Gardens & Museums IT

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Welcome

Welcome to the Winter Edition of the Gardens & Museums IT Newsletter, and what is the 20th Issue.

December and the end of the year has once again crept up on us all. The year itself feels as though it has been quite long, but in the same breath feels like it has gone by in the blink of an eye!

I am happy to say that we survived what was a particularly demanding Autumn, with a number of challenges faced - some expected and many not! Information and Cyber Security has been a dominating force throughout, and thankfully the work and preparations carried out in this area throughout the year helped us handle this pressure, whilst providing reassurance and confidence to the associated risks and concerns felt across GLAM. A huge thanks to everyone in the team for their respective parts in this, and for looking after and supporting each other.

This newsletter is following the same format as the Winter 2023 version, with time taken to look back over the calendar year and celebrate some of the successes and highlights. This does mean it's quite lengthy, so please do use the contents on the left to direct yourself to the elements of most interest.

Also, and due to the warm reception that they received in last years issue, the pets are also back. So please enjoy a glimpse into the furry and fluffy joy that our critters bring.

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?

Staying Safe Online & Phishing Emails

We recently sent an email (3rd December 2024) titled 'Staying Safe Online over the Festive Shopping Period (and beyond)...' which included lots of useful information on how to shop safely and things you should look out for or be aware of. As the amount of marketing and online shopping increases this time of year so does the number of opportunists attempting to take advantage. I've included below some of the particularly important information links.

- **University of Oxford Infosec Pre-Christmas advice: https://infosec.web.ox.ac.uk/article/infosec-pre-christmas-warnings-bah-humbug**
- **Get Safe Online - Online Safety for Christmas: https://www.getsafeonline.org/safeonlinechristmas/**
- **Get Safe Online - Shopping, Banking & Payments: https://www.getsafeonline.org/personal/article-category/shopping-banking/**
- **BBC Bitesize - Scam Safe Quiz: https://www.bbc.co.uk/bitesize/articles/z2xn8p3**

Additionally, many techniques have become more sophisticated, and it's getting more and more difficult to determine a fake message against a legitimate one. We've recently had two such instances, where messages which appeared to be phishing were actually legitimate. Therefore, if you do find yourself in an instance where you're not sure, before clicking, forwarding or responding in any way, please reach out so that we can help with clarification.

And finally please do carry out the University of Oxford Information Security Training Module, which can be accessed here: https://www.infosec.ox.ac.uk/do-the-online-training . It's recently been reviewed and refreshed, and as well as being a University compliance requirement, it's also a great means of developing, enhancing and testing your Information Assurance & Cyber Security knowledge.

Cyber Security Improvement & Engagement Activities

Cyber Security is something which has kept us incredibly busy over the last few months, and throughout the year. I could write a lengthy update, but I'm very mindful of the fact there have been lots of recent communications on this matter. Equally, there are a number of activities which are currently in progress which aren't quite ready to be communicated, but will be in the New Year. Therefore, I'm going to try and keep this short and sweet (which is difficult for me).

So, never has there been the level of awareness and engagement in Cyber Security with the University and GLAM, and there has been lots of progress made from various perspectives over the course of Q1, with presentations given; technical controls implemented; systems reviewed; and many meetings and much discussion.

The team have worked tirelessly on this - with many needing to adjust plans and priorities; or needing to spin new plates. A special mention to Jona, for his expertise and leadership, and Calum for his continued endeavour and for expediting a number of instances effectively and efficiently. Much has been achieved in a short period of time, and further is to come. I look forward to providing a more comprehensive update in the next Newsletter.

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

Support Channel Simplification

As mentioned in the Colleague Feedback Survey part of the Autumn Newsletter (https://it.museums.ox.ac.uk/gmit-newsletter) simplifying the existing support channels had been identified as a requirement due to the continued confusion that having multiple support channels causes.

I am happy to announce that from January, we will begin to introduce a Single Point of Contact (SPOC) through a phased implementation commencing with the the History of Science Museum. This will mean that all IT support requests, including CONNECT, can be sent to GMIT, and we will investigate, and if unable to resolve will escalate on your behalf. In the next newsletter (Spring 2025) I'll provide a formal introduction of this service change, how it will work in greater detail, and an update on how the phased implementation is going.

IT Services Managed Desktop (CONNECT) Update

CONNECT Computer Replacement Cycle: Positive steps have recently been taken and the computers that will be replaced are being finalised. Once this is complete conversations will take place as to the computers which they will be replaced with. This is likely to commence with the Botanic Gardens and Arboretum early next year.

