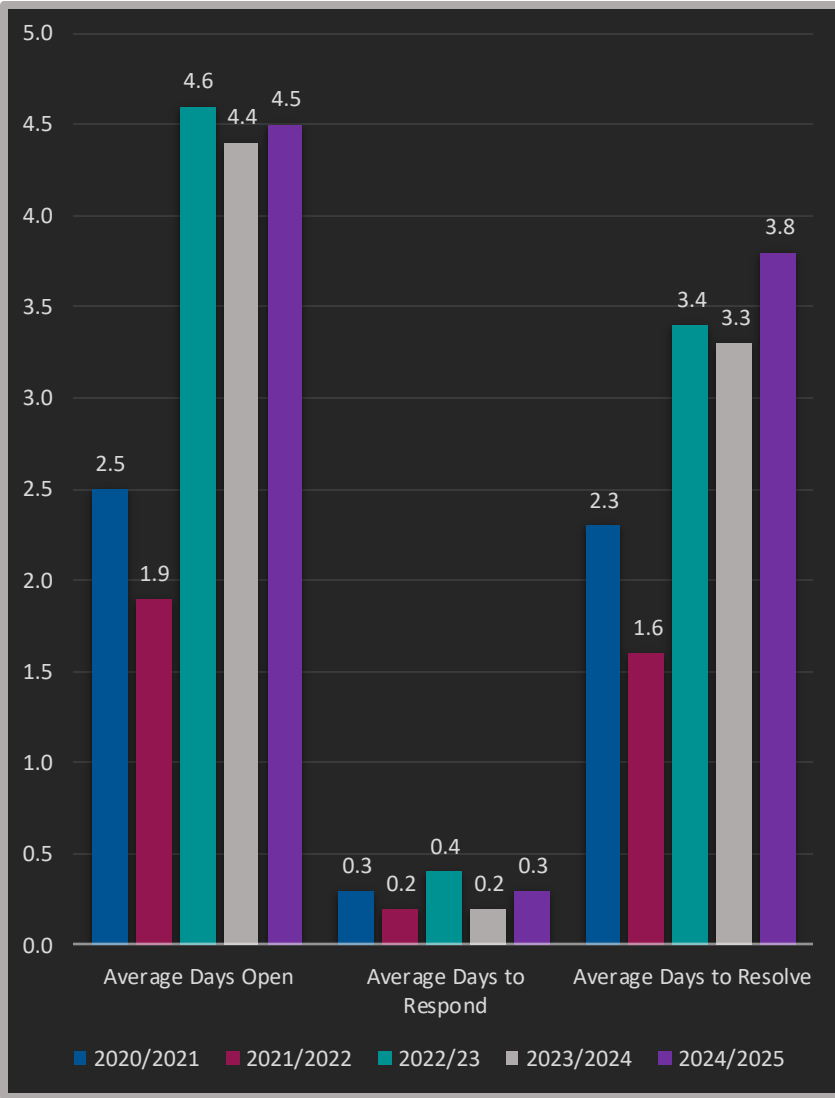
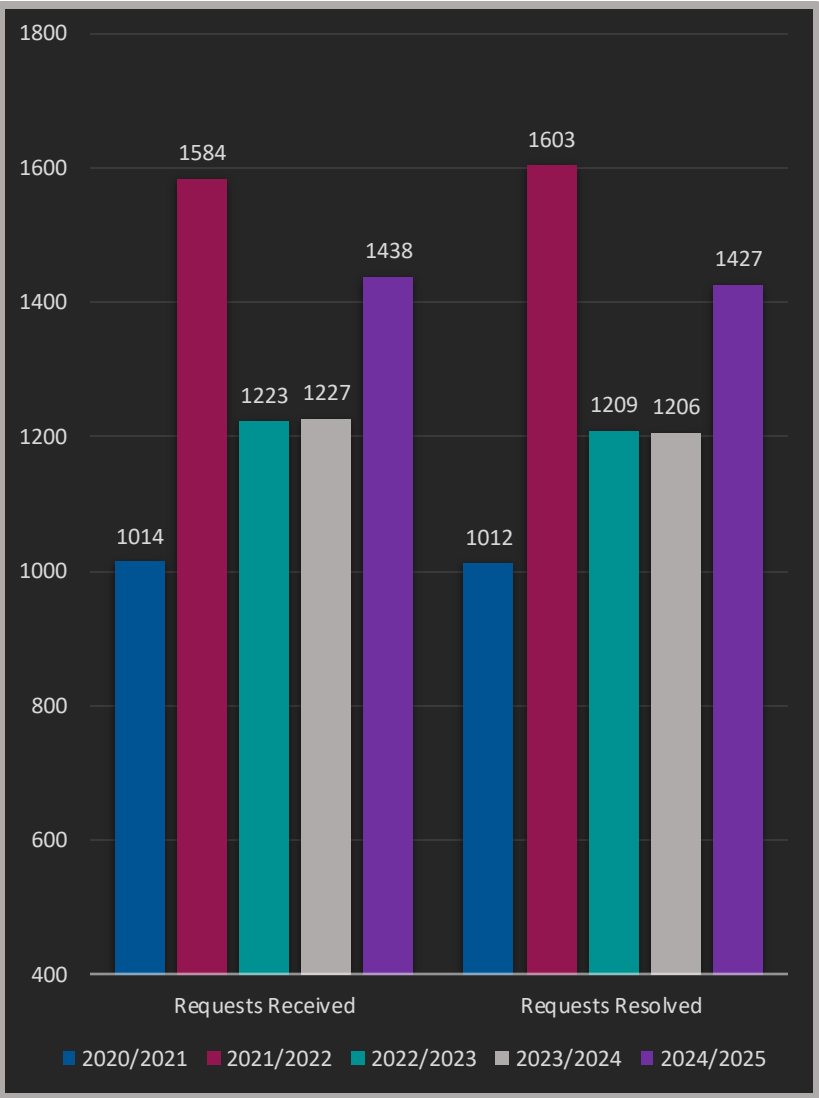
Average Days Open	4.5
Average Days to Respond	0.3
Average Days to Resolve	3.8
% First Call Resolution	48%

Quarter 3 of the 2024/25 Academic Year shows an increase of 211 requests (1438 vs 1227) when compared directly to the same period of 2023/24, which represents a 17% increase.

