

Gardens & Museums IT

Issue 15
Autumn 2023

Inside this Issue

1. Welcome
2. What's been going on?
3. And what's coming?
4. Getting Help & Support...
5. Getting Help & Support...
6. Wi-Fi Replacement Project Update
7. GMIT Open Sessions – Autumn 2023
8. Office Refurbishment
9. iPads, iPads, iPads...
10. A Day in the Life of GMIT 2 - The Infrastructure Manager Strikes back!
11. A Day in the Life of GMIT 2 The Infrastructure Manager Strikes back!
12. Service & Support Statistics – 1st May 2023 to 31st July 2023
13. Annual Service & Support Statistics – 1st August 2022 to 31st July 2023
14. 2023/2024 GMIT Roadmap

Gardens & Museums IT Contact Details

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

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

Welcome

Welcome to Issue 15 and the Autumn 2023 edition of the Gardens & Museums IT Newsletter.

The Summer is very much over, and Autumn is here, and the weather is typically unpredictable – with bright sunny and warm spells, quickly followed by dark periods of intense rain!

Life in the Gardens & Museums IT world is, and has been throughout the Summer, equally unpredictable, with periods of intense work, swiftly followed by more controlled times. The holiday season has made a significant impact to this, both with members of the GMIT Team taking holiday and our colleagues doing similar.

Personally, my holiday has been distributed so erratically over the summer to handle childcare, and to get some time away, that for much of the Summer I feel like I've been somewhat chasing my tail to keep up with things. But the team have coped admirably and kept everything in check, alongside handling some significant work and distractions, which will be elaborated on further in the newsletter.

I'm aware that the last newsletter was very Information Security heavy - and although the subject is still incredibly prudent and important, as evidenced by Graham Ingram's (University of Oxford Chief Information Security Officer) recent update (<https://staff.admin.ox.ac.uk/article/keeping-oxford-secure>) - I've made a concerted effort to make this issue slightly more fun. Equally I'm writing this having just completed a somewhat challenging Information Security training course and am somewhat Infosec'd out - at least for today anyway - so no Information Security Incidents please ☺

Please read on for more on what has been going on throughout the Summer and what's for planned for Autumn and beyond!

All the best

Carl

What's been going on? And what's coming?

Computer Updates

Computer updates have been coming thick and fast throughout the Summer, with installs being more problematic than at other times, with people being away for extended periods of time and their associated computer being switched off and therefore not receiving the update.

Keeping your computer or device up to date, whether it's Windows or Apple (or Android if personal) is still deemed as one of the best means to control or prevent information security incidents, so it continues to be incredibly important for machines to be updated. Therefore, please do install updates, and if you need any assistance or support with this please get straight in touch.

Data Centre Decommissioning

On the 8th August, some of our server infrastructure in the University of Oxford Shared Datacentre, was decommissioned and removed from service due to the services on the hardware previously being migrated to more modern equipment. These services have been transitioned to storage either in our on site server rooms or the cloud.

Apple iOS 17

Apple have just released the latest major software upgrade, iOS 17, for its iOS devices, including iPads and iPhones. For those devices within our Managed Apple iOS Service, we have been making the update available and actively pushing - please ensure devices are turned on to receive the upgrade.



More information on iOS17 can be found here: <https://www.apple.com/uk/ios/ios-17/>, and if you have any questions related to this, be it for a business or personal iOS device please do get in touch.

Commercial Systems - Contactless Donation Stations

Throughout the Summer and into the Autumn we have been working with the Commercial Systems Team to implement an improved and more secure network for the Contactless Donation Stations. Alongside this we have also been assisting in supporting this service, and on many occasions restoring the solution to operation after an outage.

GLAM URL Shortener

Our URL shortening service go.glam.ox.ac.uk has been updated and moved to a new hosting platform, introducing SSO log in, as opposed to a separate username and password.

