

Gardens & Museums IT: 2025/2026 Roadmap													
Project/Activity	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026	May 2026	June 2026	July 2026	2026/2026
AUDIO VISUAL SERVICES & SYSTEMS													
Device Management: All Computers Windows 11 Upgrade	Windows 11 Planning & Upgrade												Service Review: Analysis and identification of improvements
GLAM Shared AV Equipment							Activities to run throughout 2025/2026						
Preventative checks and maintenance							Activities to run throughout 2025/2026						
Admission Museum	Admission Ticketed Replacement Basic Safety Tagging Completion	Learning Studio & Broadcast Studio All Equipment & Technology Requirements		Activities to be added as and when required/established									
Museum of Natural History							Activities to be added as and when required/established						
PIB Rivers Museum	Video Training & Seminar Room Equipment, Technology & Asset Requirements Details			Activities to be added as and when required/established									
History of Science Museum	Service Asset Requirements Ticketed Return & Laptop							Activities to be added as and when required/established					
Oxford Botanic Garden & Arboretum	Library Improvements Ticket Return & Laptop							Activities to be added as and when required/established					
CTRC							Activities to be added as and when required/established						
Documentation & Knowledgebase							Activities to run throughout 2025/2026						
COMMERCIAL SYSTEMS: POS/COMPUTING (in cooperation with Commercial Systems Team)													
Device Management: Commercial Computers Windows 11 Upgrade	Windows 11 Planning & Upgrade												
POS Support & Servicing							Activities to run throughout 2025/2026						
Contactless Donation Stations Support & Servicing							Activities to run throughout 2025/2026						
Contactless Donations Point Security							Activities to run throughout 2025/2026						
Galaxy Application Update	Along Galaxy Upgrade Planning and Implementation												
Documentation & Knowledgebase							Activities to run throughout 2024/25						
CONTINUAL SERVICE IMPROVEMENT													
Gardens & Museums IT Service Catalogue - Design, Creation & Development				Service Catalogue - Design & Planning	Service Catalogue - Website Implementation								
Gardens & Museums IT Service Portfolio - Review, Update & Improvements				Service Portfolio - Review & Update	Service Portfolio - Move to Sharepoint								
Gardens & Museums IT Website - Review, Refresh & Update				Website - Review, Refresh & Update									
Collage Feedback Survey		Feedback Survey Planning	Feedback Survey Distribution	Feedback Survey Analysis & Reporting									
GLAM Shared Service Desk	Admission Museum History Team	Contact & Laptop Request							Activities to be added as and when required/established				
Gardens & Museums Storage Review							Project and activities to run throughout 2024/25						
Gardens & Museums Printing Review							Project and activities to run throughout 2024/25						
Personal Development Review				Personal Development Review Process							POA - 1 Month Review		
Training & Development							To be provided as training is required						
Documentation & Knowledgebase							Activities to run throughout 2025/2026						
CYBER SECURITY & INFORMATION ASSURANCE													
Business Continuity - Redundancy, Resilience & Service Continuation - Review & Improvement							Project and activities to run throughout 2025/26						
Business Continuity - Redundancy, Resilience & Service Continuation - System Monitoring							Project and activities to run throughout 2025/26						
Business Continuity - Redundancy, Resilience & Service Continuation - Asset Management - System and Process Review							Project and activities to run throughout 2025/26						
Business Continuity - Redundancy, Resilience & Service Continuation - Equipment Auditing							Project and activities to run throughout 2025/26						
Business Continuity - Redundancy, Resilience & Service Continuation - Other Activities							Project and activities to run throughout 2025/26						
Information Security Training & Knowledge Sharing - Planning & Development							Project and activities to run throughout 2025/26						
Information Security Training & Knowledge Sharing - Internal							Project and activities to run throughout 2025/26						
Information Security Training & Knowledge Sharing - Colleagues							Project and activities to run throughout 2025/26						
Information Security Training & Knowledge Sharing - Other Activities							Project and activities to run throughout 2025/26						
Policy, Process & Documentation - Third Party Security Assessments							Project and activities to run throughout 2025/26						
Policy, Process & Documentation - Incident Management				Current Incident Management Process Review and improvement identification		Improvement implementation							
Policy, Process & Documentation - Security Incident Management				Current Security Incident Management Process Review and improvement identification		Improvement implementation							
Policy, Process & Documentation - Information Security & Cyber Security Policy							Project and activities to run throughout 2025/26						
Policy, Process & Documentation - Other Activities							Project and activities to run throughout 2025/26						
Technical & Security Controls & Managed Systems - Baseline Assessment							Project and activities to run throughout 2025/26						
Technical & Security Controls & Managed Systems - Firewall & Network							Project and activities to run throughout 2025/26						
Technical & Security Controls & Managed Systems - Infrastructure & Systems							Project and activities to run throughout 2025/26						
Technical & Security Controls & Managed Systems - DMZ/DMZ Management							Project and activities to run throughout 2025/26						
Technical & Security Controls & Managed Systems - Service Management							Project and activities to run throughout 2025/26						