We were anticipating an increase in requests for this period due to the implementation of Single Point of Contact and the respective onboarding of each site.

Alongside the increase in requests, there was also a small increase in response and resolution times. As Single Point of Contact is a new initiative the level of demand, and impacts are being closely monitored.

Quarter 3 Support Comparison – 2020/2021; 2021/2022; 2022/2023; 2023/2024; 2024/2025



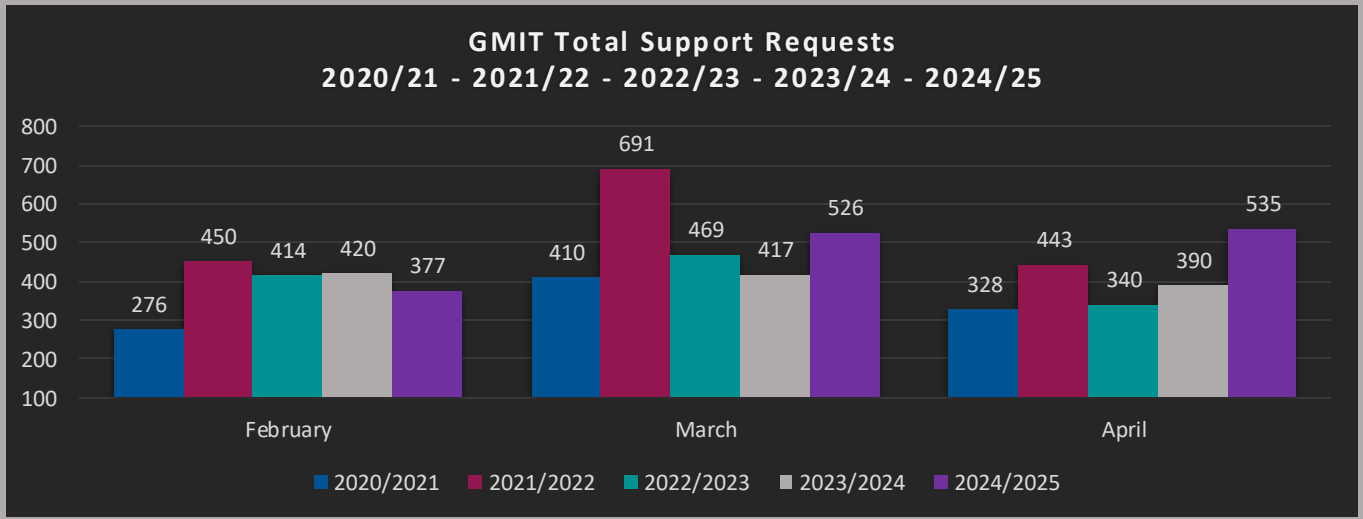
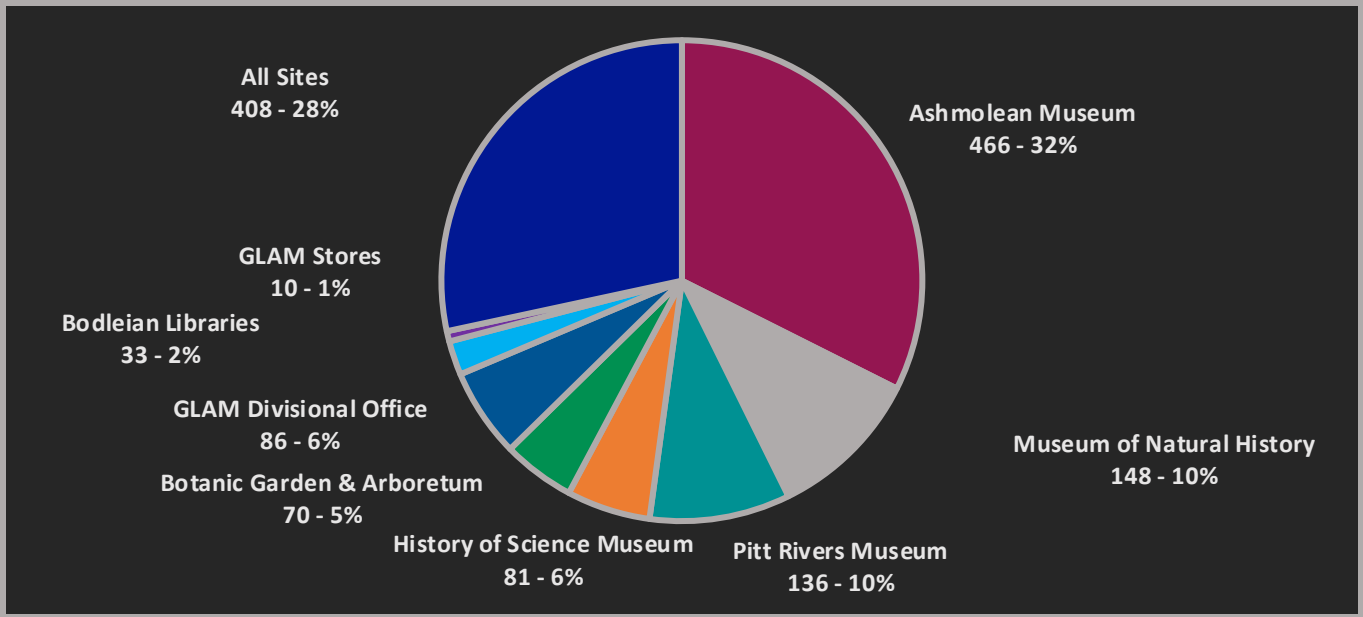
Gardens & Museums IT Quarterly Service Report 2024/2025

Quarter 3: 1st February 2025 – 30th April 2025



Quarter 3 - Where have the Support Requests come from?

