Gardens & Museums IT

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Welcome

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

Somehow its is December again, and I'm not sure where the last few months have gone, let alone the last year - the dark nights, icy mornings (and return of colds) are a timely reminder that it is winter again though!

As is becoming a regular trend the last quarter has been incredibly busy - the demand for support has been high (and shows no signs of easing) whilst at the same time the need to progress and complete projects continues.

Much of this added demand is due to colleagues transitioning back into their respective departments from working from home, with guidance and support required.

New Ways of Working is another element which is causing requests for support, and in particular questions related to the procurement of new equipment. Sadly, the supply issues which have impacted many industries over the last 2 years continue to heavily impact the IT sector. Please see pages 4 and 5 for further information on this.

Many other things have taken place over the last 3 months, and many things are to come in the next, so please read on for more details on what we have been up to, and what to expect from Gardens & Museums IT in Winter 2021/2022.

Thank you for taking the time to read and all the best

Carl

Carl Parker
IT Service Manager

What's been going on?

SSL Renewals
A significant number of Gardens & Museums web services security certificates have recently expired requiring the generation and addition of new web certificates for these systems.

Upper Heyford Wi-Fi
A service issue was identified at both Upper Heyford sites (Shelter 7 and Shelter 8). Investigations established a firewall issue which was resolved with the support of our vendor TNP.

Oxford Botanic Garden & Arboretum iPads
32 Apple iPads arrived for outreach work at the Botanic Garden & Harcourt Arboretum. The iPads were added into our Jamf iOS Service and configured in line with the operational requirements of OBGA and the Information Security requirements of the University.

Ashmolean Taharqua Interactive
The Taharqua Interactive in the Ashmolean Egypt gallery recently stopped working due to a hard drive fault. The hard drive was replaced and the PC reconfigured, with the interactive fully restored to service.

Harcourt Arboretum Wi-Fi

And what's coming?

Tesla Powerwall
A Tesla Powerwall has been delivered to MNH to provide a sustainable backup power source for the networking infrastructure. More on the Tesla Powerwall can be found on the Tesla website: https://www.tesla.com/en_gb/powerwall .

Infrastructure Manager Recruitment
Recruitment for a Gardens & Museums Infrastructure Manager is underway, with the job advertisement having been live throughout November and interviews arranged for December.

Gardens & Museums AV Proposal; Discovery & Analysis
Due to a growing use of AV equipment and in turn a growing requirement for an established AV Support, GMIT have had a proposal accepted to investigate the varied AV technologies across G&M in view to establishing the technical, support and resource requirements. This will commence in January.

GLAM Commercial POS Proposal; Discovery & Analysis
The GLAM Point of Sale (till) devices have never had Operating System support which has caused several issues over the years. In line with this, and a growing concern regards this service gap GMIT have been commissioned to fully investigate requirements to support and manage the POS Device Operating Systems and the level of resource and skills required to fulfil. This will commence in January.

Harcourt Arboretum Wi-Fi

A project which has long been in process, with various stages and people involved is the provision of wireless internet to the Harcourt Arboretum. I am happy to announce that the Harcourt Arboretum now has Wi-Fi!

The project has required a lot of innovative and creative thinking to establish how to safely and securely install wireless access points throughout the outdoor spaces, whilst also ensuring a good service. Many ideas were investigated including installing in trees and even planting false trees, but the finished solution is a little more minimalist, but far more maintainable.

The access points are distributed throughout the Arboretum. And for anyone looking to play 'spot the AP' on your next visit, please look out for boxes like those shown in the accompanying photos.

A massive congratulations and thanks to all those involved in this huge improvement.

Supply Issues...

As many continue working from home, and we investigate new ways of working the demand for laptop computers and associated equipment continues to be high. Sadly, As you are all likely aware supply issues have impacted a large number of industries and IT is certainly no different. This year the supply of computers, and in particular Laptops has been severely impacted.

