Gardens & Museums IT

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Gardens & Museums IT Contact Details

- Feedback: it@glam.ox.ac.uk
- IT Support Email: it@museums.ox.ac.uk
- IT Support Phone: 01865 288188

Welcome

Welcome to the Autumn edition of the Gardens & Museums IT Newsletter.

The summer has been busy with projects and activities continuing, but it has seemed particularly long at points - which I am sure is the case for lots of you in these strange times.

Having regularly visited my office at the Ashmolean throughout Lockdown, to collect equipment and carry out bits of work it has been really good to see the number of familiar faces growing as the Ashmolean prepared to once more open its doors.

It has also been great to see the Botanic Gardens, Harcourt Arboretum, and Ashmolean re-openings go so well and to show that normality, or at least new normality isn't as far away as it may appear at times!

Please read on to see what we have been up to over the Summer, and also the results from the IT User Feedback Survey.

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

Hope to see you soon!

Carl Parker
IT Service Manager
carl.parker@glam.ox.ac.uk

What's been going on?

Drone Surveys

In preparation for the wireless internet deployment at the Harcourt Arboretum we have used a Drone to survey the area.

The Botanic Gardens were also surveyed.

Salto Access Control at Harcourt Arboretum & Pitt Rivers

Gardens & Museums IT have been working closely with the Harcourt Arboretum and Pitt Rivers in improvements to building security and door control.

Other activities of note…

- Natural History Wiring Project - work has commenced and will be ongoing for a number of months.
- Shelter 7 Network in place, and Shelter 8 work has started.
- Hanwell Monitoring System deployment at Pitt Rivers and History of Science

What's coming?

Gardens & Museums IT Website

Development on the Gardens & Museums IT Website continues. The design and structure of the site is being worked on and finalised, and content is being uploaded.

Apple Service Improvements

As part of our continued efforts to improve and enhance the Gardens & Museums Apple Service throughout Autumn and Winter we will be carrying out a number of activities.

- MacOS Upgrade - we will be upgrading the version of MacOS across the Apple Estate.
- We will be looking to replace a number of the older iMacs which either have low specification or are incompatible with the latest versions of MacOS

Other activities of note…

- Visitor Counter System deployment at Pitt Rivers and History of Science
- Salto Access Control at History of Science Museum

Working Remotely

Webcam Procurement

The availability of webcams has been greatly impacted by the Coronavirus Pandemic, with increased demand through Remote Working requirements. Major webcam manufacturers, including Logitech and Microsoft are still struggling to supply retailers such as John Lewis, Argos and Amazon. With the need to work remotely continuing, and for some to mix their work between the office and home this has had significant impact upon on the University of Oxford as a whole.

IT Services are currently investigating a solution, and we continue to liaise with them on this as it is the CONNECT Desktops within our estate that do not have webcams. In the meantime, and after significant work and the support of one of our key suppliers we have managed to secure an order of 50 Logitech Webcams for GLAM which will be delivered as soon as possible. If you are impacted by this please be aware that the Microsoft Teams application can be used on Smartphones and Tablets, with the application available on the Apple App Store and Google Play Store respectively.

If you are in need of a webcam for your desktop computer please discuss directly with your Line Manager to establish your location's full requirements (taking into consideration that the 50 will need to be evenly distributed across the Gardens & Museums, so reasonable sharing will be expected) and then email it@museums.ox.ac.uk with the numbers needed.

Microsoft Teams Update

Dr Stuart Lee - Deputy CIO for IT Services, recently sent out an update on Microsoft Teams to Senior Administrators across the University including information on the service and updates to this - included below is a summary of this information. If you haven't already and would like to receive the full email, please send an email to it@museums.ox.ac.uk and we will be happy to forward.

