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| **Perspective** | **Goal** | **Measures** | **Metric Target** | **Initiatives** |
| **Finance** | * Cost Reduction | * Budget analysis and approval process | * Reduce Budget by 20% | * Review IT Budget |
| **Corporate** | * General awareness of IT and what it does | * Formulate comprehensive IS plan | * 100% | * Overall IS establishment and stabilization |
| **Internal** | * Reduce vendor reliance * Create Project Management * Define staff roles * Infrastructure modernization | * Review outsourcing contracts; absorb back core functions * Approval process for projects requiring justification * Monitor tasks and projects * Standardize equipment and upgrade servers | * 50% reduction in Vendor calls * 50% decrease * 40% decrease * 100% of HW under warranty | * Review and adjust vendor contract * