

Gardens & Museums IT

Issue 12
Winter 2022

Welcome

Welcome to Issue 12, and the Winter 2022 edition of the Gardens & Museums IT Newsletter.

It is December once again, and I'm sure like many I'm not sure where the year has actually gone - sometimes I still feel in quite the haze as we encounter new ideas, developments and challenges.

Currently we are deep in conversation with many different people across GLAM in relation to the energy crisis, and what impact this may have on the Gardens & Museums and their respective operations. Also Reuben College continues on its path to occupation, with operational plans being discussed and IT and AV vendors being finalised - it is fair to say that Jona has been very busy in each of these areas, and his knowledge pivotal in the progress.

Calum has also been busy, and in his 4 months with us has already made a massive impact on both the Audio-Visual technologies and Commercial Systems utilised throughout the Gardens & Museums. I'm sure many of you have met and already received help from him! Please see page 6 for more on this, and the progress and improvements which have recently been made in both areas.

All in all, it has been a very successful year, and one I'm proud of - we have learned a lot, and achieved a lot - and we find ourselves in a much better position than last year. Jona and Calum joining us this year has heavily contributed to this, as has the continued efforts, energy and excellence of Alex, Amanda, Dan and Spiro. Thank you all for all you do, and to Haas for looking after us

And on that note I'd like to thank you all for the support, patience and kindness that you offer us - it really makes the hard times easier, and we really do appreciate it. And collectively we wish you all a Merry Christmas and look forward to seeing you in the New Year.

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?

Ashmolean Museum & Botanic Garden Network Improvements

Work has been going on across both the Ashmolean Museum and Botanic Garden with changes being made to the networks at both, to improve resilience, performance and efficiency.

This work has been taking place outside of office hours to ensure no disruption to operations.

Energy Crisis

Much conversation has recently been going on related to the University's use of energy, and also potential blackouts, and what impact they would have on the Gardens & Museums, and their respective operations.

Gardens & Museums IT have been involved in these discussions to offer guidance, advice and direction.

Reuben College

Progress with Reuben College continues with conversations moving on to networking, IT and AV cabling and infrastructure. Jona has been heavily involved in these conversations and the respective decision making.

AV Lecture Theatre System Checks

System Checks have been occurring in the Ashmolean Headley Lecture Theatre, PRM Lecture Theatre and Seminar Room, and have also recently begun in the Natural History Museum Lecture Theatre.

Please see Page 6 for more on this.

Commercial Point of Sale Device Configuration, Servicing & Upgrades

Calum has been very busy since he started at the end of July carrying out work on both existing and newly delivered Point of Sale (till) devices. Calum has been configuring new devices and servicing, updating and upgrading those currently in place.

Please see Page 6 for more on this.

MNH Upper Phillips WiFi

In October, a long-term Wi-Fi service and signal issue in the Upper Phillips office at the Natural History Museum was reported to us. After surveying the space, we decided to reposition the existing access point, and install a secondary, to offer improved signal and redundancy.

Reports since have been positive, but we continue to monitor to ensure there are no further ongoing problems.



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

Gardens & Museums IT Open Sessions

Although advertised in the Autumn Newsletter as commencing in November, due to other demands we sadly had to delay the introduction of the Open Sessions. We now plan to commence these in February, so please do look out for communications with further information, dates and times.

Gardens & Museums IT Windows Managed Service - Testing Microsoft Intune & Zoho Manage Engine

There is a significant number of Windows devices in use across the Gardens & Museums which are not suited for the IT Services provided CONNECT service, including Commercial POS devices, Interactive computers, and Research machines.

Throughout the Autumn, and now into Winter, we have been testing two different Windows Management applications (Microsoft Intune and Zoho Manage Engine) in view to establishing a preferred option and developing a solution to appropriately administer and secure these devices. In December and into January we will be carrying out further testing and progressing with the best option for the requirements we have.



PRM & Medical Sciences

The Medical Sciences Department have booked the Old Library within the Pitt Rivers for use as a Teaching and Learning space for the 2022/23 Academic Year (and potentially beyond) and Gardens & Museums IT have been assisting with the preparations and provisioning of the space, to ensure that it reaches the requirements to be used as a University teaching space.