- All staff (and students) at Oxford already have access to Teams for free, and all ongoing costs associated with Teams are already covered by the University site licence so there are no additional monthly or annual fees.
- Teams is fully integrated with other Nexus service resources such as calendars, notifications, Microsoft Forms for surveys, SharePoint and other apps and features. Teams also comes with embedded online version of Microsoft Office (Word, Excel).
- Meetings can accommodate up to 300 attendees which is suitable for most events. For larger events/conferences, Teams Live Events can accommodate up to 10,000 attendees – this is also a free resource.
- Large gallery, where you can see up to 49 people at one time is now available, and comes with 'Together Mode' which some people prefer.
- The IT Learning Centre (https://skills.it.ox.ac.uk/remote-working-personal-productivity-activity) offers help to everyone at Oxford to get the most out of Teams, and there is an active Nexus365 User Group which any member of the University can join to get advice and support.
- Teams has been approved by our information security colleagues and we are confident in its security.

2019/2020 User Feedback Survey

In March 2020 we carried out the first IT Feedback Survey across the Gardens & Museums. The aim of the survey was to establish the feelings towards the Gardens & Museums IT Provision and crucially how it could be improved.

The information displayed here is a snapshot of that received, and a full report is available to those who wish to read. Please write to it@museums.ox.ac.uk if you would like to receive this.

How satisfied are you with the G&M IT provision?

4.3 ★★★★★

This question identified a high level of overall satisfaction with 83% of responses being either Very or Quite Satisfied, with an average score of 4.32 out of 5.

The associated comments revealed some confusion over the service and who to contact.

Please rate the following aspects of the Gardens & Museums IT Provision

The responses received to this are incredibly reassuring.

We put significant energy in to our response to support requests and their satisfactory resolution.

The responses also showed a high rate of satisfaction with GMIT Communications and Security Advice.

Speed of Response — 9%, 87%
Quality of Response — 14%, 83%
Speed of Resolution — 20%, 74%
Quality of Resolution — 17%, 79%
Range of Services — 14%, 14%, 72%
Communications — 9%, 91%
Security Advice — 7%, 91%

Legend:
- Very Good to Excellent
- Average to Quite Good
- Poor
- Not Sure
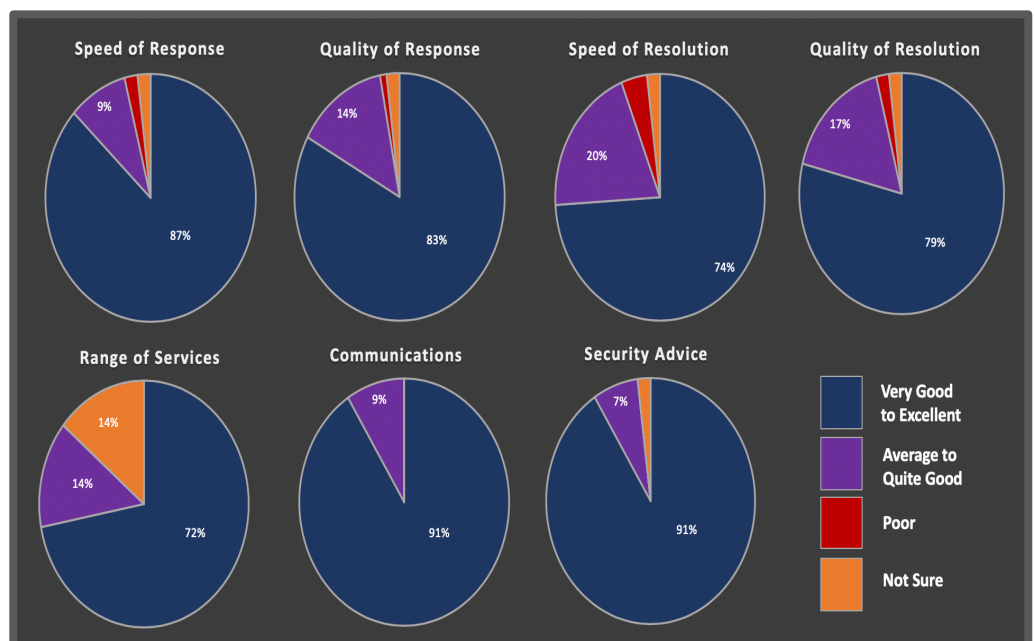
2019/2020 User Feedback Survey

