Gardens & Museums IT

**Issue 19
Autumn 2024**

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Welcome

Welcome to the 19th and Autumn 2024 Edition of the Gardens & Museums IT Newsletter.

The Summer really did fly by - with a number of interesting challenges keeping us busy! We faced a Global IT Outage, welcomed Adrian to the team, carried out a Colleague Feedback Survey and also invited a security consultant in to carry out a Cyber Security Audit of our current systems, services and processes.

And although it has been a busy and challenging Summer, it has been enjoyable, and most of the elements mentioned above (the Global IT Outage being the exception) have been positive experiences, and sharing these with you makes up the majority of this newsletter.

Equally many of these items have involved the collaboration and support of many colleagues. We're grateful to how welcoming you've been to Adrian, the incredible support shown during the Global IT Outage, and those who assisted in the Cyber Security Audit.

Also, the responses from the Colleague Feedback Survey have been particularly gratifying, and some of these kind comments have already been beneficial in helping get through the tougher days - so, a massive thank you to those who did take the time to complete this. We really appreciate all of your patience, support and assistance.

Please do read on for more on this, and for news of things to come during the Autumn months and beyond.

Carl

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

WiFi Improvement Project

Phase 1 of the WiFi Improvement Project was completed earlier this year - with all existing Wireless Access Points across the museums replaced with new technology. We've already seen an improvement in the levels of service and signal in these areas, and critically a significant reduction in the number of requests or failures related to WiFi.

Phase 2 of the Museums WiFi Improvement Project is progressing well, with surveys having taken place to assess the spaces which do not have coverage, and how this can be established. We're currently awaiting the results from the surveys, but are already making plans to extend coverage to certain high-profile locations. And further updates on this will be provided in the coming months.

Email Delegation Requests

A number of the GMIT Team have worked within the University for a significant time, and a repeated requirement over the years has been a more streamlined and efficient University email delegation process. I'm happy to say that within the last month such a process has been implemented for project and secondary mailboxes - sadly not personal delegation as yet.

Local IT Support Staff (in your case Gardens & Museums IT) can now make the change request with automations carried out to action within 2 hours from when the request is made (not taking into consideration the time it would take us to respond and make the request).

This is a significant improvement, and one which should greatly decrease the time in which delegations take to implement. And therefore, if you do have an email delegation requirement, please do send our way via it@museums.ox.ac.uk.

Gardens & Museums Service Desk

Over the last 6 months we have been talking to a number of teams and departments across the Gardens & Museums regards Service Management and Service Desk applications, and in line with this looking into suitable options for a Shared Service Desk Application to fulfil this growing requirement.

We had initially hoped that an existing service, such as the Service Desk application which we use (Oxford Service Manager) would be able to be utilised in non-IT environments, but sadly this isn't the case. But thanks to some collaborative work between the Ashmolean and Museum of Natural History Facilities Team, and Calum within the GMIT Team, we're close to having a trial solution in place.

We'll soon be in contact with those who have expressed a need to discuss next steps and timeframes. And if any others would be interested, please do get in contact via it@museums.ox.ac.uk .

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

CONNECT Replacement Cycle

Over the Summer work has continued on the CONNECT Replacement Cycle Project, with many conversations and meetings occurring, alongside the configuration and installation of some early replacement machines.

We're hoping that positive progress continues, and that we will be able to update on a plan and timescale for the commencement of replacement soon.

Apple MacOS and iPadOS Updates

Many Apple users, either at work or at home would have noticed that Apple have released new operating systems for the various devices which they supply. This is common practice for Apple at this time of the year, and something which we make plans for as part of our Managed Apple Service for iMacs, MacBooks and iPads, with the intention of making the update process as straightforward as possible.

The iPad variant, iPad OS18, has been tested, and we have made the latest version available to those devices which we manage. As MacBooks and iMacs often have greater dependencies on other applications, including productivity, backup and security, MacOS 15, also known as Sequoia requires a little more work and preparation.

We're currently carrying out this work in view to making the update available as soon as possible, alongside a plan for deployment. We'll communicate further when we're in a position to safely progress this..

In addition to this we are aware that a number of machines have already been upgraded to MacOS 15 (Sequoia) - for those who have upgraded this isn't a concern, but we ask that you let us know as soon as possible if you experience any issues so that we can help mitigate these.

Gardens & Museums IT Annual Plan and Roadmap

Over the Summer and into Autumn each year we spend a lot of time thinking about and planning for the year ahead. This year the Cyber Security Audit (Page 5) and the Colleague Feedback Survey (Page 6 and 7), will heavily influence this.

