

# Gardens & Museums IT

Issue 11  
Autumn 2022

## Inside this Issue

1. Welcome
2. What's been going on?
3. And what's coming?
4. Welcome to Calum!
5. Central IT Services - changes to support
6. Information Security & Assurance
7. Information Security & Assurance
8. Hybrid Working - the changes thus far...
9. Service & Support Statistics – 1st February 2022 to 30th April 2022
10. Annual Service & Support Statistics – 1st August 2021 to 31st July 2022

### Gardens & Museums IT Contact Details

- Feedback Email: [it@glam.ox.ac.uk](mailto:it@glam.ox.ac.uk)
- IT Support Email: [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk)

If you require this document in an alternative format please contact us via [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk)

## Welcome

Welcome to Issue 11 and the Autumn 2022 edition of the Gardens & Museums IT Newsletter.

We're now officially in Autumn, and its fair to say that the Summer has been a busy yet somewhat strange time for the Gardens & Museums IT Team. There have been days of relative calm, swiftly followed by days of immense pressure. Fortunately those quieter days have allowed us the time to assess those areas which aren't forgotten, but often need a calmer mind or state of play to attend to or progress, and in contrast allow us to concentrate fully on requests on the busier days, as opposed to juggling both - which is often the case.

We are now entering a new University Year, in what appears to be different than the last two, with the Pandemic fog seeming to have finally lifted from the team as well as GLAM. New creativity, ideas and requirements are making themselves known as the Gardens & Museums look at ways to improve footfall and access new revenue streams. All of this brings about interesting challenges and requirements on IT, whether its changes to service, new technology or Information Security implications.

Excitingly Calum Smythe has recently joined the team for 1 Year as our IT/AV Officer. Many of you will have already had the opportunity to meet Calum as he looks to review the current Audio Visual estate across G&M, alongside assessing the Commercial Computing needs. Please see page 4 for more on Calum and what he'll be looking to achieve with us.

Please read on for more on what has been going on in the world of IT over the Summer and what's to come this Autumn and beyond!

All the best

Carl

## What's been going on?

### IT/AV Officer Recruitment

As mentioned on the 'Welcome Page' we have successfully recruited a 1 year fixed-term IT/AV Officer. Calum Smythe joined the team at the end of July.

Please see Page 4 for more on this.

### Central IT Services - changes to support

In July Central IT Services made a change to how they receive support requests, moving to phone calls and form-based service requests only.

Please see Page 5 for information on the changes made and how to contact IT Services moving forward.

### Ashmolean Museum Network Changes

Work has begun at the Ashmolean as we review and implement changes to the Network, focussing on how to improve redundancy and resilience. New switches have been installed at the centre of the Ashmolean Network with further changes and improvements planned.

Please look out for future communications and updates on this.

### Pitt Rivers Lecture Theatre & Seminar Room

We have been working with the Pitt Rivers Museum to make some operational improvements to the Computing equipment within the Lecture Theatre and Blackwood Seminar Room. A high-performance Apple Computer has been installed and secured in each space, cabling has been reviewed, tidied and updated, and the projector replaced in the Lecture Theatre.

We will continue to work with the Pitt Rivers Museum on these spaces, reviewing requirements and assisting with improvements over the coming months.

### UPS Deployments

Throughout the Summer we have been deploying new UPS (Uninterrupted Power Supply) units across the Gardens & Museum server rooms and hub sites to offer improved resilience to the locations networking equipment and to protect against power disruptions or failings.

### Server Cabinet Cleaning

We recently organised a professional cleaning contractor to clean the Central Networking and Server Cabinets across the Gardens & Museums. This preventative process involved specialised cleaning techniques to remove current dust and dirt from the critical equipment.

## And what's coming?

### Information Security

Over the Summer we have been actively engaged in a number of Information Security instances, whilst also establishing a plan to review the Gardens & Museums Information Security status and identify and implement improvements.

