Muzeum@Digit 2017 Museum (Integrated) Information Management Software

Cristiano Bianchi Keepthinking Budapest 29 November 2017

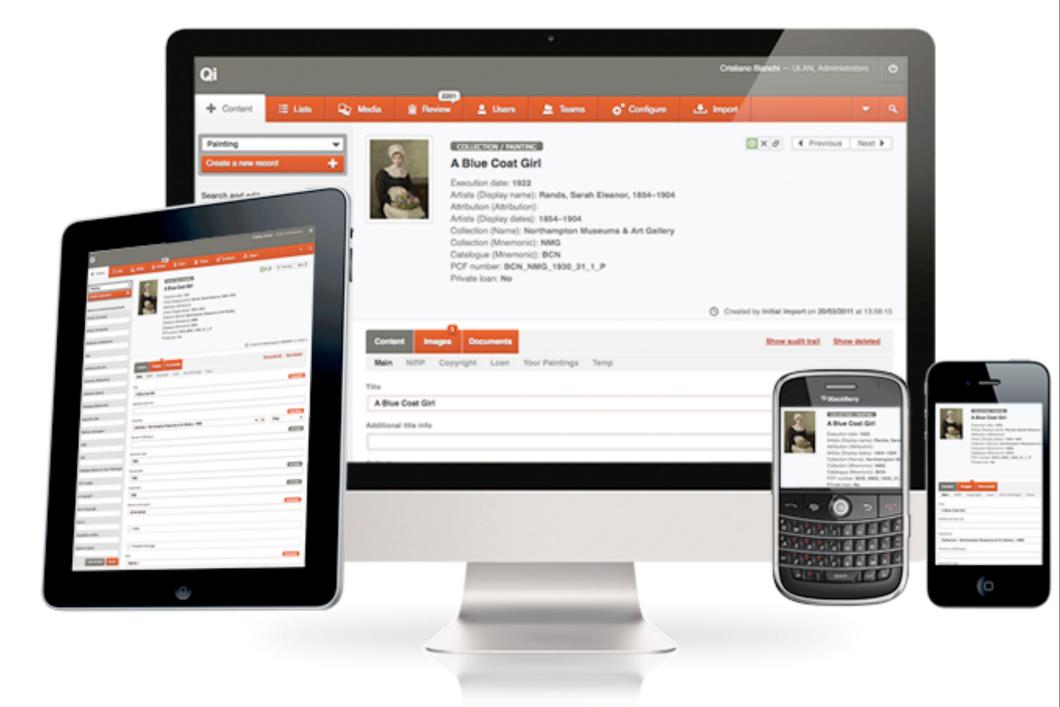
About Keepthinking Who we are

- Cultural Software Developers
- > Award-Winning Digital Designers
- > Gin Connoisseurs

> For museums and public/private galleries, artists, archives, libraries, collectors, performing art venues

About Keepthinking What we do

- > Strategy and audience consulting
- > Cultural websites
- > Mobile/web apps
- > Enterprise everything management



About Keepthinking Our clients

- Over 500 between Museums, Galleries, Magazines, Cultural institutions and Government agencies
 - Antwerp Province: 500 museum collections
 - ArtUK: 3,000 museum collections
 - City of New York
 - > Dia Art Foundation
 - Northern University Qatar
 - > White Cube Gallery
 - > Asia Art Archive

CLYFFORD STILL MUSEUM



ART^{MUSEUM}



westKowloon

西九文化區









THE BVRLINGTON MAGAZINE



THE WEDGWOOD MUSEUM



The Fitzwilliam Museum CAMBRIDGE



PALLANT HOUSE GALLERY













Canada

Confederacy of Mainland Mi'km

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USA

Denver Art Museum Clyfford Still Museum Museum of the City of New York City of New York Dia Art Center Kramlich Collection University of St Paul Arizona State University Shaker Museum Asia Society

UK

Art UK Sainsbury's Supermarket Archive Courtauld Institute of Arts Llloyds Register Flemings Bank British Council Visual Arts William Morris Gallery House of Illustration Pallant House Gallery Contemporary Art Society Artists' Collecting Society De Laszlo Archive Trust The Mucha Foundation The Wedgwood Museum Horniman Museum Ashmolean Museum The Burlington Magazine Burgh House Museum Paul Mellon Centre White Cube Gallery Sephardi Collection

Europe

Diva Museum

Olafur Eliasson Studio Province of Antwepen Comune di Bologna Bologna Film Archive

