

# Gardens & Museums IT

Issue 16  
Winter 2023

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### Gardens & Museums IT Contact Details

- Feedback Email: [it@glam.ox.ac.uk](mailto:it@glam.ox.ac.uk)
- IT Support Email: [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk)

If you require this document in an alternative format, please contact us via [it@museums.ox.ac.uk](mailto:it@museums.ox.ac.uk)

## Welcome

Welcome to the Winter Edition of the Gardens & Museums IT Newsletter. This is the 16<sup>th</sup> Issue of our Newsletter, which means we've been doing this for 4 years now!

I am happy to say that we survived what was a particularly demanding Autumn, with a number of challenges faced - both personal and work wise. A huge thanks to everyone in the team for their respective parts in this and for looking after and supporting each other. I know I've especially appreciated this!

With this in mind, and with it being the end of the year, I'm going to try something different for this newsletter, which could (if successful) become a repeatable thing. There will be the usual news and updates, IT support information for the holiday period, Service and Support Stats, and our Roadmap. But, with a little help from some friends, this issue is going to be focussed on celebrating success and advertising some major achievements which have happened this year across IT Support, Infrastructure, AV and Commercial Systems. Thanks in advance to Helen Moulden, Jona Young and Calum Smythe for their support with this.

Also, as a little treat, and because I was asked why there aren't ever any animals in the Gardens & Museums IT Newsletter, for this issue (and likely this issue only) there is a Pets Corner - displaying the furry creatures that provide some of us with joy and various degrees of support - from utter mayhem to deep happiness! I hope you enjoy!

Finally, I'd like to thank you all for the support, patience and kindness that you offer us - we really do appreciate it! And collectively we wish you all a Merry Christmas and restful holiday period and look forward to seeing you in the New Year.

All the best

Carl



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

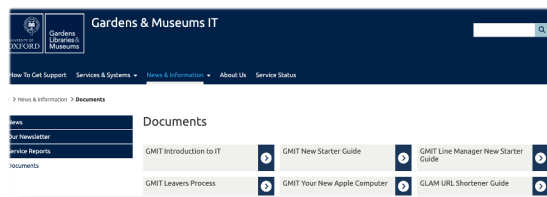
### Information Security and Staying Safe Online

Information Security has been something which has been on our minds for much of 2023, and something which the University and the Gardens & Museums IT Team have been regularly communicating and advising on, as well incorporating security improvements into all we do. This will continue next year with some further Information Security developments occurring within the University.

In the mean-time, you will have recently received some Information Security messages, including guidance on how to stay safe online. Sadly, at this time of year opportunists do take advantage of the surge in internet shopping, due to Black Friday, Cyber Monday and the January Sales. If are are going to be shopping online, please do read the article that the University Infosec Team have produced (available here: <https://infosec.web.ox.ac.uk/article/infosec-pre-christmas-warnings-bah-humbug> ) and where possible please use reputable retailers or known e-commerce marketplace sites.

### Starters & Leavers Documents

We have recently been working on our Starters and Leavers processes - with thanks to the GLAM HR Team for their assistance with this - and an aspect of this was the review of the current New Starter Documents on our website, and the introduction of a Leavers Document.



If you are a new starter, or will shortly be leaving the Gardens & Museums, or someone who manages someone in either scenario, please do take a look at these documents, as they include essential guidance and advice. All associated documents are available on the the Gardens & Museums IT Website here: <https://it.museums.ox.ac.uk/article/documents> .

### Museum of Natural History Fairwater Exhibition

During November we assisted Kelly and Ellena with the Fairwater Exhibition, with the configuration and installation of two interactive computers and touch screens.

There were a few technical issues in the beginning, but with the support and active engagement of the application developer the problems were quickly ironed out, with both the Water Access and Water Cycle interactives working fine since.

The exhibition itself is incredible, so well done to all involved!



### Collections Teaching and Research Centre (CTRC)

Work has continued at the CTRC, with installs of computers and telephones taking place alongside extensive work in the provisioning of network and audio-visual functionality to the space.

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

### Sustainable Printing

With the support of a local supplier, we have recently begun testing an Epson Multi-Function Device that uses heat-free technology, to test and assess its running costs and environmental impact against an existing Museum Printer.

Thus far the energy differences from each device have been quite startling, but we will continue to monitor over the next 6 months and provide feedback.