Please see Page 6 for more on Information Security, what we have planned, and what you can do to assist.

### AV Meetings

As a key part of the IT Review the Audio-Visual requirements of the Gardens & Museums are being assessed. Over the coming months Calum and I will be arranging meetings to discuss the current and future requirements throughout the Gardens & Museums.

If you have a strong interest in AV and would like to be included in these discussions, please do reach out to [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk).

### Gardens & Museums IT Open Sessions

As some of you may remember just before the first Lockdown, and to help everyone get ready for Working From Home, we ran a number of Open Sessions across the Gardens & Museums. Due to the success of these we have always planned to re-instantiate, and run as a regular occurrence.

Sadly, due to work demands, and capacity within the team, we haven't been able to revive these yet, but I'm happy to say over the Autumn Months and in to Winter we will be organising new Open Sessions. The Open Sessions will give us the opportunity to meet new faces and introduce the team and what we do, and to discuss, advise and assist with issues (new and old).

Please keep an eye out for an email in October covering the Open Session times and locations.

### Apple Update - macOS Ventura

The new Apple Operating System macOS Ventura, or 13, is scheduled for release at the end of October.

We will be testing this as soon as it's available to ensure performance and compatibility with Gardens & Museums and University systems.

Please wait for formal communications before installing macOS 13, but please do continue to install updates for macOS 12



## Welcome to Calum!

Calum has recently joined the team as IT/AV Officer for 1 Year to actively assist in a number of our key targets (please see Page 4 of our last Newsletter for more on this:

<https://it.museums.ox.ac.uk/files/gmitnewsissue10summer20222.pdf>) for the 2022/23 Academic Year, in particular Audio Visual and Commercial Computing.

Both areas require significant IT input, and Calum - although only having been in post for 6 weeks - has already used his knowledge and experience to offer service improvements in both areas and has begun research and investigations into the relevant services to establish the size of the estates, the varying technologies in use, how they can be optimised and managed, and crucially how they can be improved further.

We're delighted that Calum has joined our team, and he has kindly put together the below to introduce himself.

**"I'm Calum Smythe.**

**I joined the Gardens & Museums IT team in July as an IT/AV Officer.**

**I have a good understanding of University of Oxford Systems, having worked at Hertford College previously for almost two years, and I'm looking forward to getting stuck into things at GLAM.**

**I live in Evesham, so I get to commute along the Cotswold line by train. At work, you can find me in the IT office in the Cast Gallery, though I have been out and around most of the Museums and Gardens in the past month and a half – if I haven't bumped into you yet I'm sure I will soon!**

**Outside of work I enjoy many things, including board games, tinkering with technology, walking & badminton."**



## Central IT Services - changes to support

Central University IT Services recently changed the way the way that they could be contacted for support requests, moving to a model where they can only be contacted via Phone and Service Request Form, and no longer via email, including the [help@it.ox.ac.uk](mailto:help@it.ox.ac.uk) email address.

As IT Services fully manage and maintain the CONNECT environment (which many of us use) this poses a considerable change in customer service. How to contact IT Services via their new methods is detailed below (and in full here: <https://help.it.ox.ac.uk/service-desk>) as well as important information on how to complete their IT Support Service Request Form.

Despite IT Services choosing to make this change, we (Gardens & Museums IT) will not be adjusting the means you can contact us for help, and will continue to accept your support requests via email to [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk) and phone via 01865 (2)88188. Full support information is detailed on our website here: <https://it.museums.ox.ac.uk/how-get-support>.

### How to contact IT Services

You can now only contact the Service Desk by Phone or Service Request Form...

#### Phone (Urgent queries and 24/7 support)

Please phone 01865 (6)12345 and ensure you have your University Card to hand.