Location	February	March	April
Ashmolean Museum	129	182	155
Museum of Natural History	39	54	55
Pitt Rivers Museum	40	58	38
History of Science Museum	24	32	25
Botanic Garden & Arboretum	27	26	17
GLAM Divisional Office	19	34	33
Bodleian Libraries	8	15	10
GLAM Stores	4	5	1
All Sites	87	120	201
Total	377	526	535



During Q3 we saw a high level of demand in both March and April, with over 500 requests for each month.

As Single Point of Contact was introduced in March we anticipated and expected to receive more requests in these months compared to February.

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Quarter 3: 1st February 2025 – 30th April 2025



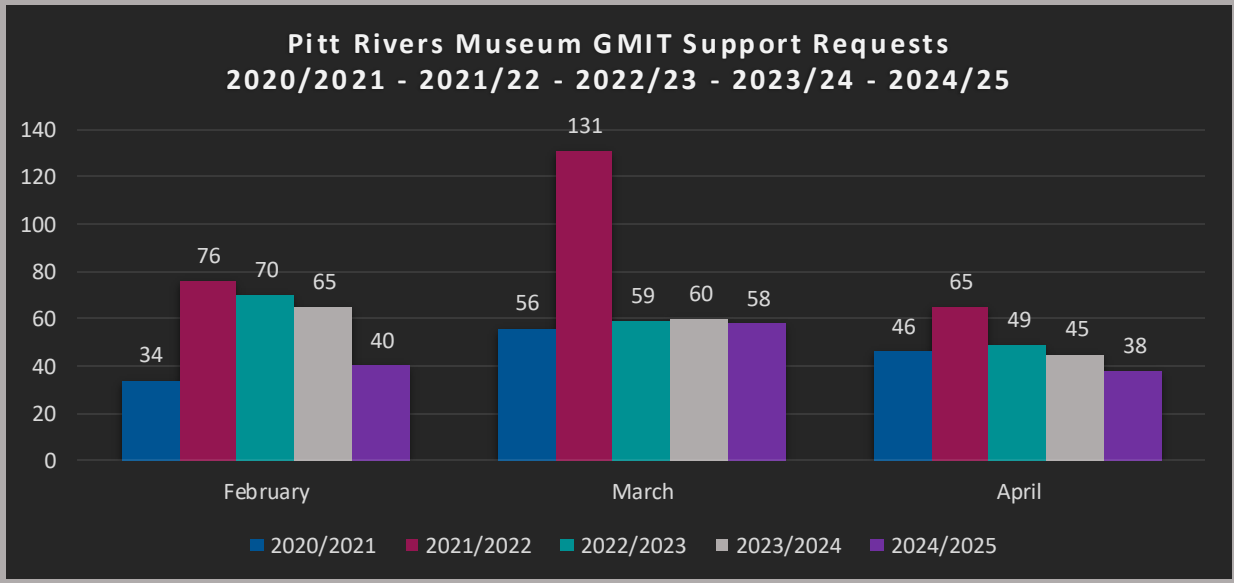
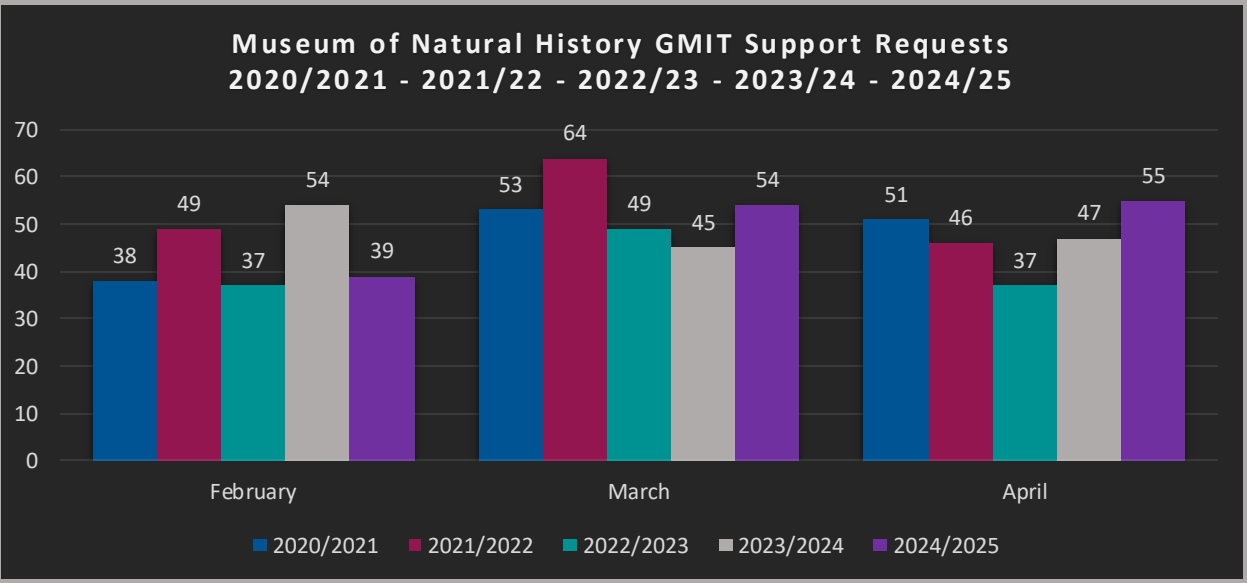
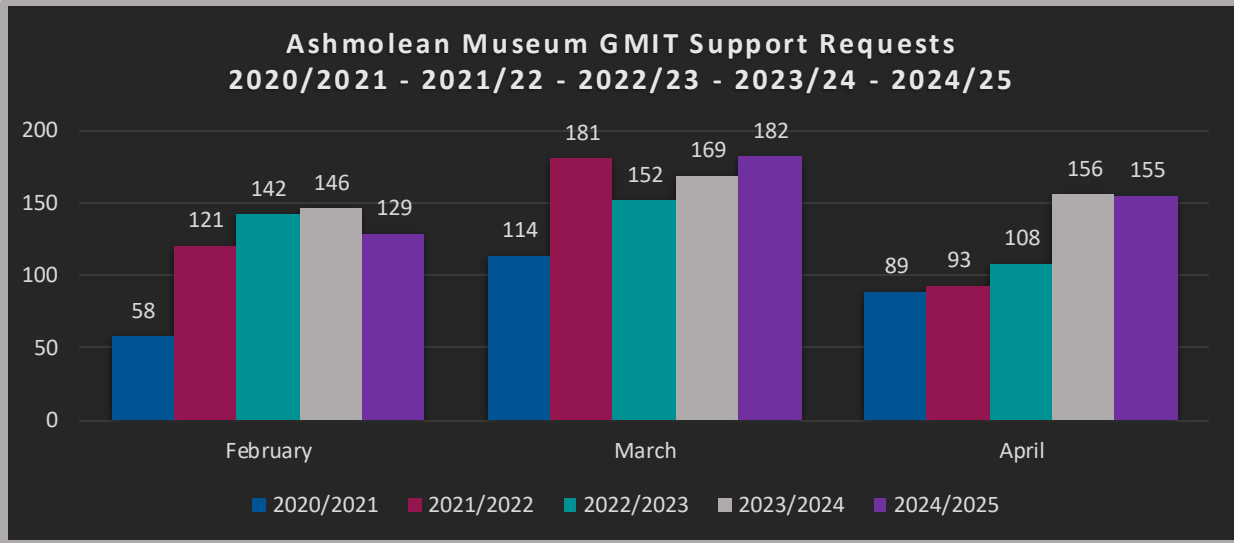
Quarter 3 - Where have the Support Requests come from?

