



Gardens & Museums IT

Issue 10
Summer 2022

Welcome

Welcome to Issue 10 and the Summer 2022 edition of the Gardens & Museums IT Newsletter.

I last wrote in March, which marked 2 years of the Gardens & Museums IT newsletter, and this edition is the 10th issue. This feels quite strange to me, not because I didn't expect to write this many, but more that it marks and surrounds such a strange period in all our lives. The first issue - in March 2020 - was sent just as the Pandemic had begun, and now 10 issues later we find ourselves back to normal - or as normal as things can be after such an event.

From an IT perspective Covid has had a significant and lasting impact on the team and how we work. Support requests have grown over the period and a fair amount of work has gone in to looking at data and trying to assess the demand and whether we should expect the high levels to continue now that people have transitioned back to onsite working or whether something else is causing the extended demand. Looking at the data was interesting but linked directly back to a growing number of devices, and more complex set ups (web cams, headsets, docks) meaning that most peoples individual setups have more which can go wrong.

Despite this, and the challenges that the extra demand brings, we are moving towards a period of renewed optimism. We have welcomed Jona as our new Infrastructure Manager, (and he has made an incredible and assuring start to life within GLAM), and a number of interesting projects will soon be commencing.

Please do read on for more on this,

All the best

Carl

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Gardens & Museums IT Contact Details

- Feedback Email: it@glam.ox.ac.uk
- IT Support Email: it@museums.ox.ac.uk

If you require this document in an alternative format please contact us via it@museums.ox.ac.uk

What's been going on? And what's coming?

New Office

A massive thank you to the Ashmolean Museum - and in particular, Rachel for organising and the Facilities Team for all their assistance in helping prep the room and assisting us with initial activities within - who have provided us with a second IT Office directly next to the current IT office.

We are incredibly grateful for this, and hope that this will lead to better team engagement, improved morale and enhanced operations.

Ashmolean Museum Network Review

We are currently reviewing the Ashmolean Network and how it is configured in view to making improvements to resilience and redundancy. For those who work at the Ashmolean please watch out for communications related to this over the coming months.

IT/AV Officer Recruitment

We are currently recruiting for a 1 year fixed-term IT/AV Officer to join the team and play a key part in the Gardens & Museums IT Review. Please see Page 4 for more on this.

Apple Monterey Operating System Update

We will shortly be commencing the installation of the latest Apple Operating System Monterey to the Apple Computers in use across the Gardens & Museums. For more on this and other Apple developments, please see Page 5.

Procurement & Supplies Update

Over the last few months there has been a general improvement in the availability of IT equipment, as part production and availability begins to return to normal. Despite this there is still a need to be organised and patient with your equipment demands as some product lines and manufacturers (Apple and Dell in particular) are still recovering, and both ourselves and our associated suppliers are still handling a significant and continued rise in the demand for IT and AV equipment.

Ashmolean Egypt Interactive

The Mummy Tomb Touch Screen Interactive within the Ashmolean Egypt Gallery has been successfully restored to service, having been switched off throughout the course of the Covid Pandemic.

We have fully serviced and tested the machine which this runs on, and it is good to see this part of the Egypt Gallery back in place and being used once again!



Welcome to Jona!

Some of you may have already met Jona, but for those who have not Jona Young recently joined the Gardens & Museums IT team as Infrastructure Manager.

Jona brings a great amount of experience across all areas of IT, and in the short time that he has been with us has impressively made an instant impact with his assured nature, technical expertise and high standards. Jona has already identified several areas where improvements can be made and is busy planning out activities and work to achieve this.

We are very lucky to have Jona as part of our team, and he has kindly put together the below to introduce himself.

“I'm Jonathan Young, usually known as Jona. I joined the Gardens & Museums IT team in April as IT Infrastructure Manager.

Whilst new to the GLAM world, I have a background in educational IT - having worked for Worcester College here in Oxford for the last 7 years as IT Manager and prior to that as Database & Website Manager at Cranleigh School in Surrey.

I live in Witney, so have the joy of an A40 based commute into Oxford, although I hope to start cycling in as (if!) the weather improves. My office is with most of the G&M IT team in the Cast Gallery at the Ashmolean, but I have spent lots of the last month out and about in the Museums and Gardens (only occasionally getting lost!).

