Gardens & Museums IT

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Welcome

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

I always find myself eagerly waiting for the Summer in the hope that the time will provide an opportunity to catch one's breath and recuperate, but this summer has been anything but restful. Usually this period is a little quieter than others, but on this occasion we have continued to be incredibly busy, and the demand for support has been exceptionally high.

The topsy turvy nature of the past year has meant many projects have taken longer to complete, or the periods to deliver have been brought forward meaning that much support, engagement and coordination has been required from the team over the summer - some of which is detailed in this newsletter.

The biggest piece of news coming from the team is the sad departure of Anjanesh. Anjanesh has been such a massive part of the team and critical to what has been achieved since the creation of the Gardens & Museums IT Team. Anjanesh's departure is discussed more on Page 3, titled 'Goodbye Anjanesh!'

Please read on for more details on what we have been up to, and what to expect from Gardens & Museums IT in Autumn 2021.

Thank you for taking the time to read (I'm aware it's a long one) and all the best

Carl

Carl Parker
IT Service Manager

What's been going on?

WIFI Service Migration & Update
The WIFI hardware across the Museums has been migrated to a new platform, and the access points updated. Alongside this a number of non-communicative access points have been successfully returned to service.

Apple iOS Management
Over the summer our Apple Jamf service has been extended to include iOS device management, with a number of iPads now secured and managed through this.

Microsculpture Interactive at the Museum of Natural History
The Microscuplture Interactive at the Museum of Natural History suffered a fault and on investigation it was operating on unsupported hardware and operating system. The interactive has now been migrated to a new computer, and after testing (with great assistance from my bug obsessed son!) the system was documented and put in to active service.

Firewall Upgrade
The two Gardens & Museums firewall units were combined to provide added resilience for Gardens and Museums network. Also an audit of all firewalls was carried out with necessary system updates installed.

ITIL Training
Haas and I have recently furthered our ITIL training. I undertook the 'ITIL 4: Create, Deliver, Support' intermediate course and Haas the 'ITIL 4: Direct, Plan, Improve' Intermediate course.

And what's coming?

Apple Computer Replacement
The Apple Computer Replacement will continue throughout the Autumn, having been put on hold over the summer due to demands in other areas.

Windows 11
The latest version of Windows (Windows 11) is available from the 5th of October. On release we will begin to test, in view to deploying on non-CONNECT devices in the New Year.

Oxford Botanic Garden & Arboretum iPads
32 Apple iPads have arrived for outreach work at the Botanic Garden and Harcourt Arboretum. We will be busy adding them to our newly created Jamf iPad service, and configuring in line with the requirements of OBGA.

Equipment Audits
Over the coming months we will begin to audit the IT equipment which is onsite. This process will consist of checking device information within our database, whilst also adding the information from IT infrastructure equipment (switches, UPS etc) across the Gardens & Museum.

Goodbye Anjanesh!

The 31st of July marked the end of an era. Not just for Gardens & Museums IT, but for GLAM and the University as a whole with the sad departure of Anjanesh Babu.

For those who had the honour of knowing Anjanesh or working directly with him you will know how incredible he is in so many different ways, and that he has achieved so much during his time within the University as a member of the Gardens & Museums IT Team, and before that the Ashmolean IT Team.

Through his technical leadership we have moved from stabilising the IT infrastructure, to extending and improving our networks and standardising systems across the Gardens & Museums, whilst adopting and driving the use of Cloud based technologies and services. Anjanesh has also been pivotal in the exploration and inception of green IT methods, and investigations in to machine learning and artificial intelligence.

Although his technical prowess is evident for all to see and will be impossible to replace, it is actually his good character, approachability and supportive nature that will be most missed.