Windows 11 Update: The IT Services Desktop Services Team have begun the roll-out of Windows 11 and are actively sending emails to users who machines are suitable for the upgrade. The title of the message is 'Please upgrade your device to Windows 11'.

Step-by-step guidance can be found on the IT Services website here: https://help.it.ox.ac.uk/staff-pc-w11-upgrade . And if you have been contacted and are considering carrying out the upgrade, please do read the guidance first. If you have any questions or need assistance with the process, please do get in touch.

Apple Security - Sophos & Software Updates

Much work has been occurring to improve the security of Apple Computers. Amanda and Alex have been working on various work streams (thank you both) to either investigate and resolve issues or better the security aspects of this provision.

Sophos Antivirus & Malware Protection: Issues with the Sophos application not working correctly on Apple machines was identified in October. This has required considerable work, in troubleshooting errors and reinstallation of the application. For those who have been inconvenienced by this we greatly appreciate your patience, time, and understanding in getting this fixed.

MacOS & iPadOS Update: Apple have recently released a number of security updates for its MacOS, iPadOS and iOS devices. Those machines which are enrolled in our Managed Apple Service will receive the updates automatically, but if you have an Apple device which is outside this (work or personal) please do ensure you check for updates and install.

IT Support over the Festive Period!

Friday 20th December 2024 to Monday 30th December 2024, and January 1st 2025

As is the case each year, the GLAM Divisional Office (which includes the Gardens & Museums IT Team) closes during the Festive period. This year the period of closure is between Friday 20th December at 5PM to Monday 30th December at 9AM. And then once again on Wednesday 1st January 2025.

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, alongside escalations being in place in the event of an emergency.

Support in the Event of an Emergency

During the holiday period An Emergency Out of Hours Support Service will be in place via Central University IT Services called NorMAN. You may already be familiar with this service as it has been in place for several years providing Out of Hours Support and coverage during the Festive Period.

Many situations can feel like an emergency, but we have agreed with the Central University IT Team and the NorMAN Support Service that the follow scenarios would be deemed as an emergency and would necessitate an escalation to a member of the Gardens & Museums IT Management Team

- **Network Failure or Outage – wired, wireless, public wi-fi**
- **Commercial Systems Failure or Outage**
- **Cyber and Information Security Incident– cyber-attack; ransomware; virus infection; disclosed-information (phishing/spam etc)**
- **Widescale Computer outage**

If you experience an issue which fits into one of these categories during the holiday period, please call *01865 6 12345*. Your call will be triaged by the NorMAN Service Desk, and you will be able to escalate to us. If something else occurs which you feel constitutes an emergency, then you will also be able to request that an escalation is made.

Before making a call, please do assess whether your need is urgent, or whether a simple work around is available. Extensive guidance can be found on the next page with links to self-help and alternative options if you do encounter an issue. Please do have a read and familiarise yourself with these options.

IT Support over the Festive Period!

Friday 20th December 2024 to Monday 30th December 2024, and January 1st 2025

Self-Help Resources - Guidance & Information

Many self-help resources exist if you do find yourself with an IT issue.

The Gardens & Museums IT Website (https://it.museums.ox.ac.uk/) includes extensive 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) offers guidance, advice and instruction on how to resolve many potential issues. The following pages in this Document may be 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) 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**
- **Multi Factor Authentication (MFA): https://help.it.ox.ac.uk/mfa**
- **Information Security: https://www.infosec.ox.ac.uk/**
- **Eduroam: https://help.it.ox.ac.uk/how-to-connect-to-eduroam**
- **CONNECT Managed Desktop: https://help.it.ox.ac.uk/managed-staff-desktop-collection**
- **Chorus Telephone Service: https://help.it.ox.ac.uk/chorus**

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 2024/2025

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 simply making ourselves available to you to assist in any way we can, in an informal and relaxed manner. Many have found it to be the perfect opportunity to discuss those niggly little issues, including setting up Multi-Factor Authentication through an App to finally get themselves connected to Eduroam!

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.

And as with other recent sessions the Commercial Systems Team will once more be joining us.

Date	Location	Time
Monday 13th January	Annexe – Room 1 Museum of Natural History	1.00PM – 2.30PM
Friday 14th February	Lecture Theatre Pitt Rivers Museum	10.00AM – 11.30AM
Monday 17th March	Headley Lecture Theatre Ashmolean Museum	10.00AM – 11.30AM

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.