In my spare time I enjoy a variety of outdoor activities - including walking, paddle boarding and kayaking.”



Review of IT provision in the Gardens & Museums

Within the Gardens & Museums there are number of key operational areas, including Gallery Interactives and Point of Sale till points, which are not formally supported. We have continually tried to help support these areas on a best endeavours basis, but the growing support numbers have made this more and more difficult.

With this in mind, and for some other contributing factors, a review of the current IT provision within the Gardens & Museums will commence shortly. Although sounding somewhat intimidating this is something which we have been actively advising and wanting for some time. Factors key to this are the time that has passed since the formation of the IT shared service across the Gardens & Museums, the changing technology and growing demands on IT during this time, and the emergence of several unsupported yet critical technical services.

Key aims of this project are:

To evaluate all aspects of the current IT provision (both Gardens & Museums IT and IT Services) to establish whether the current IT provision is fit-for-purpose and providing the levels of support and customer service which are required, and crucially what changes are needed if issues exist.

And to identify areas of the business, or gaps in service, which exist and work towards establishing a solution to these, including the resources required for this to become a Business-As-Usual activity. Areas already identified are...

- Audio Visual Services (Lecture Theatres, Interactives, Gallery spaces, Visual Signage, AV Project Management, Vendor Management)
- Commercial Point of Sale Computing (including the Bodleian Libraries)
- Windows Management System - to ensure device management and information security on non-CONNECT Windows devices.

Fixed-Term IT/AV Officer Recruitment:

To assist with this project and the various associated activities we will be recruiting a 1 Year Fixed-Term IT/AV Officer. They will be directly assisting in reviewing the current and emerging requirements in both AV and Commercial Computing, and to develop, document and implement solutions to these demands. This work will be a key aspect of the wider IT review as it will help to provide formal solutions to these demands whilst determining the ongoing requirements.

Stakeholder & Colleague Engagement:

Key stakeholders and those engaged in any identified areas which have gaps will be actively consulted within this project. If you do have concerns about the current state of the IT provision within the Gardens & Museums, including any continued issues with service, or gaps which you believe exist, please do contact us with this information as it will be directly fed into the review.

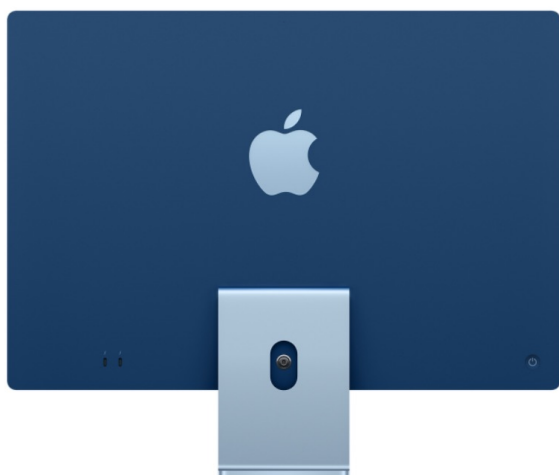
Apple Bits & Pieces...

Apple Computing is a continually developing and changing area, whether it be changes to hardware, a new operating system or security updates. As such we are very much kept of our toes with these frequent and recurring changes. Fortunately some of these developments are somewhat cyclical and can be predicted and each year as Summer approaches a number of activities commence and provide a basis for Apple related projects for significant parts of the next Academic Year. Please see below some of these activities.

Apple MacOS Monterey system update

After a considerable testing phase, where we have checked compatibility and performance, we will shortly be permitting the download and installation of the latest Apple MacOS, Monterey.

Once we have made this available, we will be in contact with guidance and next steps. so please do look out for communications regards this.



Apple Replacement Project

As is the case each Summer we review the current Apple estate to establish those computers which would benefit from being replaced, primarily due to age or performance.

This exercise has recently been started, with a number of new machines purchased. And those who will be receiving a new computer will be contacted once we have received them in order to discuss the migration.

Apple Disposal

We have recently been reviewing a significant number of old Apple Computers which have been taken out of service over the last few years in view to what we can do with them. Our intention in all disposal activities is to donate, either to colleagues or charities, but sadly in this instance many are not fit or viable for this, so will need to be disposed of (in line with WEEE legislation). Despite this we do have a very small number of iMacs available for donation - if you would be interested in one of these please get in touch via it@museums.ox.ac.uk .