To mitigate this, we are in regular contact and communication with our key suppliers and continue to monitor lead-times (where possible), but If aware of an upcoming need for additional computing equipment (Laptops, Desktop, Peripherals) please do get in touch via it@museums.ox.ac.uk for latest news on availability and advice on what to buy, and where from.

On this page, and the next, I have supplied information on the current availability of Dell and Apple Computers and Peripherals. Please be aware that dates may change, and do not be alarmed by any prices as these are before University discounts. Also please allow a week (and sometimes longer depending on workload) for configuration.

Dell Equipment Availability

Below is the latest information on the availability of Dell Computing equipment, with links to information on the models. If you contact us (it@museums.ox.ac.uk) before making a purchase, we can check current availability information and offer guidance on what would be best to buy based on your requirements and the availability.

| Laptops		
Latitude 5320	21 working days	https://www.dell.com/en-uk/work/shop/laptop-computers-2-in-1-pcs/latitude-5320-business-laptop-or-2-in-1/spd/latitude-13-5320-2-in-1-laptop
Latitude 5520	27 working days	https://www.dell.com/en-uk/work/shop/laptop-computers-2-in-1-pcs/latitude-5520/spd/latitude-15-5520-laptop/s007l552015ukie
Latitude 7320	30 working days	https://www.dell.com/en-uk/work/shop/2-in-1-business-laptops/latitude-7320/spd/latitude-13-7320-2-in-1-laptop/s064l732013ukie
Latitude 7420	49 working days	https://www.dell.com/en-uk/work/shop/2-in-1-business-laptops/latitude-7420/spd/latitude-14-7420-2-in-1-laptop/s064l742014ukie

Desktops		
Optiplex 7090	43 working days	https://www.dell.com/en-uk/work/shop/desktop-computers-for-businesses/optiplex7090-small-form-factor/spd/optiplex-7090-desktop/s217o7090sff

Peripherals		
P2319H Monitor	50 working days	https://www.dell.com/en-uk/work/shop/dell-23-monitor-p2319h/apd/210-apwt/monitors-monitor-accessories
WD19S Dock	46 working days	https://www.dell.com/en-uk/work/shop/dell-dock-wd19s-130w/apd/210-azbx/pc-accessories

Supply Issues...

Apple Equipment Availability

Apple have recently released a number of new laptops as they continue their migration from using Intel processors to their own Apple M1 processors. This has allowed them to be speedier in delivery than Dell, but as they are new products XMA (University Apple supplier) do not have large amounts in stock currently.
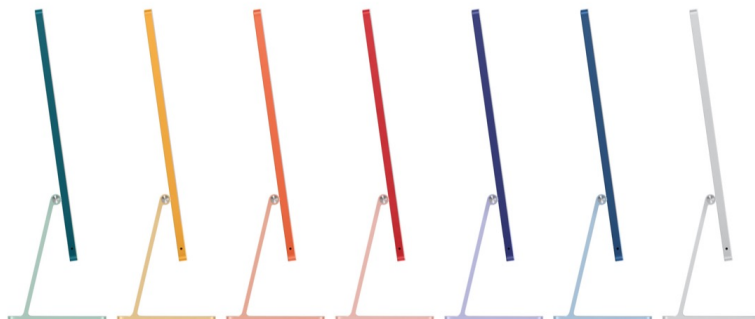
Listed below are the models available with standard specifications. They can be upgraded, but this adds on additional time for the machines to be built to order. Please contact us for guidance on specifications, availability and purchasing via it@museums.ox.ac.uk .

MacBook Pro		
MacBook Pro 13"	1 - 4 weeks	https://www.apple.com/uk/macbook-pro-13/
MacBook Pro 14"	4 - 8 weeks	https://www.apple.com/uk/macbook-pro-14-and-16/
MacBook Pro 16"	4 - 8 weeks	https://www.apple.com/uk/macbook-pro-14-and-16/

iMac		
iMac 24" - Apple M1	4 - 8 weeks (dependant on colour choice)	https://www.apple.com/uk/imac-24/
iMac 27" - Intel	2 - 4 weeks	https://www.apple.com/uk/imac-27/

