

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	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Device Management - All Computers Windows Update Implementation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Digital Change Review	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
GLAM Shared AV Equipment	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Admission Museum	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Museum of Natural History	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
PHS Museum	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
History of Science Museum	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Cultural Botanic Garden & Arboretum	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
CTIC - Audio Visual Services & Systems Implementation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Admission Museum - Home Gallery Revitalisation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Documentation & Knowledgebase	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
COMMERCIAL SYSTEMS - POS COMPUTING												
Device Management - Windows Update Implementation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
POS Support & Servicing	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Customer Service Station Support & Servicing	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Contactless Donations Point Security	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
GLAM Room Booking & Ticketing System	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Gallery Application Updates	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Documentation & Knowledgebase	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
CONTINUAL SERVICE IMPROVEMENT												
Gardens & Museums IT Service Catalogue - Design, Content & Development	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Gardens & Museums IT Service Portfolio - Review & Update	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Support Channel Streamlining - Single Point of Contact	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
GLAM Shared Service Desk	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Gardens & Museums Storage Review	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Gardens & Museums Printing Review	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Personal Development Review	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Training & Development	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Skills Matrix	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Team Structure & Recruitment	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Documentation & Knowledgebase	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
CYBER SECURITY & INFORMATION ASSURANCE												
Cyber Security Audit	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Business Continuity - Redundancy, Resilience & Service Continuation - Review & Improvement	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Business Continuity - Redundancy, Resilience & Service Continuation - System Monitoring	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Business Continuity - Redundancy, Resilience & Service Continuation - Asset Management - System and Process Review	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Business Continuity - Redundancy, Resilience & Service Continuation - Equipment Auditing	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Business Continuity - Redundancy, Resilience & Service Continuation - Other Activities	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Information Security Training & Knowledge Sharing - Planning & Development	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Information Security Training & Knowledge Sharing - Internal	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Information Security Training & Knowledge Sharing - External	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Information Security Training & Knowledge Sharing - Other Activities	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Policy, Process & Documentation - Third Party Security Assessments	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Policy, Process & Documentation - Incident Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Policy, Process & Documentation - Security Incident Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Policy, Process & Documentation - Information Security & Cyber Security Policy	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Policy, Process & Documentation - Other Activities	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Technical & Security Controls & Managed Systems - Baseline Assessment	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Technical & Security Controls & Managed Systems - Perimeter & Network	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Technical & Security Controls & Managed Systems - Infrastructure & Systems	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Technical & Security Controls & Managed Systems - SMC/DMS Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Technical & Security Controls & Managed Systems - Device Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Technical & Security Controls & Managed Systems - Change Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Technical & Security Controls & Managed Systems - Other Activities	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
END-USER SERVICE MANAGEMENT												
GMT Managed Apple macOS (Jamf)	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
GMT Managed Apple iOS (Jamf)	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
IT Services Managed Desktop - CONNECT	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
GMT Windows Device Management (Intune)	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Asset Management/Inventory	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Documentation & Knowledgebase	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
INFRASTRUCTURE & NETWORK - RESILIENCE, SECURITY & PERFORMANCE												
Network Resilience, Security & Performance Review	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Core Wired Network - Improvements	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Edge Wired Network - Improvements	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Wireless Improvement Project - Phase 2	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Firewalling Improvements & Implementation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Network Security & Segmentation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Data Centre & Server Infrastructure	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Security Systems Network	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Documentation & Knowledgebase	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
SERVICE OPERATIONS & BUSINESS AS USUAL												
Service Desk Operations	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Apple Computing (macOS) Services & Operations	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Apple Mobile Device (iOS) Services & Operations	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
GMT Windows Computing Services & Operations	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Audio Visual Services & Operations	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Equipment Replacement Cycle	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Hybrid Working - Service Improvements	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Gardens & Museums IT Open Sessions	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Communications	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Reporting	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Identity & Access Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
SSL Certificate Renewal	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
IT Services Labour - Service, CONNECT, Managed Networks, Shared Service	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Board & Committee Membership	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Purchasing & Procurement	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Vendor Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Equipment Disposal	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Documentation & Knowledgebase	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
WEB/DIGITAL/OMS												
Website	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Brands	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Collection Online	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Digital Asset Management	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Documentation & Knowledgebase	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
PROJECT ENGAGEMENT												
History of Science Museum - V&E Engagement, Involvement & Technical Support	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
University of Cultural Shared Services - Engagement & Involvement	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
CP (Dumb) - Project	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Museums W&I Improvement Project	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
IT Services Managed Desktop Service (CONNECT) Replacement - Planning, Inventory, Analysis & Requirements	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
IT Services Managed Desktop Service (CONNECT) Replacement - Implementation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			
Admission Museum - Home Gallery Revitalisation	Microsoft Teams					Addition to run throughout 2024/25			Service Review - Analysis			