

Gardens & Museums IT: 2023/2024 Roadmap

Project/Activity	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024		
GARDENS & MUSEUMS IT REVIEW															
University of Oxford IT Infrastructure Review	Activities to run until December 2023														
University of Oxford Digital Transformation	Activities to run throughout 2023/24														
Gardens & Museums IT Review	Business Case/Analysis		Gardens & Museums IT Survey		Service Feedback Review		Activities to run throughout 2023/24								
University of Oxford Technicians Skills Survey	Initial Presentation & Feedback		Survey Year		Survey Year		Results/Outputs/Feedback								
INFORMATION ASSURANCE & SECURITY															
Information Assurance & Security Review	Activities to run throughout 2023/24														
Baseline Assessment	Commercial System Baseline Assessment				DMT Managed Apple Macs & iOS Baseline Assessment				Commercial Systems: Managed Macs, Managed iOS, PC Services & Systems				Gardens & Museums Content Baseline Assessment		Feedback from DMT Baseline Assessment
Third Party Security Assessment - Review of active services and PPSK status	Activities to run throughout 2023/24														
Information & Network Resilience, Security & Performance (Confidentiality, Integrity, Availability)	Review and implementation of Network Resilience, Security & Performance (Confidentiality, Integrity, Availability)														
Security & System Updates (Confidentiality, Integrity, Availability)	Activities to run throughout 2023/24														
DMT iOS Management (Confidentiality, Integrity, Availability)	DMT iOS Management (Confidentiality, Integrity, Availability)		DMT iOS Management (Confidentiality, Integrity, Availability)		DMT iOS Management (Confidentiality, Integrity, Availability)		DMT iOS Management (Confidentiality, Integrity, Availability)		DMT iOS Management (Confidentiality, Integrity, Availability)		DMT iOS Management (Confidentiality, Integrity, Availability)		DMT iOS Management (Confidentiality, Integrity, Availability)		
Asset Management/Inventory (Confidentiality, Integrity, Availability)	CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		
Apple macOS Update (Confidentiality, Integrity, Availability)	macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		
Apple iOS Update (Confidentiality, Integrity, Availability)	iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		
DMT Windows Update (Confidentiality, Integrity, Availability)	DMT Windows Update (Confidentiality, Integrity, Availability)		DMT Windows Update (Confidentiality, Integrity, Availability)		DMT Windows Update (Confidentiality, Integrity, Availability)		DMT Windows Update (Confidentiality, Integrity, Availability)		DMT Windows Update (Confidentiality, Integrity, Availability)		DMT Windows Update (Confidentiality, Integrity, Availability)		DMT Windows Update (Confidentiality, Integrity, Availability)		
Documentation & Knowledgebase	Activities to run throughout 2023/24														
INFRASTRUCTURE & NETWORK - RESILIENCE, SECURITY & PERFORMANCE															
Network Resilience, Security & Performance Review	Activities to run throughout 2023/24														
Core Wired Network	Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		
Edge Wired Network	Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		
Wireless Segmentation	Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		
Firewalling	Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		Museum's Network History Core Switch Replacement: Design, Procure, Implement		
Network Security & Segmentation	Activities to run throughout 2023/24														
Data Centre & Storage	Data Centre Review & Optimisation		Data Centre Review & Optimisation		Data Centre Review & Optimisation		Data Centre Review & Optimisation		Data Centre Review & Optimisation		Data Centre Review & Optimisation		Data Centre Review & Optimisation		
Power & Redundancy	Activities to run throughout 2023/24														
Infrastructure Monitoring	Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		
Asset Management/Inventory	Activities to run throughout 2023/24														
CTEC - Network & Infrastructure Implementation	Design and implementation of network and infrastructure														
AI Systems Network	Network Implementation		Network Implementation		Network Implementation		Network Implementation		Network Implementation		Network Implementation		Network Implementation		
Documentation & Knowledgebase	Activities to run throughout 2023/24														
END-USER DEVICE MANAGEMENT															
DMT Managed Apple Macs (iOS)	macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		macOS 13 Upgrade & Update Completion		
DMT Managed Apple iOS (iOS)	iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		iOS 16 Upgrade & Update Completion		
IT Services Managed Desktops - CONNECT	CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		
DMT Windows Device Management (WDM)	WDM Policy Review & Configuration		WDM Policy Review & Configuration		WDM Policy Review & Configuration		WDM Policy Review & Configuration		WDM Policy Review & Configuration		WDM Policy Review & Configuration		WDM Policy Review & Configuration		