Celebrating the 2024 achievements in IT Support & Service Delivery

2024 has been a busy year, with many new projects, technologies, challenges and developments being faced. Despite the continual demand we continue to focus what we do and how we do it around our colleagues, and pride ourselves on our service delivery methods (fast response, face-to-face, user-focussed). Our main achievements in service and support are the results of this approach, and the feedback which has been received within GLAM and the University. A huge well done to the team for their respective parts in this success, and our ever-growing reputation.

1. Colleague Feedback Survey

In the Summer of 2024, we carried out a Colleague Feedback Survey (full report available here: https://it.museums.ox.ac.uk/article/service-reports), to establish the satisfaction levels for the IT provision within the Gardens & Museums, and crucially to identify ways and means that it could be improved. Thank you to all who took the time to complete - it is greatly appreciated, and to Alex for helping put the survey together.

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

The response, alongside, the qualitative and quantitative information gained, has been incredibly helpful in identifying areas for improvement, but also providing evidence for the merits of proposed initiatives, and adjustments in service. Equally the satisfaction scores received for the Gardens & Museums IT Team are simply amazing and incredibly gratifying!

2. Support Statistics...

Throughout this year we have continued to see a high demand for IT assistance, but the success is not the number of requests received, but the efficiency of our response to these requests. During the 2023/24 Academic Year (August 2023 to July 2024) we received 4714 requests, and responded to them on average within 0.25 days, with an average resolution time of 3.3 days. The team really do work hard to maintain these levels, and I am incredibly proud of their effort and this achievement.

3. Support mechanisms - leading the way...

Over the years as we've been building, developing and improving our service and support provision. There have been some fundamental elements that this has been built around, and these have been critical to our success, and the trusts and reputation which have been gained.

Over the last year we've had many queries and conversations from other parties within GLAM and in the University about what makes us so popular and successful - with our approaches and initiatives being identified as having the potential to be successful elsewhere. It's always good knowing that you're doing well, but being approached, and widely regarded as delivering excellence, and others wanting to follow your lead is very humbling and true cause to be proud.

Improving Device Management & Computer provision - the successes of 2024

End-user computing has many flavours within the Gardens & Museums, and each offering is slightly different, with the Gardens & Museums IT Team providing the Jamf Apple Service and now the Windows Intune solution; and Central IT Services providing CONNECT. In all varieties we're always looking for improvements big and small, and this year has been no different.

1. Standard Equipment Documents

We receive various requests for guidance on the purchase of computing equipment, and the associated costs. To aid with this process, and to make the information readily available for both the GMIT Team and our colleagues, at the beginning of 2024 we introduced Windows and Apple Standard Equipment Documents to advertise the variety of end-user devices, recommended peripherals, and their associated costs. The documents have proved incredibly popular in detailing the options available, their differences, and in assisting in decision making.

So, if you are looking to make a computer purchase in the New Year, please do service and on our website (https://it.museums.ox.ac.uk/article/documents) or get in touch via it@museums.ox.ac.uk to request the latest internal version which includes pricing.

2. Improving Jamf - Information Pop Support Application

In certain scenarios it's not always the major changes that make the most positive impact, and that is certainly the case for the new Support App which was introduced to our Apple Service this Year.

This Support App pulls together various pieces of information from the device and makes it available via a single pop-out window. The app has been incredibly well received, and many have fed back how helpful it has been. A huge well done to Alex for exploring this opportunity and successfully implementing.
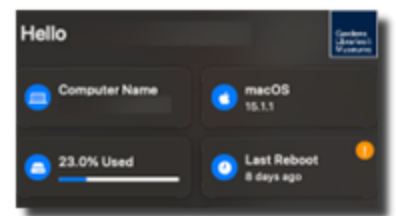
3. GMIT Managed Windows Service

When Calum joined the GMIT Team in the summer of 2022, we began investigating options for Windows Management solution for those cases or situations where the Central IT Services CONNECT Service wasn't quite right. After an incredibly positive trial this is now a standard part of service, and is offered to colleagues when looking to buy new computer. Calum is now also involved in a Digital Transformation project that is exploring the use of Intune (and our solution as a test-base) as a wider University offering. This is another example of the positive influence that our ideas and initiatives are having on the wider University. Well done and a massive thanks to Calum.

Network and Infrastructure Highlights of 2024

2024 has been another incredible year full of infrastructure and network improvements.

In what has been a year dominated with Information and Cyber Security concerns, there has also been the need to investigate and implements new technologies. These have been diligently and expertly balanced to ensure that they coalesce and achieve improvements in both performance and security.

