

# Gardens & Museums IT

Issue 1  
Spring 2020

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### Gardens & Museums IT Contact Details

- Feedback: [gmit-communications@glam.ox.ac.uk](mailto:gmit-communications@glam.ox.ac.uk)
- IT Support Email: [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk)
- IT Support Phone: 01865 288188

## Welcome

Welcome to the first Gardens & Museums IT Newsletter!

It's been a long time coming, and something we've been looking to implement for some time and I'm glad we're finally there.

Every 3 months we will send out a newsletter detailing what the Gardens & Museums IT Team have been up to, and what you can expect over the next quarter. Alongside this will be our Service Stats for the preceding 3 months and an update on the progress made against the plans and activities detailed on the Gardens & Museums IT Roadmap.

Also, you'll find useful guidance on how to obtain support or to make requests.

As this is a new initiative, please share any feedback or ideas of how we can make it as useful and engaging as possible via [gmit-communications@glam.ox.ac.uk](mailto:gmit-communications@glam.ox.ac.uk).

Happy reading and all the best

Carl

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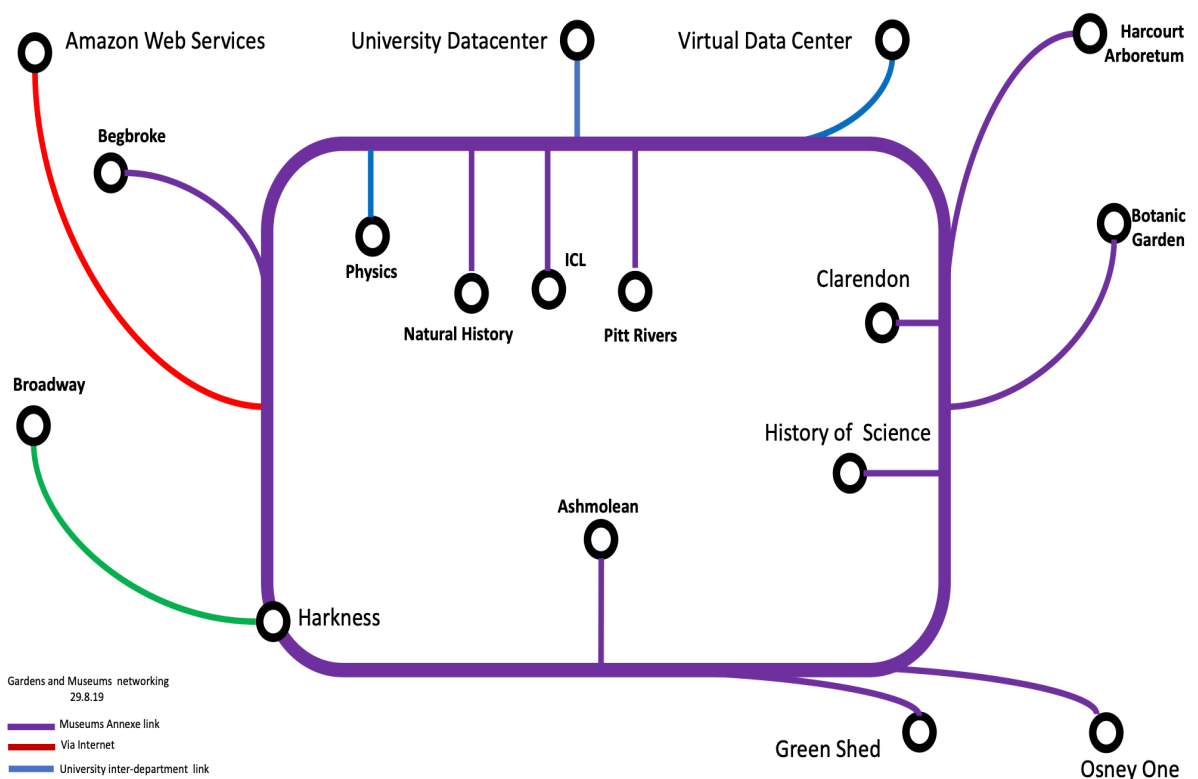
## What's been going on?

### Network and Infrastructure Improvements

Although the main part of the Gardens & Museums Infrastructure Improvement project was completed in the Summer (2019) further work continues to take place across the Gardens & Museums, such as network changes, data centre improvements and work with external suppliers on Cloud solutions and innovation.