The College based IT experience within the Gardens & Museums IT Team proved incredibly beneficial to this process, with highlights being the creation of induction, support and guidance documentation and the running of an open-session at the beginning of the University term.

Apple Update - macOS Ventura

The new Apple Operating System mac OS Ventura, was released at the end of October.

We are currently testing this Operating System to ensure its performance reaches the required standards, and that it is compatible with Gardens & Museums and University systems, in view to updating all suitable Gardens & Museums Apple computers in the Spring and Summer of 2023.



If your Apple is enrolled in the Gardens & Museums IT Jamf Service you will find that Ventura is currently blocked from installing whilst we complete testing. Please wait for further announcements on this.

IT Support: 23rd December 2022 to 3rd January 2023

As is the case each year the GLAM Divisional Office - which includes the Gardens & Museums IT Team - closes over the Festive period. This year the period of closure is slightly shorter than in previous years and extends between Friday 23rd December at 5PM to Tuesday 3rd January at 9AM. As such I wanted to take the time to outline the support options available to those who will be working throughout this period.

During this time, the Gardens & Museums IT Service Desk will be closed. If you have a known query or request, such as purchasing, please endeavour to send to us as soon as possible, as between Tuesday 20th and Friday 23rd of December we will be focussing on essential support and pre-holiday priorities.

For the holiday period An Out of Hours Support Service will be in place via the University of Oxford IT Services called NorMAN. Some of you may have already used this in the past as it has been in place for several years within the University of Oxford.

The NorMAN Service Desk are well versed in assisting with common problems, and offering guidance on a number of the IT services provided by the University of Oxford, including...

- **CONNECT Managed Desktop (including File Shares & Forgotten Passwords)**
- **Chorus Phone Service**
- **Nexus365**
- **Mosaic Websites**
- **Network**



If you experience an issue over the Christmas period please call *01865 6 12345*, and your call will be directed and triaged by the NorMAN Service Desk. Before calling, please assess whether your need is urgent, or whether a simple work around is available, such as using another computer, printer, or phone. In the event of a serious matter, or major incident an escalation will be raised to one of the Gardens & Museums IT Team directly.

IT Support: 23rd December 2022 to 3rd January 2023

Please do refer to the Gardens & Museums IT Website (<https://it.museums.ox.ac.uk/>) for guidance across a number of IT areas, and in particular the Gardens & Museums 'Introduction to IT' document (<https://it.museums.ox.ac.uk/article/documents>) which offers guidance, advice and instruction on how to resolve many potential issues. In particular the following pages in this Document may be useful:

- Page 6: University of Oxford IT User Accounts and their associated Services
- Page 10: CONNECT – Useful Information & Process Guidance
- Page 12: GMIT Jamf Apple Service - Useful Information
- Page 15: IT Problems – Self Service Resolution and How to continue working
- Page 17: Nexus365 - Access and Setup
- Page 21: Microsoft Teams & Remote Meetings
- Page 24: Adding a CONNECT File Share to your Computer
- Page 29: Eduroam: Device Configuration Instructions
- Page 31: Remote Access – Using the University of Oxford VPN Service

Please also check the IT Services webpages (www.it.ox.ac.uk) for information, as a large amount of pre-existing documentation and instruction is already in place and available 24x7. Below are links to particular areas of the IT Services website which may prove beneficial.

- Help: <https://help.it.ox.ac.uk/>
- SSO Account: <https://www.it.ox.ac.uk/your-university-accounts>
- Nexus 365: <https://help.it.ox.ac.uk/nexus365> <https://help.it.ox.ac.uk/chorus>
- Multi Factor Authentication (MFA): <https://help.it.ox.ac.uk/mfa>
- Chorus: <https://help.it.ox.ac.uk/chorus>
- CONNECT Managed Desktop: <https://help.it.ox.ac.uk/managed-staff-desktop-collection>
- Eduroam: <https://help.it.ox.ac.uk/how-to-connect-to-eduroam>
- Information Security: <https://www.infosec.ox.ac.uk/>

Please do view this information and the IT Service webpages before making a request as the answer to your question, or any guidance you require, may already be available to you.