### IT Services Managed Desktop (CONNECT) Replacement Project

The CONNECT Replacement Project has begun with meetings being scheduled with Heads of Operations for each site in order to discuss the project, how it will be implemented, and crucially the computers and laptops to be replaced. Further information will be shared once available.

### Audio Visual Service section added to Gardens & Museums IT Website

A new section has been added to the Gardens & Museums IT Website, outlining the AV service which is now in place. Please do take a look here: <https://it.museums.ox.ac.uk/av> to see the AV services which we now offer.

### Apple Security and Software Updates

Those who make use of Apple equipment, either within the Gardens & Museums IT Managed Apple Service or for personal use, will have noticed a recent surge in the number of security updates. This has been in part caused by Apple's annual operating system update, but also to address several compromises.

The frequency and urgency on the updates have certainly kept us busy, and we thank all those who have been readily installing and keeping their systems updated - we understand that this can be inconvenient, so we really appreciate your support. In line with this, we will begin the deployment of mac OS Sonoma to Apple Computers in January, so please do keep an eye out for news on this.

### Frameless - London

In January we have organised an exciting visit to the Frameless Digital Art Exhibition at London's Marble Arch. The exhibition itself uses audio-visual technologies to create an immersive experience, presenting famous pieces of art in a truly innovative manner.



The Chief Technology Officer and Co-Founder for Frameless has agreed to meet with us and provide further information on the Frameless journey, and how they've approached and delivered the exhibition. Please look out for an article on Frameless in the Spring Newsletter, and if you'd like to know more about Frameless, please see their website: <https://frameless.com/>.

## IT Support: Friday 22nd December 2023 to Tuesday 2nd January 2024

As is the case each year, the GLAM Divisional Office (which includes the Gardens & Museums IT Team) closes over the Festive period. This year the period of closure is between Friday 22<sup>nd</sup> December at 5PM to Tuesday 2<sup>nd</sup> January at 9AM. As such, the Gardens & Museums IT Team will be away during this time, but in the event of IT assistance being needed there are support options available to those who will be working throughout the period.

Importantly, if you have a known query or request for this period, or in the lead up to this, please endeavour to let us know as soon as possible. As between Monday 18<sup>th</sup> and Friday 22<sup>nd</sup> of December we will be focussing on essential support and pre-holiday priorities.

During the holiday period An Out of Hours Support Service will be in place via the University of Oxford IT Services called NorMAN. You may have already used this service in the past as it has been in place for several years within the University of Oxford, providing Out of Hours Support and coverage throughout the Festive Period.

The NorMAN Service Desk are well versed in assisting with common problems, and offering guidance on a number of the IT services provided by the University of Oxford, including...

- **CONNECT Managed Desktop (including File Shares & Forgotten Passwords)**
- **Chorus Phone Service**
- **Nexus365**
- **Mosaic Websites**
- **Network**



If you experience an issue over the holiday period please call \*01865 6 12345\*, and your call will be directed and triaged by the NorMAN Service Desk. Before calling, please assess whether your need is urgent, or whether a simple work around is available, such as using another computer, printer, or phone. In the event of a serious matter, or major incident an escalation will be raised to one of the Gardens & Museums IT Team directly.

## IT Support: Friday 22nd December 2023 to Tuesday 2nd January 2024

Additionally, please do refer to the Gardens & Museums IT Website (<https://it.museums.ox.ac.uk/>) for guidance and help across a number of IT areas, and in particular the Gardens & Museums 'Introduction to IT' document (<https://it.museums.ox.ac.uk/article/documents>) which offers guidance, advice and instruction on how to resolve many potential issues. The following pages in this Document may be particularly useful:

- **Page 6: University of Oxford IT User Accounts and their associated Services**
- **Page 10: CONNECT – Useful Information & Process Guidance**
- **Page 12: GMIT Jamf Apple Service - Useful Information**
- **Page 15: IT Problems – Self Service Resolution and How to continue working**
- **Page 17: Nexus365 - Access and Setup**
- **Page 21: Microsoft Teams & Remote Meetings**
- **Page 24: Adding a CONNECT File Share to your Computer**
- **Page 29: Eduroam: Device Configuration Instructions**
- **Page 31: Remote Access – Using the University of Oxford VPN Service**

Please also check the IT Services webpages ([www.it.ox.ac.uk](http://www.it.ox.ac.uk)) for information, as a large amount of pre-existing documentation and instruction is already in place and available 24x7. Below are links to particular areas of the IT Services website which may prove beneficial.

