

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	2025/2026	
AUDIO VISUAL SERVICES & SYSTEMS														
Lecture Theatre & Meeting Room: Review & Improvements	Available to run throughout 2024/25													
Device Management: All Computers Windows Intune Implementation	Microsoft Intune All Commercial Systems Planning & Implementation					Windows 11: Deployment Planning			Windows 11: Uplift			Service Review: Analysis and identification of improvements		
Digital Signage Review	Available to run throughout 2024/25													
GLAM Shared AV Equipment	Available to run throughout 2024/25													
Admission Museum	Interview: Questionnaire & Evidence		Interview: Update & Review		Review: Conclusions		Review: Review: Evidence & Review		Interview: Update & Review		AV Service Review: Museum of Research History		AV Service Review: Museum of Research History	
Museum of Research History	PMB Lecture Theatre - Infrastructure Planning		PMB AV: Discovery with Events & Program Manager		AV Service Review: PMB Lecture Theatre		Clear Botany AV: Discovery		Event: Office AV: Discovery		PMB Lecture Theatre		Interview: Update & Review	
PMB Lecture Theatre	Interview: Update & Review		AV Service Review: PMB Lecture Theatre		AV Service Review: PMB Lecture Theatre		AV Service Review: PMB Lecture Theatre		AV Service Review: PMB Lecture Theatre		AV Service Review: PMB Lecture Theatre		AV Service Review: PMB Lecture Theatre	
History of Science Museum	Interview: Update & Review		AV Service Review: History of Science Museum		AV Service Review: History of Science Museum		AV Service Review: History of Science Museum		AV Service Review: History of Science Museum		AV Service Review: History of Science Museum		AV Service Review: History of Science Museum	
Defend Botanic Garden & Arboretum	AV Service Review: Defend Botanic Garden & Arboretum		AV Service Review: Defend Botanic Garden & Arboretum		AV Service Review: Defend Botanic Garden & Arboretum		AV Service Review: Defend Botanic Garden & Arboretum		AV Service Review: Defend Botanic Garden & Arboretum		AV Service Review: Defend Botanic Garden & Arboretum		AV Service Review: Defend Botanic Garden & Arboretum	
CTIC: Audio Visual Services & Systems Implementation	Service Transition: Training and BCU Operations													
Admission Museum: Home Gallery Renovation	Project & activities to run throughout 2024/25													
Documentation & Knowledgebase	Available to run throughout 2024/25													
COMMERCIAL SYSTEMS - POS COMPUTING (in conjunction with Commercial Systems Team)														
Device Management: Windows Intune Implementation	Microsoft Intune All Commercial Systems Planning & Implementation					Windows 11: Deployment Planning			Windows 11: Uplift			Service Review: Analysis and identification of improvements		
POS Support & Servicing	Available to run throughout 2024/25													
Cardless Donation Stations Support & Servicing	Available to run throughout 2024/25													
Cardless Donation Stations Point Security	Project & activities to run through 2024/25													
GLAM Room Booking & Events System	Project & activities to run through 2024/25													
Legacy Application Update	Project: Legacy Application Update					Project & activities to run through 2024/25								
Documentation & Knowledgebase	Available 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	Data Review and Report Writing		Discovery & Engagement with Old Leadership		Discovery with IT Services: Proposal		Implementation Plan		Communications		Implementation: 24/7 Support - 100% CSAT, CSO		Implementation: 24/7 Support - 100% CSAT, CSO	
GLAM Shared Service Desk	Supplier Engagement		Museum of Research History: Supplier		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													
Training & Development	IT & Drive: Evaluation: Engagement: Evaluation		IT & Drive: Evaluation: Engagement: Evaluation		IT & Drive: Evaluation: Engagement: Evaluation		IT & Drive: Evaluation: Engagement: Evaluation		IT & Drive: Evaluation: Engagement: Evaluation		IT & Drive: Evaluation: Engagement: Evaluation		IT & Drive: Evaluation: Engagement: Evaluation	
Skills Matrix	Skills Matrix		Skills Matrix		Skills Matrix		Skills Matrix		Skills Matrix		Skills Matrix		Skills Matrix	
Team Structure & Recruitment	Adrian King: Introduction & Integration		Senior Infrastructure Officer: Job Security		Senior Infrastructure Officer: Planning & Advising		Senior Infrastructure Officer: Recruitment & Selection		IT & AV Officer: Job Description Planning, Advertising Recruitment & Selection		Skills Matrix Review & Introduction		Skills Matrix Review & Introduction	
