Gardens & Museums IT: 2024/2025 Roadmap

Project/Activity	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025
AUDIO VISUAL SERVICES & SYSTEMS												
Lecture Theatre & Meeting Space: Review & Improvements					Activities to run throughout 2024/25							
Device Management: AV Computers Windows Intune Implementation		Microsoft Intune AV/Commercial Systems Planning & Implementation			Windows 11 - Deployment Planning			Windows 11 - Upgrade				Service Review: Analysis
Digital Signage Review				Activities to run throughout 2024/25								
GLAM Shared AV Equipment				Activities to run throughout 2024/25								
Ashmolean Museum				Interactives Update & Servicing					Interactives Update & Servicing	AV Service Review Ashmolean Museum		
Museum of Natural History				Interactives Update & Servicing					Interactives Update & Servicing		AV Service Review Museum of Natural History	
Pitt Rivers Museum		PRM Lecture Theatre - Refurbishments Meeting			AV Service Review Pitt Rivers Museum					Interactives Update & Servicing		
History of Science Museum		Interactives Update & Servicing				AV Service Review History of Science Museum				Interactives Update & Servicing		
Oxford Botanic Garden & Arboretum			OBG Sign-in Application	OBG iPad Update & Service Refresh		AV Service Review Botanic Garden & Arboretum						
CTRC - Audio Visual Service & Systems Implementation		Service Transition - Training and BAU Operations										
Ashmolean Museum - Bomo Gallery Renovation				Project & Activities to run throughout 2024/25								
Documentation & Knowledgebase				Activities to run throughout 2024/25								
COMMERCIAL SYSTEMS - POS COMPUTING (in conjunction with Commercial Systems Team)												
Device Management - Windows Intune Implementation		Microsoft Intune AV/Commercial Systems Planning & Implementation			Windows 11 - Deployment Planning			Windows 11 - Upgrade				Service Review: Analysis
POS Support & Servicing				Activities to run throughout 2024/25								
Contactless Donation Stations Support & Servicing				Activities to run throughout 2024/25								
Contactless Donations Point Security				Project & Activities to run through 2024/25								
GLAM Razor Booking & Events System				Project & Activities to run through 2024/25								
Galaxy Application Update		Initial Galaxy Upgrade Planning and Implementation										
Documentation & Knowledgebase				Activities to run throughout 2024/25								
CONTINUAL SERVICE IMPROVEMENT												
Gardens & Museums IT Service Catalogue - Design, Creation & Development				Project and activities to run throughout 2024/25								
Gardens & Museums IT Service Portfolio - Review & Update					Review and Update							
Support Channel Simplification - Single Point of Contact				Project and activities to run throughout 2024/25								
GLAM Shared Service Desk				Project and activities to run throughout 2024/25								
Gardens & Museums Storage Review				Project and activities to run throughout 2024/25								
Gardens & Museums Printing Review				Project and activities to run throughout 2024/25								
Personal Development Review				Personal Development Review Process					POR - 6 Month Review			
Training & Development	ITIL 4: Drive Stakeholder Engagement Carl Parker		SJ Sys Level 1 Jaine Young, Calum Smythe, Daniel Pull	ITIL 4: Foundation Calum Smythe								
Skills Matrix										Skills Matrix Review & Introduction		Skills Matrix Response Review
Team Structure & Recruitment	Adrian Ring - Introduction & Integration		Senior Infrastructure & IT Security Officer - Job Description, Recruitment & Selection									
Documentation & Knowledgebase				Activities to run throughout 2024/25								
CYBER SECURITY & INFORMATION ASSURANCE												
Cyber Security Audit	Cyber Security Audit & Report	Cyber Security Audit Report: Analysis & Improvement Planning	Cyber Security Audit Report - High level sensitising, discussion and engagement				Activities to continue through project elements					
Business Continuity - Redundancy, Resilience & Service Continuation: Review & Improvement				Project and activities to run throughout 2024/25								
Business Continuity - Redundancy, Resilience & Service Continuation: System Monitoring				Project and activities to run throughout 2024/25								
Business Continuity - Redundancy, Resilience & Service Continuation: Asset Management - System and Process Review				Project and activities to run throughout 2024/25								
Business Continuity - Redundancy, Resilience & Service Continuation: Equipment Auditing				Project and activities to run throughout 2024/25								
Business Continuity - Redundancy, Resilience & Service Continuation: Other Activities				Project and activities to run throughout 2024/25								
Information Security Training & Knowledge Sharing: Planning & Development				Project and activities to run throughout 2024/25								
Information Security Training & Knowledge Sharing: Internal	Information Security IT Team - Existing: Knowledge Analysis & Identification of training opportunities		Identification and Exploration in to external training opportunities and costs				Further activities to be scheduled					
Information Security Training & Knowledge Sharing: Colleagues				Project and activities to run throughout 2024/25								
Information Security Training & Knowledge Sharing: Other Activities				Project and activities to run throughout 2024/25								
Policy, Process & Documentation: Third Party Security Assessments				Project and activities to run throughout 2024/25								
Policy, Process & Documentation: Incident Management			Current Incident Management Process Review and Improvement Identification	Improvement Implementation								
Policy, Process & Documentation: Security Incident Management			Current Security Incident Management Process Review and Improvement Identification	Improvement Implementation								
Policy, Process & Documentation: Information Security & Cyber Security Policy				Project and activities to run throughout 2024/25								
Policy, Process & Documentation: Other Activities				Project and activities to run throughout 2024/25								
Technical & Security Controls & Managed Systems - Baseline Assessment				Project and activities to run throughout 2024/25								