Ashmolean Museum: We saw reduced requests from the Ashmolean in February, but higher in both March and April when compared to the same period in previous years. We did see a sizeable increase in total when compared to Q2 of 2024/25 with 466 vs 376.

Museum of Natural History: Like the Ashmolean Museum we saw lower numbers in February, and higher in both March and April when compared to previous years

Pitt Rivers Museum: The Pitt Rivers Museum saw decreased numbers in each month when compared with the same period in 2023/24, though we did receive more requests in total than in the previous Quarter of 2024/25 (106 vs 136)

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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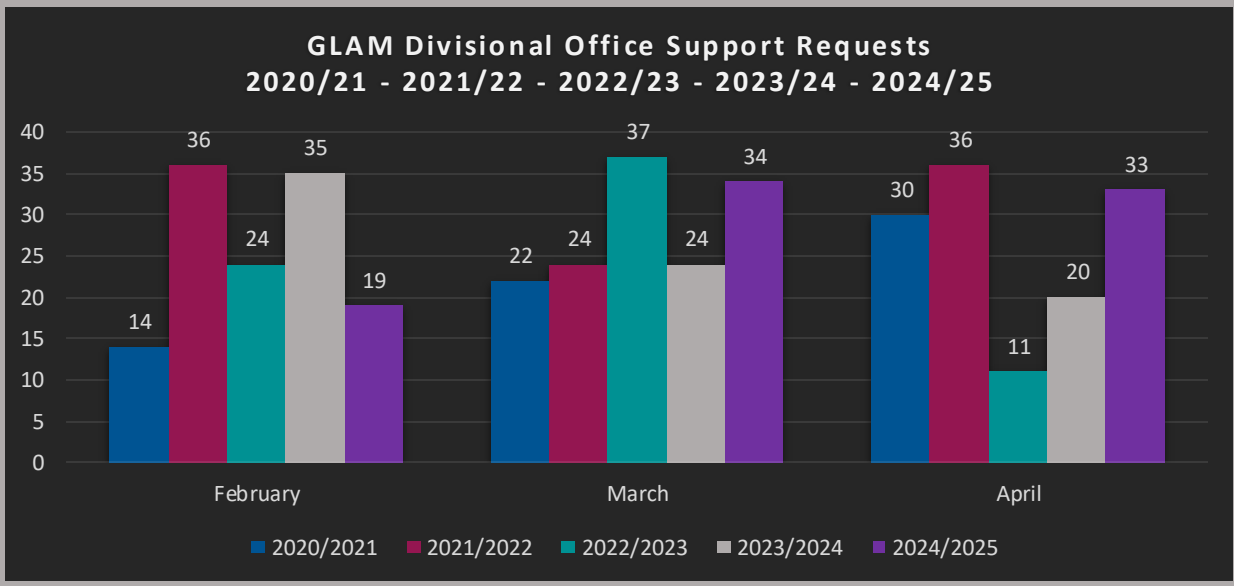
