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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
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| 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
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| 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
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| 1. Too much outsourcing
 | (Internal) customer | Cost effective / competitive sourcing | 1. SLA performance %
2. IT contract cost as a % of IT spend
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| 1. Erstwhile CIO worked as consultant
 | Internal - Strategy | IT headship is delivering against the needs of business | 1. Satisfaction level of business owners
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| 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
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| 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
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| 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)
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