Throughout the survey and in reviewing the results we have seen that generally the feelings towards the Gardens & Museums IT provision is incredibly positive. Despite the positive results there are a number of concerns which many of our colleagues have, or areas of the provision which need development. The following were noted a number of times in the comments.

- **Knowledge of Gardens & Museums IT Team and services available:**
- **How to Get Support, Who to Contact and Requests going to incorrect team:**

The following changes or new services will be implemented, with details of how the adjustments will look to address the identified issues.

Gardens & Museums IT Website

We are currently in the process of developing a Gardens & Museums IT Website.

- The Website will include information on the members of the Gardens & Museums IT Team including our names, roles and specialisms.
- The Website will include information on the various IT services and systems which are utilised throughout the Gardens & Museums, and how these are supported.
- The Website will contain extensive guidance on which team to contact for what service, or the appropriate method for accessing support.
- The Introduction to IT document will be hosted on the Gardens & Museums IT website alongside other guidance documentation.

Gardens & Museums IT Open Sessions

We carried out Open Sessions before Lockdown to assist with preparations for Remote Working. Due to the success of the Open Sessions we will introduce these at each site on regular occasions (when normal operations resume).

- The Open Sessions will give us the opportunity to meet you all in person, and for us to offer face to face guidance and support.
- New starters will be encouraged to attend the Open Sessions to meet the Gardens & Museums IT Team and so that we can talk through IT in the Gardens & Museums.

Support process change with IT Services

We have agreed with IT Services that where possible support requests (this will not be appropriate with all requests, particularly those which will be complicated by multi person involvement) which have come to the incorrect team can be re-directed to the correct team to reduce some of the frustration of being "bounced around" and the delays in resolution. In such an instance we will contact our colleague to inform that the request has been directed to another supporting team and provide guidance on why.