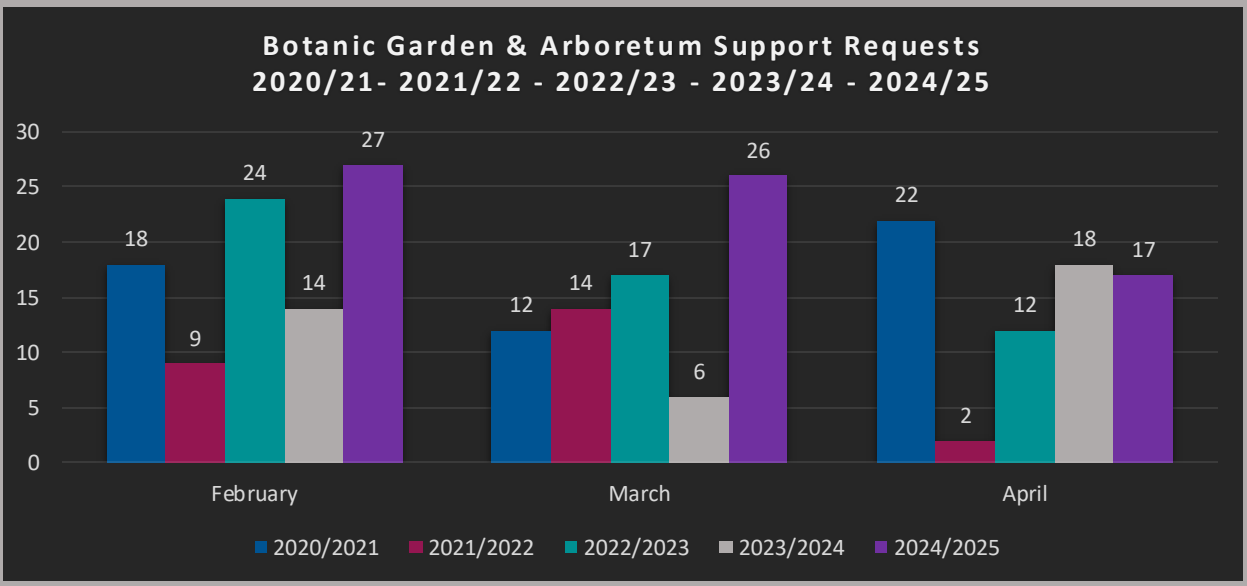
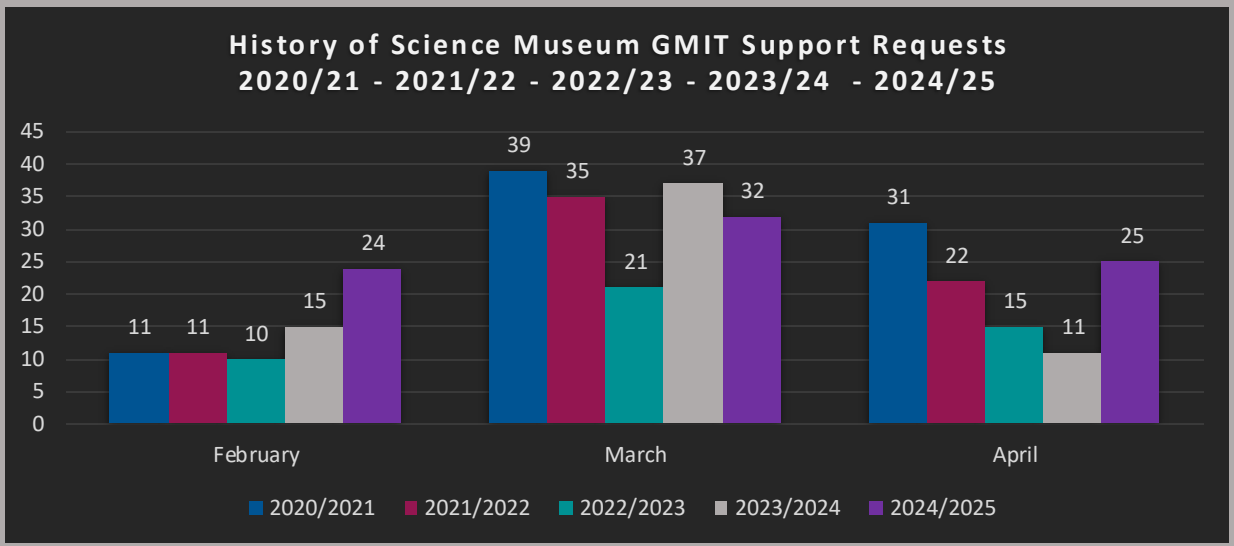
Quarter 3 - Where have the Support Requests come from?

History of Science Museum: When comparing to the same period in previous years we saw an increase in requests in February and April, and although March was slightly lower it was inline with previous years.

Botanic Garden & Arboretum: We saw an increase in requests from Botanic Garden and Arboretum for both February and March. April was in line with 2023/24.

GLAM Divisional Office: The number of requests received from the GLAM Divisional Office were less in February, and the lowest for a number of years in this period, but in March and April we saw an increase.