- **Help:** <https://help.it.ox.ac.uk/>
- **SSO Account:** <https://www.it.ox.ac.uk/your-university-accounts>
- **Nexus 365:** <https://help.it.ox.ac.uk/nexus365> <https://help.it.ox.ac.uk/chorus>
- **Multi Factor Authentication (MFA):** <https://help.it.ox.ac.uk/mfa>
- **Chorus:** <https://help.it.ox.ac.uk/chorus>
- **CONNECT Managed Desktop:** <https://help.it.ox.ac.uk/managed-staff-desktop-collection>
- **Eduroam:** <https://help.it.ox.ac.uk/how-to-connect-to-eduroam>
- **Information Security:** <https://www.infosec.ox.ac.uk/>

Please do view this information and the IT Service webpages before making a request as the answer to your question, or any guidance you require, may already be available to you.



## GMIT Open Sessions – Winter 2023/2024

The Gardens & Museums IT Open Sessions will continue in the New Year, with the sessions for January, February and March listed in the table below. As with most of the Open Sessions we run, there is no agenda, we are just making ourselves available to you to assist in any way we can, in an informal and relaxed manner.

So, if you have something IT related that you wish to discuss; an exciting new project on the horizon which has computing or AV elements, concerns over Information Security, are new to the Gardens & Museums, or simply feel like having a chat, please do come along.

Date	Location	Time
Wednesday 10 <sup>th</sup> January	Seminar Room History of Science Museum	2.00PM – 3.30PM
Wednesday 7 <sup>th</sup> February	Annexe – Room 1 Museum of Natural History	2.15PM – 3.45PM
Wednesday 6 <sup>th</sup> March	Headley Lecture Theatre Ashmolean Museum	2.15PM – 3.45PM

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.

## 2023 - Celebrating achievements in Gardens & Museums IT Service & Support

2023 has been a tricky year, and certainly a hard one to put into words, but trying to look back to the beginning of the year, and where we were and what we wanted to achieve throughout 2023, I cannot help but feel pride in what we have achieved and great gratitude to the team for their individual and collective efforts in this.

The AV & Commercial Systems Review meant we needed to identify how we could improve both areas, and add further value, whilst maintaining the standards of all the other things we do and improving them where possible. It's very easy in all aspects of life to get excited by new things, and IT is no different, but we couldn't jeopardise or risk what we've achieved and built over the years. Fortunately, through a lot of hard work we didn't, and it's these elements which we managed to sustain and develop that I'll focus on as the top three achievements of 2023!

### 1. Open Sessions

Due to their popularity, and the amazing feedback which we continued to receive, the Open Sessions became a fixed part of our service provision in 2023. What began as an exercise to quickly help, support and prepare you all for Covid and Working from Home, has quickly transitioned into a key part of what we do, and how we collaborate with you. I'm incredibly grateful to those who have made the time and have visited the Open Sessions - as your engagement has been crucial in the Open Sessions success. Equally, a huge thank you to Alex, Amanda and Calum whose contribution has been vital in the delivery, as has their patience, and for keeping faith in this idea when early sessions were quiet.

### 2. Support Statistics...

It has been another year of significant demand on IT support, and with the investigation and work on AV and Commercial Systems, the pull in different directions was particularly challenging at points. But to have completed the Academic Year (August 2022 to July 2023) with 4935 requests received and a response rate of 0.4 days is hugely impressive. The team have coped admirably, and I am so grateful for their contributions in maintaining these standards.

### 3. GMIT Newsletter

The GMIT Newsletter began as a late night thought on how we could improve our communications with you all. Little did I know at the time, and when writing the first issue (March 2020) that it would coincide with a significant and somewhat life changing viral outbreak! I'm still not sure whether those 2 years had a positive impact on the popularity of the Newsletter and its continued success, but I look back fondly to certain articles during that time which really allowed us to provide a different side to who we are, and what we do. The newsletter has changed, developed and evolved over the years (all are available to view here: <https://it.museums.ox.ac.uk/gmit-newsletter>) and is now such an important aspect of what we do, and recent feedback on its importance is incredibly gratifying and humbling!