Admission - Audits & Engagement Plans	Configuration & Deployment		Configuration & Deployment		Configuration & Deployment		Configuration & Deployment		Configuration & Deployment		Configuration & Deployment		Configuration & Deployment		
Asset Management/Inventory	CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		
Documentation & Knowledgebase	Activities to run throughout 2023/24														
COMMERCIAL SYSTEMS - POS COMPUTING (In cooperation with Commercial Systems Team)															
Desktop Management	See DMT Windows Device Management														
POS Support & Servicing	Activities to run throughout 2023/24														
Cardinals Operations Station Review	Activities to run throughout 2023/24														
Cardinals Operations Point Network	Network Design		Network Design		Network Design		Network Design		Network Design		Network Design		Network Design		
Commercial Systems Remote Support	Training & Support		Training & Support		Training & Support		Training & Support		Training & Support		Training & Support		Training & Support		
Antics	Project preparation - design and build		Project preparation - design and build		Project preparation - design and build		Project preparation - design and build		Project preparation - design and build		Project preparation - design and build		Project preparation - design and build		
Galaxy Application Update	Annual Galaxy Update Planning and Implementation		Annual Galaxy Update Planning and Implementation		Annual Galaxy Update Planning and Implementation		Annual Galaxy Update Planning and Implementation		Annual Galaxy Update Planning and Implementation		Annual Galaxy Update Planning and Implementation		Annual Galaxy Update Planning and Implementation		
Commercial Systems Information Security Baseline Compliance Review	Commercial System Baseline Assessment		Commercial System Baseline Assessment		Commercial System Baseline Assessment		Commercial System Baseline Assessment		Commercial System Baseline Assessment		Commercial System Baseline Assessment		Commercial System Baseline Assessment		
Admission Museum - iOS App User Pack	Design & Build		Design & Build		Design & Build		Design & Build		Design & Build		Design & Build		Design & Build		
Systems & Service Monitoring	Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		Network Monitoring		
Documentation & Knowledgebase	Activities to run throughout 2023/24														
AUDIO VISUAL SERVICES & SYSTEMS															
Audio Visual Services & System Review	Activities to run throughout 2023/24														
Dealer Management	See DMT Windows Device Management														
AV Support	Activities to run throughout 2023/24														
Admission Museum	Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		
Museum of Natural History	Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		
PIB Bioma Museum	Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		
History of Science Museum	Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		
Oxford Botanic Garden & Arboretum	Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		Interview Update & Servicing		
CTEC - Audio Visual Service & System Implementation	AV Equipment Design & Procurement		AV Equipment Design & Procurement		AV Equipment Design & Procurement		AV Equipment Design & Procurement		AV Equipment Design & Procurement		AV Equipment Design & Procurement		AV Equipment Design & Procurement		
Admission Museum - Home Cinema Installation	Activities to run throughout 2023/24														
Museum of Natural History - New Exhibition	Initial Meeting & Engagement		Initial Meeting & Engagement		Initial Meeting & Engagement		Initial Meeting & Engagement		Initial Meeting & Engagement		Initial Meeting & Engagement		Initial Meeting & Engagement		
GLAM Shared AV Equipment	Continued activities														
Documentation & Knowledgebase	Activities to run throughout 2023/24														
WEB/CRM/CMS															
Server De-commissioning	IBM Server De-Commissioning (in general server refresh) - Plan and Design		IBM Server De-Commissioning (in general server refresh) - Plan and Design		IBM Server De-Commissioning (in general server refresh) - Plan and Design		IBM Server De-Commissioning (in general server refresh) - Plan and Design		IBM Server De-Commissioning (in general server refresh) - Plan and Design		IBM Server De-Commissioning (in general server refresh) - Plan and Design		IBM Server De-Commissioning (in general server refresh) - Plan and Design		
GL-Team	Activities to run throughout August 2023														
Museums	Activities to run until end of 2023														
AVS CMS Application	CMS Application User Testing		CMS Application User Testing		CMS Application User Testing		CMS Application User Testing		CMS Application User Testing		CMS Application User Testing		CMS Application User Testing		
Documentation & Knowledgebase	Activities to run throughout 2023/24														
