### Financial:

Objectives – Proper Utilization of the IT Budget Measures – Determining the total IS cost for STAR.

Initiatives – Unifying the segregated IT operation based on the IT Budget. Investment for the state of the art centralized IT System. Cost cutting has to be done by proper utilization of the right number of consultants.

## **Internal Business Process / IT Operation:**

Objectives – Understanding the importance of IS
Measures – Alignment of IS with the business needs
Initiatives – Creating a formal Project
Management team handling the PPM for STAR. Handling the security issues with proper Information Security group.
Implementation of the new technologies replacing the old.

# Vision and Strategy:

"Saving life through partnership, innovation and leadership". The ultimate goal is to provide the support 24 X 7.

#### **Customer:**

Objectives – Customer satisfaction improvement
Measures – Time taken to address an incident and the response time
Initiatives – Network availability has to be improved with proper utilization of the resources and implementing new technologies.

### **Learning & Growth:**

Objectives – Centralized IT project and creating a better working environment Measures – proper utilization of the IT resources

Initiatives – Implementation of the centralized IS system – Computer systems and servers. The well defined duties of the IS staffs.