Gardens & Museums IT

Inside this Issue

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If you require this document in an alternative format please contact us via it@museums.ox.ac.uk

Welcome

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

This is the 5th Newsletter we have produced, which means we have been doing this for a year now, and what a year it has been!

It feels like so much has happened since the last issue at the beginning of December, but at the same time it also feels the opposite too with the current Covid limbo and the Winter Lockdown. Fortunately the weather is now beginning to look up, and hopefully the recently announced Covid Roadmap will provide relative assurance and confidence that things are finally (fingers crossed) getting better!

From an IT perspective a lot has gone on over the last few months with significant progress across a variety of activities and projects. Please read on for news on what we have been up to, as well as an update on the SSO Multi-factor Authentication project.

Thank you for taking the time to read , and if you have any feedback or questions please do get in touch.

All the best

Carl

**Carl Parker
IT Service Manager**

What's been going on?

Webcams & Remote Working

Over the Holiday period we took delivery of the long-awaited webcams. IT Services have committed to providing webcams to CONNECT Desktop users and have liaised with Senior Administrators directly. If you do not fall into this category and require a webcam (or other piece of equipment), including using with your own machine at home, please get in touch via it@museums.ox.ac.uk to discuss.

Botanic Garden Public Wi-Fi

Public Wireless access has been launched at the Botanic Garden, and is available at the Charlotte Building and all Greenhouses. The implementation of this service included the upgrade and physical relocation of the backend infrastructure from the to the University Shared Datacenter.

Ashmolean CMS (Content Management System) Project

A major step forward has been achieved in the Ashmolean CMS Project with the establishment of a backup pipeline with the CMS service provider Zetcom. This advancement is a success for the Museums and the University, with interest shown in applying this technology to other services.

Natural History Wiring Project

Extensive background work is occurring, including the setup of phones and configuration of data and phone network switches. This will provide around 700 new connections across the building.

History of Science Museum Online Collections

The HSM Online Collections project has begun. The implementation of the solution, as well as its high-level design is currently in discussion.

PRM Textile Store

Wireless access has been provisioned in the Pitt Rivers textile store based at the department of Physics; Enabling secure access to the collections databases.

Sustainability

As part of reducing our carbon footprint Gardens and Museums IT have changed from a diesel to an Electric Vehicle, which has been supported by the University Sustainability Team. We are also investigating new approaches to reduce electrical consumption within infrastructure, including the monitoring of air conditioning and cabinets across the Estate.

Other activities of note...

- Botanic Garden's Display PC - A Display PC is currently being configured for use in the Staff Room.
- Ashmolean Lower Ground project - Networks have been re-directed to facilitate office moves.
- Harcourt Arboretum - Trenching works to discreetly lay cable in the ground have been completed. We are now awaiting custom boxes to be made to hide the wireless hardware.
- GMIT Service Management Software - this has been reviewed with a number of changes made to refine and optimize its use and the data obtained.
- Single Sign On Multi-factor Authentication - please see Page 3
- Gardens & Museums IT Website - please see Page 4

SSO MFA: Update & Secondary Accounts

The implementation of Multi-factor Authentication (MFA) on our Single Sign-On (SSO) accounts is progressing well across the University. As we enter the Spring, the project moves into its final stages with the completion of MFA on personal accounts in March and then onto the implementation on Project and Secondary Accounts.

Please see: https://itservicesprojects.web.ox.ac.uk/multi-factor-authentication-project for a full overview of the project.

Personal Accounts

The schedule for the remaining personal accounts (P to Z and those delayed) can be seen below. If this includes you I would advise reading the information here: https://itservicesprojects.web.ox.ac.uk/multi-factor-authentication-project beforehand, but you will be contacted in advance by the Project Team with the exact date and steps for preparation. Please do find the time to read these emails as doing so will make the transition easier.

Surname Start	MFA Enabled Date
P	Monday 1st and Tuesday 2nd March 2021
Q	Tuesday 2nd March 2021
R	Wednesday 3rd and Thursday 4th March 2021
S	Monday 8th, Tuesday 9th and Wednesday 10th March 2021
T	Thursday 11th March 2021
U and V	Monday 15th March 2021
W	Monday 15th and Tuesday 16th March 2021
X and Y	Tuesday 16th March 2021
Z	Wednesday 17th March 2021
Delayed	Wednesday 17th March 2021

Project/Secondary Accounts

Project or Secondary Accounts are those which are utilized by a number of people, either as a shared mailbox or for a specific task or project, and the implementation of MFA on these accounts has caused a number of questions from the University IT community. These questions are currently being reviewed, and once all are suitably answered a process and schedule will be instigated.