Audio-Visual & Commercial Systems Update

Calum has now been with the team for just over 4 months and for this time he has mainly been focussed on directly assisting me in reviewing and making improvements to both the Commercial Systems IT Operations across GLAM, and Audio Visual Systems and Services in use across the Gardens & Museums.

It's fair to say that Calum has been incredibly busy during this time as the respective reviews have established significant work being required. Please see an update on this work, which has been split in to five key areas.

Servicing & System Checks

Many of the Commercial and AV systems were found to have not been serviced in some time, and either required cleaning, or software and hardware based maintenance activities to improve and optimise performance. Thus far all Point of Sale devices across the Gardens & Museums have been fully serviced, with the memory also upgraded to further improve performance. Also a number of new NCR Till Points have been configured in preparation for their deployment in the New Year by the Commercial Systems Team.

In respect to AV, weekly system checks of Lecture Theatre spaces have been taking place at the Pitt Rivers Museum and Ashmolean Museum, and also more recently the Natural History Museum. This work is to ensure that the equipment in these spaces are readily checked to ensure that its functionality, and pro-actively remedy any disruptions to this before it impacts business operations. This has proven particularly beneficial at both the Ashmolean and Pitt Rivers where problems have been identified in these slots and resolved before they had any effect.



Security & Updates

One of the key reasons for this review were concerns over the security of both the Commercial and AV Computers, and with Information Security demands becoming more stringent within the University, a need to establish a means to ensure security at all times.

Over the course of the 4 months all known AV and Commercial Computers have been updated, and extensive investigation has gone in to establishing a Windows Management Platform which can secure and maintain the security on these computers - currently we are testing both Microsoft Intune and Zoho Manage Engine to determine the best option for this, and hope to make a choice between the two in February, after the completion of our testing.

Audio-Visual & Commercial Systems Update

Support

Support has been an interesting part of this process, as we envisaged some level of support being required, but weren't fully prepared for the number of requests that we've received, particularly in respect to AV and the use of equipment within Lecture Theatres.

What we have established over these 4 months is that many people are now required to use the Lecture Theatre facilities more regularly, and aren't fully comfortable with the equipment, nor have they received training to do so.

To mitigate this, and hopefully help with the confusion and unease this is causing, we are planning sessions at both the Ashmolean and Pitt Rivers Museum to demonstrate the equipment and train colleagues on how to use. And if this is required at other sites then we'd be more than happy to carry out there too - please contact it@museums.ox.ac.uk to discuss.

Inventory & Auditing

Inventory was a key part of this planned work in view of establishing the business assets in place, and their respective details.

Much work has already gone on in this area, but due to the scale of both AV and Commercial Systems, these activities will continue in to the new year.

Repairs

Equipment repairs were not an area that we were originally envisaging needing to be involved in but over the course of the 4 months there have been a number of instances - not including the memory upgrades on the POS devices - where equipment has needed repairing.

Till Points have been repaired, with one having a faulty fan, which was subsequently cleaned and revived by Calum, and another had a failed hard drive which was replaced.

We have also recently carried out a repair on the projector in the Natural History Museum Projector, replacing both lamps which had failed.

Being able to carry out these repairs internally has either extended the life of the equipment, and mitigated the need to purchase new, or it has negated the requirements to bring in external companies at likely high costs to repair. And although this isn't something we endeavoured to be doing, if skills and capacity allow we will continue to do so where possible.



Museums Wi-Fi Replacement Project

In the Summer 2022 Newsletter

(<https://it.museums.ox.ac.uk/files/gmitnewsissue10summer20222pdf>) in an article titled 'Museums Wi-Fi Review' I spoke about the current Wi-Fi provision within the Gardens & Museums (which has been in place some time) being under review as part of a University of Oxford project. I am happy to update you all with the news that funding has been approved for phase 1 of the 'GLAM Wi-Fi Replacement and Remediation project'.