Go.glam allows long and complex weblinks to be reduced to more easily read and exchanged URLs.

If you're interested in knowing more about this service, then please get in contact.

What's been going on? And what's coming?

Electrical Equipment Disposal

Throughout the Summer we have been carrying out a number of equipment replacement exercises and combined with others which have taken place throughout the year, and general IT equipment failures, a large amount of surplus and faulty equipment has been established.

A WEEE Equipment Disposal has been organised for early October to remove the equipment from our storage, and to be either safely and securely recycled or re-used. If you have any equipment that you wish to be disposed of, please get in contact by the 2nd of October and we may be able to add to the collection (apologies for the late notice).

IT Services Managed Desktop (CONNECT) Replacement Project

The IT Services Managed Desktop Team will soon be commencing a replacement project, to replace a number of aged computers in use across the Gardens & Museums, as well as other University sites that utilise the Managed Desktop (CONNECT) Service.

We have been directly assisting, liaising and supporting the Managed Desktop Team in their preparations for this long-awaited project. Further information will be communicated once we know more, including dates. If you're a CONNECT User, please do keep your eyes out for news on this.

Audio Visual Services

AV continues to be a busy and ever-growing area of our work, as we continue to analyse, research and implement services across the Gardens & Museums. Over the Summer we've assisted with a variety of different AV systems and services, including space maintenance, interactive improvements for existing exhibitions, and implementations for new exhibitions.

If you have an AV requirement big or small, or want to enquire whether the service could include your requirement please do reach out so that we can fully discuss.



Apple Update - macOS Sonoma

The new Apple Operating System macOS Sonoma, has just been released, with further information on this update here:

<https://www.apple.com/uk/macOS/sonoma/>

We are currently testing the new operating system to ensure full compatibility with the various Gardens & Museums and University systems which we utilise, and we will reach out once our tests are complete and Sonoma is ready to be installed and used.



Getting Help & Support...

There have been a number of new people joining us across the Gardens & Museums over the Summer, and although we've endeavoured to meet them and explain who we are, what we do, and crucially how to get help, we always find it beneficial to communicate this information in other ways, and via the newsletter is always a nice way to remind all of how to get IT assistance.

Gardens & Museums IT - What we do and how to get in contact...

We (Gardens & Museums IT) are your locally based IT providers and cover the majority of your IT requirements (with the exception of the IT Services provided CONNECT Windows Service - see below).

For a full list of what we do, please see here: <https://it.museums.ox.ac.uk/how-get-support>. But, in brief some of the services we provide are general IT Support, Network (wired and wireless), Telecoms and Chorus, Account requests, Managed Apple Service (macOS and iPadOS), Information Security guidance, IT Procurement assistance and certain Audio-Visual Services and Support.

Our offices can be found in the Cast Gallery of the Ashmolean Museum, and we can be contacted by Email and Telephone via the details below...

- **Email:** it@museums.ox.ac.uk
- **Phone:** 01865 (2)88188

Please try and use these contact methods where possible. As they allow your query to reach the full team, and for us to establish the best person to progress your request, which may take place face-to-face, via email, through Microsoft Teams or over the phone.

Further information on the individual members of the team can be found here:

<https://it.museums.ox.ac.uk/about-us> .

IT Services - What they do and how to get in contact...

IT Services provide a number of centrally based IT Services to the University, but the support of most of these is devolved to local support staff, in your case being Gardens & Museums IT. The only exception to this in our case is the IT Services Windows Managed Service (CONNECT), which is fully managed, maintained and supported by IT Services.

For support requests for your CONNECT Computer or Laptop IT Services can be contacted via telephone and Service Request.