SERVICE OPERATIONS & BUSINESS AS USUAL															
Service Desk Operations	Activities to run throughout 2023/24														
Apple Computing (iOS/iOS) Service & Operations	Activities to run throughout 2023/24														
Apple Mobile Device (iOS) Service & Operations	Activities to run throughout 2023/24														
Audio Visual Service & Operations	Activities to run throughout 2023/24														
Hybrid Working	Activities to run throughout 2023/24														
Induction/New Staff/Current Process & Documentation	Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		
Gardens & Museums IT Open Services	Autumn - Open Services Planning		Autumn - Open Services Planning		Autumn - Open Services Planning		Autumn - Open Services Planning		Autumn - Open Services Planning		Autumn - Open Services Planning		Autumn - Open Services Planning		
Communications	Autumn Newsletter - Creation		Autumn Newsletter - Design		Autumn Newsletter - Design		Autumn Newsletter - Design		Autumn Newsletter - Design		Autumn Newsletter - Design		Autumn Newsletter - Design		
Reporting	DMT Q1 2023/24 Service Report		DMT Q2 2023/24 Service Report		DMT Q3 2023/24 Service Report		DMT Q4 2023/24 Service Report		DMT Q1 2024/25 Service Report		DMT Q2 2024/25 Service Report		DMT Q3 2024/25 Service Report		
Health & Safety Management	Activities to run throughout 2023/24														
SSL Certificate Renewals	Activities to run throughout 2023/24														
IT Services Union	Activities to run throughout 2023/24														
Desktop Services (CONNECT) Monthly Service Meetings	Activities to run throughout 2023/24														
Board & Committee Membership	Activities to run throughout 2023/24														
Procurement & Procurement	Activities to run throughout 2023/24														
Vendor Management	Activities to run throughout 2023/24														
Equipment Support	Autumn 2023 Equipment Support		Autumn 2023 Equipment Support		Autumn 2023 Equipment Support		Autumn 2023 Equipment Support		Autumn 2023 Equipment Support		Autumn 2023 Equipment Support		Autumn 2023 Equipment Support		
Documentation & Knowledgebase	Activities to run throughout 2023/24														
CONTINUAL SERVICE IMPROVEMENT															
Change Management	Review Current Process		Review Current Process		Review Current Process		Review Current Process		Review Current Process		Review Current Process		Review Current Process		
Service Portfolio	Activities to run throughout 2023/24														
Personal Development Review	Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		
Training & Development	Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		Personal Development Review Process		
Induction/New Staff/Current Process & Documentation	Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		Induction/New Staff/Current Process & Documentation		
Skills Matrix	Skills Matrix Design Review & Re-design		Skills Matrix Design Review & Re-design		Skills Matrix Design Review & Re-design		Skills Matrix Design Review & Re-design		Skills Matrix Design Review & Re-design		Skills Matrix Design Review & Re-design		Skills Matrix Design Review & Re-design		
Leaflet Apple Management	Service Review		Service Review		Service Review		Service Review		Service Review		Service Review		Service Review		
Apple Replacement Cycle	Apple Replacement Cycle		Apple Replacement Cycle		Apple Replacement Cycle		Apple Replacement Cycle		Apple Replacement Cycle		Apple Replacement Cycle		Apple Replacement Cycle		
Monitoring	Activities to run throughout 2023/24														
Documentation	Activities to run throughout 2023/24														
Team Structure & Recruitment	Team Structure & Recruitment		Team Structure & Recruitment		Team Structure & Recruitment		Team Structure & Recruitment		Team Structure & Recruitment		Team Structure & Recruitment		Team Structure & Recruitment		
Flexibly Work - Public BSL	Flexibly Work - Public BSL		Flexibly Work - Public BSL		Flexibly Work - Public BSL		Flexibly Work - Public BSL		Flexibly Work - Public BSL		Flexibly Work - Public BSL		Flexibly Work - Public BSL		
PROJECT ENGAGEMENT															
ONS & ONS - MUSEUMS	ONS & ONS - MUSEUMS Project to run throughout 2023/24														
Online Collections - MUSEUMS	Online Collections - MUSEUMS Project to run throughout 2023/24														
CTEC (Buckin College)	CTEC Project to run throughout 2023/24														
CP (Dunelm)	CP (Dunelm) Project to run throughout 2023/24														
Museums - MUSEUMS	Museum Project to run until end of 2023														
GLAM WFT replacement/consultation Project FT23/4	Admission/Event & Marketing Analysis		Admission/Event & Marketing Analysis		Admission/Event & Marketing Analysis		Admission/Event & Marketing Analysis		Admission/Event & Marketing Analysis		Admission/Event & Marketing Analysis		Admission/Event & Marketing Analysis		
IT Services Managed Desktop Service (CONNECT) Replacement	CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		CONNECT Asset List Review & Feedback		
Admission Museum - Home Safety Refurbishment	Activities to run throughout 2023/24														