The diagram below maps out the Gardens & Museums Network, and here are some the activities which have taken place in the last 12 months.

- Network switch upgrade across Gardens & Museums
- Pitt Rivers Museum server room upgrade
- Ashmolean Museum server room upgrade
- Ashmolean Museum Cast Gallery network improvements
- Museum of Natural History – planning and engagement in Wiring Project
- Botanic Garden – Planning for public WiFi Implementation



## What's been going on?

### Jamf: Apple System & Support Improvement

In Spring 2019 we began a review of Apple Computing across the Gardens & Museums, looking to identify ways to improve the service. Certain risks were identified, in respect to support and security.

After some external training we decided to procure Jamf, which is the leading Apple device management solution. With support from the Jamf preferred supplier a service was put together to cover the requirements of the Gardens & Museums in ensuring a flexible, secure and efficient solution is in place.

Benefits include...

- Improved security
- Improved support
- Self- Service application Installer
- Optimisation of Resources

In the Autumn of 2019 all new Apple devices were deployed with this Service, and in December we began the deployment of 'Jamf' across the Pitt Rivers Museum, completing this in January. We are now busy implementing this elsewhere in the Gardens & Museums, so if you're an Apple User please look out for emails from us regards this, and if you have questions please do get in touch as we'd love to give you a demo!



### Team Training

Over the last few months members of the Gardens & Museums IT Team have attended a number of training courses in order to improve our knowledge and skills and in turn offer improvements to service.

Courses undertaken have been ITIL4 Foundation in Service Management (full team) and Cisco CCNA (2 members of the team).

### Other activities of note....

- Point of sale machines across GLAM migrated to Windows 10.
- GMIT Asset Database
- Upper Heyford network provisioning
- Natural History Museum - Salto Upgrade
- Pitt Rivers Museum – collections server upgrade

## What's coming?

### GMIT Website

We will soon be launching a Gardens & Museums IT Website.

The site will include lots of useful information, such as how to get support, instructions for accessing University services and IT status updates - Please keep your eye on email for when the site is live!

### IT User Feedback Survey

Towards the end of March we will be sending out a User Feedback Survey in order to establish feelings towards your current IT provision.

The survey will address a number of IT services, so please do respond when you receive the email – the information will be incredibly important in future improvement activities.

### Jamf: Apple System & Support Improvement – deployment continues...

- February 2020 - deployment continues with Natural History and Botanic Garden.
- March 2020 - deployment completes with Ashmolean Apple Computers enrolled in to service.

### Other activities of note....

These are some of the other things we'll be up to over the next quarter

- GLAM: Machine Learning – demonstrating the innovations and options in this area
- Ashmolean Museum: Implementation of image resizing tool kit, to simplify image re-sizing processes.
- Pitt Rivers Museum: Network audit & network cabinet tidy
- Pitt Rivers Museum: New Footfall camera installation for visitor counting
- History of Science Museum: Network audit
- History of Science Museum: Clarendon Office re-arrangement
- Museum of Natural History: Temporary network wiring implementation

## Getting support...

### Who does what?

In future issues pointers for support and guidance will be more specific, but in this issue it seemed more pertinent to look at IT Support as a whole and 'Who does what?' And crucially who to contact if you need help with one of these services or systems.

#### Gardens & Museums IT

We are small team with offices at the Ashmolean Museum and Natural History Museum, and can be contacted via [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk) or by calling 88188. We support all non-CONNECT Computing Services, such as...

- IT advice on the use of computer equipment and software
- Apple computing and Apple services
- Network connection problems & requests - wired & wireless
- Email configuration (Non-CONNECT) & Nexus account requests
- Discuss upcoming projects that require IT input
- Phones & Chorus
- IT Inductions

#### IT Services -

##### Managed Service Desktop: CONNECT

IT Services provide and directly support the Managed Service Desktop: CONNECT Service.

If you have a CONNECT Computer, \*all\* issues should be reported to the IT Services Service Desk via [help@it.ox.ac.uk](mailto:help@it.ox.ac.uk) or by calling 12345. Examples of CONNECT requests are...