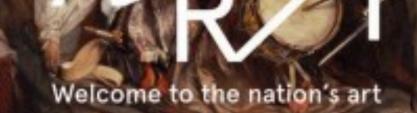
Middle East

Northwestern University Qatar

Hong Kong

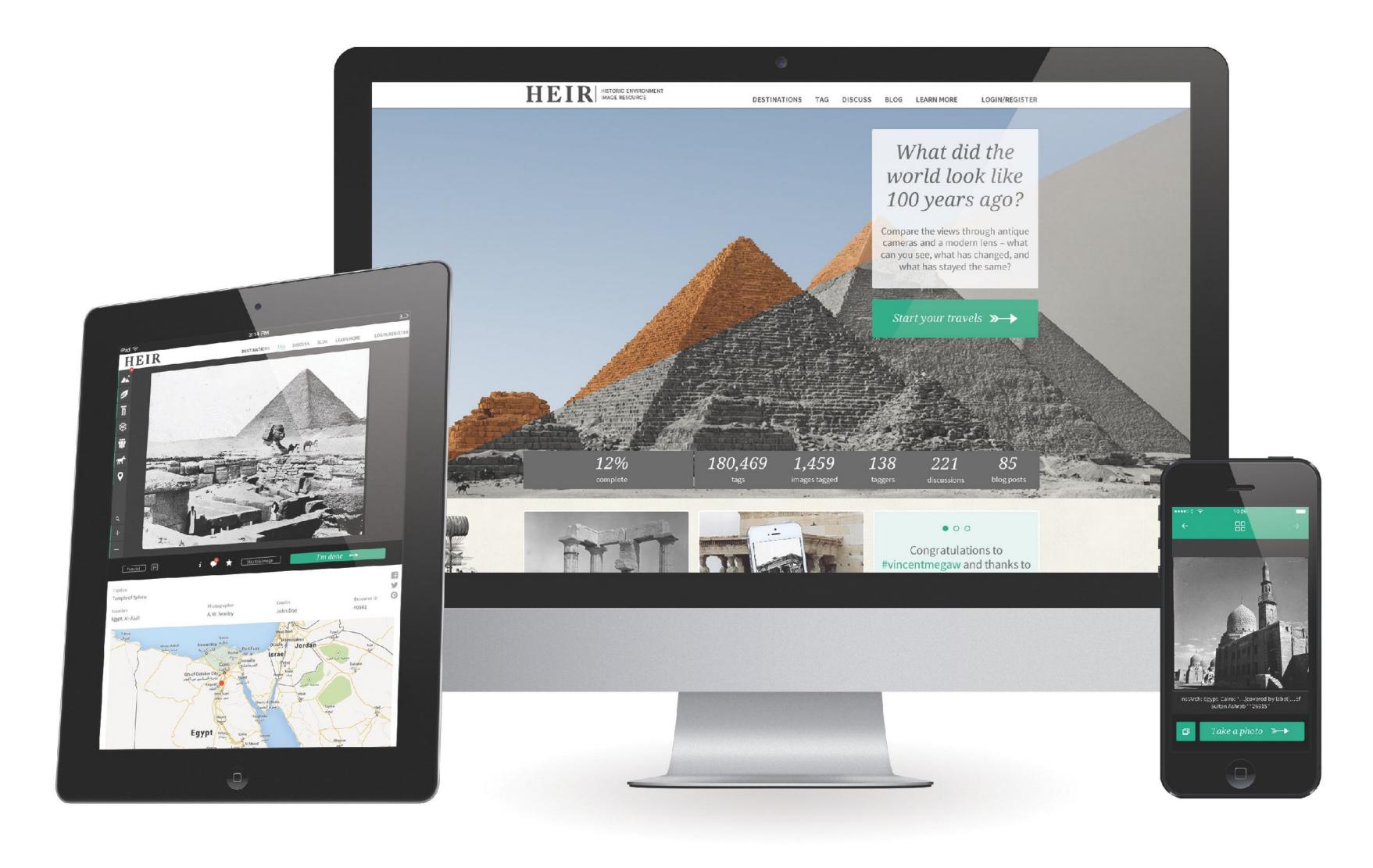
West Kowloon Cultural District Asia Art Archive K11 Art Foundation Hong Kong Design Centre





Discover over 200,000 oil paintings from more than 3,000 country, and meet over 38,000 artists.







THE DISTRICT

VISIT

WHAT'S ON

PERFORMING ARTS

M+

will establish a new vibrant cultural quarter located on a dramatic harbour-front site in the heart of Hong Kong

THEORISING ART HISTORIES GLOBALLY

+ MATTERS

Theorising Art Histories Globally This special forum gathers leading art historians to contemplate

KOMAL

HICHLIGHTS PERFORMING ARTS VISUAL CULTURE FESTIVAL MUSIC XIQU TALK Current & Forthcoming LEARNING FREE ALL



DECADE

Asia



Do Cities need Xiqu? 27.09.2014, Theatre, Yau Ma Tei DECADE is an interactive online platform that joins music and film to create a new onematic and musical narrative of Hong Kong over 100 years. Revitalising and rediscovering archive footage by pairing it with specially commissioned scores by ten Hong Kong composers, this digital art platform offers a unique audio-visual experience charting ton decades of Hong Kong. Theatre Two artists of xiqu from Mainland China and Hong Kong: Mao Weitao and Liza Wang, will take a retrospective look at the art form and discuss how xiqu can connect with the modern city life

Run For Your Lives Hong Kong 02.10.2014, West Kowloon Waterfront Promenade

Run Far Your Lives – the unique obstacle sports event which originated from the United States is going to debut in Hong Kong this October

M+ MATTERS NDUSTRY IN

A symposium placing mass-produced consumer objects at the centre of East Asia's post-WWI economic and industrial narrative -mapping and tracing the key obremomena, conducts.

New Works Forum: 'Social Import/Export: Postwar Acupuncture' in the Tai Ping Design and Industry in East Shan Area 12.09.2014 to 13.09.2014

23.08.2014, Hong Kong Museum of Medical Sciences How do artists engage local communities and improve their shared culture in a changing society? Join an open house hering at the Hong Kor

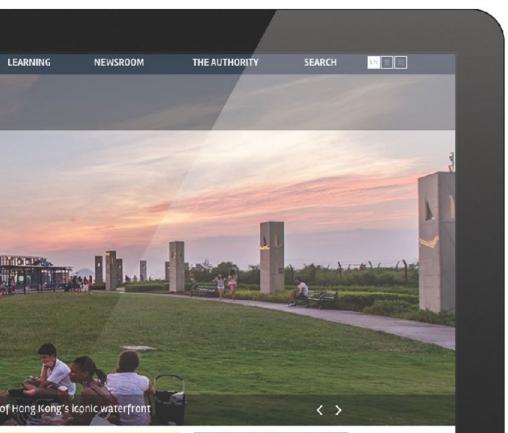


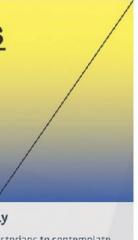
Take A Swing 26.07.2014, Yau Ma Tei Community Centre Rest Garden

Come to Yau Ma Tel for a free party on 26 July as Take A Swing showcases Hong Kong's first outdoor live music and street dance in the Yau Ma Tei Community Centre Rest Garden.







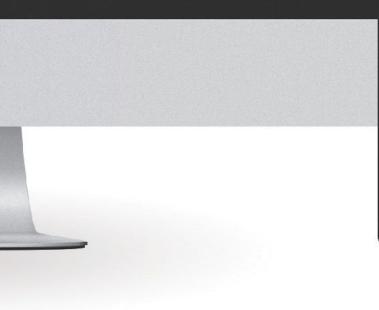


News

West Kowloon Cultural District Authority announces appointment of Chief Operating Officer

News

38th Board Meeting of West Kowloon Cultural District Authority Held Today







Issues

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About Guidelines

We provide an innovative space for new research and scholarship of the highest quality on all aspects of British Art.

