

Balance score card of Information Systems in STARS

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	<b>Issue</b>	<b>Objective</b>	<b>Initiative</b>	<b>Measure</b>
<b>Corporate Contribution</b>	<ul style="list-style-type: none"> <li>-Board executives and departmental managers as key positions</li> <li>-Overall opinion related IS isn't critical</li> </ul>	<ul style="list-style-type: none"> <li>-Create more communication and relationship between IS and the other departments</li> <li>-View the IT strategy as a critical part of business strategy</li> </ul>	<ul style="list-style-type: none"> <li>-Centralize approach</li> <li>-Project initiation by IS department</li> <li>-Build long lasting relationship with executive board</li> </ul>	<ul style="list-style-type: none"> <li>-Lack full control and authority of CIO</li> </ul>
<b>User Orientation</b>	<ul style="list-style-type: none"> <li>-Lack of understanding importance of IT</li> <li>-No communication and relationship between IS and business</li> <li>-Excessive use of consultants and amount of IT projects</li> </ul>	<ul style="list-style-type: none"> <li>-Create more communication and relationship between IS and the other departments</li> <li>-Begin to recognize IS problem</li> <li>-Deliver remaining projects on time</li> </ul>	<ul style="list-style-type: none"> <li>-Introduce help desk to coordinate requests</li> <li>-Establish relationship with department managers</li> <li>-Build long lasting relationship with manager</li> </ul>	<ul style="list-style-type: none"> <li>-Lack skills to deliver technical solutions</li> </ul>
<b>Operational Excellent</b>	<ul style="list-style-type: none"> <li>-Low recruiting standards</li> <li>-Infrastructure</li> <li>-IS group lacks skills to deliver technical solutions</li> <li>-Too much outsourcing of projects</li> </ul>	<ul style="list-style-type: none"> <li>-Gain control over operations and staffing</li> </ul>	<ul style="list-style-type: none"> <li>-Create the unique system</li> <li>-Reduce the number of consultants</li> <li>-Centralized administration of budget</li> <li>-Develop uniform systems</li> <li>- Specify roles and responsibility of performance staff</li> </ul>	<ul style="list-style-type: none"> <li>-Lack SoD in each department</li> <li>-Lack of control over operations by CIO</li> <li>-Too many current projects mostly marked as critical</li> </ul>
<b>Future Orientation</b>	<ul style="list-style-type: none"> <li>-Low quality of IS staff</li> <li>-Not enough training</li> </ul>	<ul style="list-style-type: none"> <li>-Enhance employees' IT skills training and set standards on project selection</li> </ul>	<ul style="list-style-type: none"> <li>-Clearly defined roles</li> <li>-Hiring policies</li> <li>-Develop comprehensive policies on IT controls of CIO</li> <li>-Training</li> <li>Team building exercise</li> </ul>	<ul style="list-style-type: none"> <li>-Lack of a clear vision of standard and policies</li> </ul>