Technical & Security Controls & Managed Systems - Change Management							Project and activities to run throughout 2025/26						
Technical & Security Controls & Managed Systems - Other Activities							Project and activities to run throughout 2025/26						
END-USER DEVICE MANAGEMENT													
GMT Managed Apple Macs (Jans)		macOS Tahoe 24 Training			macOS Tahoe 24 Upgrade Implementation							Service Review: Analysis and identification of improvements	
GMT Managed Apple iOS (Jans)	iOS 26 Testing and Implementation Planning		iOS 26 Implementation										Service Review: Analysis and identification of improvements
IT Services Managed Desktop - CONNECT	Business As Usual, Service Improvements, CONNECT Computer Replacement Project, One SSO Integration												
GMT Windows Device Management (Jans)	Windows 11 Planning & Upgrade												Service Review: Analysis and identification of improvements
Pricing Improvements (in coordination with Pricing Review)	Pricing Requirements - Planning, consultation & implementation		Pricing Implementation - Planning, consultation & implementation		Admission Museum Price Review - Investigation, Evidence & Recommendations		Regional Price Management - Investigation, Evidence & Recommendations						
Asset Management/Inventory	CONNECT Asset Computer Replacement Project			CONNECT Inventory & Asset Management Update			Activities to run throughout 2025/26						
Documentation & Knowledgebase							Activities to run throughout 2025/26						
INFRASTRUCTURE & NETWORK - RESILIENCE, SECURITY & PERFORMANCE													
Network Resilience, Security & Performance - Review							Activities to run throughout 2025/26						
Care Wired Network - Improvements							Activities to run throughout 2025/26						
Edge Wired Network - Improvements							Activities to run throughout 2025/26						
Wireless Network - Improvements							Activities to run throughout 2025/26						
Firewalling Improvements & Implementation							Activities to run throughout 2025/26						
Network Security & Segmentation							Activities to run throughout 2025/26						
Data Centre & Server Infrastructure							Activities to run throughout 2025/26						
Security Systems Network							Activities to run throughout 2025/26						
Documentation & Knowledgebase							Activities to run throughout 2025/26						
SERVICE OPERATIONS & BUSINESS AS USUAL													
Service Desk Operations							Activities to run throughout 2025/26						
Apple Computing (macOS) Service & Operations							Activities to run throughout 2025/26						
Apple Mobile Device (iOS) Service & Operations							Activities to run throughout 2025/26						
GMT Windows Computing Service & Operations							Activities to run throughout 2025/26						
Audio Visual Service & Operations							Activities to run throughout 2025/26						
Equipment Replacement Cycle	CONNECT Asset Computer Replacement Project			CONNECT Inventory & Asset Management Update			Asset Analysis - Review Current GMT Managed Assets and identify equipment to replace		Equipment/End-user engagement & procurement		Configuration & Deployment		
Gardens & Museums IT Open Sessions	Open Sessions - to run throughout the year, Planning, consultation and to carry out												
Communications	Autumn Newsletter - Creation	Autumn Newsletter - Dispatch		Winter Newsletter - Creation	Winter Newsletter - Dispatch		Spring Newsletter - Creation	Spring Newsletter - Dispatch		Summer Newsletter - Creation	Summer Newsletter - Dispatch		Autumn Newsletter
Reporting	GMT Q4 2025/26 Service Report	GMT Q4 2025/26 Annual Service Report		GMT Q4 2025/26 Service Report			GMT Q4 2025/26 Service Report			GMT Q4 2025/26 Service Report			GMT Q4 & Annual 2025/26 Service Report
Identity & Access Management							Activities to run throughout 2025/26						
SSL Certificate Renewals							Activities to run throughout 2025/26						
IT Services Liaison - Service, CONNECT, Managed Networks, Shared Service, Procurement Working Groups							Activities to run throughout 2025/26						
Board & Committee Membership							Activities to run throughout 2025/26						
Purchasing & Procurement							Activities to run throughout 2025/26						
Vendor Management							Activities to run throughout 2025/26						
Equipment Disposal	Autumn 2025 Equipment Disposal						Spring 2025 Equipment Disposal Planning		Spring 2025 Equipment Disposal		Summer 2025 Equipment Disposal Planning		Summer 2025 Equipment Disposal
Documentation & Knowledgebase							Activities to run throughout 2024/25						
WEB/DIGITAL/CMS													
Microsites							Activities to run throughout 2025/26						
Brochures							Activities to run throughout 2025/26						
Collections Online							Activities to run throughout 2025/26						
Digital Asset Management							Activities to run throughout 2025/26						
Documentation & Knowledgebase							Activities to run throughout 2025/26						
PROJECT ENGAGEMENT													
History of Science Museum - V&A Engagement, Involvement & Technical support							Project and activities to run throughout 2025/26						
University of Oxford Shared Services - Engagement & Involvement							Project and activities to run throughout 2025/26						
ICM Services							Project and activities to run throughout 2025/26						
IT Services Managed Desktop Service (CONNECT) Apple Computer Replacement	PIB Rivers Museum Computer Requirements History of Science Museum Computer Replacement		Admission Museum Computer Requirements Museum of Natural History Computer Replacement		Project Completion Involving team institutions		Inventory Asset Management Completion						
Change Requirement Project - Microsoft Teams Platform Implementation	Project and activities to run throughout 2025/26												
IT Services Managed Desktop Service (CONNECT) Windows 11 Upgrade Replacement	Windows 11 Upgrade - CONNECT Desktops Completion			CONNECT Inventory & Asset Management Update									