I knew Anjanesh before I moved to GLAM having attended a week long training course in February 2014 where he was also an attendee. It was on this course that I got to experience the technical skills and aptitude which he possesses, but more crucially how friendly and supportive he is.
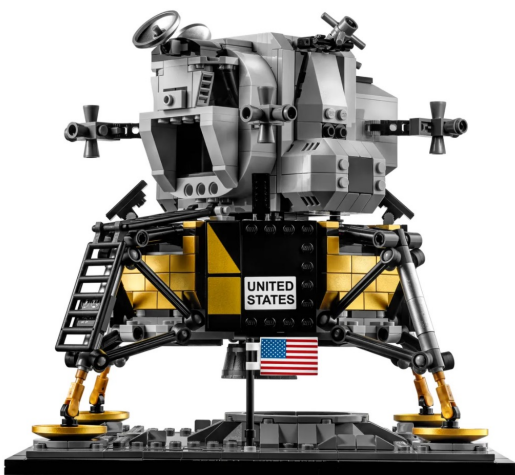
Unbeknownst to Anjanesh (and Haas) it was actually this positive experience which made joining GLAM and the Gardens & Museums IT Team a simple choice to make. Knowing that such a supportive, warm, knowledgeable and ever kind person was part of the team was an incredible comfort, and it was also this kind and ever supporting nature which made my integration so much easier.

We gave Anjanesh a good send off to thank him for all that he has done, and tapped in to his love of NASA by giving him (to his delight) a Lego Lunar Landing set.

We will all miss Anjanesh very much. He leaves an incredible legacy behind him, and we wish him all the success in his new role and his future.

Hybrid Working - Equipment Update

In the last Newsletter I wrote about three Hybrid Meeting options which had been purchased and were currently being tested, and it seemed pertinent to give an update on how the products were fairing. If you would like to give any of the options below a try (both Jabra options have been documented) please get in contact via it@museums.ox.ac.uk and we can look to organise where possible.

Meeting Owl Pro

I am happy to report that the Meeting Owl Pro has proved very popular, and due to its popularity at times has become difficult to pin down its location - there was concern that it had actually grown wings and flown away at one point!

As a result of this we haven't been able to carry out any further testing, but feedback has been great and there is much love for the Owl!

Further information can be found here:
https://uk-shop.owllabs.com/products/meeting-owl-pro
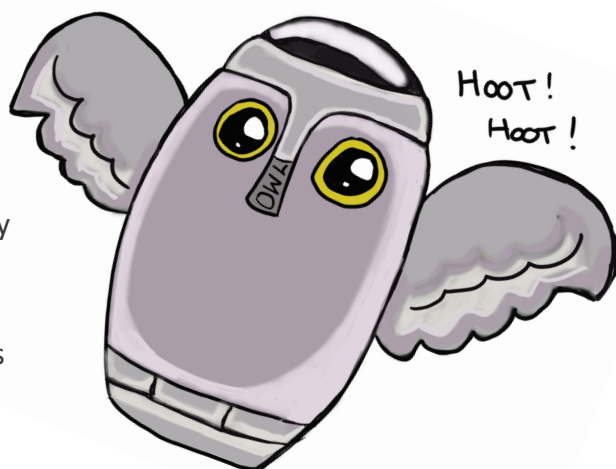
Jabra PanaCast & Speak 710

We have carried out further testing with the PanaCast & Speak 710 and it has proved itself to be a flexible, portable and easy to set up solution for meetings of up to 3 people.

Further information on the Jabra PanaCast & Speak 710 can be found here:
https://www.jabra.co.uk/business/video-conferencing/jabra-panacast#/#8100-119

Jabra PanaCast 50

We recently took delivery of the PanaCast 50 video bar and were instantly impressed with the sound and video quality. We tested in meetings and also tested the sound quality with music and film.

Due to its size it isn't portable like the PanaCast, but would prove a great solution in a small room connected to a TV and Computer.

Further information is here: https://www.jabra.co.uk/business/video-conferencing/jabra-panacast-50##8200-237

CODE42 - Backing up your Data!

After a successful trial CODE42 has become the University of Oxford provided data backup and restoration service for single use machines, replacing the HFS TSM product.

