

## **Corporate Information and Computing Services Technical Services**

### **Objectives 2008**

To increase our customer focus. We will:

- work closely with colleagues in Customer Services to improve our understanding of customer requirements
- understand better the impact of our services on the user community

To increase resilience and reliability. We will:

- maximise the advantages conferred by the commissioning of our second machine room
- move data storage to our Netapp-based SAN as appropriate
- take personal responsibility for thinking about improvements in uptime and increased resilience for the services we run
- Implement virtualisation technologies

To improve communication. We will:

- ensure that information is communicated effectively within the section by the appropriate use of channels
- improve and simplify our communication with colleagues in Customer Services

To understand Programme/Project Management. We will:

- ensure that appropriate training is given to section members to help them with project management techniques, whether project managers or not
- institute a system of time allocation to improve resource scheduling clarity

To support computer-based research activity within the University. We will:

- work closely with colleagues in Customer Services to understand the needs of departments engaging in research
- improve the coherency of the support we provide
- continue to provide a high performance compute facility
- provide training for usage of the HPC

To widen access to systems and services. We will:

- extend the reach of applications to the wider University community, both by innovative software technologies and by delivery of services through the portal
- Ensure that new systems acquisitions fit into this environment

To maintain a high quality of documentation. We will:

- maintain and improve appropriate documentation for our systems
- Use the CiCS wiki for documentation unless there are strong reasons for not doing so

To commit ourselves to reducing our environmental impact. We will:

- consider the energy footprint of all new acquisitions
- continually review usage of electricity on existing systems and make improvements where possible

- monitor emerging 'green' technologies to assess their use in our environment

To improve service monitoring and measurement. We will:

- seek to monitor all user services in a standard fashion
- provide statistics for usage and availability of all user services
- report on service failure in a standardised manner