

**STARS BALANCED SCORECARD**

Zach Cehelsky-DeAngelo

	<b>Objectives</b>	<b>Measures</b>	<b>Targets</b>	<b>Initiatives</b>
<b>Financial</b>	<ul style="list-style-type: none"> <li>▪ Profitable Growth</li> <li>▪ Cost Savings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Revenue Growth</li> <li>▪ Asset Utilization rate</li> <li>▪ Cost reduction %</li> </ul>	<ul style="list-style-type: none"> <li>▪ 4%</li> <li>▪ 85%</li> <li>▪ 4%</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduction of contractors</li> <li>▪ Increased use of employees and internal assets</li> </ul>
<b>Customer</b>	<ul style="list-style-type: none"> <li>▪ Continue Customer satisfaction</li> <li>▪ Maintain quality of Service</li> </ul>	<ul style="list-style-type: none"> <li>▪ Satisfaction Rating</li> <li>▪ Service Quality Rating</li> </ul>	<ul style="list-style-type: none"> <li>▪ &gt;80%</li> <li>▪ &gt;85%</li> </ul>	<ul style="list-style-type: none"> <li>▪ IS Quality and support training</li> </ul>
<b>Internal Business Process</b>	<ul style="list-style-type: none"> <li>▪ Project planning</li> <li>▪ Improve supporting Infrastructure</li> <li>▪ Create standardized IS approach throughout Organization</li> </ul>	<ul style="list-style-type: none"> <li>▪ Projects running on time %</li> <li>▪ System Downtime %</li> <li>▪ Internal IS utilization %</li> </ul>	<ul style="list-style-type: none"> <li>▪ &gt;75%</li> <li>▪ &lt;1%</li> <li>▪ 90%</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project Management Office</li> <li>▪ Portfolio Management</li> <li>▪ Standardization of systems and IS policy</li> </ul>
<b>Innovation/ Growth</b>	<ul style="list-style-type: none"> <li>▪ Define Employee roles</li> <li>▪ Grow IS department</li> <li>▪ Develop skills and competencies</li> <li>▪ Limit contractor use</li> <li>▪ Increase IS visibility</li> </ul>	<ul style="list-style-type: none"> <li>▪ Employee Surveys</li> <li>▪ New hires %</li> <li>▪ Outsourcing to contractors %</li> <li>▪ Increase of IS projects</li> </ul>	<ul style="list-style-type: none"> <li>▪ 100%</li> <li>▪ 100%</li> <li>▪ &lt;25%</li> <li>▪ &gt;50%</li> </ul>	<ul style="list-style-type: none"> <li>▪ Employee training</li> <li>▪ Skill and competency development</li> <li>▪ IS visibility campaign throughout company</li> </ul>

