Gardens & Museums IT

Inside this Issue

Gardens & Museums IT Contact Details

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Welcome

Welcome to Issue 2 of the Gardens & Museums IT Newsletter.

So, it's been quite a strange time since Issue 1, as the Gardens & Museums went into Lockdown along with the rest of the country, and we all tried to adjust to the "new normal".

Within this time frame lots has gone on within Gardens & Museums IT, and March in particular was an incredibly busy time for us as we tried to help you all get ready for Remote Working. As with you all the Coronavirus Pandemic has impacted our work in what we can and can't do, but despite this there has been a lot of success and activity so please read on to find out more.

Also within this issue we have looked to include some useful information which may help in your respective working from home experience.

If you would like to get in touch with any ideas or feedback please do so via: it@glam.ox.ac.uk.

Take care and keep well!

Carl

**Carl Parker
IT Service Manager
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What's been going on?

Remote Working Preparations and IT Open Sessions

The biggest element of our work over the last 3 months has been in preparations for Remote Working, and helping you all get set up and any resulting queries. A huge and very successful part in these preparations were the IT Open Sessions which we ran. As a result of these being so successful we intend to make these a regular part of our service when normal operations resume.

Support

Over the course of February, March and April we have been incredibly busy supporting you all, as the requirements and preparations for Remote Working caused a significant increase in the number of requests we received. The requests have included setting up and provisioning hardware, and creating Teams accounts . Over the course of the 3 months we have received 1008 requests (149 more than the same period last year), with 542 of these coming in March alone! Please see Page 6 for a full breakdown on this.

IT User Feedback Survey

Thank you to those who responded to the Gardens & Museums IT Feedback Survey - we received 120 responses in total. The results were excellent and the information received is incredibly helpful, and we can already see areas where we can improve. We are currently reviewing the information and will report on the results and planned service improvements in the Autumn Newsletter.

Jamf: Apple System & Support Improvement – macOS deployment

The macOS Jamf deployment is nearly complete, with almost all Gardens & Museums macOS computers added to the service. Jamf has proved pivotal in Remote Working arrangements as it allowed Apple Computers to be removed from G&M locations in the safe knowledge that those enrolled would be fully protected and secure wherever they may be. Jamf has also offered improved remote support with the Self Service application.

What's coming?

Our work over the next few months has been impacted due to the Coronavirus Lockdown, but the following activities will be taking place…

- GMIT Website – the development of the website will continue.
- Air Conditioning Maintenance – the air conditioning in the Server Rooms will be serviced.
- MNH Wiring – the wiring work will commence.
- Harcourt Arboretum Wireless – wireless installation work will begin.

Working Remotely – Updates, Tips & Tricks!

As we have been in Lockdown for some time now I'm sure you're all very much used to working remotely, but there have been some recent updates to Microsoft Teams with added new functionality, and we've also identified some tricks to hopefully improve the experience.

Recording is now available in Teams
Teams can now be used to capture audio and video. If you wish to record meetings you must complete the Recording in Teams request form, and read the video conferencing policy statement.

Further information is available on the IT Services website:
https://help.it.ox.ac.uk/nexus365/recording-meetings

Restart your Computer
Teams can use a lot of memory, particularly with video calls. It is now recommended to restart your computer daily to ensure optimum performance with Teams.

Up to 9 people visible in Teams
Microsoft has made an improvement to Teams by rolling out an update which changes the maximum number of people visible in participant view from 4 (2x2) to 9 (3x3).