When we have any further information on this we will update via email, but in the meantime if you are an Account Owner for a Project or Secondary mailbox please consider the following...

- Is the account still required?
- How is the account accessed (Outlook; Outlook Web Client)? And how frequently?
- What it is used for?
- Who accesses it? Or makes use of it?

The answers to these questions will likely impact further steps, and whether MFA is required.

Gardens & Museums IT Website

During my time in the Gardens & Museums IT Team I have always been looking at ways and means to make information - especially in relation to support - readily available to you all. This has been even more important as the IT provision within the Gardens & Museum is so varied, and at points quite complex.
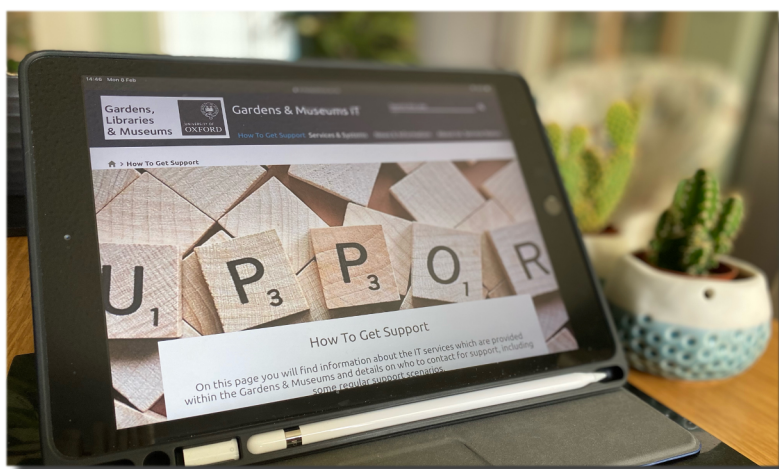
Although the 'Introduction to IT' document was a step forward in this, it was always more of a stepping stone towards our own website.

Throughout 2020 we were working on the Gardens & Museums IT website and I am delighted to say that this is now available to you all, and can be viewed here: https://it.museums.ox.ac.uk/.

The site covers a lot of different IT areas and useful information including…

- How to obtain support: https://it.museums.ox.ac.uk/how-get-support
- Contact details and information on the Gardens & Museums IT Team: https://it.museums.ox.ac.uk/about-us
- Information and guidance on commonly used Systems and Services, including Email, Networking, Jamf and Connect: https://it.museums.ox.ac.uk/our-services
- News, Updates and Documentation, including Newsletters, Communications, the Introduction to IT Document and Quarterly Service Reports: https://it.museums.ox.ac.uk/news-and-information

Please do add the website to your Internet Favourites so that the site, and the information contained is easily available to you - as you may find the answer to your question is already there.

And as with any website, additional content will be regularly added. If you think of anything which you would find particularly beneficial to be included please do get in contact via it@museums.ox.ac.uk.

Providing Apple computers with Zero-touch configuration

When we developed and implemented the Gardens & Museums Jamf Apple Service in 2019 and 2020 our main aim was to enhance the security of the Apple devices in line with University Information Security and to improve how we support Apple devices, and our colleagues who use them.

We always knew that the Self Service Application deployment would be beneficial, as would the automated configuration of devices, but both have proved incredibly vital during the Covid-19 Pandemic and the onset of working from home. And this includes the provisioning of new equipment.

Jamf has allowed new Apple equipment to be purchased directly from XMA (the University's preferred Apple supplier) and delivered directly to the end-user. From there the device can be added to our Jamf system via serial number or through visiting a website. The device will then begin automatic configuration in line with University requirements, including Encryption and Antivirus as well as installing other software such as the Microsoft Office suite. This all occurs without a single physical touch (or a remote interaction) from a Gardens & Museums IT team member!

