

## Gardens & Museums IT: 2025/2026 Roadmap

Project/Activity	August 2025	September 2025	October 2025	November 2025	December 2025	January 2026	February 2026	March 2026	April 2026	May 2026	June 2026	July 2026	2025/2026	
AUDIO VISUAL SERVICES & SYSTEMS														
Device Management: All Computers Windows 11 Upgrade	Windows 11 Planning & Upgrade												Service Review: Analysis and identification of improvements	
GLAM Shared AVX Equipment	Activities to run throughout 2025/2026													
Preventative checks and maintenance	Activities to run throughout 2025/2026													
Admission Museum	Admission Internet Replacement Audio Gallery Imaging Completion	Learning Studio & Broadcast Studio AV Equipment & Technology Requirements		Activities to be added as and when required/notified										
Museum of Natural History	Legacy Transfer & Service Point Supporting, Training & Service Point Support			Activities to be added as and when required/notified										
PIB Rivers Museum	Legacy Transfer & Service Point Supporting, Training & Service Point Support			Activities to be added as and when required/notified										
History of Science Museum	Service Point Improvements Trainee Room & Audio		Activities to be added as and when required/notified											
Oxford Botanic Garden & Arboretum	Library Improvements Trainee Room & Audio		Activities to be added as and when required/notified											
ETM	Activities to be added as and when required/notified													
Documentation & Knowledgebase	Activities to run throughout 2025/2026													
COMMERCIAL SYSTEMS: POS/COMPUTING (in conjunction with Commercial Systems Team)														
Device Management: Commercial Computers Windows 11 Upgrade	Windows 11 Planning & Upgrade													
POS Support & Servicing	Activities to run throughout 2025/2026													
Convenience Donation Station Support & Servicing	Activities to run throughout 2025/2026													
Convenience Donations Point Security	Activities to run throughout 2025/2026													
Station Replication Update	Retail Computer Upgrade Planning, AVX Implementation													
Documentation & Knowledgebase	Activities to run throughout 2024/25													
CONTINUAL SERVICE IMPROVEMENT														
Gardens & Museum IT Service Catalogue - Design, Creation & Development				Service Catalogue - Design & Planning	Service Catalogue - Mobile Implementation									
Gardens & Museum IT Service Portfolio - Review, Update & Improvements				Service Portfolio - Review & Update	Service Portfolio - Move to Dashboard									
Gardens & Museum IT Website - Review, Refresh & Update				Website - Review, Refresh & Update										
Collage Feedback Survey	Feedback Survey Planning			Feedback Survey Distribution	Feedback Survey Analysis & Reporting									
GLAM Shared Service Desk	Admission Museum Priority Team	Contact & Liaison Removal	Activities to be added as and when required/notified											
Gardens & Museum Storage Review	Project and activities to run throughout 2024/25													
Gardens & Museum Printing Review	Project and activities to run throughout 2024/25													
Personal Development Review				Personal Development Review Process							O&A - 12 Month Review			
Training & Development	To be provided as training is required													
Documentation & Knowledgebase	Activities to run throughout 2025/2026													
CYBER SECURITY & INFORMATION ASSURANCE														
Cyber Security Audit	Cyber Security Audit & Report	Cyber Security Full Report Review & Improvement Planning	Cyber Security Audit Report - High level scoping, discussion and engagement		Cyber Security - Presentations		Work with Central IT Services			Improvement Works				
Business Continuity - Redundancy, Resilience & Service Continuation - Review & Improvement	Project and activities to run throughout 2022/23													
Business Continuity - Redundancy, Resilience & Service Continuation - System Monitoring	Project and activities to run throughout 2023/24													
Business Continuity - Redundancy, Resilience & Service Continuation - Asset Management - System and Process Review	Project and activities to run throughout 2022/23													
Business Continuity - Redundancy, Resilience & Service Continuation - Equipment Funding	Project and activities to run throughout 2023/24													
Business Continuity - Redundancy, Resilience & Service Continuation - Other Activities	Project and activities to run throughout 2023/24													
Information Security Training & Knowledge Sharing - Planning & Development	Project and activities to run throughout 2023/24													
Information Security Training & Knowledge Sharing - Internal	Project and activities to run throughout 2022/23													
Information Security Training & Knowledge Sharing - Colleges	Project and activities to run throughout 2023/24													
Information Security Training & Knowledge Sharing - Other Activities	Project and activities to run throughout 2023/24													
Policy, Process & Documentation - Third Party Security Assessments	Project and activities to run throughout 2023/24													
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 2023/24													
Policy, Process & Documentation - Other Activities	Project and activities to run throughout 2023/24													
Technical & Security Controls & Managed Systems - Baseline Assessment	Project and activities to run throughout 2023/24													
Technical & Security Controls & Managed Systems - Firewall & Network	Project and activities to run throughout 2023/24													
Technical & Security Controls & Managed Systems - Infrastructure & Systems	Project and activities to run throughout 2023/24													
Technical & Security Controls & Managed Systems - DMZ/DMZ Management	Project and activities to run throughout 2023/24													