Our Roadmap for 2024/25 can be found on Page 11 of this newsletter and in the documentation section of our website (https://it.museums.ox.ac.uk/article/documents). You may notice that there are a number of "Activities to run throughout 2024/25'. These areas will be updated with more specific items when they are determined and planned for progress or implementation, and will be shared via the quarterly newsletter and website.

Welcome to Adrian!

In late July, as part of the team's recent restructuring (detailed further in the Summer Newsletter (https://it.museums.ox.ac.uk/sitefiles/gmit-news-issue-18-summer-2024.pdf) Adrian King joined the team as IT Officer.

We're delighted that Adrian has joined our team. And since joining he has been getting out and about, assisting with a variety of requests, and meeting as many people as possible. Adrian has already made a great impact, and has kindly put together the below to introduce himself.

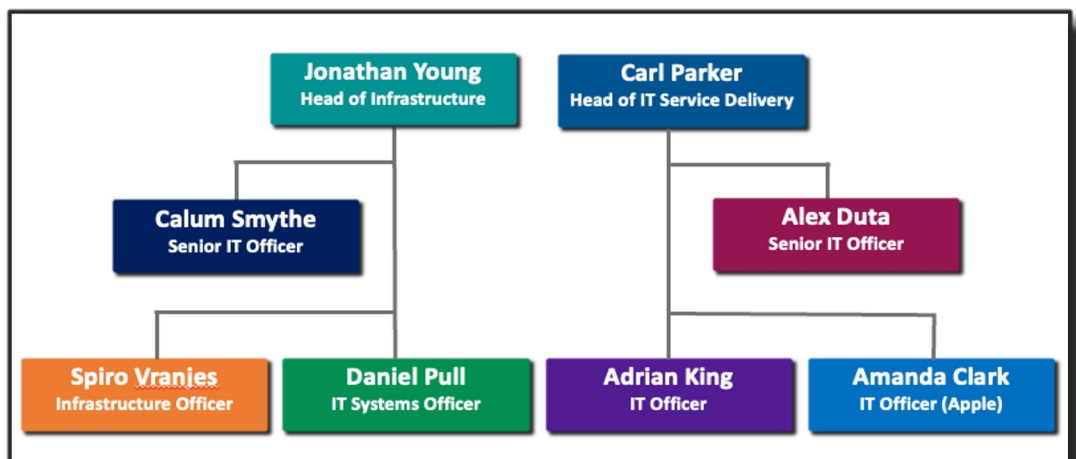"Hi! I'm Adrian King, and have just joined the Gardens & Museums IT Team as IT Officer.

I have been fixing computers for years now! Initially working across the country carrying out installations for schools. And following this some time providing IT support in corporate pharmaceuticals.

More recently, and to achieve an improved work life balance, I've been working for a number of different departments and colleges within the University. And now I'm here in the Gardens & Museums! Although it's early days, it's my favourite job within the University so far!

In my spare time I love gardening, and spend as much time as possible at the allotment growing vegetables."

Now that Adrian has joined and settled in, the structure of the Gardens & Museums IT Team, and respective roles, can be seen in the diagram on the right.

Jonathan Young — Head of Infrastructure

Carl Parker — Head of IT Service Delivery

Calum Smythe — Senior IT Officer

Alex Duta — Senior IT Officer

Spiro Vranjes — Infrastructure Officer

Daniel Pull — IT Systems Officer

Adrian King — IT Officer

Amanda Clark — IT Officer (Apple)

Cyber Security Audit & Review

Throughout July and August, we have been working with an external consultant to carry out a Cyber Security Audit of the IT Systems, Services and Processes in place across the Gardens & Museums.

This process commenced with significant planning and discussion. And was subsequently followed by a 2-day in-depth review, which resulted in a report outlining the security status of our systems, services and processes, alongside how these could be improved.

This activity was something which we instigated after great thought and consideration, as we were keen to establish what our security posture is, and crucially where the risks lie, and how we can mitigate these.

The report itself has made for hard reading in places, but generally speaking, we're doing ok. Much of the security work which has taken place over the past 24 months has greatly improved where we are. Practices have been implemented across most areas, and there is growing knowledge and experience within the team, with some of undertaking extended training and gaining certification to support this.

The report has identified that many further mitigations and improvements are required. And helpfully the report has outlined in detail, what these mitigations and improvements could be, and methods to implement.

Using these suggestions, we identified that the improvements or mitigations will need a variety of different skills, capabilities and approaches to implement, and we have been able to put these into 4 areas, being….