- **Service Request Form:** <https://help.it.ox.ac.uk/get-support>
- **Phone:** 01865 (6)12345

Further information on the CONNECT Managed Service Is available here:

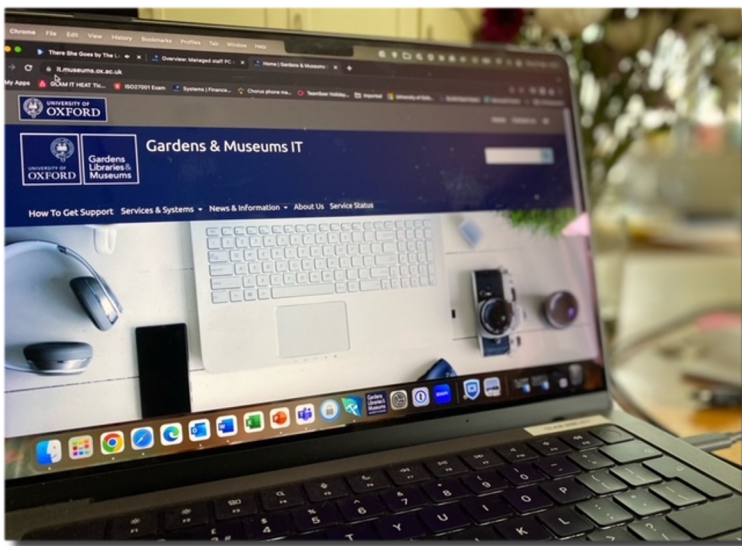
<https://help.it.ox.ac.uk/overview-managed-staff-pc> .

Getting Help & Support...

Website & Documentation

The Gardens & Museums IT website (<https://it.museums.ox.ac.uk/>) includes lots of useful information and documentation, covering a wide variety of areas, including guidance on accessing University Email, connecting to Eduroam and Information Security amongst a lot of other things.

Similarly, we have a number of guidance documents available to assist with common requests (<https://it.museums.ox.ac.uk/article/documents>).



Please do familiarise yourself with this resource, and make use of, as you may find the answer to your question is already available.

New Starters & Inductions

For those just joining the Gardens & Museums, or for those Line Managers who are midst recruiting or about to welcome a new colleague, we have a number of useful documents on our website to assist with the associated processes.

The documents can be found here: <https://it.museums.ox.ac.uk/article/documents> .

- **For Line Managers please read the document titled 'GMIT Line Manager New Starter Guide'.**
- **For New Starters please read the documents titled 'GMIT New Starter Guide' and the 'GMIT Introduction to IT'**

We will be extending the documents here over the coming months to introduce guidance on leaving the Gardens & Museums, both for the Colleague leaving and their respective Line Manager.

Also, if you have a New Starter beginning work within the Gardens & Museums and would like either an Induction or Computer set up, please reach out to it@museums.ox.ac.uk at least 7 days before the start date to discuss.

And if new to the Gardens & Museums please do come along to one of our IT Open Sessions to meet us. Further information on the upcoming sessions is on Page 7, including where and when they will be held.