Documentation & Knowledgebase	Available to run throughout 2024/25													
CYBER SECURITY & INFORMATION ASSURANCE														
Cyber Security Audit	Cyber Security Audit & Report		Cyber Security Audit: Report Review & Implementation Planning		Cyber Security Audit: Report: High level recording, discussion and engagement		Cyber Security: Presentations		Work with Contact IT Services		Service Review: Analysis and identification of improvements			
Business Continuity: Resilience, Redundancy & Service Continuation: Review & Improvement	Project and activities to run throughout 2024/25													
Business Continuity: Resilience, Redundancy & Service Continuation: System Monitoring	Project and activities to run throughout 2024/25													
Business Continuity: Resilience, Redundancy & Service Continuation: Asset Management - System and Process Review	Project and activities to run throughout 2024/25													
Business Continuity: Resilience, Redundancy & Service Continuation: Equipment Sourcing	Project and activities to run throughout 2024/25													
Business Continuity: Resilience, Redundancy & 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 Submission to external training opportunities and costs		Security Systems Planning		Security Systems: Review		Project and activities to run throughout 2024/25					
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 Implementation Identification													
Policy, Process & Documentation: Security Incident Management	Current Security Incident Management Process Review and Implementation Identification													
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: Research & 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: DISC/DMS 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														
GMT Managed Apple Mac/iOS/iPad	User Process Investigation & Testing		Mac/iOS OS Upgrade Testing		Mac/iOS OS Upgrade Implementation		Service Review: Analysis and identification of improvements		Service Review: Analysis and identification of improvements					
GMT Managed Apple iOS/iPad	User Process Investigation & Testing		iOS/iOS OS Upgrade Testing		iOS/iOS OS Upgrade Implementation		Service Review: Analysis and identification of improvements		Service Review: Analysis and identification of improvements					
IT Services Managed Desktop: CONNECT	Business As Usual: Service Improvement: CONNECT Computer Replacement Project													
GMT Windows Device Management (in Force)	Microsoft Intune All Commercial Systems Planning & Implementation					Windows 11: Deployment Planning			Windows 11: Uplift			Service Review: Analysis and identification of improvements		
Asset Management/Inventory	Asset Management: Process & System Review		Asset Management: Process & System Review		Asset Management: Process & System Review		Asset Management: Process & System Review		Asset Management: Process & System Review		Asset Management: Process & System Review		Asset Management: Process & System Review	
Documentation & Knowledgebase	Available to run throughout 2024/25													
INFRASTRUCTURE & NETWORK: RESILIENCE, SECURITY & PERFORMANCE														
Network Resilience, Security & Performance Review	Available to run throughout 2024/25													
Core Wired Network: Improvements	Available to run throughout 2024/25													
Edge Wired Network: Improvements	Available to run throughout 2024/25													
Wireless Improvement Project - Phase 2	Site Survey: Analysis and identification of improvements					Improvement activities: planning and implementation								
Firewalling Improvements & Implementation	Available to run throughout 2024/25													
Network Security & Segmentation	Available to run throughout 2024/25													
Data Centre & Server Infrastructure	Consultation: Server Infrastructure & Migration to Virtual Data Centre													
Security Systems Network	Available to run throughout 2024/25													
Documentation & Knowledgebase	Available to run throughout 2024/25													
SERVICE OPERATIONS & BUSINESS AS USUAL														
Service Desk Operations	Available to run throughout 2024/25													
Apple Computing (macOS): Service & Operations	Available to run throughout 2024/25													
