



## ITA Deputy Executive Director Retires after Distinguished Career

On 31 August 2011, ITA Deputy Executive Director for Service Operations Ms. Gabriele Daniel will retire after twenty seven years of government service. Ms. Daniel leaves ITA with a litany of accomplishments that reflect her deep commitment to ITA's customers, employees, and business partners.

Ms. Daniel's public sector career began almost three decades ago in Heidelberg, Germany, where she supported Headquarters United States Army Europe in a civilian capacity. She served in numerous roles in the years to follow, including fourteen years as a manager on the staff of the Assistant Secretary of the Army for Acquisition, Logistics, and Technology.

Ms. Daniel came to ITA in 2003 as Chief of Desktop Operations, and later served as Director of both IMCEN and the Pentagon Data Center. She distinguished herself through her commitment to continuous service improvement, and for her ability to identify and implement operational enhancements in those organizations.



Ms. Gabriele Daniel, Deputy Executive Director of Service Operations is set to retire from ITA after 27 years of government service.

ITA Executive Director Don Adcock appointed Ms. Daniel to her current senior leadership role in 2010, from which she has overseen our agency's desktop support, communications transport, organizational messaging, mainframe and consolidated server processing, enterprise data storage, voice service delivery, and call center operations services.

As Deputy Executive Director for Service Operations for the past year, she has guided the planning and implementation of numerous key initiatives, including the development of enterprise processes for requirements management and incident notification. Ms. Daniel also enabled the functional alignment of Information Assurance (IA) personnel in a centralized security organization – ESS-P – and led the transition of IMCEN's Server Management Division (SMD) to the Data Center. On these efforts and in many other roles, she worked with stakeholders from across ITA to drive innovations in operations and customer service.

Ms. Daniel plans to retire to California, to spend time with her family.