- **Business Continuity - Redundancy, Resilience & Service Continuation**
- **Information Security Training & Knowledge Sharing**
- **Policy, Process & Documentation**
- **Technical & Security Controls - Managed Systems**

Various people, strategies, elements and actions will make up the approaches to these areas, and we will shortly be talking with Senior Leadership Teams across the Gardens & Museums about how we plan to develop and deliver these improvement activities. And as things develop, we'll communicate accordingly.

Colleague Feedback Survey

Over the Summer we carried out a Colleague Feedback Survey to establish levels of satisfaction, the elements of the provision which are most valued and crucially to identify IT areas, services and solutions which require improvement, and ideas of what those improvements could be.

We used a small number of questions to gain quantitative and qualitative data to establish the following…

- Where we are right now: Colleagues' thoughts on the current IT provision
- Continuous Improvement: How can the Gardens & Museums IT provision be improved?
- Celebrating Success: What have we done well?

We received around 80 responses to the survey, with many incredibly kind, supportive and complimentary comments being received. Please find some of the finding from the survey over the next 3 pages of this newsletter. And for a more comprehensive account please see the full report, which is available to view on our website within the Service Reports section (https://it.museums.ox.ac.uk/article/service-reports).

## Where we are right now: Colleagues' thoughts on the current IT provision

A number of questions were asked in this category to establish how people feel about their current computing equipment; levels of satisfaction with the Gardens & Museums IT aspects of the provision, and those provided by Central IT Services. And finally, the elements of each provider's provision which our colleagues value the most.

Computer Equipment Satisfaction

60 of the 79 people who answered this question were using a Central IT Services Managed CONNECT Computer, which equates to 76%, and aligns with known computer numbers and the mixture of CONNECT, and the GMIT provided Apple Jamf and Microsoft Intune Windows Computers.

69% of people who answered this question were happy with their computer, but 27% were not, and offered a variety of reasons for this which have been captured in 4 categories, being Not Happy, Performance Issues, Current Equipment and Peripherals setup, and those who's Computer is not fit for purpose. This is an obvious area for improvement, and one which will be benefited from respective replacement cycles, with an added requirement to engage the impacted colleague in this process to ensure equipment allows for fulfilment of their role the most effective manner.
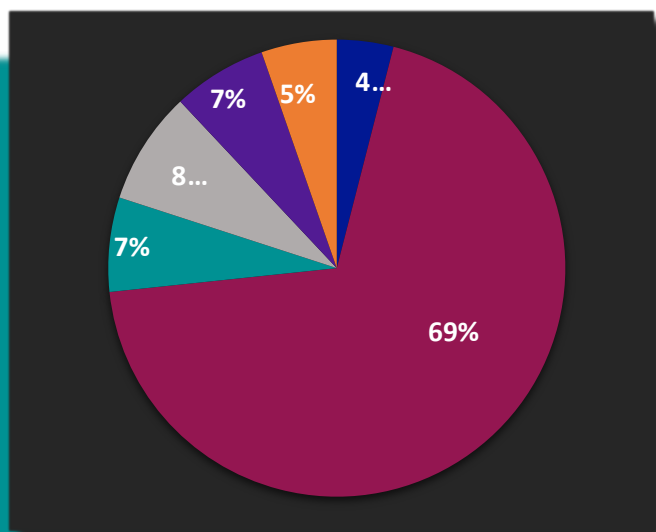
Colleague Feedback Survey

Gardens & Museums IT Satisfaction

Satisfaction for those services provided by the Gardens & Museums IT Team and the manner in which they are delivered is very impressive with 96% of responses either being Very Satisfied or Somewhat Satisfied.

When asked what parts of the GMIT provision that our colleagues valued the most Computing Support, Service Desk and Face-to-Face Support, all scored highly, with Communications and Networking also being highly favoured.

Very Satisfied - 81%
Somewhat Satisfied - 15%
Neutral - 3% (neither satisfied or dissatisfied)
Somewhat Dissatisfied - 1%
Very Dissatisfied - 0%

Very Satisfied - 41%
Somewhat Satisfied - 29%
Neutral - 23% (neither satisfied or dissatisfied)
Somewhat Dissatisfied - 6%
Very Dissatisfied - 1%

Central IT Services CONNECT Managed Service Satisfaction

Satisfaction for the Central IT Services provided CONNECT service shows a combined score for Somewhat Satisfied and Very Satisfied of 70%, with a further 23% being Neutral.

This shows an opportunity for improvement, with closer working between GMIT and IT Services being potential mechanisms to achieve this, with better utilisation of the relationships established through local and onsite working.

Continuous Improvement: How can the Gardens & Museums IT provision be improved?

In this section we were looking to identify areas of the existing service which needed to be improved, or ideas for new initiatives which could be of benefit.