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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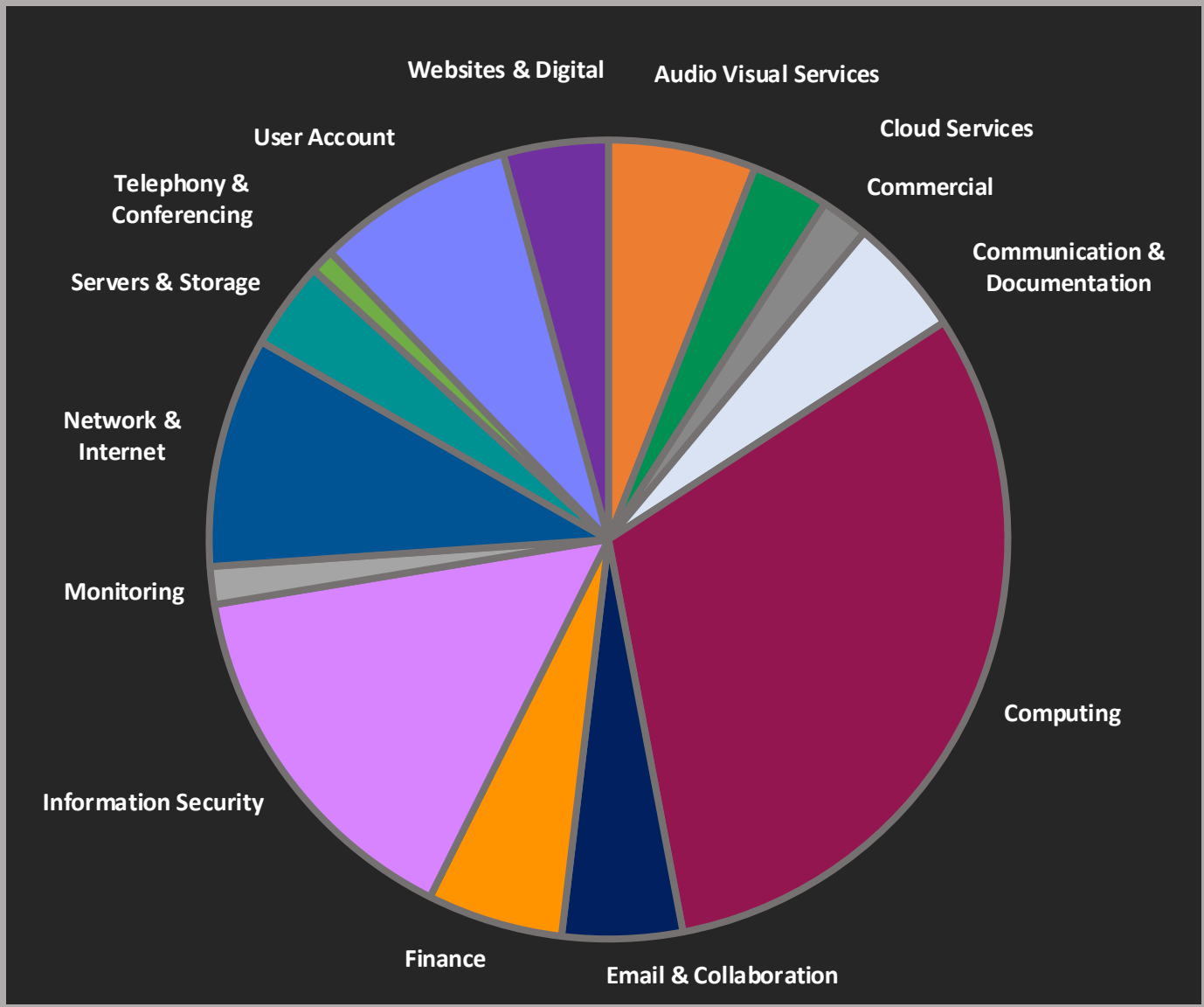


Quarter 3 - Type of Support Requests Received

Service	No. of Requests	Percentage
Audio Visual Services	86	6
Cloud Services	45	3
Commercial	28	2
Communication & Documentation	69	5
Computing	448	31
Email & Collaboration	70	5
Finance	79	5
Information Security	216	15
Monitoring	22	2
Network & Internet	134	9
Servers & Storage	51	4
Telephony & Conferencing	14	1
User Account	115	8
Websites & Digital	61	4
Total	1438	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 448 requests (31%) across the period. Information Security is the next area with 216 requests or support instances - thankfully this isn't because of an increased number of Cyber Security instances but relates to a variety of Information Security activities, including monitoring, device patching, communications, engagement and guidance.



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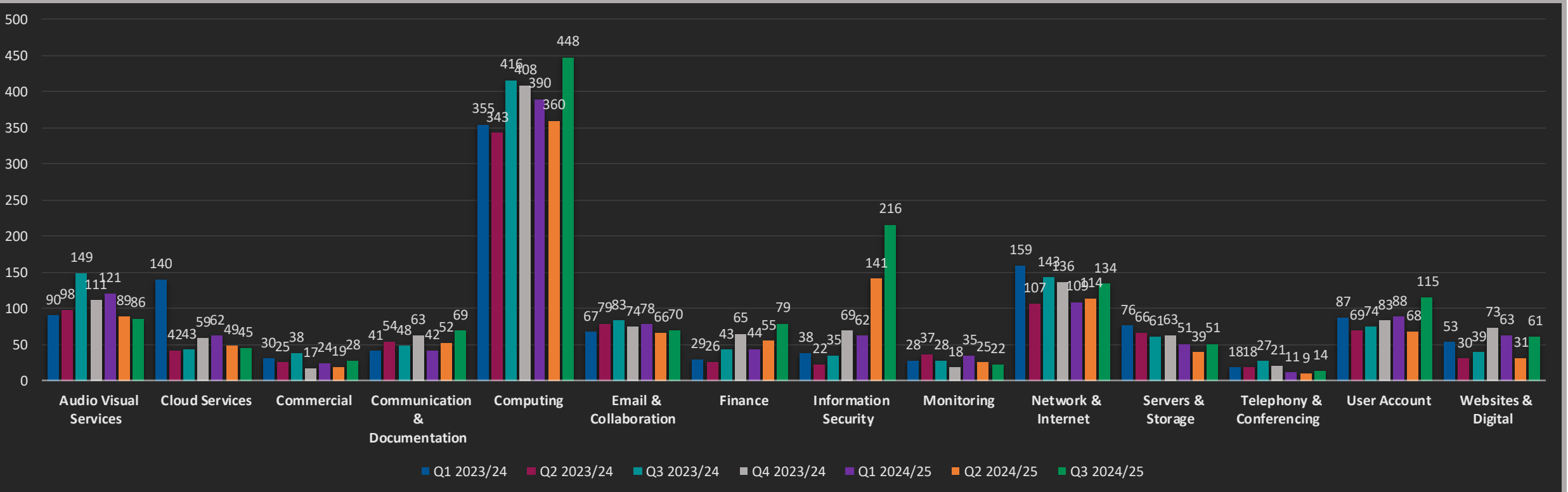
Quarter 3: 1st February 2025 – 30th April 2025



Quarter 3 - Type of Support Requests Received

Comparing the service areas in greater detail between Q1 of the 2023/24 Academic Year to Q3 of 2024/25, one can see that there is a general level of consistency across the months, with a reasonable level of fluctuation occurring in the respective service areas.