Peripherals		
Hama 7 in 1 USB C Dock	2 - 4 weeks	https://www.hama.com/00135764/hama-7-in-1-usb-c-docking-station-for-3x-usb-a-31-hdmi-vga-lan-usb-c-pd
Hama 9 in 1 USB C Dock	2 - 4 weeks	https://www.hama.com/00135765/hama-9-in-1-usb-c-docking-station-for-4-x-usb-a-usb-c-hdmi-lan-sd-microsd
Apple PSU & USB C Cable	2 - 4 weeks	https://www.apple.com/uk/shop/product/MKU63B/A/67w-usb-c-power-adapter?fnode=4d53eab2c17c72906f10d84991b0492f9e9b1bdf58120b5ca6c3ac29c1c060e61c9e10366d9efc42b4ec2e59ed87a0ba5a0e8d4751582eb224b4b3da94c74381f23cc2823a56e2bddffba0b5c8fe8b435fd9769875f9c750f5efb02b9e473626

Other Peripherals

Other peripherals, including webcams and headsets, are now readily available. Please contact us on it@museums.ox.ac.uk with your requirement and we can obtain pricing and availability from our key suppliers on your behalf.

2021: The year that continued to be...

In the Winter Newsletter for 2020 I wrote a piece titled '2020: The year that was', (available to read here: https://it.museums.ox.ac.uk/files/gmitnewsissue4winter2020pdf) which was an account of 2020 from the perspective of Gardens & Museums IT, and how the Covid 19 Pandemic had impacted us from both a working and personal perspective.

When I wrote that piece there was a hope that 2021 would see normality return, and in many ways it has with the Gardens & Museums thankfully returning to successful operation and restrictions being lifted (though things are a little up in the air once more) - though it's fair to say that the Pandemic has had a lasting effect on many of us and this has continued throughout 2021. As a team we have needed to be adaptable and flexible due to ever-changing working requirements and the impact that these changes have on IT, and how IT enables people to work, but also to be incredibly supportive of each other and sensitive to how these changes can impact us and our colleagues.

The move to Working from Home, and Hybrid Working activities, followed by the transition back to the office has certainly kept the Gardens & Museums IT Team busy. There are now more devices and technologies in use across the Gardens & Museums which has created considerably more demand on the team, but also a greater need to provide a flexible and varied support provision due to the differing and often unique requirements which are now in place.

Supporting the transition hasn't just been focused on offering end-user support, it's created significant demand on procurement activities and the need to engage with several suppliers for the provision and supply of equipment to suit the varied and nuanced needs, whilst ensuring quality products and fair pricing.

Across this year (1st January 2021 to 30th November 2021) we have received 4177 requests which is 1092 more than in the same period in 2020, which represents a 35% increase. This is a significant rise and goes some way to represent the additional pressure which has been on the team. Alongside this demand for support a number of large-scale activities and projects have also been completed. SSO and Project Accounts have been migrated to Multi-Factor Authentication; MNH have a new network; Harcourt Arboretum has Wi-Fi; the Headley Lecture Theatre at the Ashmolean has been refurbished with new networking and AV equipment; an iOS Management Platform has been developed and is being deployed to new iPads; and the Collections Management systems across the museums have either been completely re-designed and developed or moved to cloud hosting.

Fulfilling this level of work has taken its toll on the team, and as we limp towards the end of 2021, we can be incredibly proud of our collective achievements, with much to look forward to in 2022. I am incredibly grateful to be part of a team who actively look out for each other and am greatly appreciative of their individual and collective achievements.

Finally thank you to all who have shown kindness and patience to the team this year - we sincerely value your support and wish you all a restful break and happy 2022!