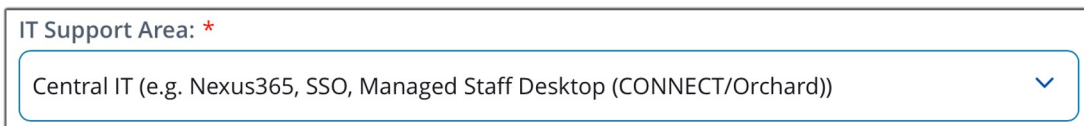
#### Service Request Form

You can complete the online Service Request Form via [IT self service](#) (Single-Sign On required). And if you do not have SSO, you can use this [form to contact the Service Desk](#).

### How to complete IT Services Support Service Request Form

Most parts of the Service Request Form are understandable, but the area titled 'Select the IT System or IT Support area that the support call is about' has caused some confusion.

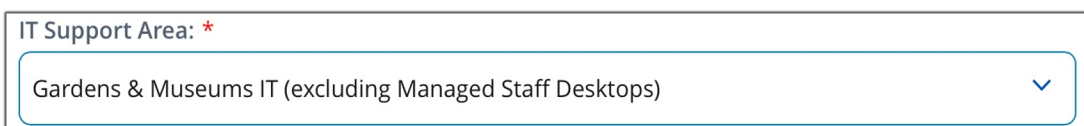
To explain simply if your issue relates to your CONNECT Computer, or the CONNECT service itself please ensure you select: **Central IT (e.g. Nexus365, SSO, Managed Staff Desktop (CONNECT/Orchard))** as shown below.



IT Support Area: \*

Central IT (e.g. Nexus365, SSO, Managed Staff Desktop (CONNECT/Orchard))

If you select Gardens & Museums IT (as shown below) the support request will be sent to the Gardens & Museums IT, so this should only be used for non-CONNECT issues.



IT Support Area: \*

Gardens & Museums IT (excluding Managed Staff Desktops)

## Information Security & Assurance

Information Security is more and more a prevalent activity and process within the University and our working lives, and underpins nearly all business activities and operations, including business continuity, and is the responsibility of all.

Although Information Security is something which is in regular use, frequently discussed, investigated and enforced, it is often not fully understood, and many activities which fall into the Information Security (and Assurance) category are not always realised as such.



Information Security and Assurance covers 3 key areas - though 2 aren't often included in guidance or thought about in this respect. The areas are...

### **The preservation of the confidentiality of information**

Ensuring that information and data remains confidential, and only accessible to those systems, services or people who need access.

A loss of confidentiality can occur in a variety of ways, some completely innocent and others via malicious means - examples being the sharing of confidential information without permission; an email sent to the wrong person with private information or attachment; theft or disposal of an unsecured computer containing data; loss of memory stick containing personal data; a member of staff who has left the organisation but still retains accesses to data and resources (on personal device/unprocessed leaver).

### **The preservation of the integrity of information**

Ensuring that information and data is accurate, correct, complete and useful to the organisation, and those systems, services and people who utilize.

A loss in the integrity of accuracy of information can occur due to people maliciously compromising the accuracy of the data, or innocently making an input error.

### **The preservation of the availability of information**

Ensuring that information, data, systems and services are available as and when they are required, and in an operationally efficient manner for those systems, services and people authorised to access.

A loss in the availability of information can be a temporary issue, or a permanent one, and is often one of the most impactful areas to business, and certainly its effective operations, as we all rely on the availability of information on a daily basis, be it the files we work with, or even the information in someone's head (knowledge, passwords etc) which we depend on.

Examples in the loss of information availability can be a file server being unavailable due to fault; data becoming corrupted or the access to restricted (denial of service attack, ransomware) due to virus infection; the hardware failure of a computer or storage device with data on it which has not been backed up. One of the most likely and often seen causes for the loss of availability of information is someone with considerable institutional or operational knowledge leaving the organisation without documenting said information.

## Information Security & Assurance

Although Information Security and Assurance relates to many areas of business, we understand that nearly all systems or services will have a dependency on the IT Infrastructure, and as such we know the importance of ensuring that the IT systems and services are documented, secure and resilient. Therefore throughout the 2022/23 Academic Year we will be carrying out a number of key Information Security and Assurance activities, which include...