Museums Wi-Fi Review

Throughout my career I have had the fortune of being involved in a number of wireless internet deployment projects. These were predominantly at my previous employer Exeter College, having helped to deliver several site wide wireless deployments.

Having been engaged in such projects I have seen first-hand how complicated providing wi-fi is, and how much planning and engagement are involved in such deployments. In addition, such installations require significant funding.

The museums wi-fi has been built up over the years, but predominantly began via an Oxford City Council Funded project. In 2015 the Oxford City Council gave the museums £325,000 to provision a publicly available wi-fi service throughout the museum galleries, with the stipulations that the service needed to be free to access and available for 4 years.

As this was a funded project it needed to be delivered within a defined, and quite short timeframe. This project (as with most wi-fi projects) included several different parties, including electrical contractors, network engineers and internet service providers (as the University network is provided for academic use only).

Since this time, the wireless system within the museums has been maintained, but any expansions have been minimal due to the financial constraints of such work. But due to technological changes, developments and the

ever-growing demand for wi-fi as a primary form of network and internet connectivity we are at a point where the current wi-fi provision needs to be reviewed.

As such we are currently (and have been for a little while) in discussions with IT Services regards plans to improve the wi-fi provision throughout the University by offering a standardised solution, and how this can be appropriately funded and provisioned for the museums. A key aspect of this review will be to fully understand the requirements for wi-fi, in respect to operational dependencies and critical services which rely on wi-fi, to systems or activities which could utilise wi-fi but do not currently due to service or signal availabilities or system compatibilities.

We will be actively engaging with the museums as the review and project progresses, but in the mean-time if you do have any feedback for us now, such as areas where wi-fi is currently not available, or where performance is poor, or perhaps a service which would benefit from wi-fi access but cannot currently use then please get in touch via it@museums.ox.ac.uk and we directly feed into the projects or investigate as appropriate.



Service & Support Statistics – 1st February 2022 to 30th April 2022

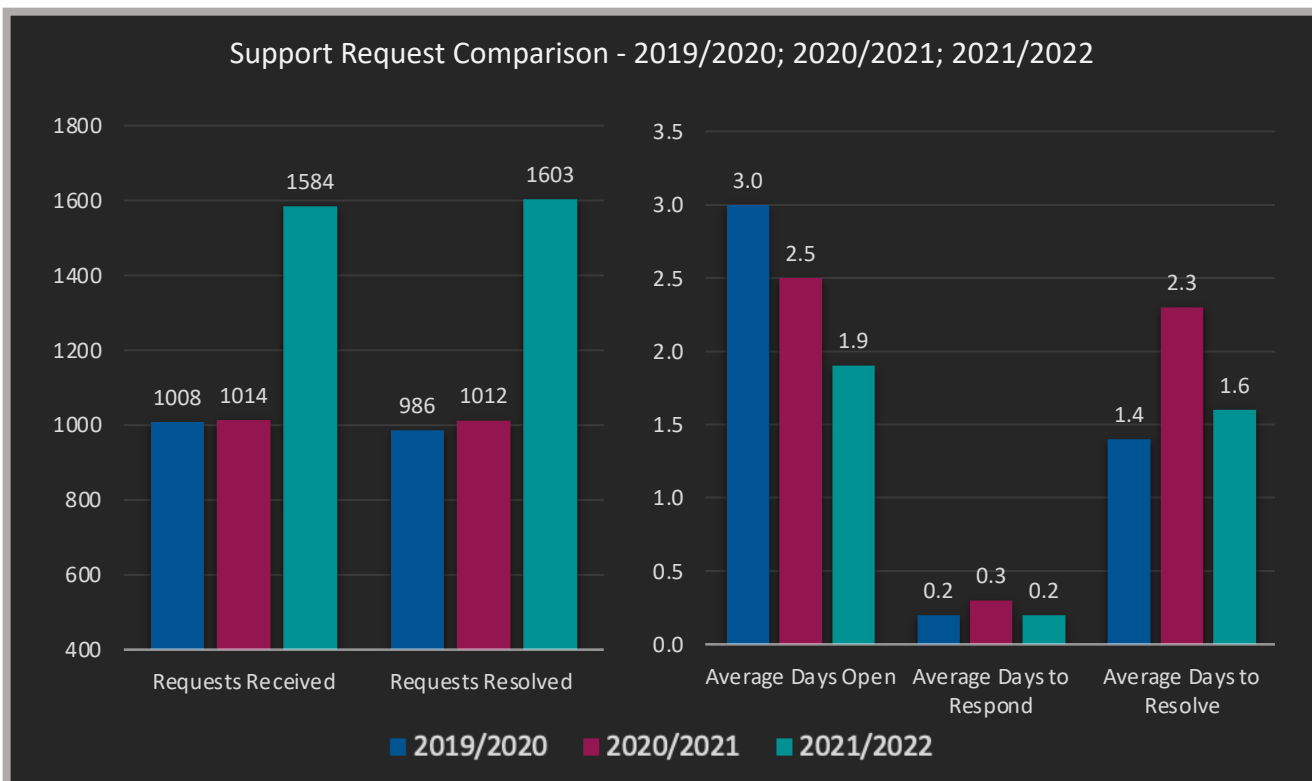
Quarter 3 has once more a very busy time for us, and seen a further increase in the number of support requests which we have received. In just March we received requests. And we have now received the same number of requests in the 3 quarters of the 2021/22 Academic Year (3997) as in the entire 2020/21 Academic Year (3949) - further signifying the added demands on the GMIT Team.