- CONNECT Login, User Account and Password problems and queries
- PC Hardware & Software advice with CONNECT machine
- Network file share problems
- Remote Access
- Printing (from a CONNECT machine)
- Nexus Email & Calendar problems through Outlook on CONNECT machine

### IT Support Common Questions

REQUEST OR ISSUE	CONTACT
Issue with a <b>CONNECT</b> computer (too slow; frozen; request to install software; software support; password issues)	Service Desk ( <a href="mailto:help@it.ox.ac.uk">help@it.ox.ac.uk</a> or 12345)
Issue with the <b>internet/network connection</b>	<a href="mailto:it@museums.ox.ac.uk">it@museums.ox.ac.uk</a> or 88188
<b>Apple Mac</b> computer issue	<a href="mailto:it@museums.ox.ac.uk">it@museums.ox.ac.uk</a> or 88188
<b>Creation of a new generic/project Nexus Email account</b>	<a href="mailto:it@museums.ox.ac.uk">it@museums.ox.ac.uk</a> or 88188
<b>Delegated access to a Nexus Mailbox</b> (personal or generic)	Service Request ( <a href="https://oxford.saasiteu.com">https://oxford.saasiteu.com</a> ) or Service Desk ( <a href="mailto:help@it.ox.ac.uk">help@it.ox.ac.uk</a> or 12345)
<b>New IT Hardware Request</b>	<a href="mailto:it@museums.ox.ac.uk">it@museums.ox.ac.uk</a> or 88188
<b>Request access to a File Share/Drive</b>	Service Request <a href="https://oxford.saasiteu.com">https://oxford.saasiteu.com</a> or Service Desk ( <a href="mailto:help@it.ox.ac.uk">help@it.ox.ac.uk</a> or 12345)
<b>Chorus Telephone System</b>	<a href="mailto:it@museums.ox.ac.uk">it@museums.ox.ac.uk</a> or 88188
<b>Adobe &amp; Software Purchases</b>	<a href="mailto:it@museums.ox.ac.uk">it@museums.ox.ac.uk</a> or 88188

### Service & Support Statistics – 1<sup>st</sup> November 2019 to 31<sup>st</sup> January 2020

#### Numbers of of Requests and Response and Resolution to them

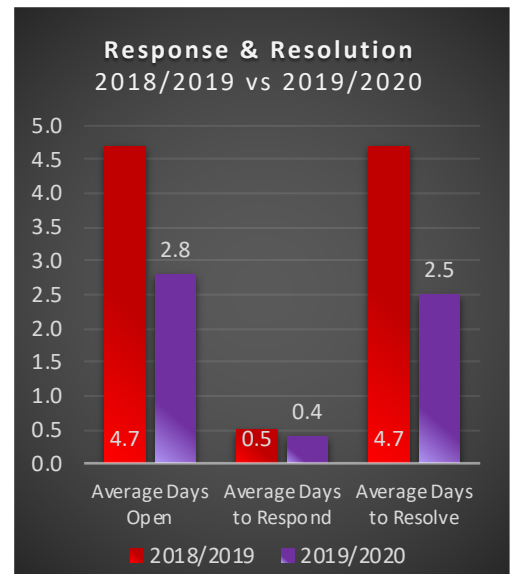
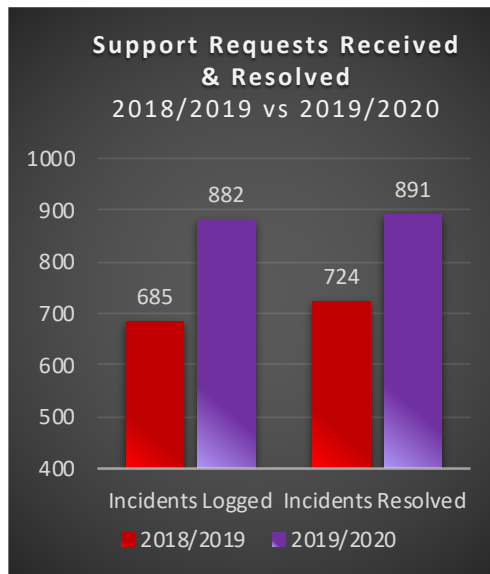
Support Requests Logged in Period	882
Support Requests Resolved in Period	891
Average Days Open	2.8
Average Days to Respond	0.4
Average Days to Resolve	2.5
% First Call Resolution	65%

Quarter 2 (1<sup>st</sup> November 2019 to 31<sup>st</sup> January 2020) has continued to be a busy time for Support Requests, with 882 received in the 3 months and 891 resolved (resolutions are higher because of backlog from previous year).

