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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 |