The one exception to this, and the area which is seeing a consistent and month on month increase is Information Security. In the 2023/24 Academic Year we received (either through direct requests or monitoring messages) 111 requests in total, whereas in 2024/25 we have already received 419. This is the result of enhanced monitoring preventatively detecting applications and systems which need patching and updating , and the workstreams to address these, alongside an increase in Phishing Emails and the actions and communications needed to support and provide guidance to our colleagues. As we do more work in this area these numbers are likely to remain high or continue to grow.



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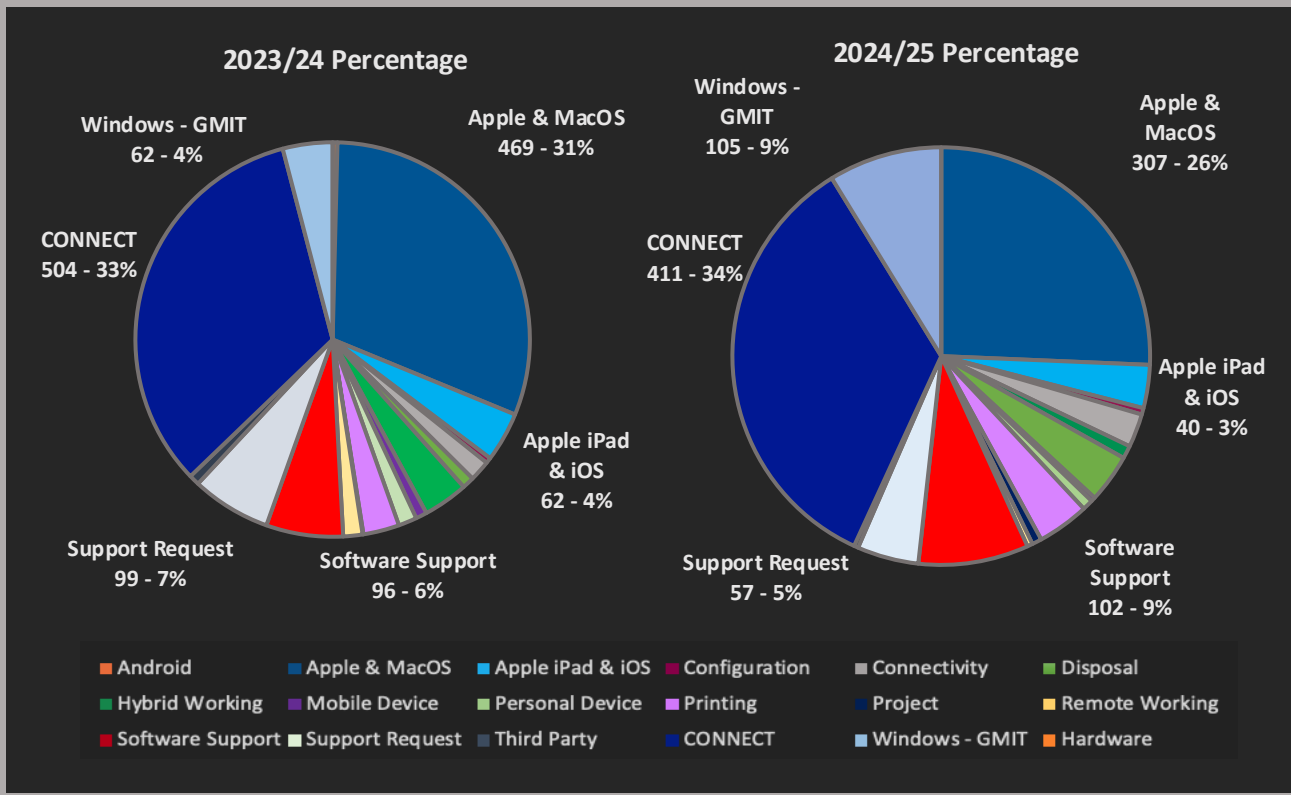
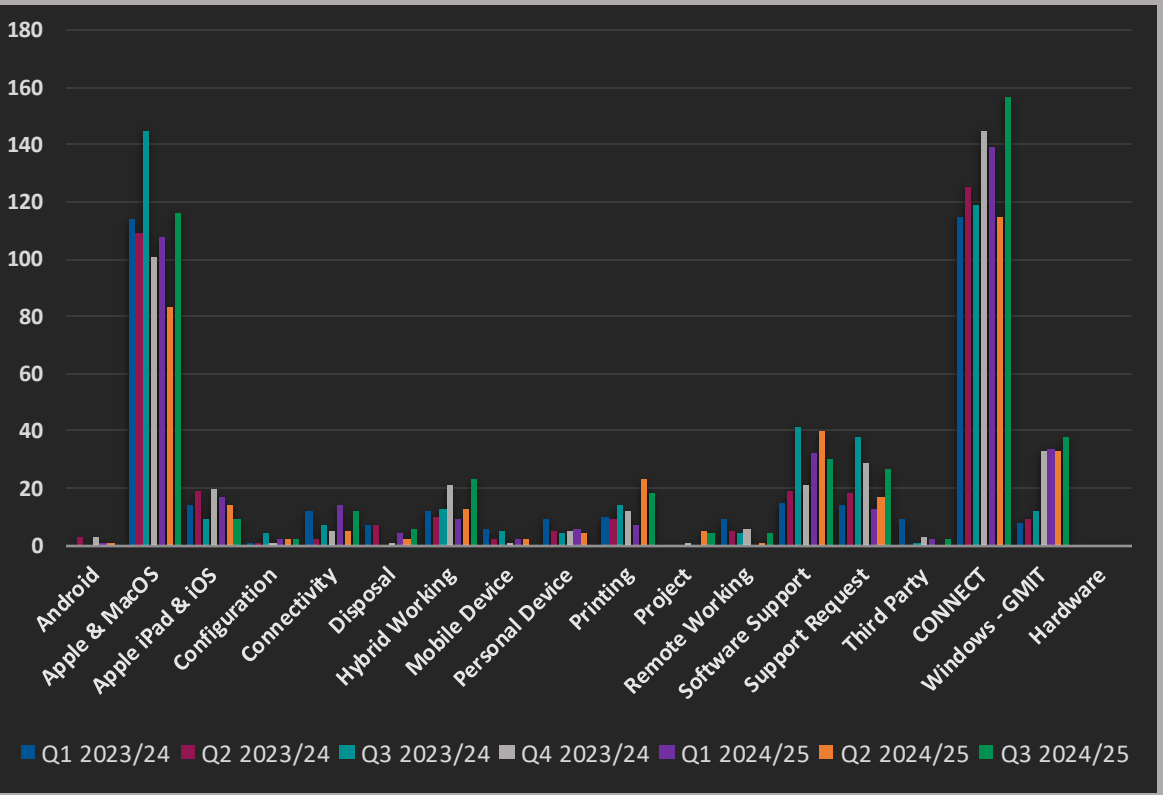
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Quarter 3 - Type of Support Requests Received - Computing Service Area in more detail