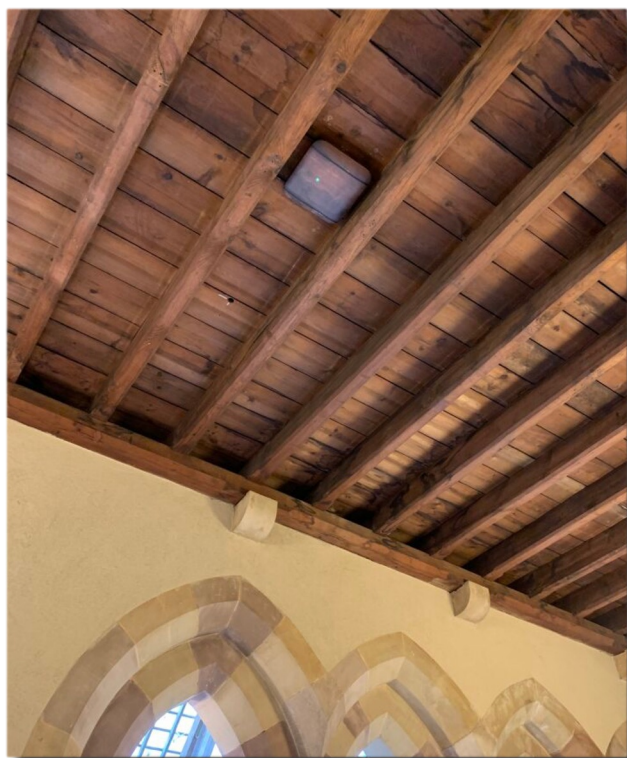
Wi-Fi Replacement Project Update

The Wi-Fi replacement project (Gardens & Museums IT newsletter issue 12 - <https://it.museums.ox.ac.uk/gmit-newsletter>) is progressing well, with the Phase 1 Like for Like replacement completed at the History of Science Museum, and similarly the at The Pitt Rivers Museum.

Following the completion at the Pitt Rivers Museum, and subject to listed building approval checks, we hope to have deployed the new Wi-Fi Mist Access Points at the Museum of Natural History by the end of the year, with the Ashmolean implementation commencing in early 2024.

Replacing around 200 devices in our listed buildings was always going to be an interesting challenge, and Phase 2 takes this slightly further with the potential need to install additional access points, or relocate existing in order to provide improved coverage, or provision Wi-Fi service in areas where there is currently none, whilst looking to minimise interventions into the building fabric. This has required much creativity, particularly in mounting the new hardware, through the development of custom mounts and brackets.

At the Museum of Natural History, we're using this opportunity to simplify and improve. The ceiling of the main court balcony houses five wi-fi access points, which are currently concealed within wooden boxes. The new access points in comparison are larger and won't fit within the current boxing, with the box material also negatively impacting the signal and service and making device maintenance more complex.



In lieu of fabricating entirely new, larger enclosures, we are testing the use of vinyl to wrap the white devices so that they blend in with their surroundings.

This is a multi-step process, which involves matching the area aesthetic through photographing the material behind where the access point will be attached, and then scaling, colour matching and finally printing onto a vinyl wrap to fit around the access point. The finished product is excellent, with only the status LED really giving away the device.

We are currently waiting to hear from University Estates Listed Building team as to the feasibility of extending this technique to the remaining four access points on the Balcony and potentially utilising elsewhere.

We will continue to post further updates on the the Wi-Fi Project in future newsletters.

GMIT Open Sessions – Autumn 2023

The Open Sessions continue to be a popular initiation, and as such I'm pleased to say after an extensive review period, that they will be a fixed offering moving forward, with 3 sessions per season being held in differing spaces across the Gardens & Museums, for any colleague within the Gardens & Museums to attend.

The Open Session times for October, November and December can be found below. And if you have any ideas as to how we can make these better, or if you'd be interested in having a special open session organised to cover a particular matter or concern, please do reach out to discuss.

Date	Location	Time
Wednesday 11 th October	Headley Lecture Theatre Ashmolean Museum	1.30PM – 3.00PM
Wednesday 8 th November	Director's Office Pitt Rivers Museum	2.15PM – 3.45PM
Wednesday 13 th December	Annexe – Room 1 Museum of Natural History	1.30PM – 3.00PM

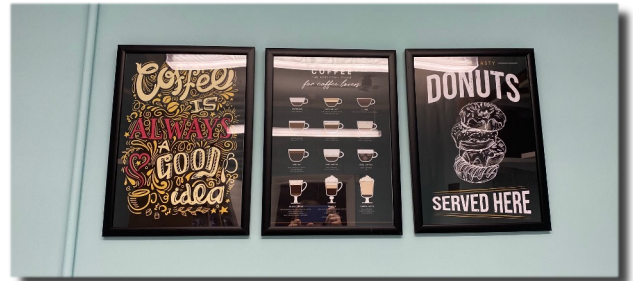
The sessions will offer an opportunity....

