

STARS AMBULANCE BSC

Perspective	Objectives	Metric	Criteria of satisfactory
Financial expense	Reduce unnecessary costs	% of IT budget for contractors reduced % of budget other department spending on own IT initiatives	50% 0%
Financial results	Alignment of IT projects with business strategies	% of positive return on IT investment of IT projects Projects deliver on time, on budget, high quality and benefits realized Number of projects with identifiable benefits Number of projects with economic benefits Number of projects with soft benefits Number of projects on budget Number of projects deliver on time Efficiency ratio of service directly related to an IT initiative	95% 95% 95% 70% 50% 95% 99% 30%
Customers (as in employees of the company)	Gaining trust from business functions Efficient supporting service	Requests for IT support from business owners increase Time spend on customer problem resolution Network availability	100% 3 minute 99%
Processes	Streamlining IT infrastructure across the company Security Replacing legacy technology	Consolidate all IT business processes under IT department performance Cost saving from consolidation comparing to pre-consolidation % of IT projects developed by IT department Number of breach Cost to resolve security breach of sale Dependence on legacy technology of overall IT infrastructure	100% 50% 100% 0 0.5% 20%