> "Given that the timing of the MacBook arriving coincided with going into a third lockdown, it was a huge benefit (and relief!) that this could all be organised remotely with no further delays. Big thanks again for all the support from both Carl & Amanda."
>
> **Helen Ward - Ashmolean Museum**

Being able to provide Apple computers in this way during the Pandemic has been incredibly important from an operational and safety perspective - allowing orders to be delivered and set up with none to little physical contact along the way. A similar solution is currently in development for iPads, which we hope to be trialing with the Botanic Garden and Arboretum shortly.

We are also looking to further improve the Apple Service through other Jamf functionality including Single Sign On Log in. Please keep an eye out for future service developments and announcements on this!

Spotlight: Enabling seamless login for Digital Apps

Anjanesh has been working very closely with Museum CMS and DAMS Project Team for the new Collections Management and Digital Asset Management Systems. Marcus Cheetham (Project Manager) has kindly produced an outline of the work which is taking place.

Single Sign-On (SSO) will be implemented for the new online museums' Collections Management Systems (for Ashmolean and PRM) and Digital Asset Management Systems (for Ashmolean, PRM and HSM) as part of the CMS & DAMS Implementation Project. This avoids creating another set of user credentials and brings these systems into line with other major University online services. This implementation provides centralised account management, improved usability, traceability of users, audit capability and various security features. All in all, a step change to the solutions and practices these systems are replacing.
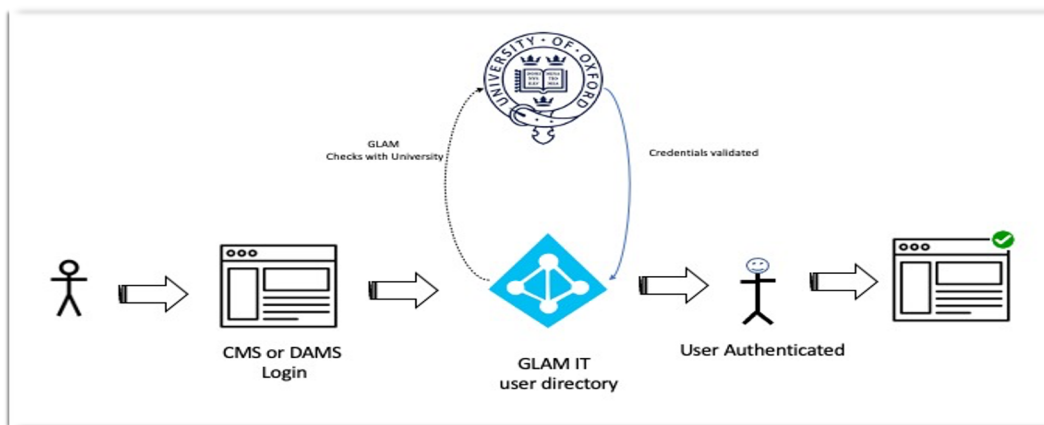
This SSO work has been implemented in association with Gardens and Museums IT and will build upon their use of Microsoft's (Azure AD) identify management tools, which are central to the University's Identify management strategy.

This work is ahead of the University's solution but will be merged with the University approach when this is ready. Initially, to simplify rollout, MFA will not be enabled. This will follow a few months later.

Marcus Cheetham
Museums CMS & DAMS Implementation, and Collections Online, GLAM Digital Programme

Service & Support Statistics –
1st November 2020 to 31st January 2021

Quarter 2 of the 2020 to 2021 (1st November 2020 to 31st January 2021) Academic Year was a very busy time for the Gardens & Museums IT Team with the demand for IT support continuing to be very intensive despite an extended holiday period and sites being closed for significant periods of time.

Support Requests Received in Period	901
Support Requests Resolved in Period	909
Average Days to Respond	0.3
Average Days to Resolve	2.6

The number of requests Received and Resolved were both higher than in Quarter 1 of this Academic Year (848 Received, 855 Resolved) and the same period in the 2019/20 Academic Year (882 Received, 891 Resolved). Response and Resolution remains incredibly positive despite the increased requests and the increased complexity of working and supporting remote users.

The team coped amazingly during this high pressured time balancing the continued high demand for support alongside project work and their own personal demands.

