STARS Air Ambulance IT Balanced Scorecard

	Goal	Metric	
Financial	Alignment of IT and business strategy	Percent of enterprise strategic goals and requirements supported by IT strategic goals	20%
	IT compliance and support for business compliance with external laws and regulations	Cost of IT non-compliance	$1 million
		Number of IT-related non-compliance issues escalated to the board	0
	Transparency of IT costs, benefits, and risks	Percent of IT services with clearly defined and approved operational costs and expected benefits	5%
Customer	Delivery of IT services in line with business requirements	Number of business disruptions due to IT service incidents	365
		Percent of business stakeholders satisfied that IT service delivery meets SLAs	N/A*
		Percent of users satisfied with the quality of IT service delivery	20%
Internal	IT agility	Level of satisfaction of business executives with IT's responsiveness to new requirements	30%
		Number of critical business processes supported by up-to-date infrastructure and applications	3/10
		Average time to turn strategic IT objectives into an agreed-on and approved initiative	N/A†
	Security of information, processing infrastructure, and applications	Number of security incidents causing financial loss, business disruption, or public embarrassment	6
		Number of IT services with outstanding security requirements	10/10
		Frequency of security assessment against latest standards and guidelines	never
	Enablement and support of business processes by integration applications and technology into business processes	Number of business processing incidents caused by technology integration errors	30
		Number of business process changes delayed or reworked because of technology integration issues	12
		Number of applications or critical infrastructures operating in silos and not integrated	9/10
	Delivery of projects on time, on budget, and meeting requirements and quality standards	Number of projects on time and within budget	8/24
		Percent of stakeholders satisfied with project quality	20%
Learning and Growth	Competent and motivated business and IT personnel	Percent of staff satisfied with their IT-related roles	27%
	Knowledge, expertise, and initiatives for business innovation	Level of business executive awareness and understanding of IT innovation possibilities	1/10
		Level of stakeholder satisfaction with levels of IT innovation expertise and ideas	3/10

*No SLAs currently defined

†No existing approval process for IT initiatives