

Gardens & Museums IT: 2021/2022 Roadmap

Project/Activity	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	2022/2023
INFORMATION SECURITY													
Apple MacOS	MacOS 11 BigSur Upgrade				MacOS 12 Monterey Testing				MacOS 12 Monterey Deployment				
Apple IOS		IOS 15 Testing	IOS 15 update OBG Managed Devices	IOS 15 update - Ashmolean Managed Devices	IOS 15 update Pitt Rivers Managed Devices		IOS Jamf Mgmt - Ashmolean Facilities						
Jamf SSO Deployment	Deployed as new Apple devices are provisioned. Or as Apple devices are re-provisioned.												
Identity & Access Management	Microsoft Azure - Operational Review	Microsoft Azure - Technical Review	Microsoft Azure - Consultation; System Development & Service Transition		Microsoft Azure - Operational Documentation								
Windows (non-CONNECT)				Windows 21H1 Update - Non-Connect Computers				Windows 11 Testing			Windows 11 Deployment		
BUSINESS AS USUAL													
Reporting & Communications	Quarterly Service Report	Autumn Newsletter		Quarterly Service Report	Winter Newsletter		Quarterly Service Report	Spring Newsletter		Quarterly Service Report	Summer Newsletter		
IT Services Liaison	Continual Activity - IT Services Directors, IT Services Service Desk, IT Services Desktop Services, IT Services Purchasing												
Board & Committee Membership	Continual Activity - NAG, COWLSHUR, Directorial & Operational Meetings: across G&M												
Purchasing & Procurement	Continual Activity - actively purchasing and providing purchasing guidance across G&M												
Vendor Management	Continual Activity - engagement and management of vendor relationships												
SSL Certificate Renewals		SSL Certificate Renewals				SSL Certificate Renewals					SSL Certificate Renewals		
Asset & Licence Management					DNS Audit		Equipment Disposal		G&M Adobe Licencing Review & Renewal	Apple Disposal	G&M - All sites Equipment Audit		
Support & Service Tasks/Activities of note	MNH Microsculptures Interactive Re-built	Commercial POS Device Support 3 x POS devices re-build		Ashmolean Taharqua Interactive Re-built	Data Centre UPS Service	Harkness - removal of connectivity and service		MNH Tree Of Life Interactive Re-build	Commercial POS Device Support/Maintenance/Upgrade 2 x POS devices re-build				
SERVICE IMPROVEMENT													
Communications	Quarterly Newsletter Creation			Quarterly Newsletter Creation			Quarterly Newsletter Creation			Quarterly Newsletter Creation			
Hybrid Working	Hybrid Working Equipment Investigation & Documentation	GLAM DO Office Preparation & Procurement	GLAM DO Office Cabling & Installation				GLAM DO Office Cabling & Installation	GMIT Office Cabling & Installation					
New Ways of Working	Activities to run throughout 2021/22												
Apple MacOS Service Improvement	Apple Desktop & Laptop provision analysis		Apple Desktop & Laptop Configuration & Deployment						Apple Estate Review & Replacement Cycle Purchasing				
Apple IOS Service Improvement	Ashmolean IOS Device Configuration & Deployments	OBG IOS Device Configuration & Deployments					IOS Jamf Mgmt - Ashmolean Facilities						
Backup & Recovery	Code42 Backup Solution Testing		Code42 Backup Solution Documentation			Code42 Backup Solution Apple Deployment							
Application & Database	MNH & HSM Emu Service Transition		MNH & PRM Filemaker Database Review & Changes										
Documentation & Knowledgebase	Apple Computing New Apple Computer Document	IOS Devices Management with Jamf	Website Content Review	Code 42 End User Configuration Guide	Apple Computing Process & Handover Document					Service Portfolio- Review & Update			
INFRASTRUCTURE IMPROVEMENT													
Infrastructure Improvements	Ashmolean HLT Network Upgrade	Firewall Changes	Ashmolean Facilities Network Upgrade		SDC Firewall Upgrade	Tesla Powerwall Install @ MNH	Harkness - deprovisioning	Firewall Upgrade		Core Switching Review & Procurement			
Infrastructure Auditing and Documentation	Firewall Audit		Osney One Data Centre Audit		WiFi Configuration Documentation	Switch Documentation	UPS Audit			Switch Audit			
Harcourt Arboretum Wi-Fi Implementation	Auditing, Configuration & Deployment					Fibre and WiFi connection improvements							
Upper Heyford Shelter 7 Provisioning		Wifi Provision Review & Implementation											
Upper Heyford Shelter 8 Provisioning		Wifi Provision Review & Implementation		Data Point & Power Requirements Review & Implementation									
Natural History Museum Chorus Deployment	MNH Chorus - iPhone Configuration and Deployment					MNH Chorus - iPhone Configuration and Deployment							
Visitor Counter System	PRM Visitor Counter System Deployment & Configuration			FootfallCam Documentation									
PERSONNEL													
Personal Development Review			Pre-DRs: Preparation & Discussions on PDR		PDR Meetings & Paperwork				6 Month PDR Reviews				
Training & Development - planned/attended	COBITs framework for the governance of enterprise IT - Haas Ezet	ITIL4 Service Management Create, Deliver Support - Carl Parker					Jamf 200 Management - Amanda Clark		Bringing out the best in People Carl Parker		CCNA Daniel Pull		ISO 27001 Carl Parker
Recruitment		Infrastructure Manager Post Discovery & Analysis; Job Specification		Infrastructure Manager Post advertised	Infrastructure Manager Post Interviews	Infrastructure Manager Recruitment			1 YR Fixed Term AV/IT Officer Job Specification	Infrastructure Manager Start	1 YR Fixed Term AV/IT Officer Advertisement, Interviews, Recruitment		
Skills Matrix				Skills Matrix Document Update & Review	Skills Matrix Completion								Skills Matrix Review
PROJECTS													
Commercial Systems		Commercial POS Device Support 3 x POS devices re-build		Commercial Demands Investigation & Discovery Proposal				Commercial Demands Investigation & Discovery					
AV Systems	MNH Microsculptures Interactive Re-built		AV Demands Investigation & Discovery Proposal	Ashmolean Taharqua Interactive Re-built			MNH Tree of Interactive Re-build						
CMS & DAMS - MUS764	Service Deployment & Service Transition												
Online Collections - MUS765	Service Deployment & Service Transition												
CTRC [Reuben College]	CTRC Project to run throughout 2021/22												
Microsites	CSF (Swindon) Project to run throughout 2021/22												
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OBGA Education iPads		OBGA: Device Configuration; Device Management; Deployment											