Please see below the highlights from the Infrastructure and Networking achievements of 2024.

1. Wi-Fi Project - Phase 1 Completion

Phase 1 of the Museums Wi-Fi Project - to replace the existing wireless access points - was completed during 2024. 217 access points were replaced in total, with 177 of them in 2024.

Replacing the 10-year-old Wi-Fi system was not an easy task by any means, but careful planning, alongside excellent coordination and collaboration between Jona, Dan and the Central IT Services Managed Networks Team have led to successful implementations across all the Museums, and improved performance throughout.

Jona is now working with IT Services on Phase 2, which is the identification of those spaces which do not currently have service, and how this can be suitably provisioned.

2. Public Wi-Fi Improvements

During 2024, as part of exploring opportunities of working with the Bodleian, and improving the public facing systems, a true GLAM Public Wi-Fi service was established with the Gardens & Museums, and Weston Library Public Wi-Fi instances merged.

This integration work has led to the introduction of service wide monitoring, and will also lead to improved resilience and redundancy, with plans scheduled to implement in 2025.

3. Network Segregation

Network Segregation work has continued throughout 2024 - in what began with Commercial Systems Point of Sale and AV Equipment during 2023 - there are now specific networks in place for Security Systems, and Gallery Interactives, with work going on to introduce a network for Facilities and Utilities.

Alongside this there plans in place for the introduction of others in 2025, including Bring Your Own Device and External Commercial Events.

These specific networks allow for improved performance for the equipment within each network due to reduced network congestion, alongside the improved security of the various systems and services being separated from each other.

An AV Service for the Gardens & Museums - The top AV successes of 2024

The Audio Visual Service was a new part of our provision in 2023 and made up a considerable aspect of our work as we investigated and implemented improvements across the Gardens & Museums.

This year the work has continued, and alongside making many hidden resilience and security improvements, and working on some longer-term projects, the following have stood out.

1. Lewis Evans Display - History of Science Museum

The Lewis Evans Exhibition at HSM is the most involved we've been in any installation. We helped to advise on potential costs, develop back-up plans if equipment wasn't delivered in time; and then carried out the setup of touchscreens, which included breaking them out of the wooden crates which they had been delivered in!

But what truly stands out is the collective efforts and energies that HSM put into this. A massive thank you to Andrea and Sumner for letting Calum and I be part of this incredible experience.

2. Video Streaming & Hybrid Events

Something which we didn't have the required time to fully investigate in 2023 was video streaming and hybrid events, the improvements that could be made and how feasibly they could be implemented.

During 2024 we got a little further with this and identified some technology-based options, helped to supply equipment for an event that the Ashmolean Learning Team were holding at the Taylorian, and supported the discussions with external consultants for potential improvements of some of the Gardens & Museums meeting spaces. In 2025 we plan to implement some of these identified improvements and explore opportunities or spaces where they could also add value.

3. The Collections & Teaching Research Centre

Anyone who has visited the CTRC will likely have seen or will have been shown the high-end Audio-Visual equipment which was installed as part of the building project. The technology installed has great potential and has helped to identify possibilities for use elsewhere.

It has needed a lot of work behind the scenes to learn the system and work with the AV and network contractors to fully implement. This has tested both Jona and Calum, who have both shown incredible resilience, patience, energy, creativity and endeavour, to realise the planned outcomes for AV in the building and the potential it offers to GLAM as a meeting space.

Ho-Ho-Highlights: Commercial Systems and Support in 2024

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

As we prepare to log out for a well-deserved festive break, let's unwrap the highlights of an out-of-this-world year. From handling 2,691 support calls (and more than a few cups of tea) to launching projects that transformed member experiences, 2024 has been truly **galactic**! Grab your favourite office mug, and let's dash through our top three achievements of the year.

1. Bridging the GAP (Galaxy Audience Platform)

January saw the launch of the GAP Project, aimed at taming the vast cosmos of supporter data. With over 360,000 contacts to manage across GLAM, this initiative was no small task. By October, the Ashmolean membership team was live with automated CRM workflows - saving time and sending over 1,000 emails automatically. From better supporter engagement to unlocking the full income potential of our data, this project will allow GLAM to reach new heights in understanding and communicating with their customers.