Requests Received
1584

Requests Resolved
1603

Avg. Days to Respond
0.2

Avg. Days to Resolve
1.6



Location	Requests	Percentage
Ashmolean Museum	395	25%
Museum of Natural History	159	10%
Pitt Rivers Museum	272	17%
History of Science Museum	68	4%
Botanic Gardens & Arboretum	25	2%
GLAM Divisional Office	96	6%
All sites - requests and activities which benefit or impact all locations	569	36%

2021/2022 GMT Roadmap

Project/Activity	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	2022/2023	
INFORMATION SECURITY														
Apple MacOS	MacOS 11 Big Sur Upgrade				MacOS 12 Monterey Testing				MacOS 12 Monterey Deployment					
Apple iOS		iOS 15 Testing	iOS 15 update CIS Managed Devices	iOS 15 update - Ashmolean Managed Devices	iOS 15 update Pitt Rivers Managed Devices		iOS Jan/Ft Mgmt - Ashmolean Facilities							
Jan/Ft SSO Deployment	Deployed as new Apple devices are provisioned. Or as Apple devices are re-provisioned.													
Identity & Access Management	Microsoft Azure - Operational Review	Microsoft Azure - Technical Review	Microsoft Azure - Consultation, System Development & Service Transition		Microsoft Azure - Operational Documentation									
Windows (non-CONNECT)					Windows 22H2 Update - Non-Connect Computers				Windows 11 Testing		Windows 11 Deployment			
BUSINESS AS USUAL														
Reporting & Communications	Quarterly Service Report	Autumn Newsletter			Quarterly Service Report	Winter Newsletter			Quarterly Service Report	Spring Newsletter			Quarterly Service Report	Summer Newsletter
IT Services Liaison	Continual Activity - IT Services Directors, IT Services Service Desk, IT Services Desktop Services, IT Services Purchasing													
Board & Committee Membership	Continual Activity - NHG, COMWASHR, Directorial & Operational Meetings across G&M													
Purchasing & Procurement	Continual Activity - actively purchasing and providing purchasing guidance across G&M													
Vendor Management	Continual Activity - engagement and management of vendor relationships													
SSL Certificate Renewals				SSL Certificate Renewals		SSL Certificate Renewals								
Asset & Licence Management					ONS Audit		Equipment Disposal		G&M Adobe Licensing Review & Renewal	Apple Disposal				G&M - All sites Equipment Audit
Support & Service Tasks/Activities of note	MNH Microcomputers Interactive Re-build	Commercial PDS Device Support 3 x PDS devices re-build		Ashmolean Tahquaq Interactive Re-build	Data Centre UPS Service	Helixnet - removal of connectivity and service		MNH Tree Of Life Interactive Re-build	Commercial PDS Device Support/Maintenance/Upgrade 2 x PDS devices re-build					
SERVICE IMPROVEMENT														
Communications	Quarterly Newsletter Creation				Quarterly Newsletter Creation				Quarterly Newsletter Creation			Quarterly Newsletter Creation		
Hybrid Working	Hybrid Working Equipment Re-design & Documentation	GLAM/DO Office Preparation & Procurement	GLAM/DO Office Cabling & Installation				GLAM/DO Office Cabling & Installation	GMT Office Cabling & Installation						
New Ways of Working	Activities to run throughout 2021/22													
Apple MacOS Service Improvement	Apple Desktop & Laptop provision analysis		Apple Desktop & Laptop Configuration & Deployment						Apple Estate Review & Replacement Cycle Purchasing					
Apple iOS Service Improvement	Ashmolean iOS Device Configuration & Deployments	ONS iOS Device Configuration & Deployments							iOS Jan/Ft Mgmt - Ashmolean Facilities					