### **To review the redundancy and resilience of the Gardens & Museums Networks**

To establish risks, and areas for improvement, and to implement these.

### **To audit the IT and AV equipment and to add to GMIT Asset Management Database**

To ensure that there is an accurate account of equipment in use across the Gardens & Museums, and associated important information is recorded, including warranty, specifications and serial numbers.

### **To review the management of computers and devices within the Gardens & Museums**

To ensure that computers are appropriately managed and secure, and to investigate the management of those devices which do not fit within the Connect or Jamf Apple Services.

### **What you can do to help:**

As stated above Information Security is a responsibility of all, and is becoming a key discussion point for many of us, be it internally or with external partners. As such there are many things which you can actively do to assist with Information Security, and importantly mitigate the risks.

**Information Security and Data Privacy Awareness Training:** Undertaking the Infosec Training is a required action within the University each year, and for new starters to complete on commencement of role. If you have not done this recently, or at all, or just need a refresher please see: <https://infosec.ox.ac.uk/do-the-online-training>

**Updating your Computer:** Updating your computer is a very important action point, as with increasing regularity compromises and holes within software are being detected and actively exploited, as such it is critical we keep computers and devices which access University resources up to date - its also good from a personal perspective, as it will help to protect many of the activities we do at home, such as Online Banking. The Connect and Apple Jamf Services look to apply updates automatically, or prompt when available, so please allow the updates to complete, and carry out restarts when requested.

**Backing up your Data:** Please ensure that your computer or device is backing up. Many of us use a number of different file storage mechanisms, some with automatic back ups, some without and therefore require manual intervention. If you are unsure please do reach out via [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk) and we can advise.

**Third Party Security Assessments (TPSA):** If you are using third-party to supply services which may process University data, it is important that they are checked to ensure they compliant with the University's requirements. This activity should be carried out with new suppliers as part of the procurement process, and also with existing suppliers. Please read the TPSA pages here: <https://www.infosec.ox.ac.uk/third-party-security-assessment>, and if you would like help with carrying out a TPSA, or would like to know if one is required for a supplier you currently use, please get in contact via [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk) .

**Reporting Information Security concerns and incidents:** If you are ever concerned about something on your computer, or notice any strange behaviour, it is incredibly important that this is reported quickly so that it can be investigated swiftly. Information Security incidents which are reported early and attended to quickly are often far less impactful and easier to resolve, and such incidents will be prioritised within our team.

## Hybrid Working - the changes thus far...

Hybrid Working is a term which came into prominence during the Pandemic and is now something which most of us are doing to some degree. But, from an IT perspective the requirements, demands and solutions available are ever changing.

Since 2020 - and before as some were already mixing In Office, Mobile and At Home Working - we have developed and deployed at least 4 different hybrid working solutions, all of which are still in current use.

- **Deployment 1 - Dell WD15 Docking Station and associated peripherals (for Windows users)**
- **Deployment 2 - Hama 7 in 1, or 9 in 1 Docking Hub (for Apple users)**
- **Deployment 3 - Dell WD19 Docking Station for mixed-computer environments (Apple and Windows)**
- **Deployment 4 - 27" Dell USB-C Hub Monitor (Apple and Windows)**



Whereas Computing requirements pre-pandemic were relatively static, with manufacturers changing the equipment available perhaps once or twice a year, things now are developing far faster and certainly less predictably. As

Hybrid Working is constantly evolving, with new and advanced products coming to market, and many people's requirements changing regularly, or needs being unique from place to place, we are needing to constantly liaise with suppliers and be aware of any potential improvements, taking into consideration performance, suitability, cost, sustainability, compatibility, and reliability.



The availability of the Hub monitors - which we installed for the first time over the Summer - has proved to be greatly received and very popular as it offers laptop charging, and display and peripheral connectivity via a single cable. Further to this I am currently looking into some new equipment developments, including a Dell Hub Monitor with integrated webcam and a Hama dock with integrated wireless charging for mobile devices such as iPads and iPhones.