Changing your Default Teams Background
You can now set your own default backgrounds in Teams. If you'd like to send yourself somewhere sunny or magical for your meetings follow the instructions below…

- **Save your image in the folder below…**
- **Windows:**
  C:\Users\YOUR_USER_NAME_HERE\AppData\Roaming\Microsoft\Teams\Backgrounds\Uploads
- **Mac:**
  ~/Library/Application Support/Microsoft/Teams/Backgrounds/Uploads
  (Click on the 'Go' menu at the top of your desktop and click 'Go to folder…').
- **Then, in teams while on a call; click the 'More Actions' (Three Dots) at the bottom, select 'Show Background Effects'**
- **The pictures you added should show up on the right hand side of the screen with the default options from Microsoft.**

Raise your Hands!
Microsoft has added the 'Raise Hands' feature!
If you've struggled getting attention in meetings when you've had something to say, pressing this will provide a visual cue to participants that something is on your mind!
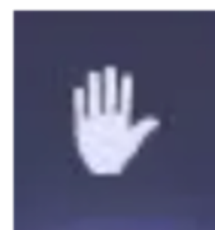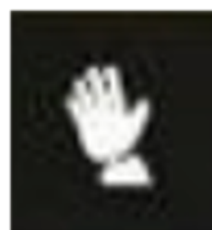
Training...

Now is a very good time for training - for those who are working, and those who have been furloughed.

The University provide a number of options for training, covering a broad range of areas and subjects. Some of the resources available to you are listed below and can be accessed with your Single Sign On (SSO) details.

People and Organisational Development (POD)

People and Organisational Development (POD) offers personal development workshop training. To browse their content please go to: https://pod.admin.ox.ac.uk/.

Centre for Teaching and Learning (CTL)

The Centre for Teaching and Learning (CTL) supports all those who teach at the University of Oxford and provides content relating to teaching and learning, please visit: https://www.ctl.ox.ac.uk/.

Molly

Molly is the IT Learning Centre's collection of self-service IT courses and resources. Molly includes the University's subscription to LinkedIn Learning and the IT Learning. Please see: https://skills.it.ox.ac.uk/molly

We have picked out some useful courses from Molly to consider undertaking.

Beginners IT: Making the most of single sign on (Course pack)
https://skills.it.ox.ac.uk/beginners-it-making-the-most-of-single-sign-on-course-pack

Email: Etiquette for working with email (Activity)
https://skills.it.ox.ac.uk/email-etiquette-for-working-with-email-activity

Nexus365: Kickoff With Teams (Course pack)
https://skills.it.ox.ac.uk/nexus365-skills-toolkit-course-pack

Nexus365: Skills toolkit (Course pack and Activity)
https://skills.it.ox.ac.uk/nexus365-skills-toolkit-course-pack-0
https://skills.it.ox.ac.uk/nexus365-skills-toolkit-activity

Keeping Busy...

These strange times have afforded the Gardens & Museums IT Team extra time at home, and as such we have looked to try out new things to keep us busy and occupied in our spare time. Please see some of our highlights thus far!

Anjanesh – Snail Invaders!

"I ordered some water plants and one snail hitchhiked in the package. It rapidly grew on the algae before multiplying. I started feeding it eggshells which made it grow even bigger, and a few days later I found a new snail in the aquarium! Any donations of wide necked glass jars welcome! And a name for snail no.1"

Alex – Bee Café

"I have set up a Bee Café in my Garden with my children to attract the bees!

The Café is composed of borage, curry plant (daisy was preferable but we couldn't get one) and lavender. We have also set up a drinking station for the bees with sugared water in milk caps."

Amanda – Crochet

"Here… my first major crochet success… much to learn and perfect but it least its growing!"

Carl – Pokemon Pavement Art

"My family and I had begun to see chalk butterflies and rainbows on the pavements and walls of our village. We decided we wanted to do something similar, and Pokemon is popular with his friends so we did that!

We weren't expecting people outside taking photos, but it was nice to provide some joy in these times!"

