Balance score card of Information Systems in STARS
MIS 5202
Shuya Yang

	Current vision	Objective	Initiative	Benchmark
Corporate Contribution	The executive management team is unaware the importance of IS management	1. Construct a comprehensive IT strategy 2. View the IT strategy as a critical part of business strategy	1. Present thoughts regarding the state of IS in STARS to executives and department managers 2. Centralize IS function and and IT personnel working in order to estimate the total IT cost or the organization 3. Create a formal Project Management Office at STARS to manage over 24 undergoing projects	Historical budgets Historical policies ROI ratio
User Orientation	Lack of understanding on IT functions(e.g. call their favorite IT person to get the printer working)	Enhance the communication between IT and other departments	1.Specify roles of performance staff 2. Avoid using the "request for proposal" approach to prevent consultants taking advantages on the lack supervision of users' requests. 3. Enhance the maintenance work on systems and eliminate maintenance works performed by an outside vendor	Past performance& Time line of projects
Operational Excellent	The IT service is not performing its role of supporting other departments	Enhance the efficiency of IT service	1.Centrolized IT projects management to stop "self appointed" projects 2. Develop uniform systems 3. Update old physical infrastructures (e.g. reduce multiple servers to one) 4. Enhance management on security of the network and systems. In the past, security matters were often handled on a firefighting basis 5. Enhance the supervision on consultants' projects (e.g. setup concrete deadlines and timelines)	Past performance Past cost of performing IT services

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| **Future Orientation** | Lack of a clear vision of future planning | Enhance employees' IT skills training and set standards on project selection | 1.Set standards on project selection

2.Well trained IT employees

3. Develop comprehensive policies on IT controls (e.g. network security, access controls, database security control)

4. keep doing research on industry changes | Industry comparison

Past performance |
| --- | --- | --- | --- | --- |