Backup & Recovery	Code42 Backup Solution Testing		Code42 Backup Solution - Documentation				Code42 Backup Solution Apple Deployment							
Application & Database	MNH & G&M Enu Service Transition		MNH & PRM Firearms Database Review & Changes											
Documentation & Knowledgebase	Apple Computing New Apple Computer Document	iOS Devices Management with Jan/Ft	Website Content Review	Code 42 End User Configuration Guide	Apple Computing Process & Handbook Document					Service Portfolio - Review & Update				
INFRASTRUCTURE IMPROVEMENT														
Infrastructure Improvements	Ashmolean HT Network Upgrade	Firewall Changes	Ashmolean Facilities Network Upgrade		SEC Firewall Upgrade	Telia Powerwall Install @ MNH	Helixnet - decommissioning	Firewall Upgrade			Core Switching Review & Procurement			
Infrastructure Auditing and Documentation	Firewall Audit		Orney One Data Centre Audit		WiFi Configuration Documentation	Switch Documentation	UPS Audit				Switch Audit			
Harcourt Arboretum: WiFi Implementation	Auditing, Configuration & Deployment				Fibre and WiFi connection improvements									
Upper Heyford Shelter 7 Provisioning	WiFi Provision Review & Implementation													
Upper Heyford Shelter 8 Provisioning	WiFi Provision Review & Implementation			Data Point & Power Requirements Review & Implementation										
Natural History Museum Chorus Deployment	MNH Chorus - iPhone Configuration and Deployment				MNH Chorus - iPhone Configuration and Deployment									
Visitor Counter System	PRM Visitor Counter System Deployment & Configuration			FootfallCam Documentation										
PERSONNEL														
Personal Development Review			Pre OPR: Preparation & Discussions on PDR			PDR Meetings & Paperwork					6 Month PDR Review			
Training & Development - planned/attended	CBETS framework for the governance of enterprise IT Has Zwart		ITIL 4 Service Management Credits, Deliver Support - Call Partner					Jan/Ft 200 Management - Arranged Clerk	Bringing out the best in People Call Partner		CCNA Grant Full		ISO 27001 Call Partner	
Recruitment	Infrastructure Manager Post Discovery & Analysis, Job Specification		Infrastructure Manager Post advertised	Infrastructure Manager Post Interviews	Infrastructure Manager Recruitment			1 YR Fixed Term AV/IT Officer Job Specification	Infrastructure Manager Start	1 YR Fixed Term AV/IT Officer Advertisement, Interviews, Recruitment				
Skills Matrix				Skills Matrix Document Update & Review	Skills Matrix Completion							Skills Matrix Review		
PROJECTS														
Commercial Systems			Commercial PDS Device Support 3 x PDS devices re-build		Commercial Demands Investigation & Discovery Proposal							Commercial Demands Investigation & Discovery		
AV Systems	MNH Microcomputers Interactive Re-build	AV Demands Investigation & Discovery Proposal		Ashmolean Tahquaq Interactive Re-build		MNH Tree of Interactive Re-build								
CMS & DAMS - MU2764	Service Deployment & Service Transition													
Online Collections - MU2765	Service Deployment & Service Transition													
CTRC (Reuben College)	CTRC Project to run throughout 2021/22													
Microsites	CSF (Swindon) Project to run throughout 2021/22													
CSF (Swindon)	Microsites Project to run throughout 2021/22													
OBGA Education iPads	OBGA: Device Configuration, Device Management, Deployment													