Issue 2 – Summer 2015 Issue name duis mollis, est non commodo luctus, nisi erat porttitor





British Art Studies

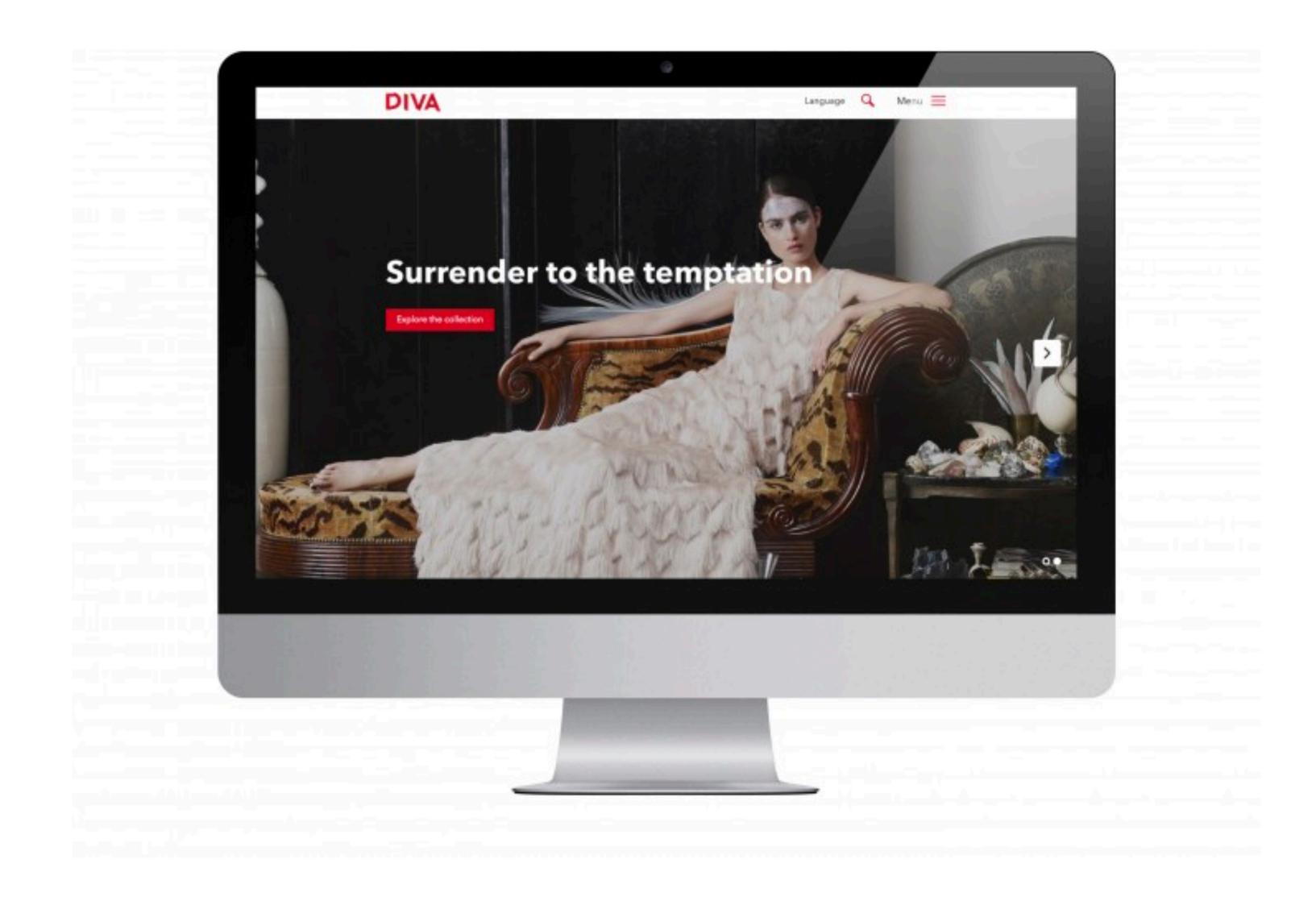
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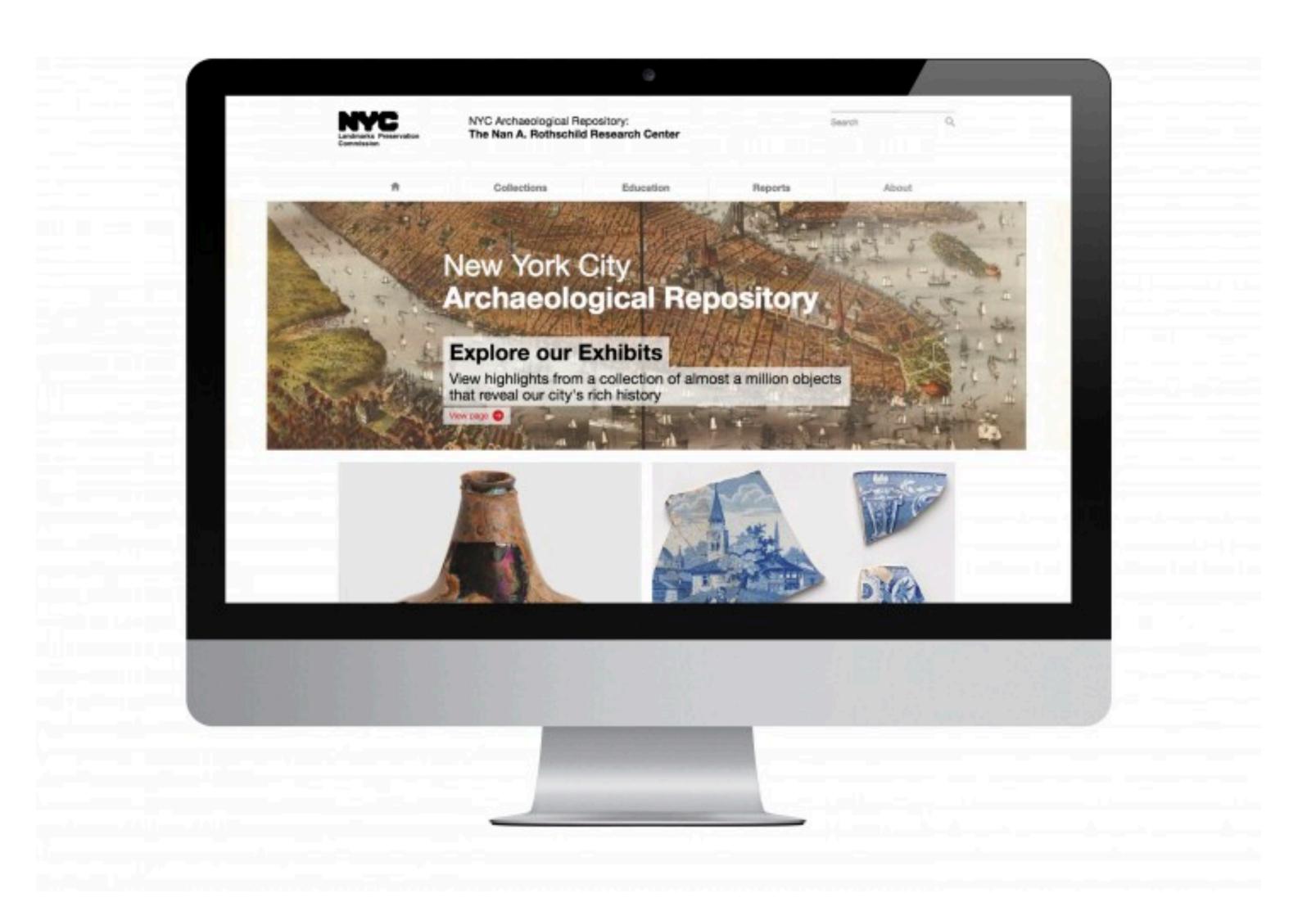
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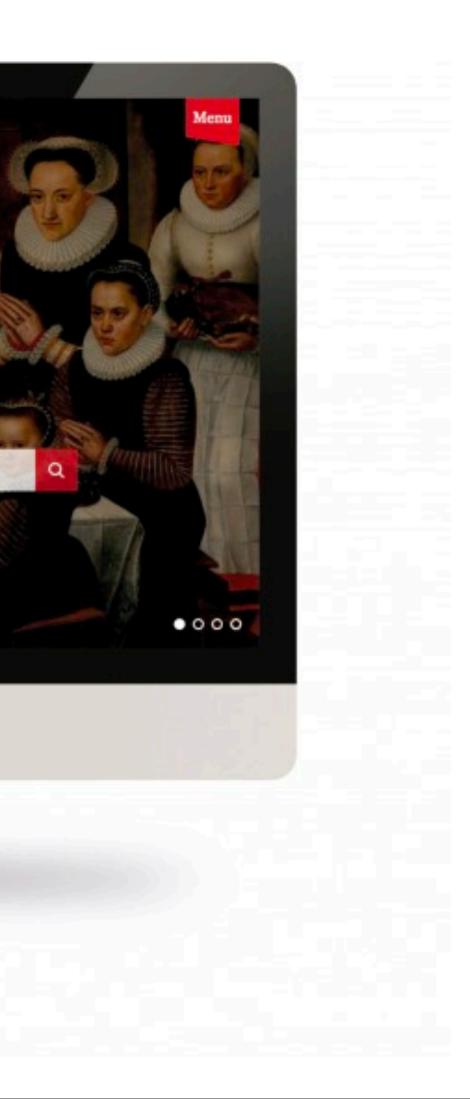
Discover Shakespeare

