

IT Balanced Scorecard for Stars Ambulance

	Objectives	Metrics	Initiatives
User Orientation	<ul style="list-style-type: none"> ▪ Increase customer satisfaction ▪ Increase customer retention ▪ Enhance the communication between IT department and other departments within organization 	<ul style="list-style-type: none"> ▪ Customer satisfaction rating ▪ Number of customer complaints ▪ Number of technical issue reported by inside employees ▪ User retention rate 	<ul style="list-style-type: none"> ▪ Defined roles for IT personnel ▪ Cooperate interdepartmental ▪ Enhance the ability of IT staff to provide maintenance work
Corporate Contribution	<ul style="list-style-type: none"> ▪ Increase revenues ▪ Lower IT cost ▪ Allocating IT budget 	<ul style="list-style-type: none"> ▪ Net income ▪ ROI ▪ Percent of IT cost within organization ▪ Number of annually outside consultations 	<ul style="list-style-type: none"> ▪ In-house consultants ▪ Decrease outside consultant ▪ Prioritizing IT projects based on their potential value
Operational Excellence	<ul style="list-style-type: none"> ▪ Integrate distributed IT services ▪ Increase IT management from executive level ▪ Improve operational performance 	<ul style="list-style-type: none"> ▪ Average response time ▪ Network uptime ▪ Number of project manager from IT 	<ul style="list-style-type: none"> ▪ Implementing an uniformed IT projects management ▪ Updating legacy systems ▪ Setting up a formal project management office
Future Orientation	<ul style="list-style-type: none"> ▪ Retaining talent IT staff ▪ Improve staff training 	<ul style="list-style-type: none"> ▪ Number of annual staff training programs ▪ Employee retention rate 	<ul style="list-style-type: none"> ▪ Empowering IT staffs ▪ Providing annual training programs for IT staff