Service & Support Statistics –
1st May 2020 to 31st July 2020
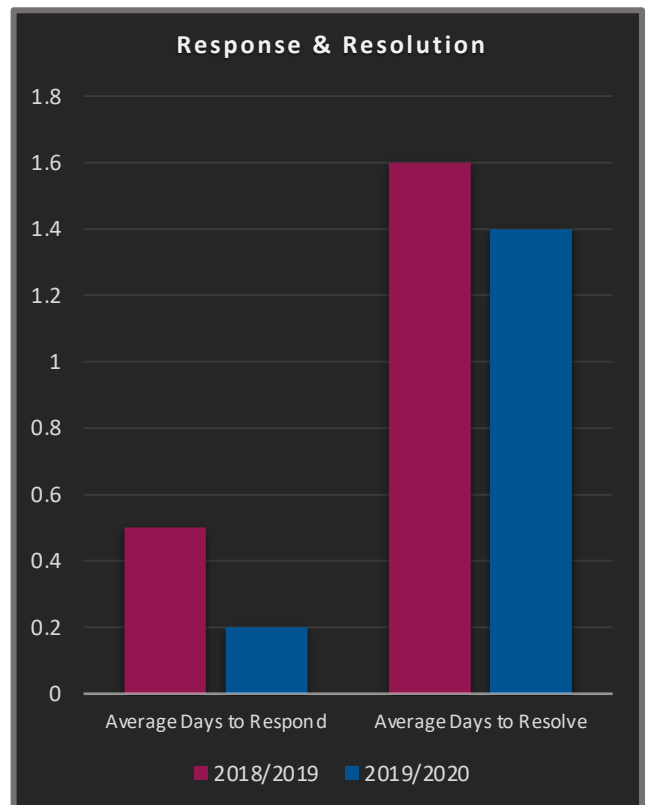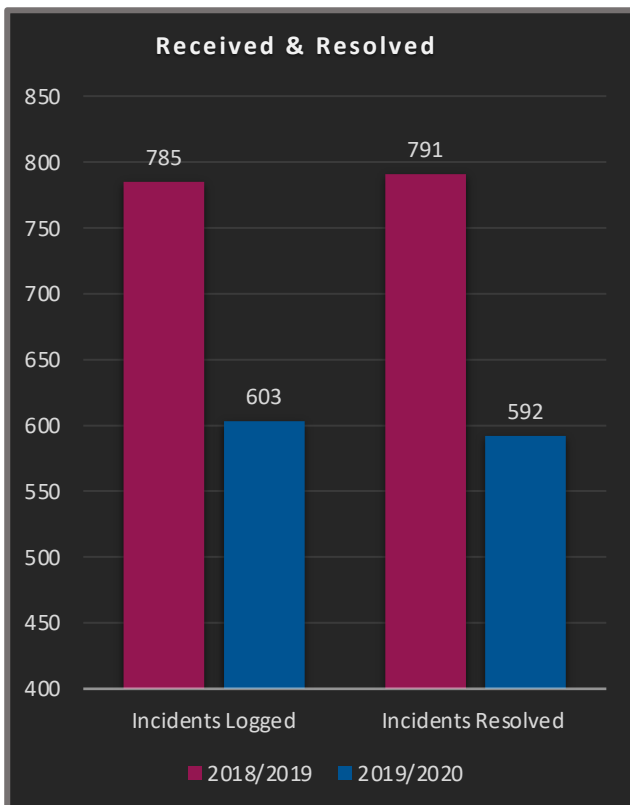
Numbers of Requests and Response and Resolution times

Support Requests Logged in Period	603
Support Requests Resolved in Period	592
Average Days to Respond	0.2
Average Days to Resolve	1.4

Quarter 4 of the 2019 to 2020 Academic Year was quieter than in previous as a result of the Coronavirus outbreak.

Colleagues were more comfortable with Remote Working, and significant numbers had been Furloughed. Despite this the period was still very busy, and requests received were often more complex due to the nature of supporting our colleagues remotely, and operational changes at locations.

Comparison to last year

The number of Support Requests received in this quarter is lower than the same time period in 2018/19. The time it took to Respond to each request has improved and the length of time to resolve is also shorter despite the increased complexity of requests and supporting remotely.