Requests Received & Resolved

Response & Resolution
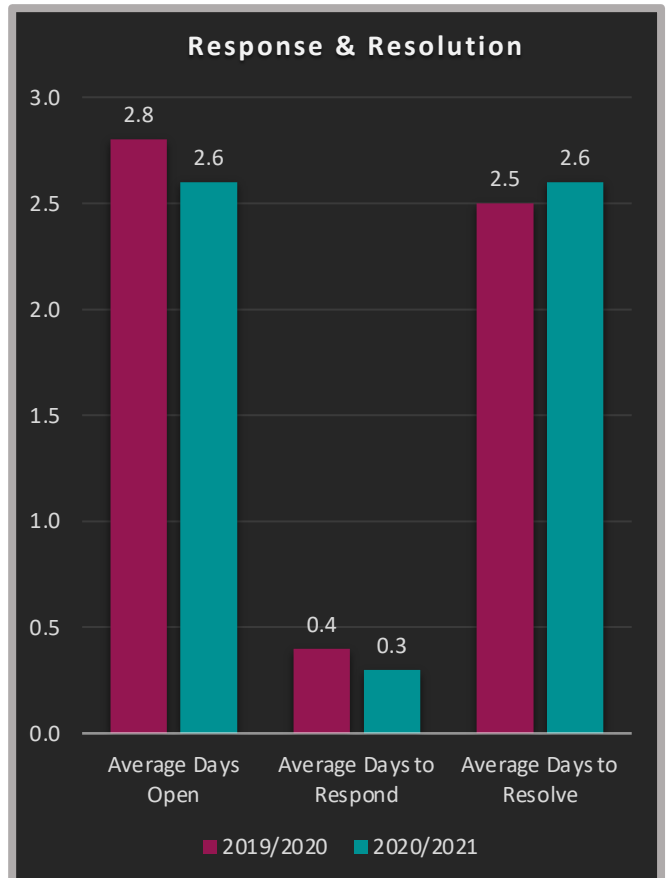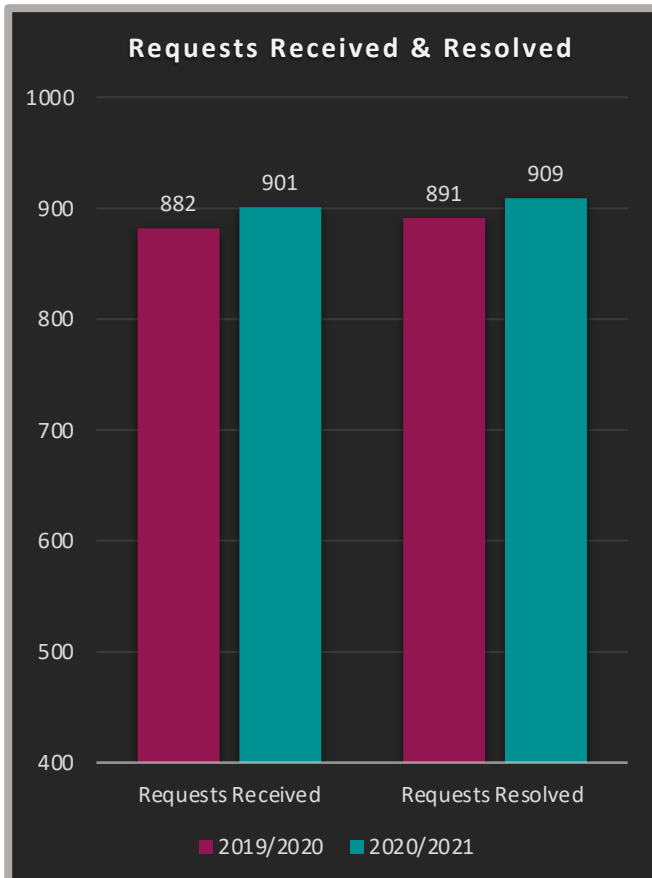
2020/2021 GMIT Roadmap