Search the collection ...

CREDITS

Everything

Shakespeare



Museum (Integrated) Information Management Software The lack of it and the need for it



The information landscape Setting the questions

- > Worldwide push for sharing data between museums
 - > Difficult to share internally
- > Multiple products for different problems
 - > Are the problems really different?
 - > Where is our data?
 - > Can we enable collaboration?
 - > Can have visibility of everything?

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Museums are complex Many different people

I am an archivist

I am a conservator

I organise exhibitions

I deal with marketing

I need to sell tickets

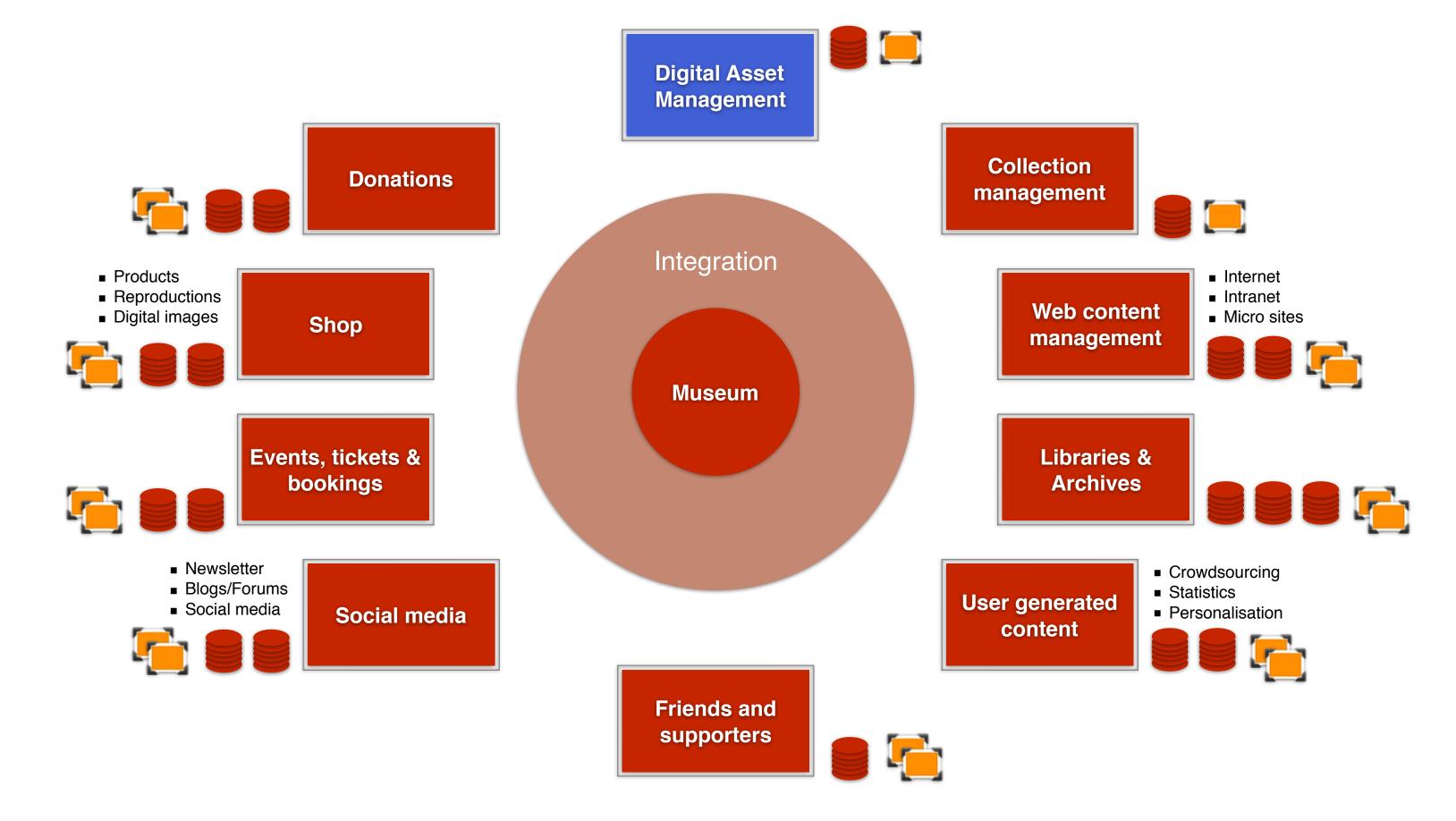
I don't know what I want

I know exactly what I need

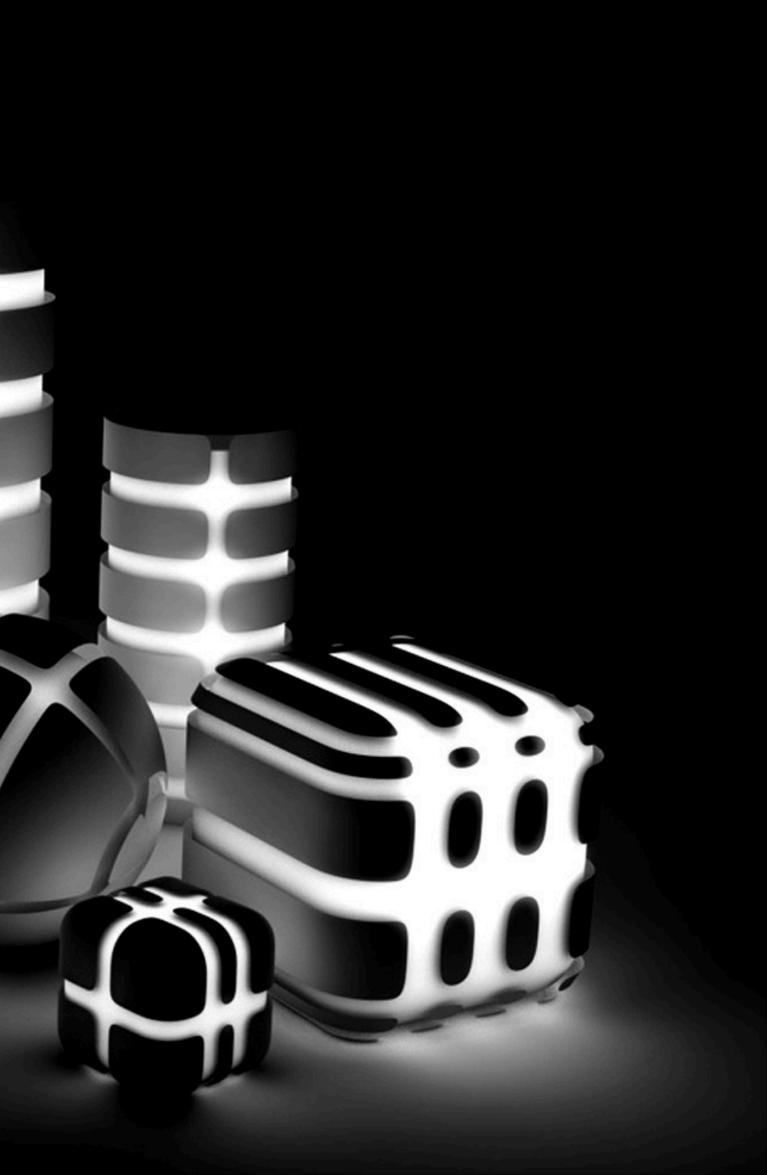
I am bored



The current software landscape One problem, one solution



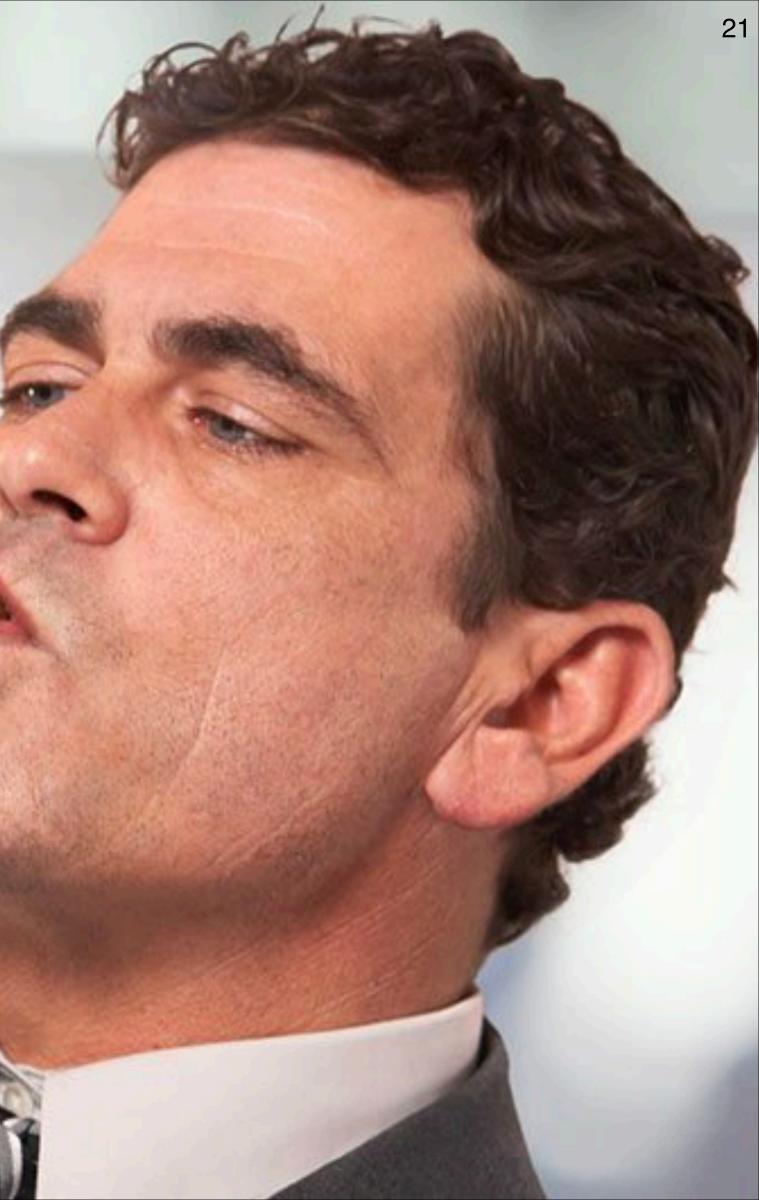
The Current Software Landscape The Black Box Approach