Service & Support Statistics – 1st February 2020 to 30th April 2020

Numbers of Requests and Response and Resolution to them

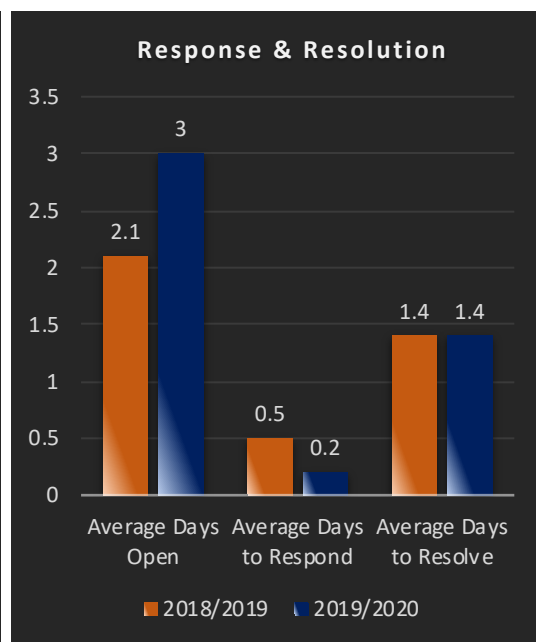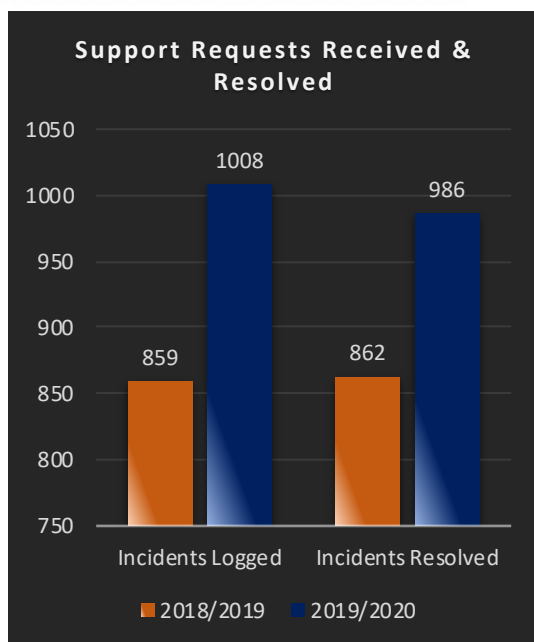|	
Support Requests Logged in Period	1008
Support Requests Resolved in Period	986
Average Days Open	3
Average Days to Respond	0.2
Average Days to Resolve	1.4
% First Call Resolution	55%

Quarter 2 (1st February 2020 to 30th April 2020) was an incredibly busy time for support requests – in March alone we received 542 requests due to working from home requirements in preparations for University Lockdown amidst the Coronavirus Pandemic.

Despite the high numbers our Response and Resolution have remained impressive, with requests being responded to on average within 0.2 days and resolved on average within 3 days.

Comparison to last year

Comparing this period against the same as last year shows a significant increase in support requests due to working from home.

Despite the added demand the response and resolution rates are similar.

Support Requests Received & Resolved

	2018/2019	2019/2020
Incidents Logged	859	1008
Incidents Resolved	862	986

Response & Resolution

	2018/2019	2019/2020
Average Days Open	2.1	3
Average Days to Respond	0.5	0.2
Average Days to Resolve	1.4	1.4

Where are the Requests coming from?

Number of Incidents at	Total	Percentage
Ashmolean Museum	327	32
Museum of Natural History	156	15
Pitt Rivers Museum	202	20
History of Science Museum	79	8
Botanic Garden & Arboretum	31	3
GLAM	73	7
Other (includes Monitoring, GMIT & GMIT Project)	140	14

Gardens & Museums IT: 2019/2020 Roadmap

Due to the Coronavirus Pandemic some of our planned work, including the Website and Jamf iOS Deployment has been delayed or has had to be re-scheduled, but plenty is still going on as you can see below.

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					GLAM iOS Deployment
Windows 10: Non-CONNECT Migration			Consultation	MNH Research Machine Migration	Commercial System Migrations								
Gardens & Museums IT Website		Consultation and Coordination						Site Planning & Development			Design		Testing & Review
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	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 Planning & Analysis				Wiring & Deployment		
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 Service Report	Spring Newsletter		Quarterly Service Report	Summer Newsletter		
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	IT Feedback Survey results		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				
Business Management Systems								Salto; Hanwell (environmental monitoring); Artifax (GLAM event management system); Visitor Counter Systems - Development & Implementation					