## Celebrating the Network and Infrastructure Achievements of 2023!

When Jona began his role of Infrastructure Manager in April 2022, he quickly and efficiently mapped out a number of important improvements for the Infrastructure in use across the Gardens & Museums, and although 2022 was very much about identifying the changes required and planning for their implementation, 2023 has very much been about their delivery, and alongside the work with IT Services on the CTRC building and the Wi-Fi Replacement Project, it's been an incredibly busy year for the Infrastructure aspect of the Gardens & Museums IT Team.

With so much having been planned and delivered during the year it's difficult to highlight just 3 major achievements, but the ones selected highlight the positive difference that Jona has made to the team, and alongside Dan and Spiro, the improvements in infrastructure which have been implemented.

### 1. Service Specific Networks - Network Segregation

One major improvement which has been steadily and programmatically implemented is that of Network Segregation, which effectively sees individual services having their own virtual networks, meaning both an improvement in their respective performance and security.

So far individual networks for the Commercial Systems Point of Sale Devices, Contactless Donation Stations and Audio-Visual equipment have been set up, with the associated devices migrated to these new networks. Due to this success, plans for further Service Specific Networks are underway, with implementations planned for 2024!

### 2. System Monitoring

System Monitoring is an area that Jona has had a massive influence upon, not only sourcing, configuring and developing a system, but crucially in its implementation and imbedding as a core function within the Gardens & Museums.

Many important systems and services across the Gardens & Museums are now utilising the System Monitoring service in order to identify changes in availability or potential problems of respective systems. Monitoring has recently been applied to the Commercial Systems Devices with great success, and with much appreciation from Helen, Freya and Stuart.

### 3. Wi-Fi Project

The Museums Wi-Fi Project, and the associated planning, investigation and now implementation, has been ongoing throughout the year. Replacing a 10-year-old Wi-Fi system within the Museums was never going to be easy, but meticulous planning, coordination and collaboration with the Museums and Central IT Services Teams have led to successful implementations at the History of Science Museum and Pitt Rivers Museum, with the Museum of Natural History planned for early 2024, and the Ashmolean Museum soon after.



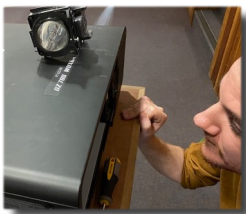
## Building an AV Service for the Gardens & Museums - The top AV successes of 2023

Audio Visual Service has made up a considerable part of our 2023. And although the Audio Visual Service and Systems Review began in August 2022, the majority of work, development and improvement implementation took place throughout 2023.

Calum and I spoke about highlights to great extent, and we struggled to identify just 3 Audio Visual achievements to detail, therefore the 3 we've selected encapsulate improvements achieved across areas of AV and implemented at a number of locations within the Gardens & Museums.

### 1. Audio Visual Services & System Review

We can't really talk about highlights in AV, without detailing what actually made this a possibility, which is the Audio Visual Services & Systems Review, and actually the biggest contributor to its success, Mr Calum Smythe! All the improvements which have been achieved this year, be it in operation, security or process, have all very much been delivered through Calum's continued endeavour, creativity and curiosity. So thank you Calum for taking a chance on us for the review, and for becoming such a key part of the team!



### 2. Audio Visual Support...

Following on from the AV Review (and Calum), is something which I hope many have benefitted from, and that's formalised AV Support. Before this year much of the AV Support occurring across the Gardens & Museums had been on good will and via consultancies, and in many circumstances many issues were going without attention, so it was good to be able to provide some actual support, and there was a lot of it! Certain things spring to mind, such as replacing projector lamp bulbs in a number of locations; tending to and resurrecting several failing or problematic Interactives and providing support and engagement in many AV related projects.



### 3. Lecture Theatres and Seminar Rooms

In third place was our work in improving many of the meeting and lecture spaces across the Gardens & Museums. This included a full review and the replacement of hardware and cabling within the Pitt Rivers Seminar Room and Lecture Theatre, and the transformation of the Botanic Garden Old Library into a hybrid meeting space, with the installation of a large wall mounted TV and panoramic video bar.

Alongside this, we've recently carried out a consultation and review of the Ashmolean Museum Headley Lecture Theatre in view to identifying potential improvements for this space. And similarly at the History of Science Museum, with a review of the current hybrid meeting equipment in the space, and ways and means to improve how operations work within.