Apple Mobile Device (iOS): Service & Operations	Available to run throughout 2024/25													
GMT Windows Computing Service & Operations	Available to run throughout 2024/25													
Audio Visual Services & Operations	Available to run throughout 2024/25													
Equipment Replacement Cycle	Asset Register: Review current GMT managed items and identify equipment to replace		Asset Register: Review current GMT managed items and identify equipment to replace		Asset Register: Review current GMT managed items and identify equipment to replace		Asset Register: Review current GMT managed items and identify equipment to replace		Asset Register: Review current GMT managed items and identify equipment to replace		Asset Register: Review current GMT managed items and identify equipment to replace		Asset Register: Review current GMT managed items and identify equipment to replace	
Hybrid Working: Service Improvements	Review current hybrid working equipment: identify potential change and opportunities for improvement													
Gardens & Museums IT Open Services	Early set identified improvement activities: including procurement, development and implementation													
Reporting	Admission: Creation		Admission: Creation		Admission: Creation		Admission: Creation		Admission: Creation		Admission: Creation		Admission: Creation	
Identity & Access Management	GMT OS 2024/25 Service Report		GMT OS 2024/25 Service Report		GMT OS 2024/25 Service Report		GMT OS 2024/25 Service Report		GMT OS 2024/25 Service Report		GMT OS 2024/25 Service Report		GMT OS & Annual 2024/25 Service Report	
SSL Certificate Renewals	Available to run throughout 2024/25													
IT Services (Laptop - Service, CONNECT, Managed Networks, Shared Service)	Available to run throughout 2024/25													
Board & Committee Membership	Available to run throughout 2024/25													
Purchasing & Procurement	Available to run throughout 2024/25													
Vendor Management	Available to run throughout 2024/25													
Equipment Disposal	Autumn 2024 Equipment Disposal		Autumn 2024 Equipment Disposal		Autumn 2024 Equipment Disposal		Autumn 2024 Equipment Disposal		Autumn 2024 Equipment Disposal		Autumn 2024 Equipment Disposal		Autumn 2024 Equipment Disposal	
Documentation & Knowledgebase	Available to run throughout 2024/25													
WEB/DIGITAL/CMS														
Migration	Project and activities to run throughout 2024/25													
Rollback	Equipment & Support: review of current system		Equipment & Support: review of current system		Equipment & Support: review of current system		Equipment & Support: review of current system		Equipment & Support: review of current system		Equipment & Support: review of current system		Equipment & Support: review of current system	
Collection Online	Available to run throughout 2024/25													
Digital Asset Management	Available to run throughout 2024/25													
Documentation & Knowledgebase	Available to run throughout 2024/25													
PROJECT ENGAGEMENT														
History of Science Museum: V&S Engagement, Involvement & Technical Support	Project and activities to run throughout 2024/25													
University of Defend Shared Services: Engagement & Involvement	Project and activities to run throughout 2024/25													
CPD (Qualifications)	Project and activities to run throughout 2024/25													
Museum (B&I) Improvement Project	Project and activities to run throughout 2024/25													
IT Services Managed Desktop Service (CONNECT) Replacement: Planning, Inventory, Analysis & Requirements	CONNECT Asset (OS Review & Feedback): Review/Identify Cycle		CONNECT Asset (OS Review & Feedback): Review/Identify Cycle		CONNECT Asset (OS Review & Feedback): Review/Identify Cycle		CONNECT Asset (OS Review & Feedback): Review/Identify Cycle		CONNECT Asset (OS Review & Feedback): Review/Identify Cycle		CONNECT Asset (OS Review & Feedback): Review/Identify Cycle		CONNECT Asset (OS Review & Feedback): Review/Identify Cycle	
IT Services Managed Desktop Service (CONNECT) Replacement: Implementation	Inventory, data analysis and technical requirements: IBM & SAS													
Admission Museum: Home Gallery Renovation	Home Gallery: Installation Planning		Home Gallery: Install & Integrate Question		Home Gallery: Integration Review Management		Home Gallery: Cabling, Installation, Testing		Home Gallery: Go live		Home Gallery: Early Project Support & BCU		Home Gallery: Early Project Support & BCU	