Gardens & Museums IT

IT Equipment Use - Office & Remote Working

The use of, and requirements for IT Equipment have changed drastically throughout the course of 2020 as a direct impact of the heightened needs to work remotely. These are further complicated by the requirements for some to work from home as well as work in the office.

This document outlines the 3 working scenarios (Working in the Office, Working from Home and Hybrid), how this works and additional equipment which *may* be required to ensure effective operations across the scenarios and the methods to purchase.

Version 1.0 - October 2020

Gardens & Museums **IT**

IT Equipment Use - Office & Remote Working

Working in the Office

If you are working within the Office, it is likely that you have your own designated computer. Detailed below are the possible variations of Office Computers within the Gardens & Museums, and how to access them.

Also detailed are additional pieces of IT equipment which may be needed to afford collaboration with those working from home, and also any other considerations.

CONNECT Windows Desktop	CONNECT Windows Laptop	Gardens & Museums Apple iMac or MacBook
CONNECT Desktops are accessed by a CONNECT Username and Password which allows access to any CONNECT Computer. If a CONNECT Desktop is available, anyone with a CONNECT Account can log in and access their CONNECT Desktop, Files and Specified Configurations (with the exception of locally installed software). CONNECT Desktops do not have webcams (with the exception of a very small number of All in One machines).	CONNECT Laptops are accessed by a CONNECT Username and Password which allows access to any CONNECT Computer. If a CONNECT Laptop is available, anyone with a CONNECT Account can log in and access their CONNECT Desktop, Files and Specified Configurations (with the exception of locally installed software). Most CONNECT Laptops have a built-in web cam and microphone	Apple Computers are accessed via a local login which is individually set up on each Apple Computer. If an Apple iMac or MacBook is available to use anyone wishing to use this will require a log in to do so - a request to it@museums.ox.ac.uk will be required. All Apple iMacs and MacBooks have a webcam and microphone, but a headset may be required.
Possible equipment required - • Webcam • Headset	**Possible equipment required -** • Monitor • Docking Station • Keyboard & Mouse • Headset	**Possible equipment required -** • Monitor • Keyboard and Mouse (MacBook) • Headset
Other considerations - If anyone else may make use of the computer at any point PPE will need to be considered, therefore there may be a need to provide supplies for cleaning keyboard and mouse, or another keyboard and mouse set.	**Other considerations -** If anyone else may make use of the computer at any point PPE will need to be considered, therefore there may be a need to provide supplies for cleaning keyboard and mouse, or another keyboard and mouse set.	**Other considerations -** If anyone else may make use of the computer at any point PPE will need to be considered, therefore there may be a need to provide supplies for cleaning keyboard and mouse, or another keyboard and mouse set.

IT Equipment Use - Office & Remote Working
Working from Home

Gardens & Museums IT

Those Working from Home may find themselves using one of 4 different IT equipment states (detailed below). University Computers include a process for initial configuration and for taking home - please see the section below. If using your own computer outlined are requirements for doing so. Also listed is potential peripherals needed to enable Working from Home.

CONNECT Windows Desktop	CONNECT Windows Laptop	Gardens & Museums Apple iMac or MacBook	Using Own Personal Computer
CONNECT Desktops *can* be taken home, but require configuration changes to occur and a permission form to be filled out and authorised by IT Services, before the computer can be removed - please see: https://help.it.ox.ac.uk/connect/usingconnect/desktopsathome All cables and attached items (monitor, keyboard, mouse) will also need to be taken home. As CONNECT Desktops have no WIFI capabilities any computer taken home will either need to connected directly to the home router (if possible) or will need a USB WIFI adaptor.	If a CONNECT Laptop is available, anyone with a CONNECT Account can log in and access their CONNECT Desktop, Files and Specified Configurations (with the exception of locally installed software). Most CONNECT Laptops have a built-in web cam and microphone. Please see: https://help.it.ox.ac.uk/connect/usingconnect/desktopsathome for further information.	Apple iMacs or MacBooks enrolled in the Gardens & Museums IT Jamf service can be removed from a G&M location as the service ensures security updates and system administration, wherever the computer may be. If an Apple computing is needed 'off-site' please write to it@museums.ox.ac.uk so that we can adjust configuration settings to allow this. All iMacs and MacBooks have webcams and built in microphones. If a log in is required a request to it@museums.ox.ac.uk will be needed to set this up.	If you will be using your own computer there are a number of items which may need consideration. **Security:** Please ensure that if using your own computer that it is using up to date antivirus protection and a supported operating system. The University provides a Sophos licence for all University members - please see: https://help.it.ox.ac.uk/sophos-faq#collapse2203161 **Nexus365 Access:** Nexus365 Applications and Services can be used via the web at https://office.com, with SSO login. Staff members of the University can also download the Office365 application to their own computer via the 'Install Office' option at https://office.com. **Microsoft Teams:** Microsoft Teams can be accessed with your SSO Login at: https://teams.Microsoft.com. Staff members can also download the app from this site to have installed on their device - this can often offer an improved performance. **File Share Access:** Please see File Shares and Storage (later in document).
Possible equipment required - • Webcam (with microphone) • Headset • USB WIFI Adaptor	**Possible equipment required -** • Monitor • Docking Station • Keyboard & Mouse • Headset	**Possible equipment required -** • Monitor (MacBook) • Docking Station • Keyboard & Mouse (MacBook) • Headset	**Possible equipment required -** • Monitor • Keyboard & Mouse (MacBook) • Webcam • Headset

