

<b>Perspective</b>	<b>Objective</b>	<b>Example Metrics</b>	<b>STARS Problem Statement</b>
Corporate	<ul style="list-style-type: none"> <li>• Cost Management</li> </ul>	<ul style="list-style-type: none"> <li>• Operational budget approval</li> </ul>	<ul style="list-style-type: none"> <li>• Determine the total IS costs</li> </ul>
Customer	<ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Operational performance</li> </ul>	<ul style="list-style-type: none"> <li>• Business unit survey ratings</li> <li>• Attainment of unit cost targets</li> <li>• Major project scores</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of IT awareness across the organization</li> <li>• Mismanagement of processes</li> <li>• Mismanagement of consultant resources</li> </ul>
Operational Excellence	<ul style="list-style-type: none"> <li>• Development process</li> <li>• Operational performance</li> </ul>	<ul style="list-style-type: none"> <li>• Change management effectiveness</li> <li>• Level of IT processes</li> <li>• State of the infrastructure assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of knowledge document and standard operating procedures</li> <li>• Cross functional IT roles</li> <li>• Lack of control of IT activities</li> <li>• Replace old technology</li> </ul>
Future	<ul style="list-style-type: none"> <li>• Employee satisfaction</li> <li>• Knowledge management</li> </ul>	<ul style="list-style-type: none"> <li>• Staff turnover</li> <li>• Satisfaction survey scores</li> </ul>	<ul style="list-style-type: none"> <li>• IS people feel pressure from other departments</li> <li>• Lack of empowerment for IT employees</li> </ul>