2. Membership Made Merry

August brought the gift of simplicity with the launch of the Ashmolean Membership Portal. Gone are the days of repetitive data entry and the frustration of manual updates. Now, members can renew online, access their digital membership cards, and update details with ease. This portal has proven to be a one-stop-shop for festive functionality, spreading cheer to both members and staff alike.
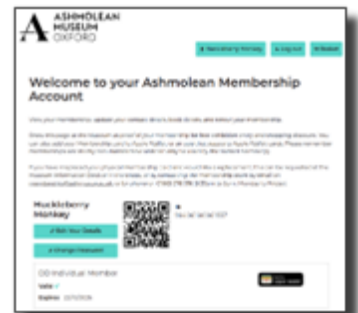
3. Going Green Across GLAM

The spirit of sustainability has spread far and wide this year. Digital tickets and memberships are now live across all GLAM sites. With 32% of customers embracing digital membership cards and 49% opting for digital tickets, the impact is enormous—over 4,200 membership cards and 160,000 tickets annually are no longer being printed. That's a lot of trees saved!

Looking Ahead to 2025…

The coming year promises even more sparkle: A new payment platform (Adyen) will bring alternative payment options for our international visitors allowing them to shop in their own currency. The GAP project rollout will continue, with the Bodleian set to go live in February and other GLAM sites onboarded by July 2025.

As we close the books on 2024, we want to extend a heartfelt thank you to everyone who has supported us throughout the year. Wishing you a joyful holiday season and a Happy New Year!

Helen, Freya and Stuart (the Commercial Systems Team)

Pets Corner 2 - Animal Antics!

In the 2023 Winter Newsletter we added a special article introducing you to the furry creatures who provide us with with equal parts joy and increased cleaning responsibilities. Due to the success of the article and the feedback we've received (it was quite epic - everybody loves an animal!) brace yourself for part 2!

Helen being the creative powerhouse that she is came up with the idea of fun pictures and crazy scenarios. So here are our pets doing some odd things in odd ways. And a special guest who was either lacking in boundaries or trying to break into my house!

Wynn & Cobweb - Calum's Cats

Calum's Cats are incredibly cute, but with a hint of cat like mischief.

Here we can see Cobweb snuggling up/making a nuisance of himself by laying on his brother.

And in the next picture preparing to either jump-scare or pounce on whomever is behind the camera!

Poppy & Percy - Jona's Rabbits

Now for anyone who wants to suggest rabbits just sit around munching vegetables all day Jona's rabbits will prove otherwise!

As you can see through Poppy rocking a rather fetching turquoise cap and looking super cool with it. And with Percy stretching high to reach the sky (at an already precarious height!)

And when they're not stretching and wearing hats, they can be found perusing the various nooks and crannies of Jona's home - and most definitely not getting stuck!

Pets Corner 2 - Animal Antics!

Huckle & Pixel - Helen's Cats

Helen's cats are incredibly beautiful and fluffy. And alongside their splendour they like to find themselves in interesting situations.

Huckle is interested in the household finances - ensuring that money has been spent on the correct purr-chases!

Pixel prefers to have a good time - such as rolling around on cardboard and dressing up for Christmas!

Jasmine - Carl's Cat

My cat Jasmine - a former stray who we adopted as 12 months old and pregnant - has been on a bit of a journey and discovery of growth this year - evolving considerably from the cat that the village feared - due to her delight at scaring and chasing dogs. You still wouldn't want to mess with her (as next doors cat recently found out). But now 6 she has mellowed.

Despite the mellowing she has picked up an annoying habit. We love a milkshake in my house, but we were discovering that the contents in our glasses was magically disappearing. We always assumed it was each other until we caught Jasmine paw-dipping in my drink and taking sweet delight in the vanillary goodness!

A random (and somewhat aggressive squirrel)!

This feisty fellow is Mr Nom Nom! The husband squirrel of Nom Nom, who was a daily visitor to our garden - until she had baby squirrels!

At which point Mr Nom Nom took over daily visiting and foraging duties. And he took things a step further - obviously dissatisfied with the quantity or quality of 'goods' in the garden much to my wife's terror and amusement he started banging on the backdoor and trying to break in! Jasmine being the now mellow cat she is investigated the situation from inside, shrugged and sashayed away back to the comfort of the sofa.