Received & Resolved

	2018/2019	2019/2020
Incidents Logged	785	603
Incidents Resolved	791	592

Response & Resolution

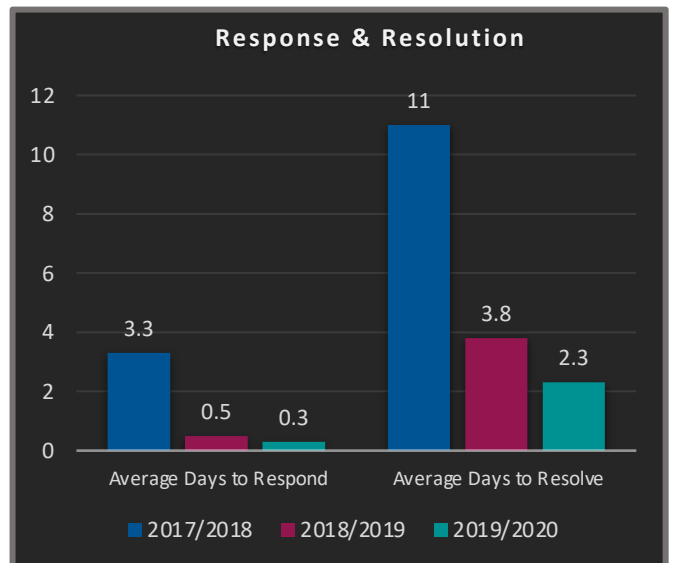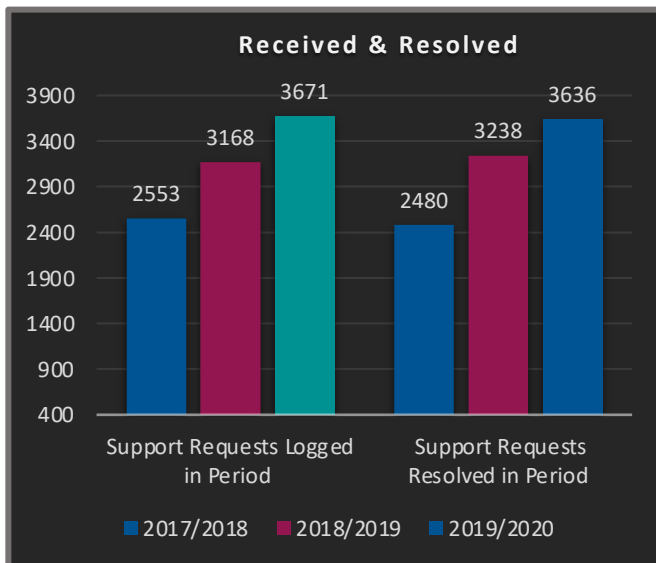|	2018/2019	2019/2020
Average Days to Respond	0.5	0.2
Average Days to Resolve	1.6	1.4

Annual Service & Support Statistics – 1st August 2019 to 31st July 2020

The 2019/2020 Academic Year has once more been very busy in the Gardens & Museums, with significant progress being made across a number of areas including Service and Support.

The number of IT support requests have Increased (16% on 2018/2019) once more as operations and developments across the estate have grown and continue to rely on new technologies and IT. In line with the growth, the number of personnel have grown as have the number of computers in use.

Support Requests Logged in 2019/20	3671
Support Requests Resolved in 2019/20	3636
Average Days to Respond	0.3
Average Days to Resolve	2.3

Received & Resolved

- Support Requests Logged in Period: 2017/2018 = 2553, 2018/2019 = 3168, 2019/2020 = 3671
- Support Requests Resolved in Period: 2017/2018 = 2480, 2018/2019 = 3238, 2019/2020 = 3636

Legend: 2017/2018, 2018/2019, 2019/2020

Response & Resolution

- Average Days to Respond: 2017/2018 = 3.3, 2018/2019 = 0.5, 2019/2020 = 0.3
- Average Days to Resolve: 2017/2018 = 11, 2018/2019 = 3.8, 2019/2020 = 2.3

Legend: 2017/2018, 2018/2019, 2019/2020

Despite the increase in support demand our Response and Resolution has once more improved, showing our continued efforts to provide an efficient and responsive Customer Service experience.

Location	2019/20	Percentage
Ashmolean Museum	1199	32%
Museum of Natural History	465	13%
Pitt Rivers Museum	576	16%
History of Science Museum	324	9%
Botanic Gardens & Arboretum	112	3%
GLAM Divisional Office	333	9%
Other (Including Monitoring, GMIT & GMIT Project)	662	18%

Keeping Busy...

After the success of this page in the last issue, I've added some 'Keeping Busy' snippets from over the Summer of what we've been up to in these strange times.

Socially distanced get together

"Having been remotely working, but not being able to see each other (other than via Teams or on fleeting visits) we were very keen to meet up once the Lockdown rules began to ease and meeting up became an option once more.

It was incredibly revitalizing to actually see each other face-to-face, and something which we all very much benefited from."

Pavement Art Take 2

"After the success of the Pokemon Pavement Art, my Son and I were keen to carry out some more.

Sadly the weather wasn't with us so what we managed to do didn't last long, but were still very popular".

2019/2020 GMIT Roadmap

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 ServerMigration							
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		Annual 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	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				