- To meet us face-to-face in an open forum to discuss any matter.
- To discuss or get advice on any IT issues or problems which you may have, whether big or small.
- To discuss any upcoming projects or innovations within your respective departments and location.
- For new members of staff to meet with us and receive an overview of IT within the University and the Gardens & Museums.
- To talk through any general IT matter.

Office Refurbishment

With other associated improvement works taking place in the Ashmolean Cast Gallery (where we reside) over the Summer this seemed the perfect time for us to look at our offices and to see what could be done to make the spaces more habitable.

In all my time in GLAM I had not known the spaces to be re-decorated, so this was an obvious first activity. The second, which needed to occur in coordination with the painting was to assess the level of equipment we had in the spaces, and to establish what was needed and what could be disposed of. Working with technology it's very easy to absorb and stockpile various pieces of equipment "just in case", and it's only when you make the time to really look at what you do have in storage that you quickly establish that so much is no longer relevant or required – and this was very much the case with us!



Although we run regular equipment collections and disposals, it was quite clear that we needed to be a little more ruthless this time around – fortunately, we have a number of very ruthless people within the team (they know who they are 😊) who approached the activity with suitable glee and endeavour.

I'm pleased to say that the results of this hard work are incredible, and I am grateful to the team for all the effort they put in to clearing the office for the painting to take place, and re-organising and sorting once complete. Also, a massive thank you to Alan from Ashmolean Facilities in helpfully organising, and Rachel for letting it happen.

And for anyone who would like to see our newly invigorated spaces, please do pop down and see us.



iPads, iPads, iPads...

One service which we offer which has seen significant growth in the last year is the Gardens & Museums Managed iPadOS Service, and the growth has been heavily influenced by the versatility that tablet computers offer, coupled with the excellent pricing arrangement that the University has in place for iPads with the University preferred Apple supplier XMA.

Over the course of the last year, we've seen the number of iPads within the service grow from 43 to 91, with requests for support in identifying and provisioning tablet-based solutions for the following scenarios...

- **Teaching and Research with our Education Teams**
- **Gallery Interactives**
- **Audience Trails**
- **Gallery Survey Points**

Many of the conversations we've had in finding or providing a solution have started with our colleagues wanting a tablet-based solution and often thinking that budget restrictions would mean that using iPads to fulfil would be impossible, but as mentioned earlier the University have an excellent pricing arrangement in place with XMA, which includes the added benefit of a 3-year warranty.

As an example, the starting price of a 9th Generation iPad (<https://www.apple.com/uk/ipad-10.2/>) is currently £281.88 ex VAT, and the starting price for a 10th Generation iPad (<https://www.apple.com/uk/ipad-10.9/>) being £376.07 ex VAT, with prices increasing if higher specifications are needed.



In addition to the pricing agreement, another reason to choose an iPad over other options is that our Managed Apple Service enables us to ensure the security of the devices and offer support in their use. These are key components of Information Assurance and Security and ensuring safe and continued operations.

If you have an upcoming tablet-based requirement, please do reach out via it@museums.ox.ac.uk so that we can fully discuss with you.

A Day in the Life of GMIT 2 The Infrastructure Manager Strikes Back!

The Winter 2022 edition of the Gardens & Museums IT Newsletter (<https://it.museums.ox.ac.uk/files/gmitnewsissue12winter2022pdf>) included one of our most popular articles to date titled 'A day in the life of Gardens & Museums IT'. Following on from its success we have always aimed to provide a "sequel" and Jona (our ever-awesome Infrastructure Manager) has kindly risen to the challenge and documented one of his recent workdays.

And to steal a phrase from Jack Bauer and 24 - "**Events Occur in Real Time**" - boop boop boop boop...

As Infrastructure manager, my day to day tends to be more project focussed than some of the team, but as with most IT staff across the University I tend to do a bit of everything, as demonstrated by this particular day!