Service & Support Statistics –
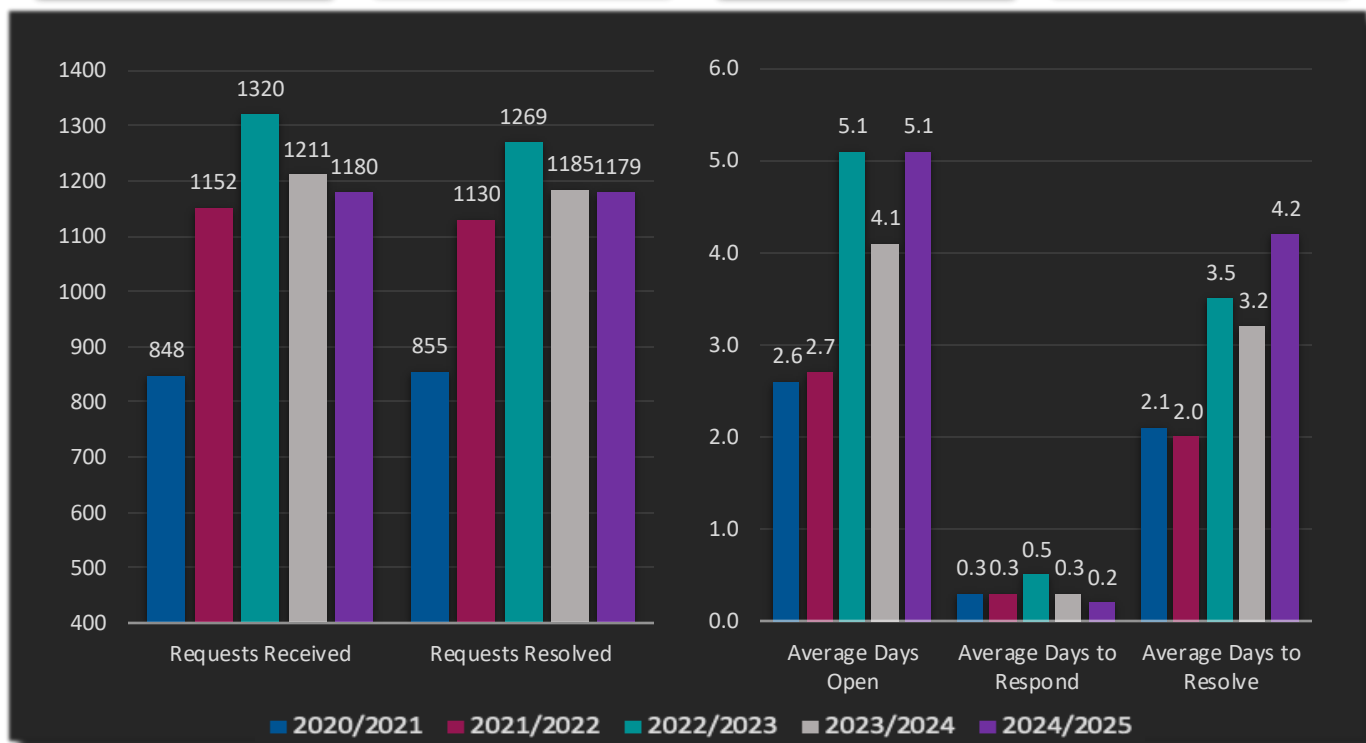## 1st August 2024 to 31st October 2024

Quarter 1 of the 2024/25 Academic Year has once again been a busy time. And as is standard for the start of each Academic Year there are many new initiatives and ideas as the locations we support develop and commence work on their own targets and objectives, which often have technical or technology-based dependencies, or require security guidance.

Requests Received	Requests Resolved	Avg. Days to Respond	Avg. Days to Resolve
1180	1179	0.2	4.2

Chart 1 (Requests Received / Requests Resolved):
- Requests Received: 2020/2021: 848, 2021/2022: 1152, 2022/2023: 1320, 2023/2024: 1211, 2024/2025: 1180
- Requests Resolved: 2020/2021: 855, 2021/2022: 1130, 2022/2023: 1269, 2023/2024: 1185, 2024/2025: 1179

Chart 2:
- Average Days Open: 2.6, 2.7, 5.1, 4.1, 5.1
- Average Days to Respond: 0.3, 0.3, 0.5, 0.3, 0.2
- Average Days to Resolve: 2.1, 2.0, 3.5, 3.2, 4.2

Legend: ■ 2020/2021 ■ 2021/2022 ■ 2022/2023 ■ 2023/2024 ■ 2024/2025

Location	Requests	Percentage
Ashmolean Museum	443	38%
Museum of Natural History	120	10%
Pitt Rivers Museum	116	10%
History of Science Museum	50	4%
Botanic Gardens & Arboretum	39	3%
GLAM Divisional Office	64	5%
Bodleian Libraries	28	2%
GLAM Stores	17	2%
All sites - requests and activities which benefit or impact all locations	303	26%

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

2024/2025 Gardens & Museums IT Roadmap