Vendors Are very happy



System integrators Are even happier



Opening the black box What is software for museums?



Opening the black box The processes

- Collections Management
 - Museum collections, Archival Collections, Library Collections
- > e-Commerce/Support
 - Shop, Ticketing, Licencing, Donations, CRM
- Presentation/Public/Semi-Public Access
 - > Website, Collections Online, Intranet, API, Linked Open Data
- Digital Asset Management
 - > Images, Files, Multimedia
- Vser-generated Content



Opening the black box Let's take one

Museum Collections Management

Opening the black box Let's take one

Museum Collections Management

Information

Authorities

Activities

Opening the black box Let's take one

Museum Collections Management

Information

- Objects

Authorities

- People
- Locations
- Venues
- Thesauri

...

Activities

26

- Acquisitions
- Loans
- Exhibitions
- Transports
- Conservation
- Condition checking
- Valuations

. . .

Opening the black box Let's take a *different* one

Archival Management

Opening the black box Let's take a *different* one

Archival Management

Information

Authorities

Activities

Opening the black box Let's take a *different* one

Archival Management

Information

- Folders
- Objects

Authorities

- People
- Locations
- Venues
- Thesauri
- ...

But not the same as the previous ones!

Activities

- Acquisitions
- Loans
- Exhibitions
- Transports
- Conservation
- Condition checking
- Valuations

- ...

Opening the black box Yes, but...

Web Content Management

Opening the black box Yes, but...

Web Content Management

Information

Authorities

Activities

Opening the black box Yes, but...

Web Content Management

Information

- Pages
- Events
- Stories

Authorities

- People
- Locations
- Venues
- Tags
- • •

Not the same as the previous ones and the ones before!

Activities

- Ticketing
- Shop
- Contact Us
- ...

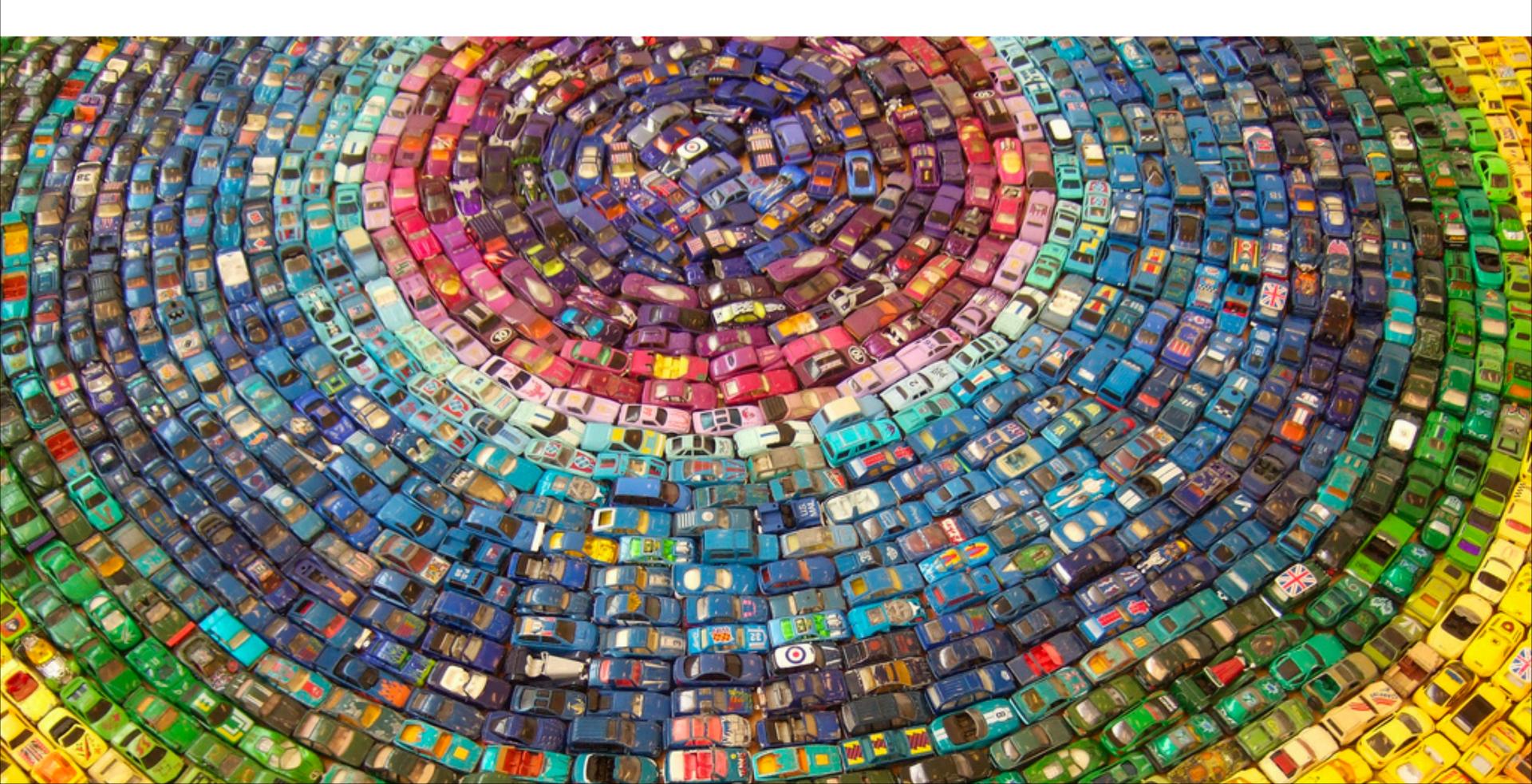
Opening the black box Demolishing the Myth

Information is different Authorities are different Activities are different

Opening the black box Demolishing the Myth

Does this mean we need different software to manage them all?