IT Equipment Use - Office & Remote Working
Working both in Office and At Home

Some may find that there is a need to work both in the Office and At Home regularly, and will need to adopt a 'hybrid' working arrangement. Outlined below are the options available for 'hybrid' working based on the computer which they have.

Work from Home Computer	Office Computer	Additional Information	Things to consider
CONNECT Windows Desktop	Use another CONNECT Windows Desktop	Where possible if a CONNECT Desktop has been taken 'off site' to Work from Home, please use another available CONNECT Desktop or Laptop if you need to work within the office. The system allows for the log in to any CONNECT Desktop to access Desktop, File Shares and Email Configuration.	PPE will need to be considered, so there will be a need for supplies to clean keyboard and mouse, or another keyboard and mouse. A potential requirement for Webcam and Headset. Ensure files are either on CONNECT Drives or Microsoft OneDrive for access on different computer.
CONNECT Windows Laptop	Use your CONNECT Windows Laptop	CONNECT Laptop Users will be expected (other than in exceptional circumstances) to use their laptop onsite and offsite and to transfer it between locations.	A potential requirement for Headset.
Gardens & Museums Apple iMac	Use another Apple iMac	Where possible if an Apple iMac has been taken 'off site' to Work From Home, please use another available iMac or CONNECT Desktop if you need to work within the office. To use another iMac please write to it@museums.ox.ac.uk so that this can be provisioned.	PPE will need to be considered, so there will be a need for supplies to clean keyboard and mouse, or another keyboard and mouse. A potential requirement for Headset. Ensure files are either on CONNECT Drives or Microsoft OneDrive for access on different computer.
Gardens & Museums Apple MacBook	Use your Gardens & Museums Apple MacBook	G&M MacBook Users will be expected (other than in exceptional circumstances) to use their laptop onsite and offsite and to transfer it between locations.	A potential requirement for Headset.
Own Personal Computer	Use your office computer	If you are using your own personal computer to work from home, your office computer *should* be in place and available for use in office.	PPE will need to be considered if others are also making ad-hoc use of computer, so there will be a need for supplies to clean keyboard and mouse, or another keyboard and mouse. A potential requirement for Webcam and Headset. Ensure files are either on CONNECT Drives or Microsoft OneDrive for access on different computer.

IT Equipment Use - Office & Remote Working
File Shares and Storage

With a number of variations of working scenarios and also a number of variations of Computing equipment in use, there are also a number of options for accessing and storing your files. Detailed below are the recommended options for File Storage. Where possible do not save locally to your computer, and if you are doing so ensure you are backing up.

Drive Option	Description	Method of Access	Further Information
CONNECT File Share	The CONNECT File Shares are the primary source of file storage within the Gardens & Museums, and linking directly to CONNECT Account and loaded automatically when logging in on CONNECT Computer.	**Automatic -** If using a CONNECT Computer on the University Network (either in Office or via VPN), file shares are instantly available. **CONNECT Remote Desktop -** For those using their own personal computer or an Apple access can be achieved through the CONNECT Remote Desktop Service. **Manually Accessed -** On a non-CONNECT computer it is possible to manually 'map' the CONNECT drives for access to your computer - guidance can be found in the GMIT Introduction to IT document or by emailing it@museums.ox.ac.uk.	https://help.it.ox.ac.uk/connect https://help.it.ox.ac.uk/remote-desktop-service
Microsoft OneDrive for Business	OneDrive for Business is Microsoft's file-hosting service which allows you to store, share and synchronise work files with each member of the University with a Nexus365 account receiving 5TB of storage. Files can be added and updated on OneDrive itself, but it also allows the direct synchronisation of files between your computer and the Nexus365 OneDrive for Business service. Therefore, you can work on files directly stored on your computer and any changes will be synchronised whenever you're online.	**Online -** Microsoft OneDrive for Business can be accessed via: https://onedrive.com and logging in with your SSO details. **OneDrive Application -** the application can be downloaded from: https://www.microsoft.com/en-gb/microsoft-365/onedrive/download and installed directly on your computer for simple access and file synchronisation.	https://help.it.ox.ac.uk/onedrive-for-business-getting-started#collapse2253201 https://support.microsoft.com/en-us/onedrive?ui=en-us&rs=en-us&ad=us
Local Drive (the computer itself)	The Local Drive relates to the computer itself, and saving directly to the hard drive. This option should be avoided where possible, and if required ensure the files are being backed in another way such as through Microsoft OneDrive for Business.		