Service & Support Statistics –
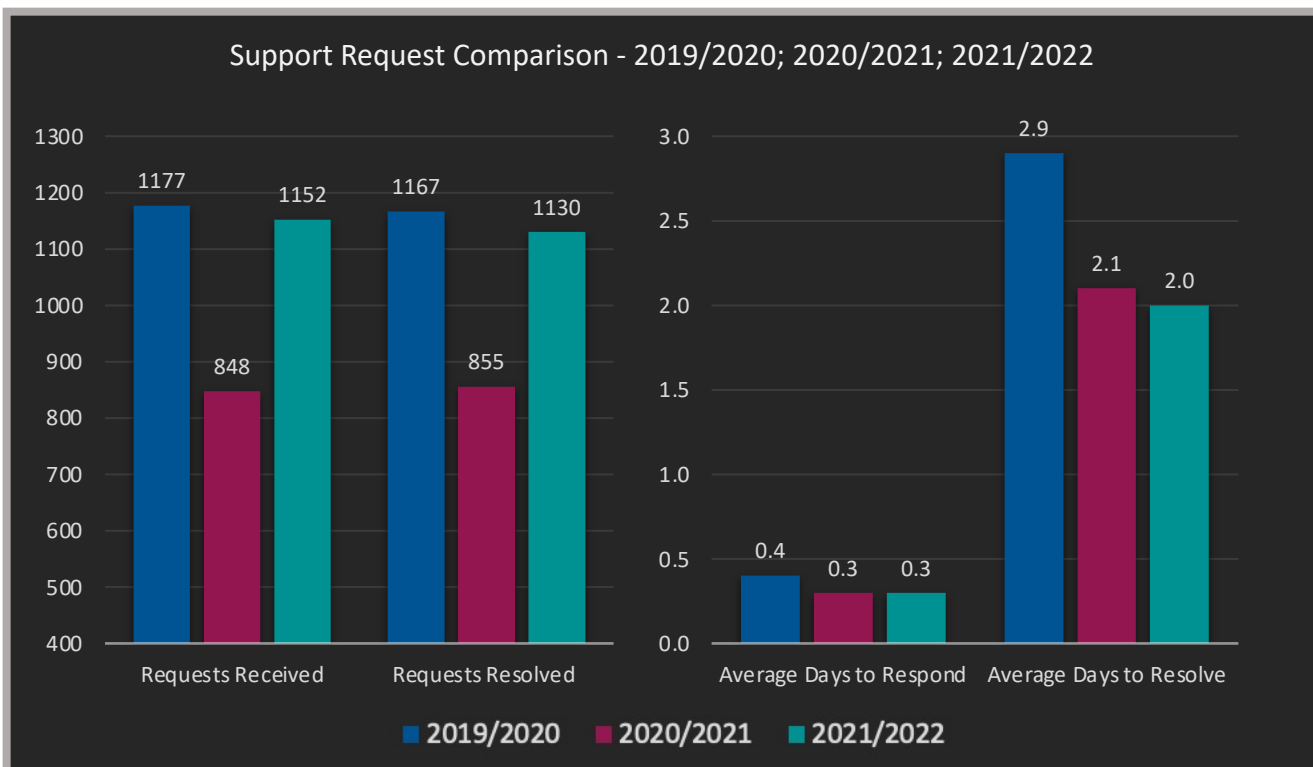# 1st August 2021 to 31st October 2021

The first quarter of the 2021/2022 Academic Year has once more been incredibly busy with the demand for IT support continuing to be very high. The period was similar to when the first Lockdown occurred in March 2020, but in reverse, with more and more people returning to the office either full time or part time and said colleagues requiring considerable support with the transition.

Requests Received 1152	Requests Resolved 1130	Avg. Days to Respond 0.3	Avg. Days to Resolve 2

Support Request Comparison - 2019/2020; 2020/2021; 2021/2022

Legend: 2019/2020, 2020/2021, 2021/2022

Location	Requests	Percentage
Ashmolean Museum	316	27%
Museum of Natural History	154	13%
Pitt Rivers Museum	171	15%
History of Science Museum	41	4%
Botanic Gardens & Arboretum	36	3%
GLAM Divisional Office	79	7%
All sites - requests and activities which benefit or impact all locations	335	25%