07:30 – 08:30

My day began with an early start (7.30AM) at the Museum of Natural History alongside Dan, to rearrange some network equipment. We carry out such activities at this time to ensure any potential user, operational and business impact is limited. In this instance we were installing a new network switch to increase available capacity. Fortunately, the work went as planned and we were finished on schedule, and by 8.30AM

08:30 – 09:30

At 8.30AM, Dan and I, went to investigate a problematic hybrid working instance, with a laptop repeatedly losing connection to the attached hub monitor. Swapping out equipment fixed the issue, but we'll continue to monitor.

09:30 – 10:00

We then met with the Pitt Rivers Museum Conservation Team in the Main Court to discuss moving some objects from on top of cases in preparation for the Wi-Fi access point replacement. We agree next steps for both the object move, and some additional height and access considerations.

10:00 – 12:00

Time is now focussed upon existing and new support requests and other infrastructure changes. Some of these involve fixing systems, some direct replies to people, but also quite a lot of forward planning and administrative work. This morning's batch include equipment purchasing for work at the Botanic Gardens and organising servicing of backup batteries at the Ashmolean and History of Science.

A Day in the Life of GMIT 2 The Infrastructure Manager Strikes Back!

12:00 – 1:00

At midday we're contacted by the Commercial Systems Team for assistance with a Contactless Donation Station that was having issues connecting to the network. A meeting and investigation is swiftly organised, and we quickly establish that a failed Wi-Fi Access Point is the cause - we put in a work around to re-establish service and add the replacement of the access point to our job list, to be carried before the museum is open to visitors.

1:00 – 2:00

Well earned lunch break!

2:00 – 3:00

Back at my desk to plan for some network topology changes which are taking place later in the week - working through a spreadsheet to make sure we've thought of everything!



3:00 – 4:00

Weekly Reuben College / CTCR audio visual installation catch-up teams call now takes place with the installation contractors, project manager and representatives from the Radcliffe Science Library and Reuben College. As the building schedule has suffered some delays, planned installation work needed to be re-scheduled. Alongside the IT Services Managed Networks Team we discuss, and work through an issue that has been discovered with the networking at the site.

4:00 – 5:00

End of the day work was focussed upon the Microsites Project and progressing the transfer of Museum Microsites to new hosting providers. In this instance I checked that several sites deemed ready are working properly, with Google Analytics setup and functioning. A few minor changes are required, but the Ashmolean Latin Inscriptions site (<https://latininscriptions.ashmus.ox.ac.uk/>) is ready to be moved, so the technical changes were made to implement.

5:00

After a busy and eventful day of progressing and fulfilling many different things it's time to go home!