This project will see the IT Services Managed Wi-Fi Service introduced across the museums, and we will be working with the IT Services Networks Team to replace 200 Wireless Access Points throughout the Museums. And this project will see the IT Services Managed Wi-Fi Service introduced in the Museums. Further information on the IT Services Managed Wi-Fi Service can be found here: <https://help.it.ox.ac.uk/managed-wireless-service>.

Phase 1 of the project will see a like-for-like Access Point replacement taking place, with MIST AP43s - which are modern WiFi6 Access Points - being installed to replace our, aging, and in some cases out of support Airohive estate. This is scheduled to begin in the Summer of 2023, but this is somewhat dependant upon hardware availability and delivery times.

Once this is complete, Phase 2 will commence with wi-fi surveys taking place across all off the Museums to identify any gaps in coverage, service or performance, and if any exist further funding will be requested for these remediation activities.

In preparation for this work we are currently in the midst of identifying and establishing accurate locations of our existing access points. This is proving particularly challenging in the Ashmolean Museum, as due to planning and aesthetic constraints many of the current Access Points are hidden throughout the building, and have been found above ceilings, under floors and in wall voids!

We will continue to update you all as the project develops - so please keep your eyes out for emails and further Newsletter articles on this exciting Wi-Fi service improvement.



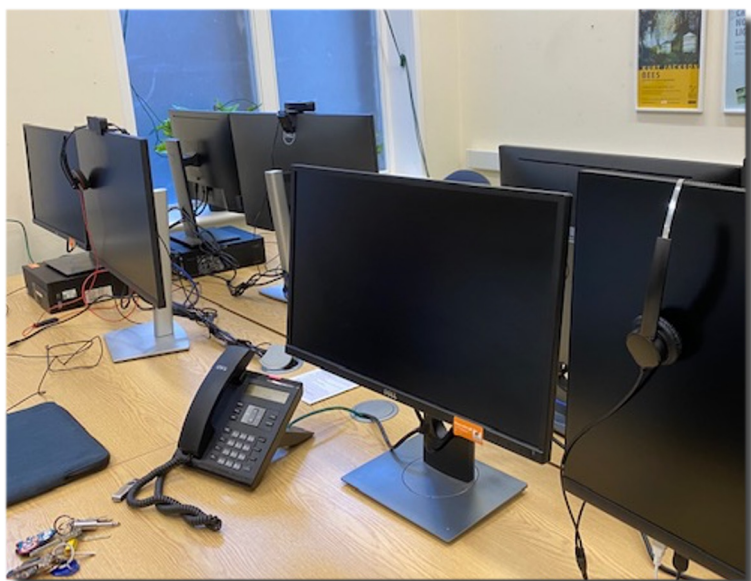
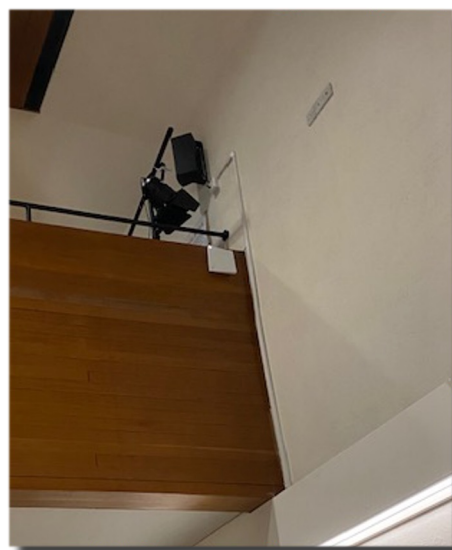
A day in the life of Gardens & Museums IT

I am often asked what is it like to work within the Gardens & Museums IT Team, and how do we manage the demands of 6 different locations - and in all honesty it is tricky, and some days more than others. But funnily enough its actually the really busy days where we're going from site to site that I find the most rewarding, and recently we had one such day...