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

2021/2022 GMIT Roadmap

Project/Activity	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	2022/2023
INFORMATION SECURITY													
Apple MacOS		MacOS 11 BigSur Upgrade				MacOS 12 Monterey Testing				MacOS 12 Monterey Deployment			
Apple iOS		iOS 15 Testing	iOS 15 update OBG Managed Devices	iOS 15 update - Ashmolean Managed Devices	iOS 15 update Pitt Rivers Managed Devices								
Windows (non-CONNECT)				Windows 21H1 Update - Non-Connect Computers					Windows 11 Testing			Windows 11 Deployment	
Jamf SSO Deployment				Delayed as new Apple devices are provisioned. Or as Apple devices are re-provisioned.									
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		
SSL Certificate Renewals			SSL Certificate Renewals										
Asset & Licence Management					DNS Audit		G&M - All sites Equipment Audit		G&M Adobe Licencing Review & Renewal				
Support & Service Tasks/Activities of note	MNH Microsculptures Interactive Re-built	Commercial POS Device Support 3 x POS devices re-build		Ashmolean Tatersqa Interactive Re-built	PRM UPS Service								
SERVICE IMPROVEMENT													
Communications	Quarterly Newsletter Creation			Quarterly Newsletter Creation			Quarterly Newsletter Creation			Quarterly Newsletter Creation			
Hybrid Working		GLAM DO Office Preparation & Procurement	GLAM DO Office Cabling & Installation										
Application & Database		MNH & HSM Emu Service Transition		MNH & PRM Filemaker Database Review & Changes									
Backup & Recovery		Code42 Testing		Code42 Documentation		Code42 Apple Deployment							
Apple MacOS Service Improvement		iMac provision analysis		iMac Configuration & Deployment									
Apple iOS Service Improvement	Ashmolean iOS Device Configuration & Deployments		OBG iOS Device Configuration & Deployments										
Documentation & Knowledgebase	Apple Computing New Apple Computer Document	iOS Devices Management with Jamf	Website Content Review	Code 42 End User Configuration Guide		Service Portfolio Review & Update		Introduction to IT Document - Review & Update					
INFRASTRUCTURE IMPROVEMENT													
Infrastructure Improvements	Ashmolean N-LT Network Upgrade	Firewall Changes		Ashmolean Facilities Network Upgrade		SSC Firewall Upgrade		Tesla Powerwall install @ MNH					
Infrastructure Auditing and Documentation		Firewall Audit		Osney One Data Centre Audit		WiFi Configuration Documentation	Switch Documentation		UPS Audit				
Harcourt Arboretum Wi-Fi Implementation		Auditing, Configuration & Deployment											
Upper Heyford Shelter 7 Provisioning		Wireless Outage Investigation & Resolution											
Upper Heyford Shelter 8 Provisioning		Wireless Outage Investigation & Resolution											
Natural History Museum Chorus Deployment		MNH Chorus - Phone Configuration and Deployment											
Visitor Counter System		PRM Visitor Counter System Deployment & Configuration			FootfallCam Documentation								
Microsoft Azure	Azure - Operational Review	Azure - Technical Review		Azure - Consultation; System Development & Service Transition	Azure - Operational Documentation								
PERSONNEL													
Personal Development Review				Pre-DRc Preparation & Discussions on PDR		PDR Meetings & Paperwork			6 Month PDR Reviews				
Training & Development		Carl ITIL Create, Deliver Support											
Recruitment		Infrastructure Manager Post Discovery & Analysis; Job Specification		Infrastructure Manager Post advertised	Infrastructure Manager Post Interviews								
Skills Matrix				Skills Matrix Document Update & Review	Skills Matrix Completion	Skills Matrix Review							
PROJECTS													
Commercial Systems		Commercial POS Device Support 3 x POS devices re-build		Commercial Demands Investigation & Discovery Proposal									
AV Systems	MNH Microsculptures Interactive Re-built		AV Demands Investigation & Discovery Proposal	Ashmolean Tatersqa Interactive Re-built									
OBGA Education iPads		OBGA: Device Configuration; Device Management; Deployment											
CMS & DAMS - MUS764		Service Deployment & Service Transition											
Online Collections - MUS765		Service Deployment & Service Transition											