Many areas across the Computing category saw an increase in Q3, which was expected with the implementation of Single Point of Contact. And this was particularly apparent with CONNECT, with this service equating to 157 of the 448 Computing requests.

Throughout the 2023/24 Academic Year and up to the end of Q3 of 2024/25 Academic Year one can see that Apple & MacOS and CONNECT continue to see the most demand for support. But as they represent the largest user facing IT services in use across the Gardens & Museums this level of demand is anticipated. Alongside these the GMIT Windows solution (Intune) continues to show an increased level of demand as more computers are being onboarded to this device management platform. In 2023/24 this equated to 4% of the Computing requests (62), whereas for the 2024/25 year it currently equates to 9% (105) with Q4 yet to take place.



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Report Findings & Conclusion

Overview Quarter 3 of the 2024/25 Academic Year has once more been a busy time for the Gardens & Museums IT Team, as evidenced by the 1438 requests. As mentioned, 1438 requests is a 17% increase (211 additional requests) on the same period of the 2023/24 Academic Year. It is also a significant increase on the numbers received in both Q1 and Q2 of this Academic Year - 1180 and 1117 respectively. The implementation of Single Point of Contact; Information and Cyber Security Improvement Work; and our increased involvement in the Central IT Services CONNECT Service are considerable factors in this increased demand.	
Single Point of Contact	As detailed at the beginning of this report Single Point of Contact was implemented for the Gardens & Museums during Quarter 3 of this Academic Year. And although we experienced a 17% increase in requests during the period, it is difficult to determine whether the increase directly relates to this, or if its simply a contributory factor. I suspect the latter due a variety of ongoing workstreams and activities which created significant work during the period. Similarly, as the sites were onboarded across March and April, at separate intervals, and the Ashmolean being implemented at the end of April we do not at this stage have enough data to truly quantify the level of impact, and this may take a number of months to fully gather and determine. As such we are closely monitoring (and more so than usual) request numbers alongside response and resolution times in order to appropriately assess, manage, and service requirements.
Information Assurance & Cyber Security	Information and Cyber Security workstreams and initiatives have continued throughout Quarter 3, and although this work isn't related to dealing with a security incident, the mitigation and maintenance needs alongside improvement requirements have generated significant workload. Similarly the implementation of enhanced monitoring techniques have improved our visibility of potential risks but have identified elements which in turn need addressing - therefore creating further work, which often needs prioritising due to the associated risks.
Connect Requests & Aged Connect Computer Replacement Project	Computing continues to be the service area which sees the most demand, and Connect requests represent a significant proportion of that at 34% (411 requests). As a significant proportion of our users use CONNECT the level of demand is reasonable, but a number of the reported issues have r elated to the age of the computer. We expect the replacement of the aged CONNECT computers to directly assist with this, and considerable work is taking place to progress this, with inventory and data analysis exercises occurring, alongside requirement gathering activities. As the project will see around 150 machines replaced across the Gardens & Museums this is a significant and time-intensive project.
In Conclusion Quarter 3 although being a busy period, has also been a positively productive time, where we have been able to either progress or realise a number of our key objectives for the year - this is particularly true with the implementation of Single Point of Contact, and several Information and Cyber Security improvements. Both activities have generated considerable added demand on the team, but due to the relative infancy of the initiatives and the lack of month-on-month data we have with them as active components of our service provision it is difficult to determine their impact. We will continue to closely monitor this to ensure there are no adverse impacts on response, resolution and service quality, and hope that an upcoming new addition to our team will positively help balance the added demand, whilst affording the necessary capacity for projects, and improvement works to continue in parallel.	