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| STARS Balanced Scorecard |
|  | Objectives | Metrics  | Initiatives |
| Corporate | * Decrease Costs
* Increase Efficiencies
* Align IT Strategy with Business Objectives
* Increase Revenues
 | * IT Budget
* Return on Investments
* Net Income
 | * Revision of Outsourcing strategy
* Creation of IT committee
* Align Budget with IT Strategy- approval from CEO
* Centralize IT Systems
 |
| Customer | * Customer Satisfaction
* Increased Communication
* Retain Users
* Improve Resolution time
 | * SLA
* Surveys
* Customer retention rate
 | * Escalated SLA’s
* Tracking of SLA
* Increased employee Training
 |
| Operational | * Integrate Systems
* Define IT Roles
* Standard Operating Procedures
 | * System Downtime
* It Projects adhering to budget and timeframe
 | * Creating SOP’s
* Centralize IT Systems
* CIO to revise Roles
* IT Portfolio Management
 |
| Future | * Employee Satisfaction
* Effective Employee
 | * Employees Surveys
* Turnover Rate
 | * Employee Turnover Ratio
* Employee Training Program
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