If you are currently investigating hybrid working or looking into ways you can adjust or improve your set up, please do reach out and discuss your requirements with us so that we can share our experiences and advise accordingly.



## Service & Support Statistics – 1<sup>st</sup> May 2022 to 31<sup>st</sup> July 2022

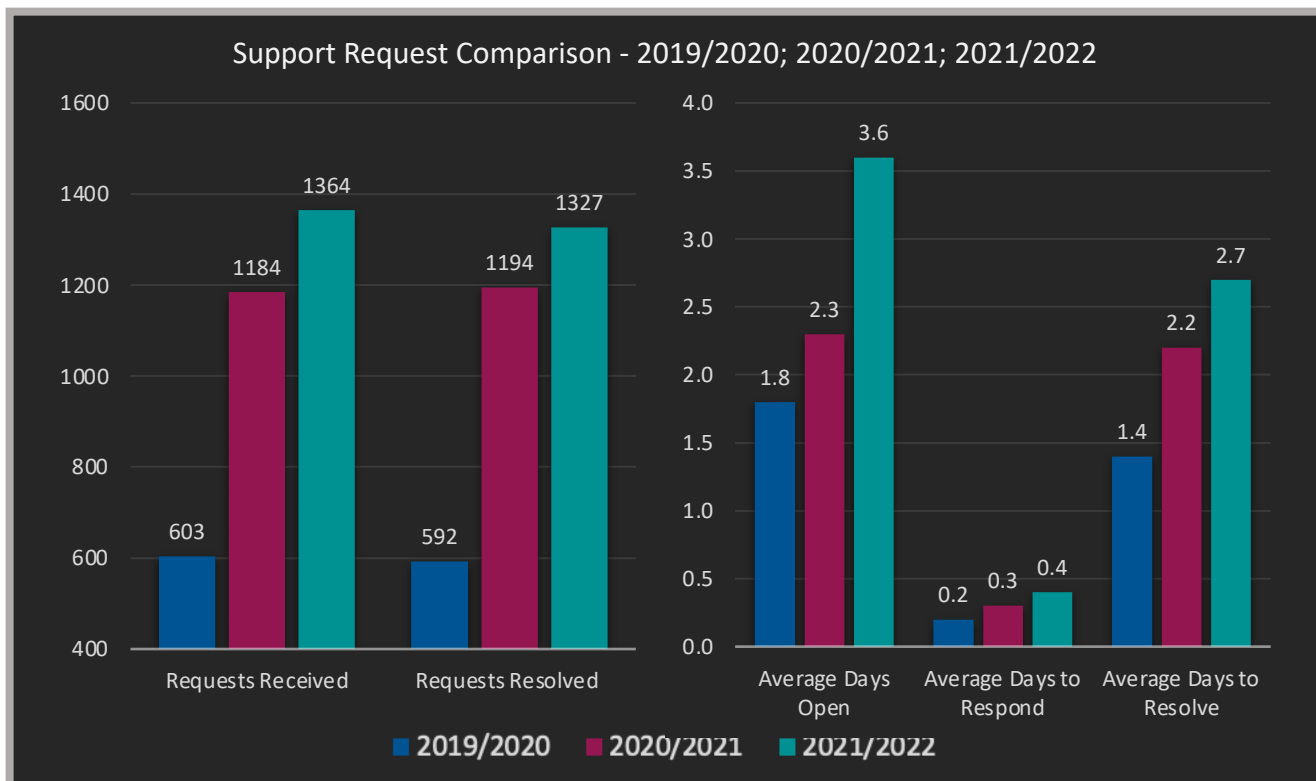
Quarter 4 of the 2021 to 2022 Academic Year has once more been an incredibly busy time, and we continue to see record numbers of support requests. IT within the Gardens & Museums continues to change and adapt to new technologies and ways of working. And with this the dependencies on the Gardens & Museums IT Team continue to grow.