Service & Support Statistics – 1st May 2023 to 31st July 2023

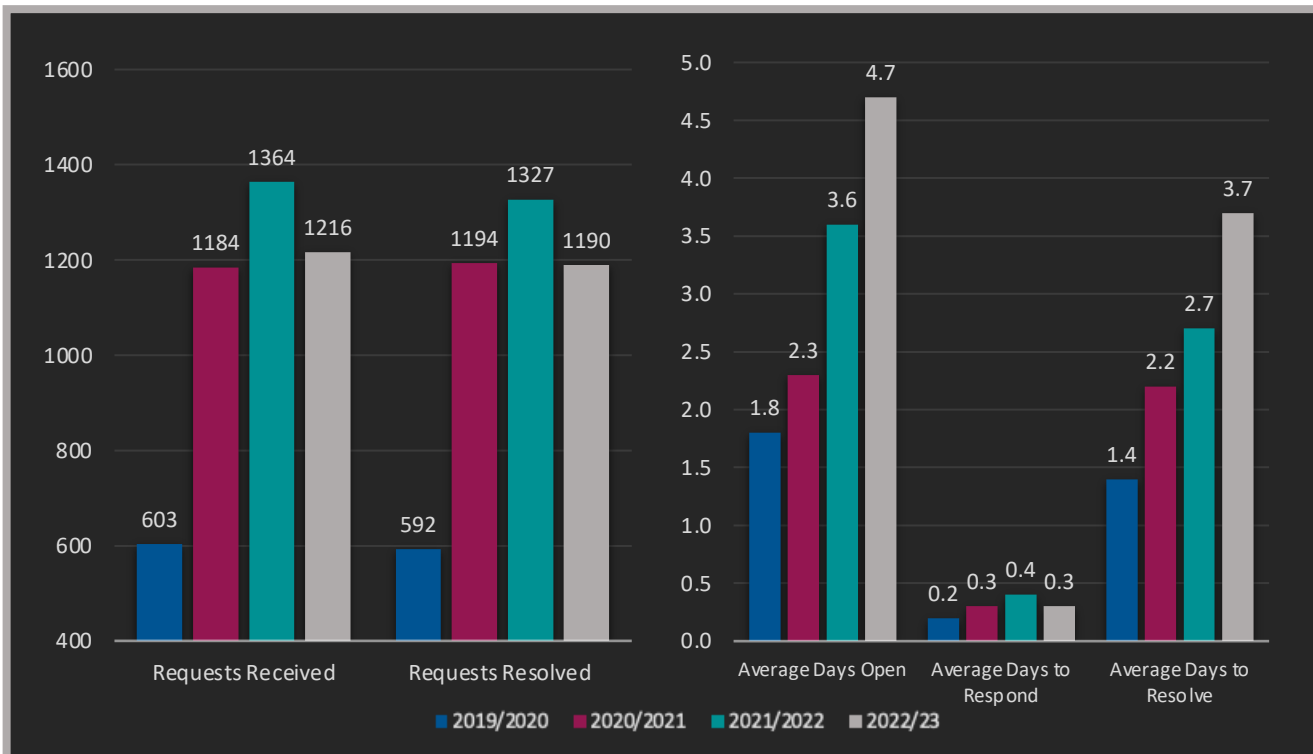
Quarter 4 of the 2022 to 2023 Academic Year has continued to be busy with 1216 requests received. Although this is less than the 1364 requests received in 2021/22, they are similar to the 1184 received in 2020/21 and higher than the 603 received in 2019/20. As has been the case throughout the 2022/23 Academic Year our resolution times have not been as quick as in the preceding years, but response times continue to be impressive despite the number of requests.