The day started at 7.30 with a scheduled check of the Ashmolean Headley Lecture Theatre. Sadly, what was hoped to be a routine task was anything but, as there was an audio issue in the space, as the equipment had been disconnected and disabled. Fortunately I was able to get the system back and working by 8.15, and before it had any adverse impacts - fully demonstrating the benefits of these regular checks.

Whilst I was doing this Jona was busy moving equipment from the Ashmolean to the Museum of Natural History in preparation for a re-refresh of the Hybrid Working set up in the GLAM Divisional Office office which Calum and I had organised. Dan, Calum and I swiftly joined Jona there - but before we could commence this work we needed to install a second Wireless Access Point in the MNH Lecture Theatre having recently established that there was a lack of capacity, and redundancy in the space.

As Calum and I attended to the physical installation, Jona and Dan attended to the back-end infrastructure changes. And whilst this was taking place Amanda was also at the Natural History Museum tackling a problematic Apple Computer.



At 9.45, we split up, with Dan and Jona heading to the Botanic Garden to carry out some maintenance on the network equipment serving the site, and Calum and I headed to the GLAM Divisional Office space.

We immediately set about removing the current Hybrid working equipment and associated cabling, which had been causing some intermittent issues due to being a mixed-computer site (Apple and Windows and replacing with new Hub Monitors.

A day in the life of Gardens & Museums IT

Due to the desk arrangement in the space, the cabling is quite complex, so whereas it was relatively straightforward to remove the existing hardware, adjusting and re-cabling was quite tricky and significant time was taken with preparatory steps before being able to install the Hub Monitors and connect up. Calum and I completed the work a little before 2PM having spent almost 4 hours on this.



Calum and I were then anticipating a break before a meeting at 3PM at the Ashmolean, but the arrival of mystery package at the Natural History Museum with my name on it drew our attention. On opening we found it to be a long-awaited projector lamp for the Natural History Museum Lecture Theatre Projector, which needed replacing.

We swiftly got access to the Lecture Theatre Projection Room and set about changing the lamps. As the Projector uses two lamps, sadly changing just the single lamp didn't fix the fault so a further lamp was required, which we assisted with ordering.

After packing our tools away, we returned to the Ashmolean to meet with the Ashmolean Facilities Team to discuss a high-profile Audio-Visual exhibition at the front of the museum, and whether any improvements could be made to how it was maintained or supported. After discussing the most pertinent issues, we suggested that certain automations and monitoring could be implemented, but the ceiling projector would need to be directly inspected. We agreed to meet up on a later occasion to directly inspect the projector and add to the network .

After this Calum and I met with the rest of the team for a well-deserved coffee to discuss and contemplate the events of this very busy and productive Friday.