If software was a car Would you buy a different car for each task in your life?



If software was a car Or get the one you really need?



Opening the black box Demolishing the Myth

Different...

- Software



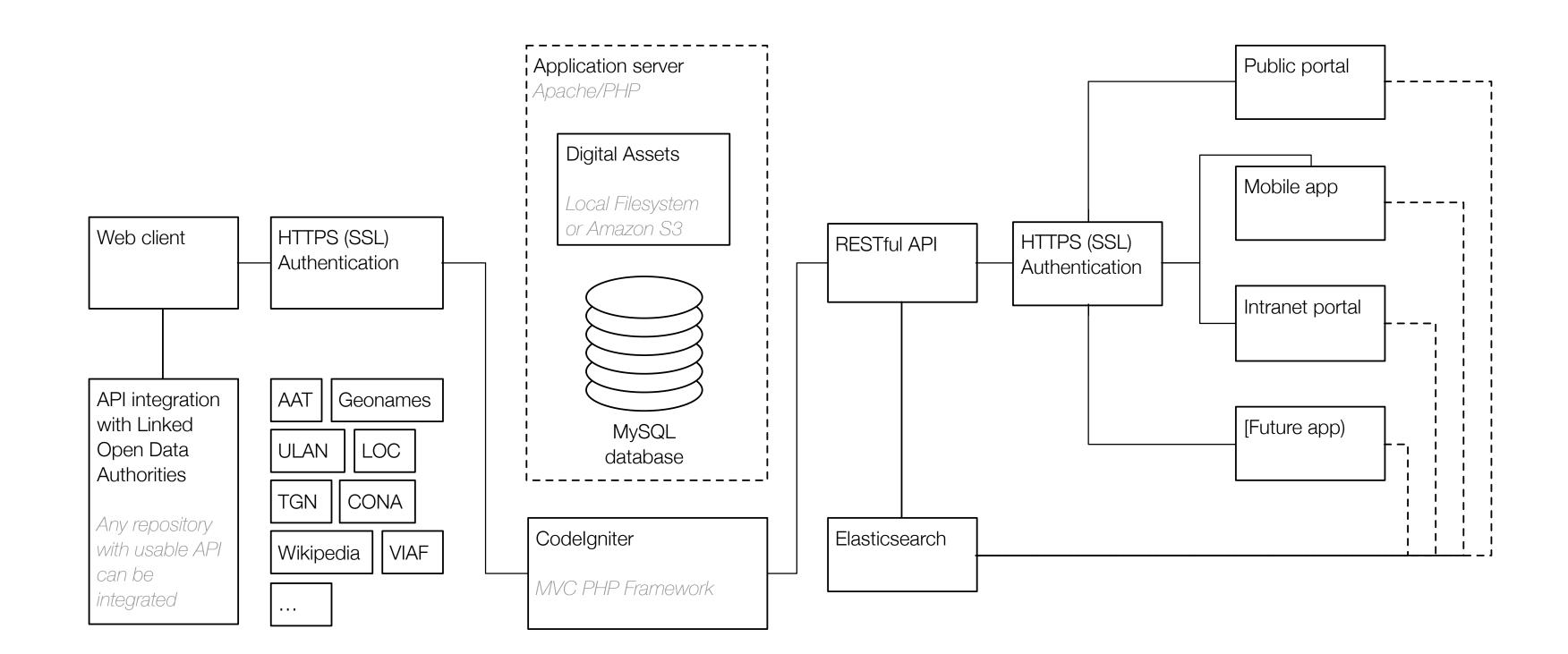
Different... - Licences - Training - Maintenance - Integration - Databases - Authorities - Formats



Opening the black box What is software?

A database of information and workflows with controlled access

Opening the black box Or this...



Opening the black box What is a museum in the 21st century?



Is it a series of disconnected department and people, each working in isolation?



Opening the black box What is A Museum in the 21st Century?



Is it a group of people passionately working together and sharing information?

Opening the black box What is bad software in the 21st century?



An application designed to solve one problem in a rigid and isolated way

Opening the black box What is good software in the 21st century?

A framework designed to solve multiple problems in a flexible way open to integration

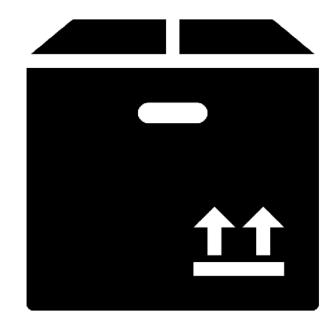
Opening the black box What to look for in a software package?

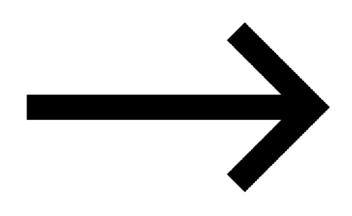
Total Configurability Complete Flexibility Granular Access Control Fantastic Interface