During the trial phase it was only available for previous HFS users, but I am happy to say that it has now been made available for use by all University members with an SSO Account and is the recommended tool for securing University data on personal or single-user computers, like your desktop and laptop at work or home.

Gardens & Museums IT have been testing the software since it became available and have been impressed by how easy it is to use and how efficient the backup process is, whilst not being a burden on the machine's performance. The service offers many benefits, some of which are detailed below.

Benefits of Code42 Cloud Backup

- You can backup from anywhere to the CODE42 Cloud, and you do not need to use the VPN.
- CODE42 automatically backups in the background by default every 15 minutes.
- It offers unlimited storage and no daily limits to how much you can backup.
- Data from up to 4 machines can be backed up through your personal account.
- It offers easy backup configuration and a simple and intuitive interface.
- CODE42 is a more secure backup solution than an external drive.
- Quick data restores and the ability to restore your data from one machine to another, including cross platform (Windows to MacOS and vice versa).
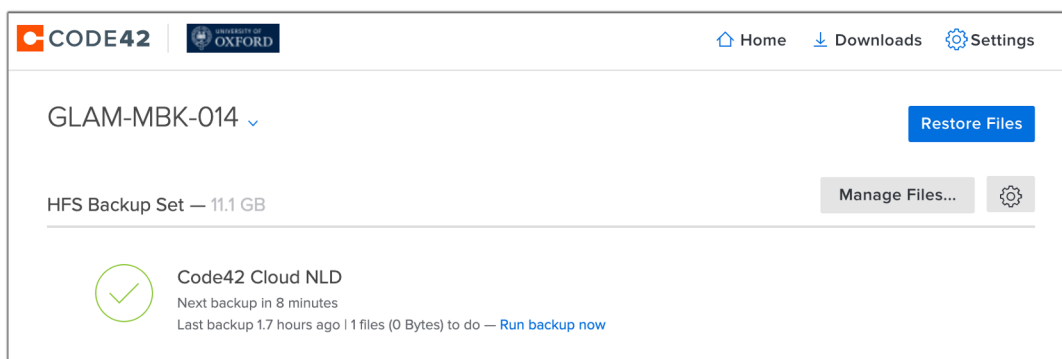
Those using CONNECT already have the benefit of having their data backed up through the CONNECT Service (except any files stored on the C Drive). For all others we strongly advise the use of CODE42. For our Apple users we have already made the application available via Jamf Self Service.

The CODE42 Service is fully detailed here: https://help.it.ox.ac.uk/hfs-code42-cloud-backup-service , including instructions on how to set up. If you would like to know more, or discuss getting it on your computer please email: it@museums.ox.ac.uk .

Red, Amber, Green...

Like many, the Gardens & Museums IT Team have been working on site throughout the Pandemic, and throughout this time the team have had understandable concerns and anxieties about being on site. With Covid restrictions being eased and on site operations increasing across the Gardens & Museums we have seen an increase in our on site working demands.

With this in mind it seemed pertinent to establish ways and means to communicate how we are feeling about Covid and levels of contact. Many different methods were considered, including comms across the Gardens & Museums and a statement on our website. But, we have decided upon using coloured bands and the red, amber, green system to provide a visual cue to those around us of how we are feeling at any point in time.

Now, we'd love to take full credit for this initiative - particularly as there has been so much positive feedback since the original email announcement - but this is actually something that one of our suppliers (Jamf) was doing with success and we thought we would try.

The use of each colour is not fixed, and you may find that members of the team utilise different colours on different days based on current feelings, which will be impacted by news, infection levels and personal situations. The colours indicate the following...

Red

We have concerns, and although happy to be onsite would prefer colleagues to distance (where possible).

Amber (Orange)

We are relatively happy, but prefer social distancing to be respected of 2m.

Green

We are fully comfortable with being on site, and are happy working with acceptable close contact in line with University regulations.

If you would like to hear more about how this is going, or where we purchased the bands from please do get in touch via it@museums.ox.ac.uk . And we really appreciate your support with this.