We established the following repeated responses (alongside some others with less mentions) when asking for areas where improvement was needed.

- **Support Channel Confusion**
- **Face-to-Face/Local/On-site Support**

And the following when asking for what elements our colleagues wanted to see continue, or a new development which would offer value.

- **Everything to continue**
- **Face-to-Face/Local/On-site Support**
- **Simplified Support Contact or Single Support Contact**

Colleague Feedback Survey

Celebrating Success: Has there been a time when you were particularly impressed by the IT provision within the Gardens & Museums?

We received a significant number of positive comments which were full of gratitude for the service offered or particular instances which have impressed. Please see a small number of these here.

> All my visits/dealings with the Gardens and Museums IT team have been very fruitful - I always feel listened to and my concerns/problems captured accurately for speedy resolution. I always know you guys will have the answers!

> The team is very supportive, prompt, skilled, and professional, and goes the extra mile to make sure we can get things done Five stars!

> There have been numerous occasions when the GLAM IT team have gone above and beyond to help and have made the effort to call or visit me in person. I never feel like any question is silly.

> I have been impressed every single time I have asked GLAM IT for assistance. They are amazing.

> All team members are helpful and friendly, thank you.

What we've learned…

The 2024 Colleague Feedback Survey has been a positive activity, and the wonderful comments and thanks throughout are incredibly well received, and we are truly grateful for the level of kindness and support shown to us. During the survey there have been a number of common themes or items which require improvements, but two stood out and have been described in more detail below, alongside the proposed improvement activity.

Deskside & Face-to-Face Support

We pride ourselves on our customer service and in offering a user focussed and personal service, and a significant aspect of this Face-to-Face support. The comments and data received signal the importance of this and needs for this to remain. We are now looking to identify where this approach could be expanded, or how others could adopt.

Simplifying Support Channels - Single Point of Contact

Support channel confusion continues to negatively impact user's IT experience across the Gardens & Museums, with many people mentioning that they are not sure who to contact, between ourselves (GMIT) and IT Services for each support request, with this leading to misdirected requests and subsequently delays in response and resolution. With this in mind, we are currently investigating and progressing plans to implement Single Point of Contact, with the aim to see all IT support requests being sent to the Gardens & Museums IT Team, who will subsequently triage and carry out any necessary escalations to IT Services on behalf of our colleagues.

GMIT Open Sessions – Autumn 2024

The Gardens & Museums IT Open Sessions have been organised for October, November and December, with the dates, times and locations below.

You may notice that whereas previously they have tended to be on a Wednesday, the next three are on a variety of dates. This is an action from the recent Colleague Feedback Survey, which showed incredible positivity for the sessions, but also a requirement to provide on different days to ensure availability for those who are regularly unavailable on a Wednesday. Moving forward we'll continue to endeavour to have these on differing days of the week.

As with the September Session, the Commercial Systems Team will once again be joining us, and will aim to do so for all future sessions. And for added incentive, biscuits and cakes will continue to be supplied! If you can make the time, please do come along.

Date	Location	Time
Monday 7th October	Headley Lecture Theatre Ashmolean Museum	1.00 PM – 2.30 PM
Tuesday 5th November	Annex Room 1 Museum of Natural History	10.30 AM – 12.00 PM
Wednesday 11th December	Seminar Room History of Science Museum	11.00 AM – 12.30 PM

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.

Service & Support Statistics –
## 1st May 2024 to 31st July 2024

Quarter 4, much like the other periods in the 2023/24 Academic Year, was an incredibly busy time for the team. Our involvement is needed across the Gardens & Museums to service the ever-growing needs and dependencies on technology. Crucially our engagement is not always needed from a support perspective but also from a position of security, and in ensuring that technologies remain secure and reach the Information Security requirements of the University.