Technical & Security Controls & Managed Systems: Firewall & Network				Project and activities to run throughout 2024/25								
Technical & Security Controls & Managed Systems: Infrastructure & Systems				Project and activities to run throughout 2024/25								
Technical & Security Controls & Managed Systems: DHCP/DNS Management				Project and activities to run throughout 2024/25								
Technical & Security Controls & Managed Systems: Device Management				Project and activities to run throughout 2024/25								
Technical & Security Controls & Managed Systems: Change Management				Project and activities to run throughout 2024/25								
Technical & Security Controls & Managed Systems: Other Activities				Project and activities to run throughout 2024/25								
END-USER DEVICE MANAGEMENT												
GMIT Managed Apple MacOS (Jamf)		Jamf Project Investigation & Testing	macOS 15 Sequoia Testing			macOS 15 Upgrade Implementation						Service Review: Analysis
GMIT Managed Apple iOS (Jamf)		Jamf Project Investigation & Testing	iOs 18 Testing and Implementation Planning	iOS 18 Testing		iOS 18 Upgrade Implementation						Service Review: Analysis
IT Services Managed Desktop - CONNECT		CONNECT Asset List Review & Feedback - Replacement Cycle		Implementation Planning & Scheduling				Replacement process - to be updated with deployment dates				
GMIT Windows Device Management (InTune)		Microsoft Intune AV/Commercial Systems Planning & Implementation			Windows 11 - Deployment Planning			Windows 11 - Upgrade				Service Review: Analysis
Asset Management/Inventory		Asset Management - Process & System Review		Printing Device Audit - Age, Contract Status & Performance	Apple Device Audit					CONNECT Device Inventory		
Documentation & Knowledgebase				Activities to run throughout 2024/25								
INFRASTRUCTURE & NETWORK - RESILIENCE, SECURITY & PERFORMANCE												
Network Resilience, Security & Performance Review				Activities to run throughout 2024/25								
Core Wired Network - Improvements				Activities to run throughout 2024/25								
Edge Wired Network - Improvements				Activities to run throughout 2024/25								
Wireless Improvement Project - Phase 1		Site Survey Analysis and Identification of Improvements					Improvement activities - planning and implementation					
Firewalling Improvements & Implementation				Activities to run throughout 2024/25								
Network Security & Segmentation				Activities to run throughout 2024/25								
Data Centre & Server Infrastructure				Consolidate Server Infrastructure & migrate to Virtual Data Centre								
Security Systems Network				Activities to run throughout 2024/25								
Documentation & Knowledgebase				Activities to run throughout 2024/25								
SERVICE OPERATIONS & BUSINESS AS USUAL												
Service Desk Operations				Activities to run throughout 2024/25								
Apple Computing (macOS) Service & Operations				Activities to run throughout 2024/25								
Apple Mobile Device (iOS) Service & Operations				Activities to run throughout 2024/25								
GMIT Windows Computing Service & Operations				Activities to run throughout 2024/25								
Audio Visual Service & Operations				Activities to run throughout 2024/25								
Equipment Replacement Cycle						Asset Analysis - Review current GMIT Managed Assets and identify equipment to replace			Stakeholder/End user engagement & procurement		Configuration & deployment	
Hybrid Working - Service Improvements				Review current Hybrid Working Equipment - identify potential changes and opportunities for improvement				Carry out identified improvement activities - including procurement, deployment and implementation				
Gardens & Museums IT Open Sessions				Open Sessions - to run throughout the year. Planning, coordination and to carry out								
Communications	Autumn Newsletter - Creation	Autumn Newsletter - Dispatch		Winter Newsletter - Creation	Winter Newsletter - Dispatch		Spring Newsletter - Creation	Spring Newsletter - Dispatch		Summer Newsletter - Creation	Summer Newsletter - Dispatch	
Reporting	GMIT Q4 2023/24 Service Report	GMIT 2023/24 Annual Service Report		GMIT Q1 2024/25 Service Report			GMIT Q2 2024/25 Service Report			GMIT Q3 2024/25 Service Report		
Identity & Access Management				Activities to run throughout 2024/25								
SSL Certificate Renewals				Activities to run throughout 2024/25								
IT Services Liaison - Service, CONNECT, Managed Networks, Shared Service				Activities to run throughout 2024/25								
Board & Committee Membership				Activities to run throughout 2024/25								
Purchasing & Procurement				Activities to run throughout 2024/25								
Vendor Management				Activities to run throughout 2024/25								
Equipment Disposal	Autumn 2024 Equipment Disposal								Spring 2024 Equipment Disposal Planning	Spring 2024 Equipment Disposal		
Documentation & Knowledgebase				Activities to run throughout 2024/25								
WEB/DIGITAL/CMS												
Microsites				Project and activities to run throughout 2024/25								
Brahms		Exploration & Engagement - review of current system		Migration & Delivery								
Collections Online				Activities to run throughout 2024/25								
Digital Asset Management				Activities to run throughout 2024/25								
Documentation & Knowledgebase				Activities to run throughout 2024/25								
PROJECT ENGAGEMENT												
History of Science Museum - VOH: Engagement, Involvement & technical support				Project and activities to run throughout 2024/25								
University of Oxford Shared Services - Engagement & Involvement				Project and activities to run throughout 2024/25								
CSF (Swindon)				Project and activities to run throughout 2024/25								
Museums WiFi Improvement Project				Project and activities to run throughout 2024/25								
IT Services Managed Desktop Service (CONNECT) Replacement		CONNECT Asset List Review & Feedback		Implementation Planning & Scheduling				Replacement process - to be updated with deployment dates				
Ashmolean Museum - Bomo Gallery Renovation	Bomo Gallery - Installation Planning	Bomo Gallery - Install & Integrate Equipment		Bomo Gallery - Integration Vendor Management		Bomo Gallery - Cabling, Installation, Testing		Bomo Gallery - Go Live				Bomo Gallery - Early Project Support & BAU