## Unwrapping the Year: retrospective on our favourite 2023 Commercial achievements

### A special guest piece from Helen Moulden - Commercial Systems Manager

As we bid goodbye to another busy year in the realm of tills and printers, it's time to hit 'pause' on our biscuit-fuelled system development. The past 365 days have been a chaotic symphony of new functionality, 'switching it off and on again,' and the occasional power outage. Amongst this, our keyboards still typed out success. So, grab your mince pie, settle into your ergonomic office sleigh, and join us in a festive journey through our top three achievements in 2023.

#### 1. Online Shop Success at the Ashmolean

Topping our achievements list is the revamped Ashmolean online shop. The shift to a new shop platform in May brought remarkable results, boasting a 21% increase in sales compared to the previous year. If you haven't explored it yet, dive in for a treasure trove of Christmas gift ideas!



#### 2. Digital Wallet Triumph

Securing the second spot is the introduction of digital wallet payments, ApplePay, and GooglePay, to our ticketing webstores. This seemingly minor change marks a significant leap forward, opening doors for other alternative payment methods. Early data reveals a 27% adoption rate among our customers, with the added bonus of a 7% reduction in rejected payments since the launch of digital payments.

#### 3. Green Ticketing Takes the Spotlight

Claiming the third spot is our green ticketing initiative. Earlier in the year we launched digital membership sales through the webstore. A remarkable 24% of customers are now opting for a digital card over a physical one, reducing our plastic card printing. In early 2024, we plan to extend this eco-friendly approach to Point of Sale. That's not all—prepare for a paperless future as we will also be eliminating 400,000 non-recyclable receipts printed across GLAM each year.

#### And finally...

As we gear up for another bustling year with Commercial Systems, the green ticketing theme takes centre stage again with digital tickets. But that's not all—brace yourselves for the unveiling of a shiny new membership portal.

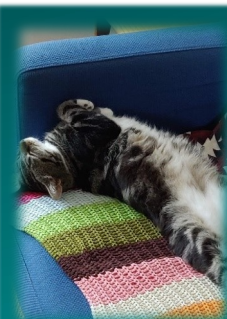
Wishing you all a wonderful break and a very Happy New Year! Thank you for all your support over the past 12 months, we couldn't do this without you.

**Helen, Freya and Stuart (the Commercial Systems Team)**



### Pets Corner...

Welcome to the first Gardens & Museums IT Newsletter Pets Corner! This was a special request, and a little bit of fun to celebrate the end of the year. So, please enjoy the animals from the GMIT and Commercial Systems Team, who provide us with various levels of therapy whilst away from work.

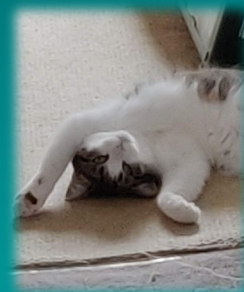


#### Wynn - Calum's Cat

AKA: Wynndred, Wynnefer  
Likes: FOOD, chasing his brother, sleeping on your shoulder.  
Dislikes: Any movement when he's sleeping, Known for: Sleeping on his back, always wanting attention.

#### Cobweb - Calum's Cat

AKA: Mr Cob, Cobble  
Likes: FOOD. antagonising and sleeping on his brother,  
Dislikes: Anything that rustles (no rain coats please)  
Known for: Headbutting shins with the force of a hammer.



#### Poppy - Jona's Rabbit

Likes: All Food!  
Dislikes: Being picked up.  
Known for: Eating the skirting boards.

#### Percy - Jona's Rabbit

Likes: Head Strokes & Hay.  
Dislikes: Cats (he will thump his feet if he sees one!)  
Known for: Running around the Kitchen!



#### Jasmine - Carl's Cat

AKA: Jazz, Jammin', Hairy Baby, Furry Menace, Skitty Kitty and Beast (usually in that order every day)  
Likes: hiding in holes in hedges and pouncing on passers-by, and then chasing their dogs!  
Dislikes: fresh water - much prefers shower water!  
Known for: generally being a bit of a menace, but in a cute and forgivable way.



#### Huckle - Helen's Cat

AKA: Monkey  
Likes: Food, food, did someone say food?  
Dislikes: Enforced cuddles.  
Known for: Climbing curtains, swinging on them like Tarzan and pulling down curtain poles.

#### Pixel - Helen's Cat

AKA: Pants  
Likes: Playing fetch with balled up receipts.  
Dislikes: Her brother.  
Known for: Meowing outside wardrobe doors.