Ashmolean Museum AV Improvements

The Ashmolean Museum have been very busy over the summer introducing new audio visual aspects to galleries and in improvements to the Headley Lecture Theatre. Gardens & Museums IT have been heavily involved in these improvements, and are incredibly impressed and proud of the results. Please see below for further details.

Gallery 19

Gallery 19 has recently been renovated, with the installation of a number of video displays and interactives. Although the installation was carried out by an external supplier (Reflex) Dan offered great assistance in coordinating and supporting the work. Thank you Dan.

Public Engagement Research Interactives

2 new iPad interactives have been installed at the Ashmolean Museum.

The project has involved lots of engagement and work to deploy, with procurement even proving to be tricky due to a national iPad shortage.

The iPads are some of the first in the Gardens & Museums to be deployed through our iOS Management Service, which is a recent extension to our Apple Service. A massive thank you to Alex for his part in this.

HLT AV Refurbishment

The Audio Visual Equipment has recently been replaced in the Headley Lecture Theatre, with additional functionality (including cameras) added. The HLT Lectern PC has also changed with a brand new high-spec All in One PC installed.

To ensure optimum performance new network infrastructure (cabling and switches) has also been installed to ensure optimum connectivity.

Fulfilling this has involved collaboration from lots of different personnel and teams - congratulations to all involved.
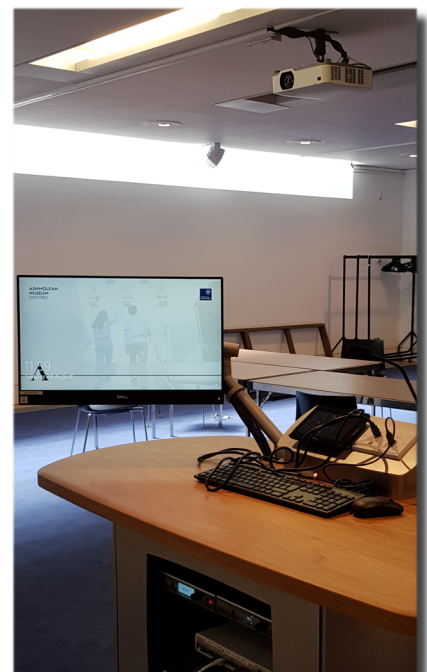
Service & Support Statistics –
1st May 2021 to 31st July 2021

Quarter 4 of the 2020 to 2021 Academic Year has once more been an incredibly busy time, with demand for support being very high. This was particularly evident with requests relating to Collections Management (97 requests),

Support Requests Received in Period	**1184**
Support Requests Resolved in Period	**1194**
Average Days to Respond	**0.3**
Average Days to Resolve	**2.2**

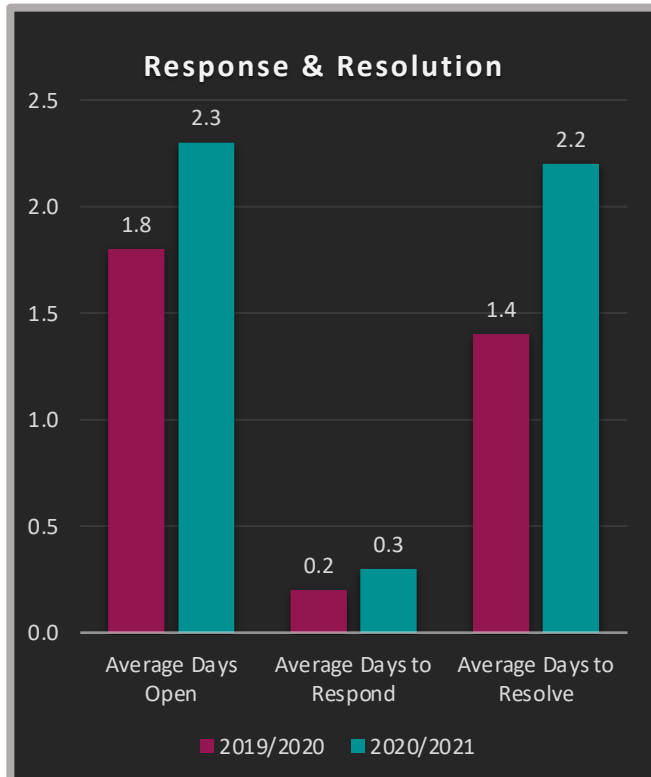User Account queries (95 requests), Networking activities across G&M (210 requests), the Apple Service (109 requests) and Software Support (108 requests).