Requests Received	Requests Resolved	Avg. Days to Respond	Avg. Days to Resolve
1260	**1230**	**0.2**	**3.5**
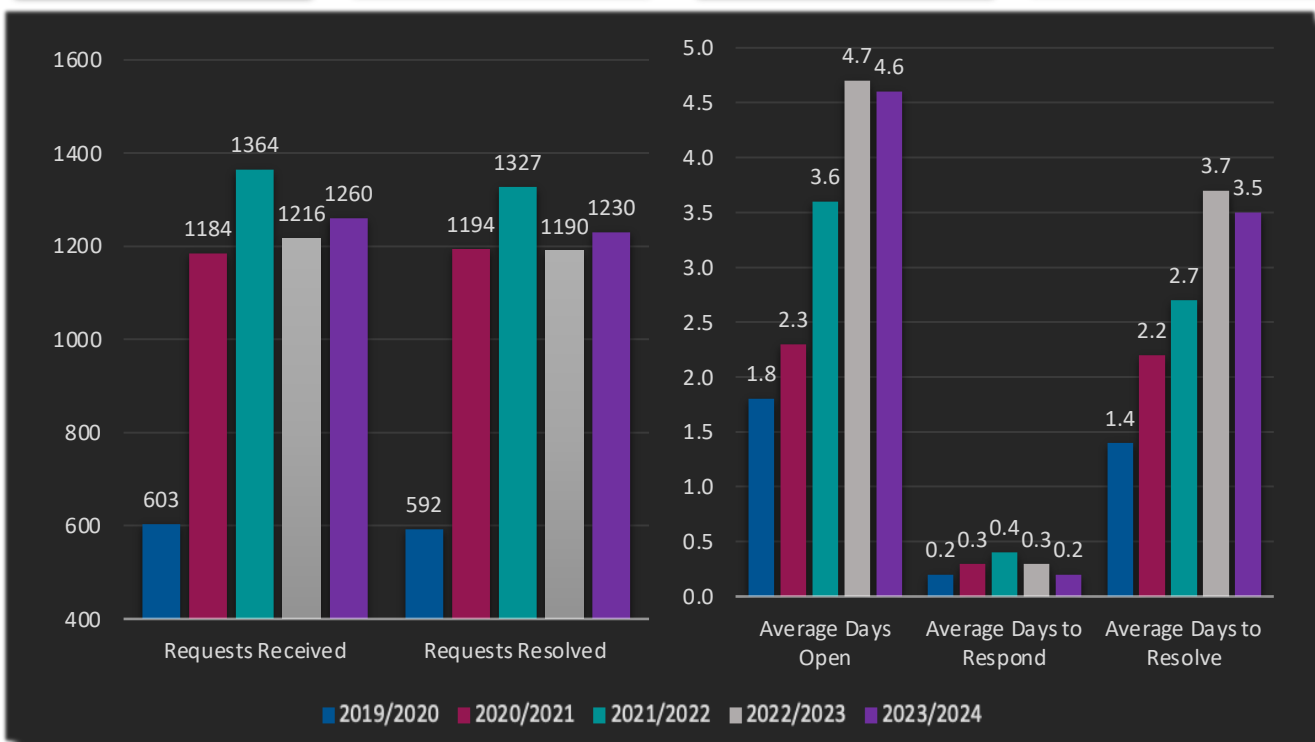
Location	Requests	Percentage
Ashmolean Museum	461	37%
Museum of Natural History	130	10%
Pitt Rivers Museum	154	12%
History of Science Museum	64	5%
Botanic Gardens & Arboretum	51	4%
GLAM Divisional Office	106	8%
Bodleian Libraries	19	2%
All sites - requests and activities which benefit or impact all locations	275	22%

GMIT Service Reports are available on the GMIT Website: https://it.museums.ox.ac.uk/article/service-reports

Annual Service & Support Statistics – 1st August 2023 to 31st July 2024

The 2023/24 Academic Year has once again been a busy time for the GMIT Team, with many challenges, changes, and a significant demand for assistance, engagement and involvement in various operations, activities and projects across the Gardens & Museums. Across the year the response to our colleagues' requests continues to be incredibly impressive and greatly appreciated.

Support Requests Received	Support Requests Resolved	% Increase compared to 2022/23
4714	**4628**	**-8%**

Average Days to Respond	Average Days to Resolve	% First Call Resolution
0.25	**3.3**	**53%**

Legend: 2018/2019 · 2019/2020 · 2020/2021 · 2021/2022 · 2022/2023 · 2023/2024

Requests Received: 3168, 3671, 3942, 5361, 4935, 4714
Requests Resolved: 3238, 3636, 3928, 5311, 4824, 4628
Average Days to Respond: 0.50, 0.30, 0.30, 0.33, 0.40, 0.25
Average Days to Resolve: 3.8, 2.3, 3.0, 2.0, 5.4, 3.3

Location	2023/24	Percentage
Ashmolean Museum	1692	36%
Museum of Natural History	494	10%
Pitt Rivers Museum	617	13%
History of Science Museum	250	5%
Botanic Gardens & Arboretum	183	4%
GLAM Divisional Office	317	7%
Bodleian Libraries	78	2%
All sites (items which impact all such as Monitoring, GMIT & GMIT Project)	1083	23%

The full Annual Service Reports for 2023/24 is available to view here : https://it.museums.ox.ac.uk/article/service-reports

2024/2025 Gardens & Museums IT Roadmap