Service & Support Statistics – 1st August 2022 to 31st October 2022

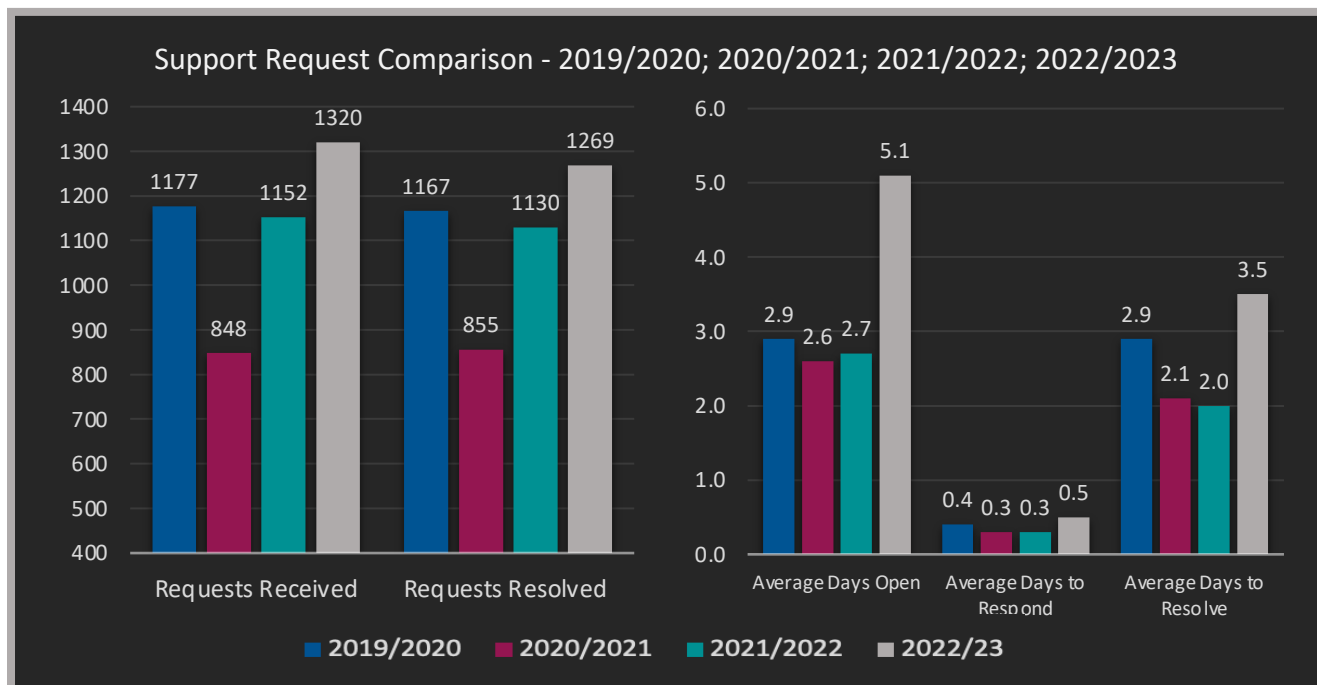
Quarter 1 of the 2022 to 2023 Academic Year has continued as the 2021/2022 Year finished, with the team working on over 1300 requests for the third quarter in a row. A significant factor in these numbers is the teams engagement with Audio Visual and Commercial Systems, where we have had an increased involvement in both services, carrying out system, service and operational review, receiving 88 AV requests and 33 Commercial Requests, which represents a significant increase on the number of AV and Commercial requests received in the same period in 2021/22.

Requests Received
1320

Requests Resolved
1269

Avg. Days to Respond
0.5

Avg. Days to Resolve
3.5



Location	Requests	Percentage
Ashmolean Museum	415	32%
Museum of Natural History	106	8%
Pitt Rivers Museum	197	15%
History of Science Museum	59	5%
Botanic Gardens & Arboretum	45	3%
GLAM Divisional Office	110	8%
Bodleian Library	15	1%
All sites - requests and activities which benefit or impact all locations	373	28%