Project/Activity	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	2021/2022
INFORMATION SECURITY													
JAMF: Apple Management Service	Jamf SSO Integration		MacOS 10.15 Upgrade			Gardens & Museums: iOS Jamf Deployment *			MacOS 10.16 Testing		MacOS 10.16 Upgrade		
Identity and Access Management	Jamf SSO Integration	Zoho Vault SSO	Restorepoint SSO	AWS Single Sign On	VDC Single Sign On	CMS DAMS SSO	Self Managed Computer SSO		Artifax SSO				
SSO Multi-Factor Authentication			Work with IT Services to provision and support MFA Implementsation - includes comms, support, liaison, meetings, documentation										
Windows 10 Upgrade (non-CONNECT)				PRM Security Machine Win7 to Win10	Self-Managed Win10 Update	Commercial POS Win10 Update							
GLAM Password Management	Service Configuration	Service Deployment											
GLAM VPN	Design and planning	Testing and implementation		PRM Archive Server Access									
BUSINESS AS USUAL													
Reporting & Communications	Quarterly Service Report	Autumn Newsletter		Quarterly Service Report	Winter Newsletter		Quarterly Service Report	Spring Newsletter		Quarterly Service Report	Summer Newsletter	DNS Audit	
OSM - Review & Change			Current Service & Category Review	Establish required Services & Categories	Implement Changes								
Asset Management						DNS Audit		G&M - All sites Equipment Audit					
Pitt Rivers Museum Filemaker 18 Upgrade		FMS Deployment		FM Pro Deployment									
SERVICE IMPROVEMENT													
Continual Service Improvement	Quarterly Newsletter Creation	Skills Matrix 2020		Quarterly Newsletter Creation			Quarterly Newsletter Creation		IT Feedback Survey sent to colleagues	Quarterly Newsletter Creation	IT Feedback Survey results		Skills Matrix 2021
Apple Service Improvement	iMac provision analysis	Procurement & Inventory	Imaging	Deployment				Apple SSO Implementation *					
Gardens & Museums IT Website		Design & Development	Content Creation & Upload	Go Live						Site Review & Implementation			
INFRASTRUCTURE IMPROVEMENT													
Public Wi-Fi		Server Move to University Datacentre	Switch Move to University Datacentre	OBG Go Live *									
Infrastructure Improvements	Op Manager Service Configuration	PRM Converged Network				Op Manager Service Deployment		Cruz Training		Cruz Deployment *			
Cloud Services		Design , Develop and Optimise - ongoing work with AWS and Azure Active Directory along with consultancy to Projects.											
Hanwell Condition Monitoring System	Hanwell Rollout : Botanic Gardens		Hanwell Rollout : Harcourt Arboretum		Hanwell Mobile Application to G&M Locations								
Infrastructure Auditing and Documentation	Firewall Audit		Switch Auditing and Documentating *	IP Addressing *		Infrastructure Documentation *	Firewall Training						
Harcourt Arboretum Wi-Fi Implementation	Drone Photogrammetry	Council planning	Initial Rollout *	Deployment and commissioning *									
Upper Heyford Shelter 7 Provisioning	Wireless and phones												
Upper Heyford Shelter 8 Provisioning	Testing , Deployment and Comissioning												
Natural History Museum Wiring		Cabling and Switch deployment *											
Natural History Museum Chorus Deployment			MNH Chorus - Phone Configuration and Deployment *										
Visitor Counter System	Visitor Counter System Deployment		PRM Deployment	Live Occupancy System Deployment	HSM Deployment *			Explore rollout to other GLAM Locations					
Access Control systems	SALTO Deployment - Harcourt	SALTO Deployment - PRM	SALTO Deployment- HSM *	SALTO Cabinet Access Pilot	Net2 - Harkness *	SALTO Documentation *							
PROJECTS													
Gardens & Museums Microsites Project (106 sites)		Project to run throughout 2020/21 - items will be added and updated as planned and progressed											
Research & Innovation		Project to run throughout 2020/21 - items will be added and updated as planned and progressed											
CTRC (Reuben College)		CTRC / Project to run throughout 2020/21 - items will be added and updated as planned and progressed											
Sustainability Initiatives	Plastic Free Cabling - PRM	E-metering	Aircon Comms Cabinet - MNH	Renewables in IT Infrastructure; Green IT; Re-use & re-purposing; Energy Optimisation; Cloud Strategy; Best Practice									
OBGA Display/Interactive			Liaison, Guidance & Hardware Quotations		Computer configuration and deployment								
OBGA Education iPads			Liaison, Guidance & Hardware Quotations		Procurement; iOS devopment; deployment								
CMS - MUS764 DAMS - MUS764 Picture Library - MUS770 Infrastructure - G&M MUS561 Microsites - MUS739 Digital Preservation Online Collections - MUS765 Commercial Systems & Operations Stores Move Project OBGA Digitial Displays Ashmolean Lower Ground Gallery													

Please Note: Some tasks *may* be rescheduled in the event of further Covid-19 restrictions.