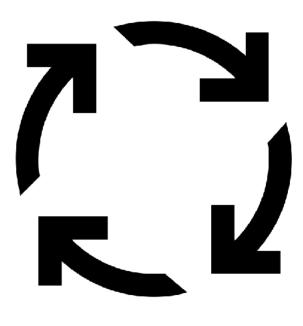


The one idea to take home Change mentality



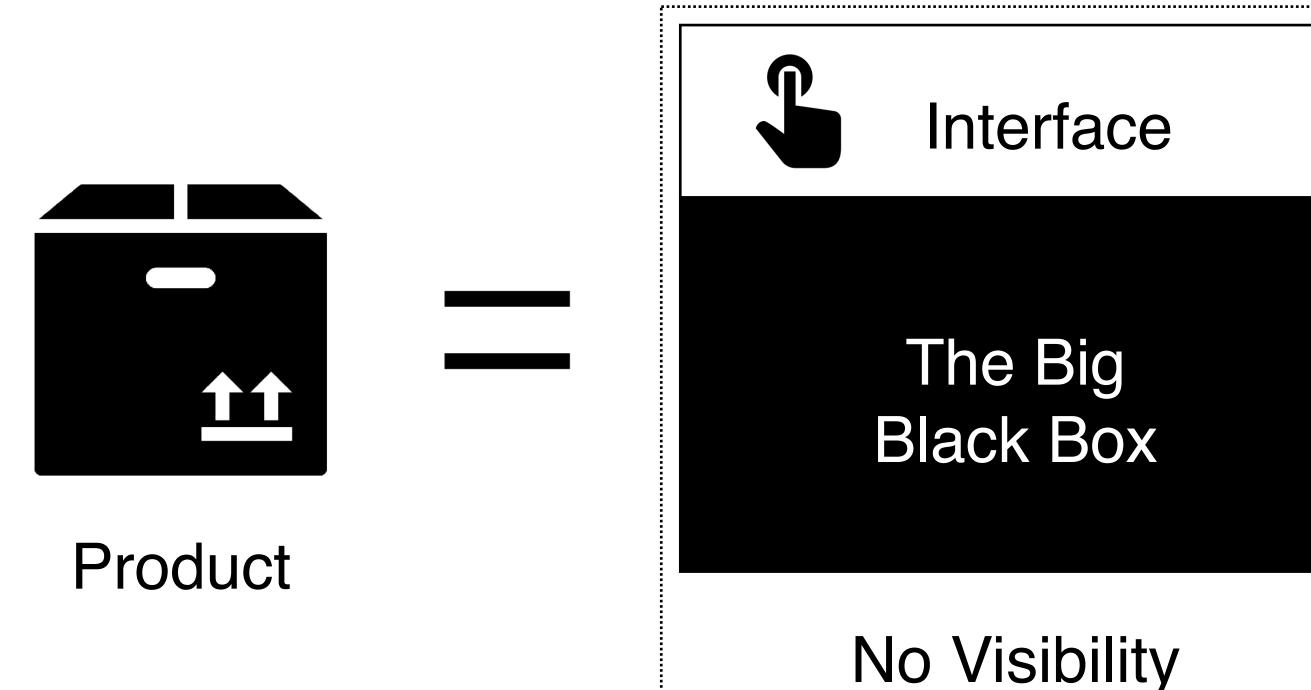


Product



Process

The one idea to take home From a product mentality...

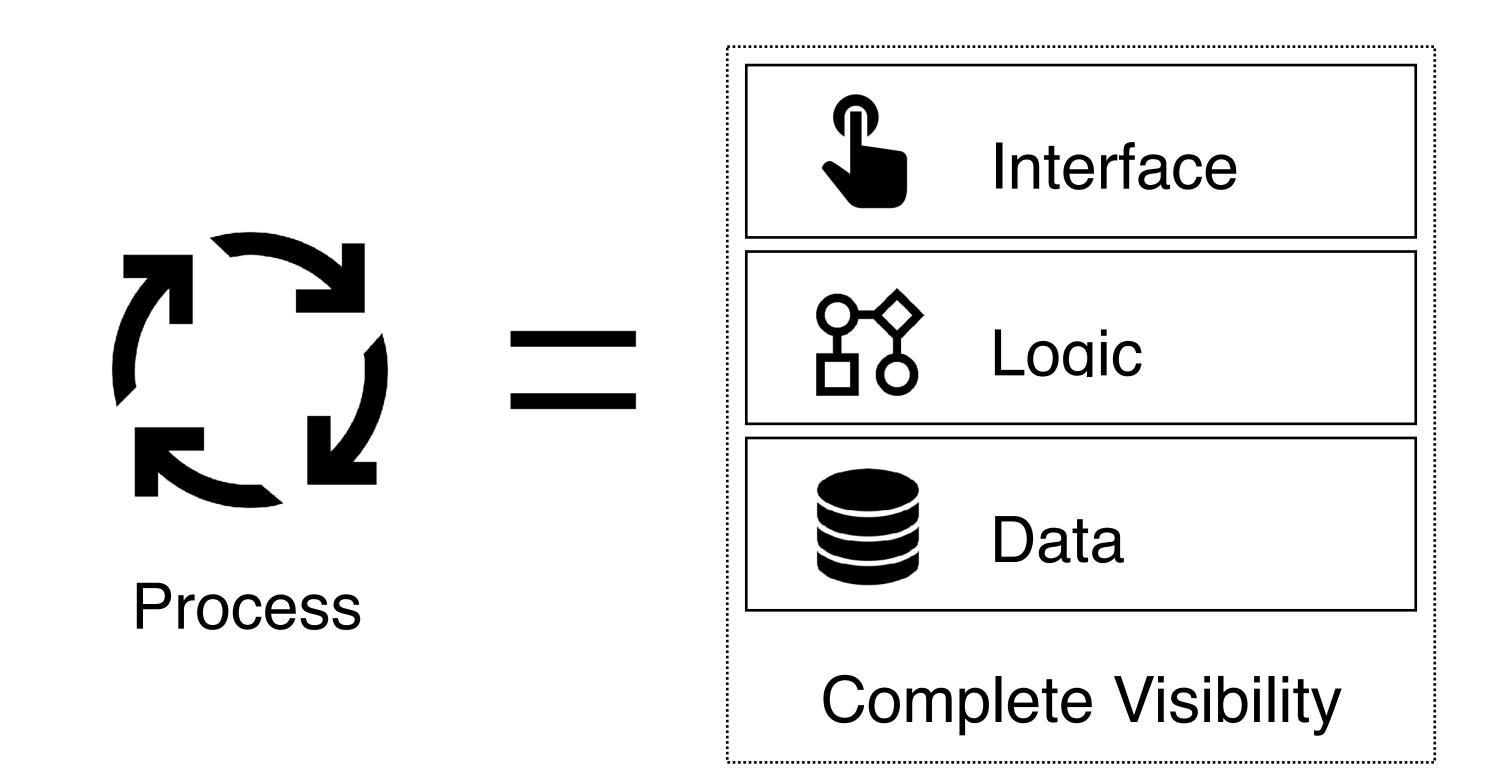


Interface

The Big Black Box

No Visibility

The one idea to take home ... to a process mentality





Thank you. http://www.keepthinking.it

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