Significant effort and work also took place in the areas of Finance and Procurement (62 requests) with end of financial year activities taking place and many wanting to utilise available funds on IT equipment and needing guidance and support with this.

Requests Received & Resolved

Requests Received: 603 (2019/2020), 1184 (2020/2021)
Requests Resolved: 592 (2019/2020), 1194 (2020/2021)

■ 2019/2020 ■ 2020/2021

Response & Resolution

Average Days Open: 1.8 (2019/2020), 2.3 (2020/2021)
Average Days to Respond: 0.2 (2019/2020), 0.3 (2020/2021)
Average Days to Resolve: 1.4 (2019/2020), 2.2 (2020/2021)

■ 2019/2020 ■ 2020/2021

Numbers were expected to be lower than last year, as the numbers in 2019/2020 were high due to Covid and the pressures and IT changes that this caused. But the demand for IT assistance continues to be high across the Gardens & Museums with increased numbers in 2020/2021.

Full Service Reports are available on the Gardens & Museums IT Website:
https://it.museums.ox.ac.uk/article/service-reports .

Annual Service & Support Statistics – 1st August 2020 to 31st July 2021

The 2020/2021 Academic Year has proved to be a very busy time for the Gardens & Museums IT Team. The number of IT support requests have increased once more as operations and developments across the estate have grown and continue to rely on new technologies and IT. Despite the increase in requests our Response and Resolution is once more impressive.

Support Requests Received	Support Requests Resolved	% Increase compared to 2019/20
3947	**3970**	**8%**

Average Days to Respond	Average Days to Resolve	% First Call Resolution
0.3	**3**	**63%**

Support Request Comparison - 2018/2019; 2019/2020; 2020/2021

Requests Received: 3168, 3671, 3947

Requests Resolved: 3238, 3636, 3970

Average Days to Respond: 0.5, 0.3, 0.3

Average Days to Resolve: 3.8, 2.3, 3.0

Legend: ■ 2018/2019 ■ 2019/2020 ■ 2020/2021
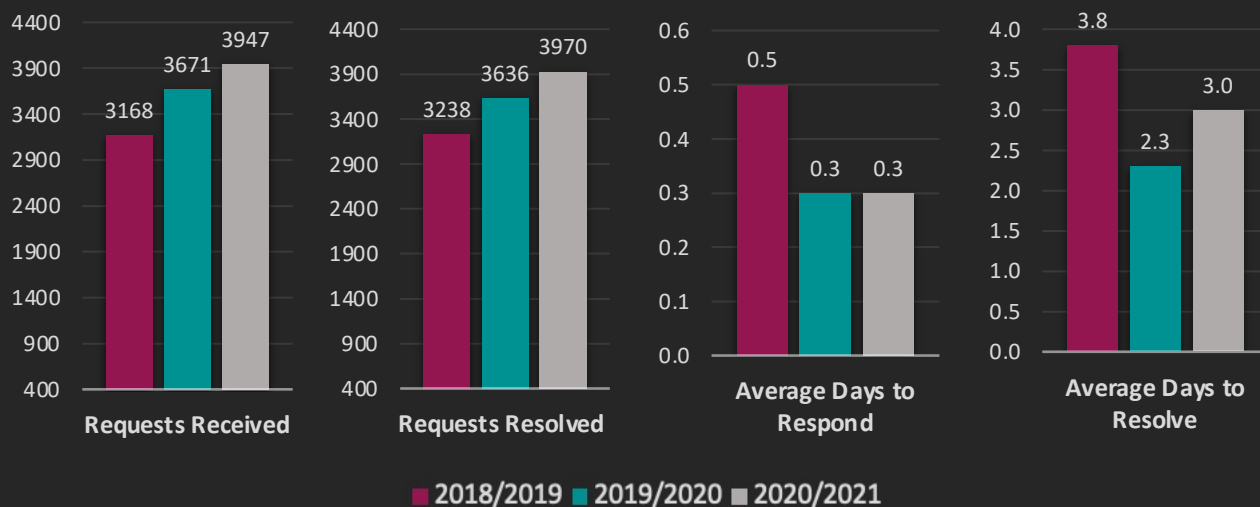
Location	2020/21	Percentage
Ashmolean Museum	981	25%
Museum of Natural History	538	14%
Pitt Rivers Museum	631	16%
History of Science Museum	316	8%
Botanic Gardens & Arboretum	142	3%
GLAM Divisional Office	348	9%
All sites (items which impact all such as Monitoring, GMIT & GMIT Project)	991	25%