Requests Received
1216

Requests Resolved
1190

Avg. Days to Respond
0.3

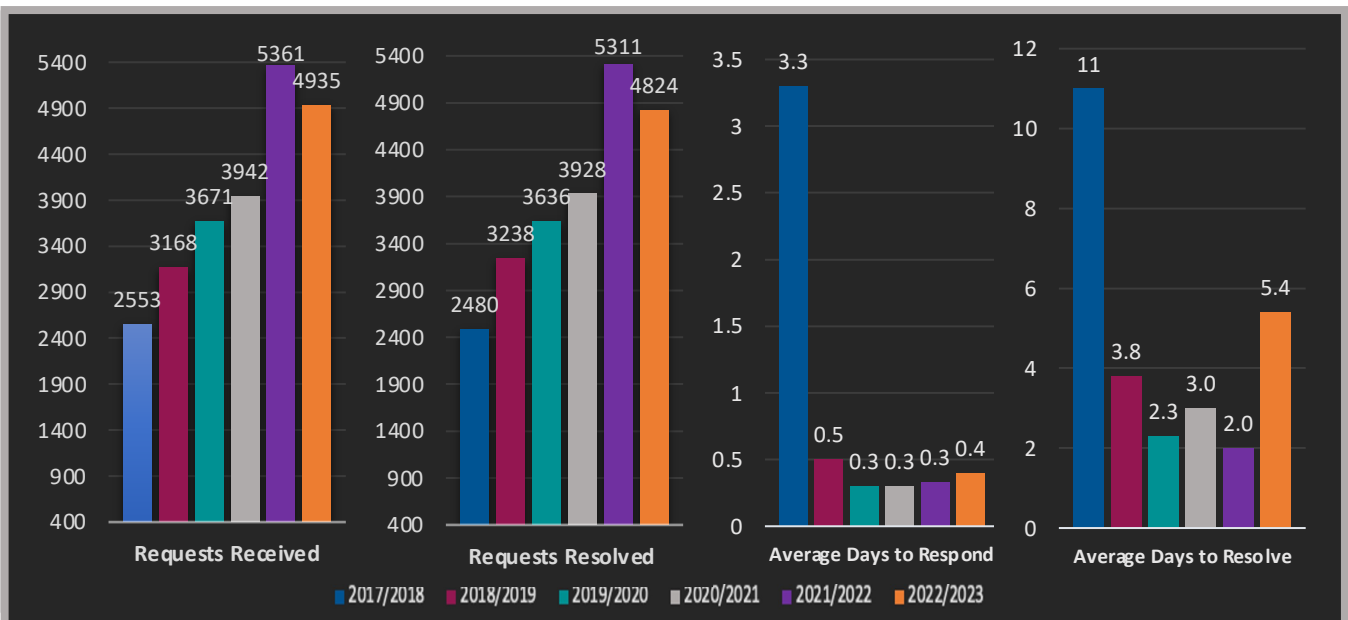
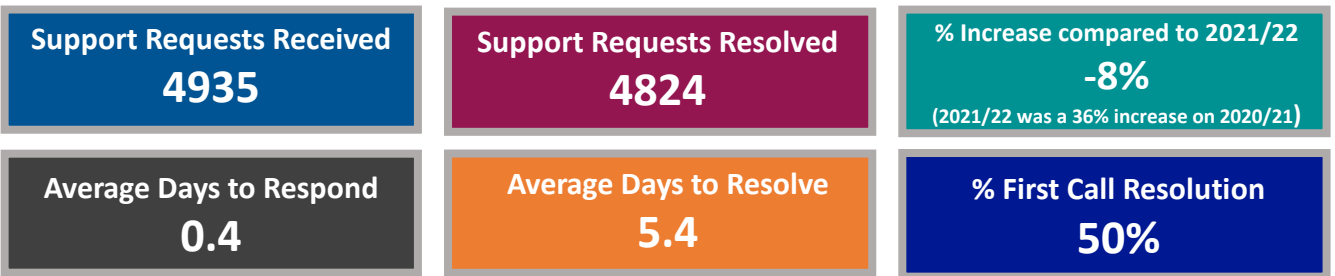
Avg. Days to Resolve
3.7



Location	Requests	Percentage
Ashmolean Museum	413	34%
Museum of Natural History	86	7%
Pitt Rivers Museum	157	13%
History of Science Museum	71	6%
Botanic Gardens & Arboretum	57	5%
GLAM Divisional Office	87	6%
Bodleian Libraries	12	1%
All sites - requests and activities which benefit or impact all locations	348	28%

Annual Service & Support Statistics – 1st August 2022 to 31st July 2023

The 2022/23 Academic Year has once more seen many changes, growth and challenges within IT for both the GMIT and University of Oxford, which have resulted in considerable demand for support. Although there has been a reduction in the number of requests received when compared to the 5361 requests received in 2021/22, 4935 in 2022/23 is still considerable.



Location	2022/23	Percentage
Ashmolean Museum	1553	31%
Museum of Natural History	414	8%
Pitt Rivers Museum	689	14%
History of Science Museum	224	5%
Botanic Gardens & Arboretum	226	5%
GLAM Divisional Office	353	7%
Bodleian Libraries	51	1%
All sites (items which impact all such as Monitoring, GMIT & GMIT Project)	1425	29%

2023/2024 Gardens & Museums IT Roadmap

