Column1	Column2	Column3	Column4	Column5
	STARS problems:	Objective:	Measures	Preferred Level
Budget	• Distributed IS budget, budget is not accounted for; • Budget Savings available and not taken advantage of • Unable to account for costs; • Separate budget considered for each business area	Determine and Cut costs;	• Savings • Costs • Overall Budget • Budget per business area	• >$5 million • TBD • $30 million • $3.5 million
ROI	• Amount spent on consultants and returned value from consultant work is unknown. • Need to figure out ROI for each business and overall organization ROI	Increase revenue; create cash flow	• ROI Rate overall • ROI per business area • Increased revenue • Cash Flow	• 7% ROI per investment • ^ • $15 million • $1.6 million
Process Efficiency	• Project planning process: # of projects submitted vs. # approved • No belief in IT	Increase production; increase problem/ticket resolution time; Establish project process; Establish project ownership and accountability; Increase project communication and organization communication.	• Production Increase • Quality Increase • Resolution Time • Supply Chain Speed • Project success rate	• 5% production Increase • Check • 20% increase • 30% increase • 90%

Network Efficiency	• Complete review of architecture, configuration, maintenance, and backup.	Develop controls; Develop assets in organization; Develop uniform way of handling network issues;	• System/Network Availability • Hardware decrease • Create structure	• 99% • 10% decrease • check
Network Security	• # of breaches • Severity of breaches	Increase internal and external security;	• Process Maturity Rating • Decrease the # of breaches • Decrease the severity of breaches • Increase maturity	• Infancy • 10% • Check • 15% MATURITY increase
Communication Efficiency	• Lack of organization communication • Lack of IT communication • Lack of consultant communication	Knowledge transfer; Increase cross-organization communication; Define staff roles;	• Communication Efficiency • Employee role identification	• Check • Check
Employee Satisfaction	• Turnover • opinions on IT department, ect	Motivate Staff, Empower Staff	• Employee Turnover	• Increase by 25%
Customer Satisfaction	Deliver "real value" to the organization and its customers	Increase customer service and user satisfaction;	• Customer satisfaction rate	• 96%