Despite the continued high numbers our Response and Resolution have remained positive, with requests being responded to on average within 0.4 days and resolved on average within 2.5 days.

#### Comparison to previous years

Comparing this period against that from 2018/2019 shows that although support numbers have risen the Response and Resolution times that Gardens & Museums IT offer continue to improve!



#### Where are the requests coming from?

Number of Incidents at	Total	Percentage
Ashmolean Museum	297	34
Museum of Natural History	123	14
Pitt Rivers Museum	166	19
History of Science Museum	139	16
Botanical Gardens	26	3
GLAM	64	7
Other (includes Monitoring, GMIT and GMIT Project)	67	8

### Gardens & Museums IT: 2019/2020 Roadmap

The Gardens & Museums IT Roadmap outlines our annual targets and activities which we will deliver throughout the year across the Gardens & Museums Estate.

In each Quarterly issue we will include the Roadmap – with latest updates (completed activities are shown in lighter colours), so you all can see where we are with our annual targets and their related activities.

Project/Activity	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	2020/2021
JAMF: Apple Management Service	Training; Configuration; Deployment		Pitt Rivers Museum Deployment		OUM, HSM, OBGA Deployment		Ashmolean Museum Deployment	Pitt Rivers iOS Deployment	Natural History iOS Deployment	Ashmolean Museum iOS Deployment			
Windows 10: Non-CONNECT Migration		Consultation	MNH Research Machine Migration	Commercial System Migrations									
Gardens & Museums IT Website	Consultation and Coordination		Site Development			Design		Testing & Review	Live Service				
G&M IT Asset Database	Filemaker Training		Database Development			Import of Data							
Network Switch Audit					Documentation & Auditing		Addressing						
Natural History Museum Wiring Project			Planning			Switch Procurement & Temporary Wiring	Cabling & Switch Deployment						
Natural History Museum Chorus Deployment										MNH Chorus - Phone Configuration and Deployment			
G&M DNS & DHCP Review and Tidy	DNS & DHCP Tidy Up												
Network Switch Configuration Documentation						Switch set up Documentation							
G&M Firewall Migration	Firewall Migration												
Public WiFi Server Migration					Public Wi-Fi Server Migration								
Data Centre IP Addressing	Data Centre - Re-IP Addressing												
OBGA Public WiFi Implementation	OBGA - Public WiFi												
Upper Heyford Shelter 7 Provisioning	Upper Heyford - Shelter 7 Planning & Analysis					Wiring & Deployment							
Upper Heyford Shelter 8 Provisioning							Upper Heyford - Shelter 8						
Ashmolean Network Improvements Cast Gallery	Planning and Coordination		Work taking place										
Pitt Rivers Museum File Stores Data Migration	PRM File Store - Data												
Pitt Rivers Museum Filemaker 18 Upgrade				FM18 development server setup & testing		FM18 Deployment							
G&M IT Service Portfolio						Development & Collation of Services		Documentation					
Parks College	Planning & Analysis												
Cloud Infrastructure, Provisioning and R&D	Development and Provisioning												
Business as Usual	Quarterly Service Report			Quarterly Service Report				Quarterly Newsletter & Service Report			Quarterly Newsletter & Service Report		
Continual Service Improvement	Skills Matrix 2019	JAMF Training	TOGAF Training	CCNA Training	ITIL Foundation V4 Training		Quarterly Newsletter Creation	IT Feedback Survey sent to colleagues		Quarterly Newsletter Creation		Quarterly Newsletter Creation	Skills Matrix 2020
Sustainability Initiatives	Renewables in IT Infrastructure; Green IT; Re-use & re-purposing; Energy Optimisation; Cloud Strategy; Best Practice												
Research & Innovation	Machine learning; Hybrid cloud authentication; Voice activated services; Business dashboards; Security improvements						Machine Learning Demonstration	Image Resizing Toolkit	Machine learning; Hybrid cloud authentication; Voice activated services; Business dashboards; Security improvements				