The full Service Reports for 2020/21 is available to view here : https://it.museums.ox.ac.uk/article/service-reports.

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				MacOS 10.16 Testing	Jamf Connect Testing, Configuration & Documentation						Gardens & Museums: iOS Jamf Deployment * 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	Jamf Connect Testing, Configuration & Documentation			Artifax SSO		Jamf Connect Apple SSO Deployment
SSO Multi-Factor Authentication			Work with IT Services to provision and support MFA Implementsation - includes comms, support, liaison, meetings, documentation										
Windows 10 (non-CONNECT)				PRM Security Machine Win7 to Win10	Self-Managed Win10 Update	Commercial POS Win10 Update			Ashmolean Harkness Net2 PC Configuration & Decommisioning of Server				Windows Management Solution Investigation & Development for Non-Connect Machines
GLAM Password Management		Service Investigation & Configuration											Service Investigation & Configuration & Deplyment
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		Quarterly & Annual Service Report (August 2021) Autumn Newsletter (September 2021)
OSM - Review & Change			Current Service & Category Review	Establish required Services & Categories	Implement Changes		Review of changes						
Asset & Licence Management							DNS Audit		G&M Adobe Licencing Review & Renewal				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			Quarterly Newsletter Creation			Skills Matrix 2021
Apple Service Improvement	iMac provision analysis	Procurement & Inventory			Configuration					iMac Deployment Jamf Connect Apple SSO Deployment			
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 *									Aerohive Platform Migration
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 (G&M MUSS61)		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 (MUS739)		Project to run throughout 2020/21 - Migration of 106 sites											
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								
Display/Interactive				OBGA Dislay PC: Liaison, Guidance & Hardware Quotations			OBGA Display PC: Computer configuration and deployment			MNH Interactive: Liaison, Configuration & Deployment			
OBGA Education iPads				OBGA Education iPads: Liaison, Guidance & Hardware Quotations				OBGA Education iPads: Procurement (quotation reviews & guidance)		ASH PE & Research iPads: Liaison & Quotations			OBGA: Device Configuration; Device Management; Deployment ASH: Device Configuration; Device Management; Deployment
G&M AV Consultation										Ashmolean HLT - Liaison &discussion			Ashmolean HLT - Supplier support; Procurement, configuration & deployment of Lectern PC; System documentation
Hybrid Working									Product Investigation	Liaison with Suppliers & Procurement	Testing & Documentation	Deployment	Further Investigation, Documentation and Review
CMS & DAMS - MUS764		Project to run throughout 2020/21											
Online Collections - MUS765		Project to run throughout 2020/21											
Ashmolean Lower Ground Gallery		Project to run throughout 2020/21											
Stores Move Project		Project to run throughout 2020/21											

Please Note: Some tasks *may* be rescheduled in the event of further Covid-19 restrictions. The latest version can be found on the Gardens & Museums IT Website: https://it.museums.ox.ac.uk/article/documents