2022/2023 Gardens & Museums IT Roadmap

Project/Activity	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023	July 2023	2023/2024
INFORMATION ASSURANCE & SECURITY	Activities to run throughout 2022/23												
Information Assurance & Security Review	Activities to run throughout 2022/23												
Network Resilience & Performance (Confidentiality, Integrity, Availability)	Plan for Network Resilience & Performance												
GWT Windows Device Management (Confidentiality, Integrity, Availability)	Plan for GWT Windows Device Management												
Commercial Systems - POS Computing (Confidentiality, Integrity, Availability)	Plan for Commercial Systems - POS Computing												
Audio Visual Services & Systems Review (Confidentiality, Integrity, Availability)	Plan for Audio Visual Services System Review												
Security & System updates (Confidentiality, Integrity, Availability)	Plan for Security & System Updates												
HMV ODS Management (Confidentiality, Integrity, Availability)	HMV ODS Management												
Asset Management/Inventory (Confidentiality, Integrity, Availability)	Asset Management/Inventory												
Service Portfolios (Confidentiality, Integrity, Availability)	Service Portfolios												
Network & Infrastructure (Integrity & Availability)	Network & Infrastructure												
Apple Updates (Confidentiality, Integrity, Availability)	Apple Updates												
Documentation & Knowledgebase	Documentation & Knowledgebase												
NETWORK RESILIENCE & PERFORMANCE	Activities to run throughout 2022/23												
Network Resilience & Performance Review	Activities to run throughout 2022/23												
Core Wired Network	Core Wired Network												
Edge Wired Network	Edge Wired Network												
Wireless Improvement	Wireless Improvement												
Firewall	Firewall												
VPN Service	VPN Service												
Data Centre	Data Centre												
Power & Redundancy	Power & Redundancy												
Infrastructure Monitoring	Infrastructure Monitoring												
Support & Service (Confidentiality, Integrity, Availability)	Support & Service												
Asset Management/Inventory	Asset Management/Inventory												
Documentation & Knowledgebase	Documentation & Knowledgebase												
GWT WINDOWS DEVICE MANAGEMENT	Activities to run throughout 2022/23												
Windows Device Management Review	Activities to run throughout 2022/23												
Manage Engine	Manage Engine												
Microsoft Intune	Microsoft Intune												
GWT Windows Machines - Update/Service	GWT Windows Machines - Update/Service												
Asset Management/Inventory	Asset Management/Inventory												
Documentation & Knowledgebase	Documentation & Knowledgebase												
COMMERCIAL SYSTEMS - POS COMPUTING	Activities to run throughout 2022/23												
Commercial Systems Review	Activities to run throughout 2022/23												
Device Management	Device Management												
POS Support & Training	POS Support & Training												
POS Hardware Replacement	POS Hardware Replacement												
POS Data Backups	POS Data Backups												
Connective Database System Review	Connective Database System Review												
Admission - Lower Ground Floor Refurbishment	Admission - Lower Ground Floor Refurbishment												
Asset Management/Inventory	Asset Management/Inventory												
Documentation & Knowledgebase	Documentation & Knowledgebase												
AUDIO VISUAL SERVICES & SYSTEMS REVIEW	Activities to run throughout 2022/23												
Audio Visual Services & Systems Review	Activities to run throughout 2022/23												
Device Management	Device Management												
AV Support	AV Support												
GLAM AV Media Equipment	GLAM AV Media Equipment												
Admission Museum	Admission Museum												
Network History Museum	Network History Museum												
POS Museum	POS Museum												
History of Science Museum	History of Science Museum												
Outfit Botanic Garden & Arboretum	Outfit Botanic Garden & Arboretum												
Asset Management/Inventory	Asset Management/Inventory												
Documentation & Knowledgebase	Documentation & Knowledgebase												
SERVICES OPERATIONS, & BUSINESS AS USUAL	Activities to run throughout 2022/23												
Service Desk Operations	Service Desk Operations												
Asset Controlling (Security, Service & Operations)	Asset Controlling (Security, Service & Operations)												
Apple Mobile Device (Security, Service & Operations)	Apple Mobile Device (Security, Service & Operations)												
Mobile Working	Mobile Working												
Administration	Administration												
Reports	Reports												
Identity & Access Management	Identity & Access Management												
SSL Certificate Renewals	SSL Certificate Renewals												
IT Service Liaison	IT Service Liaison												
Build & Commission (Confidentiality, Integrity, Availability)	Build & Commission (Confidentiality, Integrity, Availability)												
Purchasing & Procurement	Purchasing & Procurement												
Vendor Management	Vendor Management												
CONTINGENCY SERVICES IMPROVEMENT	Activities to run throughout 2022/23												
Documentation	Documentation												
Service Portfolios	Service Portfolios												
Personal Development Review	Personal Development Review												
Training & Development	Training & Development												
Skills Matrix	Skills Matrix												
Self Appraisal Management	Self Appraisal Management												
FLAM Office Reporting	FLAM Office Reporting												
PROJECT ENGAGEMENT	Activities to run throughout 2022/23												
ONS & DARS - MUSEUMS	ONS & DARS - MUSEUMS												
Museum Collections - MUSEUMS	Museum Collections - MUSEUMS												
ONS (Buckden College)	ONS (Buckden College)												
ITP (Dunstable)	ITP (Dunstable)												
MUSEUMS - MUSEUMS	MUSEUMS - MUSEUMS												
GLAM ITP (Information/Communication) Project Phase	GLAM ITP (Information/Communication) Project Phase												