



## **2010/11 Strategic Objectives Information Technology Division, Berkeley Lab**

**The IT Division objectives support and advance Lab-wide goals defined by Director Alivisatos, including:**

- **Science for the future**
    - **Carbon Cycle 2.0**
    - **Next Generation Light Source**
  - **Safe and Efficient Berkeley Lab**
  - **Space for our Future**
  - **Building Community**
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### **IT Division Mission**

**The Information Technology (IT) Division supports Berkeley Lab's scientific mission by developing and maintaining the Lab's computing, information, and communications infrastructure. This infrastructure includes networking and telecommunications; desktop computing; business management information systems; and systems for scientific clusters, technical information and computer security.**

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### **IT Division Strategic Objectives**

#### **SERVICES**

- 1. Partner with Lab Divisions to anticipate and plan for future systems and computing needs.**
- 2. Enhance scientific computing services and support to accelerate discovery.**
- 3. Deliver new and enhanced business systems to increase the efficiency and effectiveness of laboratory operations.**

4. **Embrace emerging, innovative service models to improve the user experience.**

## **INFRASTRUCTURE**

5. **Be recognized as a leader in the sustainable management of IT systems.**
6. **Improve the effectiveness and resiliency of core infrastructure systems.**

## **PEOPLE**

7. **Maintain an environment of excellence in service delivery and customer support.**
8. **Demonstrate leadership in regional and national IT initiatives.**
9. **Contribute to the community.**

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### ***Examples of specific activities in support of the strategic objectives:***

1. **Partner with Lab Divisions to anticipate and plan for future systems and computing needs.**
  - **Develop strategies to address the computational and collaborative services requirements of scientific customers.**
  - **Support the OCFO strategic financial systems planning initiative.**
  - **Perform comprehensive IT portfolio assessment with EH&S Division.**
2. **Enhance scientific computing services and support to accelerate discovery.**
  - **Deliver reliable, high performing computing capacity for scientific users.**
  - **Expand expertise in scientific data management and computational user support.**
  - **Collaborate with UCB to expand online access to research journals.**
3. **Deliver new and enhanced business systems to increase the efficiency and effectiveness of laboratory operations, e.g.:**

- **Implement OCFO vision for Financial Management System transformation.**
  - **Develop a next-generation Work Planning and Control system.**
  - **Implement Human Resources design of a new guest-processing system.**
  - **Implement an enterprise Content Management System.**
- 4. Embrace emerging, innovative service models to improve the user experience.**
- **Explore, prototype, and implement cloud-based solutions for scientific computation and core IT infrastructure.**
  - **Deploy Google Mail, Google Apps, Google Calendar and other cloud-based services for specific business needs.**
  - **Participate in multi-institutional partnerships (including data center collocation and shared research computing initiative) to achieve efficiencies of scale.**
- 5. Be recognized as a leader in the sustainable management of IT Systems.**
- **Continue IT's widely publicized data center energy efficiency campaign and measure improvements over time.**
  - **Reduce desktop power requirements and measure savings.**
  - **Emphasize sustainability in all infrastructure service architectures (systems management, backup services, networking, etc.)**
- 6. Improve the effectiveness and resiliency of core infrastructure systems.**
- **Continue to virtualize servers and launch a storage virtualization project.**
  - **Ensure business continuity consistent with Lab goals.**
  - **Provide ubiquitous wireless services and flexible, cost effective voice services.**
  - **Scale cyber-security defenses to address emerging threats.**
- 7. Maintain an environment of excellence in service delivery and customer support.**
- **Foster high-performing teamwork.**
  - **Recruit, retain and develop top quality IT talent.**
  - **Continue to elicit high customer satisfaction.**

**8. Demonstrate leadership in regional and national IT initiatives.**

- **Guide the northern regional UC data center initiative.**
- **Manage the northern component of UC Shared Research Computing System project.**
- **Lead standardization of IEEE802.3az (Energy Efficient Ethernet).**
- **Advise DUSEL (Deep Underground Science/Engineering Lab) project.**

**9. Contribute to the community**

- **Develop the community within the IT Division.**
- **Reach out to local schools and community organizations.**