Technical & Security Controls & Managed Systems - Device Management	Project and activities to run throughout 2023/24													
Technical & Security Controls & Managed Systems - Change Management	Project and activities to run throughout 2023/24													
Technical & Security Controls & Managed Systems - Other Activities	Project and activities to run throughout 2023/24													
END-USER DEVICE MANAGEMENT														
GMT Managed Apple Macs (Javelin)				MacOS Tahoe 24 Testing			MacOS Tahoe 24 Upgrade Implementation						Service Review: Product and identification of improvements	
GMT Managed Apple iOS (Javelin)	iOS 18 Testing and Implementation Planning			iOS 18 Implementation									Service Review: Analysis and identification of improvements	
IT Services Managed Desktop - CONNECT	Business As Usual, Service Improvements, CONNECT Computer Replacement Project, O&A Integration													
GMT Windows Device Management (In-Tune)	Windows 11 Planning & Upgrade													Service Review: Analysis and identification of improvements
Printing Improvements (in consultation with Printing Review)	P&A/MS Requirements - Planning, Implementation & Implementation			O&A/MS Requirements - Evaluation and Engagement			Admission Museum Print Review - Investigation, Evaluation & Recommendations			Regional Print Management - Investigation, Evaluation & Recommendations				
Asset Management/Inventory	CONNECT Agent Computer Replacement Project			CONNECT Inventory & Asset Management Update			Activities to run throughout 2023/24							
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 - Improvements	Activities to run throughout 2023/24													
Edge Wired Network - Improvements	Activities to run throughout 2023/24													
Wireless Network - Improvements	Activities to run throughout 2023/24													
Firewalling Improvements & Implementation	Activities to run throughout 2023/24													
Network Security & Segmentation	Activities to run throughout 2023/24													
Data Centre & Server Infrastructure	Activities to run throughout 2023/24													
Security Systems Network	Activities to run throughout 2023/24													
Documentation & Knowledgebase	Activities to run throughout 2023/24													
SERVICE OPERATIONS & BUSINESS AS USUAL														
Service Desk Operations	Activities to run throughout 2023/24													
Apple Computing (MacOS) Service & Operations	Activities to run throughout 2023/24													
Apple Mobile Device (iOS) Service & Operations	Activities to run throughout 2023/24													
GMT Windows Computing Service & Operations	Activities to run throughout 2023/24													
Audio Visual Service & Operations	Activities to run throughout 2023/24													
Equipment Replacement Cycle	CONNECT Agent Computer Replacement Project			CONNECT Inventory & Asset Management Update		Asset Analysis - Review current GMT Managed Assets and identify equipment to replace		Standardised Asset User Engagement & procurement			Configuration & Deployment			
Gardens & Museum IT Open Sessions	Open Sessions - To run throughout the year. Planning, coordination and to carry out.													
Communications	Admission Newsletter - Creation	Admission Newsletter - Dispatch		Winter Newsletter - Creation	Winter Newsletter - Dispatch		Spring Newsletter - Creation	Spring Newsletter - Dispatch		Summer Newsletter - Creation	Summer Newsletter - Dispatch		Admission Newsletter	
Reporting	GMT Q4 2023/24 Service Report	GMT 2024/25 Annual Service Report		GMT Q4 2023/24 Service Report			GMT Q3 2023/24 Service Report			GMT Q3 2023/24 Service Report			GMT Q4 & Annual 2023/24 Service Report	
Identity & Access Management	Activities to run throughout 2023/24													
SSL Certificate Renewals	Activities to run throughout 2023/24													
IT Services Union - Service, CONNECT, Managed Networks, Shared Service, Procurement Working Groups	Activities to run throughout 2023/24													
Board & Committee Membership	Activities to run throughout 2023/24													
Purchasing & Procurement	Activities to run throughout 2023/24													
Vendor Management	Activities to run throughout 2023/24													
Equipment Disposal	Autumn 2025 Equipment Disposal						Spring 2026 Equipment Disposal Planning	Spring 2026 Equipment Disposal		Summer 2026 Equipment Disposal Planning		Summer 2026 Equipment Disposal		
Documentation & Knowledgebase	Activities to run throughout 2024/25													
WEB/DIGITAL/CMS														
Microsoft	Activities to run throughout 2023/24													
Drupal	Activities to run throughout 2023/24													
Collection Online	Activities to run throughout 2023/24													
Digital Asset Management	Activities to run throughout 2023/24													
Documentation & Knowledgebase	Activities to run throughout 2023/24													
PROJECT ENGAGEMENT														
History of Science Museum - V&L Engagement, Involvement & Technical support	Project and activities to run throughout 2023/24													
University of Oxford Shared Services - Engagement & Involvement	Project and activities to run throughout 2023/24													
OSP Donations	Project and activities to run throughout 2023/24													
IT Services Managed Desktop Service (CONNECT) Agent Computer Replacement	PIB Rivers Museum Desktop Replacements History of Science Museum Computer Replacement		Admission Museum Computer Replacements Museum of Natural History Computer Replacements		Project Completion notifying task completion		Inventory Asset Management Completion							
Online Replacement Project - Microsoft Teams Phone Implementation	Project and activities to run throughout 2023/24													
IT Services Managed Desktop Service (CONNECT) Windows 11 Upgrade Deployment	Windows 11 Upgrade - CONNECT Computers Completion			CONNECT Inventory & Asset Management Update										