

Perspective	Objective	Measure	STARS Initiative
Financial Control	Control IS costs for STARS	Budget Compliance	Implement IT spending system
Customer Service	STARS employees support	Efficiency of helpdesk support	Establish dedicated helpdesk department
Process excellence	IT systems Infrastructure consolidation and augmentation	Workload , SLA	Infrastructure consolidation assessment.
Growth	reserve and grow IT expertise and know how	percent of consultant to FTEs	Put FTEs on charge of major projects