**Requests Received**  
1364

**Requests Resolved**  
1327

**Avg. Days to Respond**  
0.4

**Avg. Days to Resolve**  
2.7



Location	Requests	Percentage
Ashmolean Museum	306	23%
Museum of Natural History	159	12%
Pitt Rivers Museum	191	14%
History of Science Museum	46	3%
Botanic Gardens & Arboretum	59	4%
GLAM Divisional Office	87	6%
All sites - requests and activities which benefit or impact all locations	516	38%

## Annual Service & Support Statistics – 1<sup>st</sup> August 2021 to 31<sup>st</sup> July 2022

We have seen a regular and continued growth in support requests which has continued in the 2021/2022 Academic Year. Numbers have increased as operations and developments have grown and continue to rely on new, or more complex technologies and IT. Despite the significant increase in requests during the 2021/22 Academic Year the Response and Resolution remains impressive.

Support Requests Received

**5361**

Support Requests Resolved

**5311**

% Increase compared to 2020/21

**36%**

Average Days to Respond

**0.3**

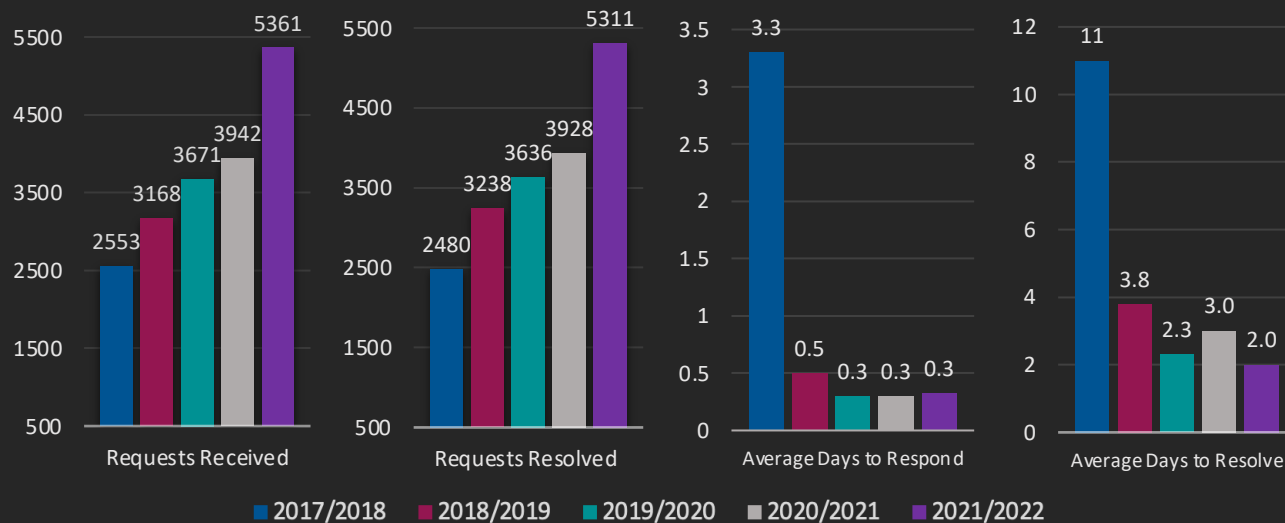
Average Days to Resolve

**2**

% First Call Resolution

**63%**

Support Request Comparison - 2017/2018; 2018/2019; 2019/2020; 2020/2021; 2021/2022



Location	2021/22	Percentage
Ashmolean Museum	1375	26%
Museum of Natural History	658	12%
Pitt Rivers Museum	809	15%
History of Science Museum	211	4%
Botanic Gardens & Arboretum	158	3%
GLAM Divisional Office	361	7%
All sites (items which impact all such as Monitoring, GMIT & GMIT Project)	1789	33%