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| Problems at STARS | IT BSC Perspectives | Objective | Metrics |
| 1. Distributed nature of infrastructure | Internal – Strategy | Implementation of enterprise IT architecture | 1. Number of business and IT alignment processes (e.g. plan, portfolio investment management, project management |
| 1. Lack of control | Internal – Strategy | Adoption of IT governance across IT to support the strategy | 1. Progress against IT governance plan |
| 1. Low recruitment standards | Learning & growth | Right person for the job | 1. Average years of IT experience 2. % of non-entry-level position filled internally |
| 1. IT teams lack skills | Learning & growth | Teach employees to use the new approaches | 1. %age of individual training objectives met 2. Share of IT training spent |
| 1. Too much outsourcing | (Internal) customer | Cost effective / competitive sourcing | 1. SLA performance % 2. IT contract cost as a % of IT spend |
| 1. Erstwhile CIO worked as consultant | Internal - Strategy | IT headship is delivering against the needs of business | 1. Satisfaction level of business owners |
| 1. All projects marked as critical and too many projects at a given time | Internal – Project Management Performance | Speed of solution delivery | 1. % of projects on time, on budget, within scope 2. Average project duration |
| 1. Lack of communication between IS and business | Customer (User) Satisfaction | Improve service internal user | 1. Clear communication in place between IT and stakeholders (frequency, level of detail) |
| 1. Low budget | Financial | IT organization is financially well managed | 1. Budget management 2. Total IT budget vs actuals and Key IT components 3. It budget to revenue |
| 1. Budget reduction of 10% | Financial | Original expectations set at budget time for project spend have met needs of business | 1. IT spending/Company FTE (Full time employees) |