## Service & Support Statistics – 1<sup>st</sup> August 2023 to 31st October 2023

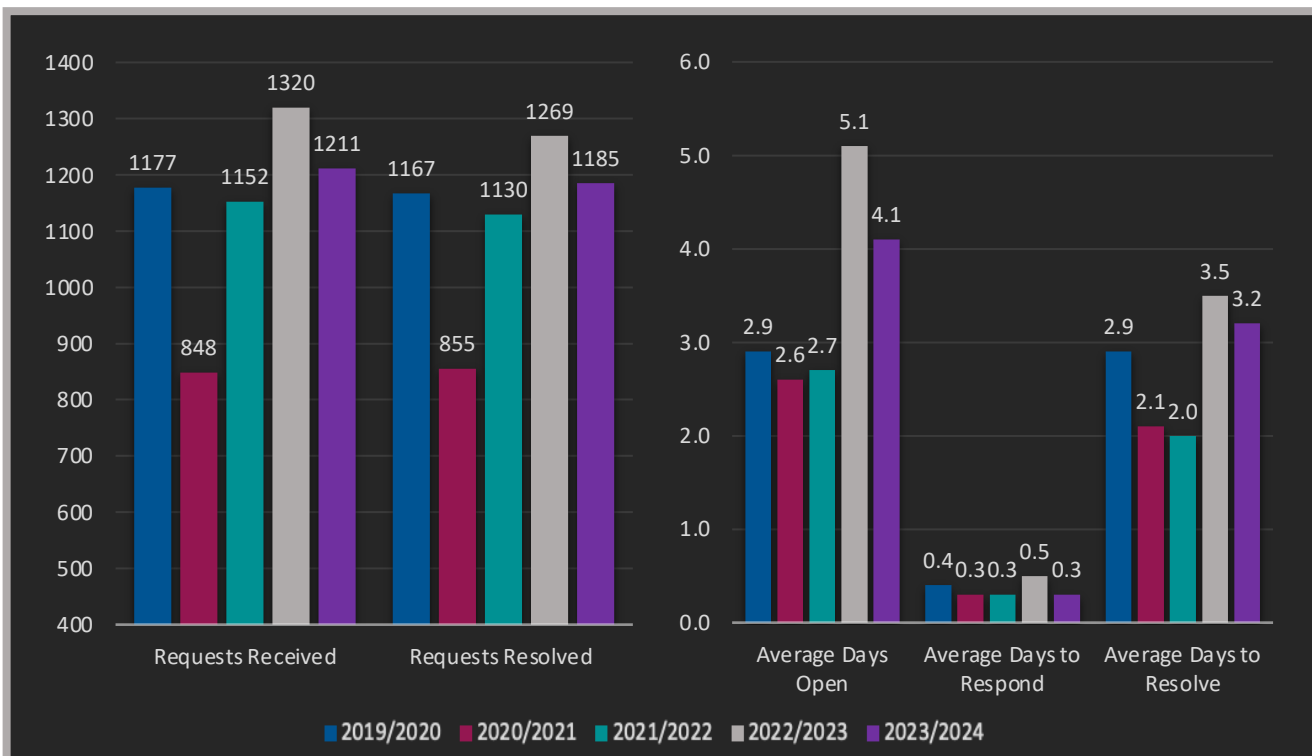
Quarter 1 of the 2023 to 2024 Academic Year has been especially busy, with September and October proving to be particularly demanding.. Although the number of requests received is less than the 1320 received during the same period in 2022/23, the 1211 requests is higher than the preceding years of 1152 in 2021/22, 848 in 2020/21 and 1177 in 2019/20. Additionally, the requests themselves were somewhat more complex, or required extensive engagement and investigation to progress and resolve.

**Requests Received**  
1211

**Requests Resolved**  
1185

**Avg. Days to Respond**  
0.3

**Avg. Days to Resolve**  
3.2



Location	Requests	Percentage
Ashmolean Museum	387	32%
Museum of Natural History	100	8%
Pitt Rivers Museum	168	14%
History of Science Museum	58	5%
Botanic Gardens & Arboretum	46	4%
GLAM Divisional Office	71	6%
Bodleian Libraries	19	1%
All sites - requests and activities which benefit or impact all locations	362	30%

# 2023/2024 Gardens & Museums IT Roadmap

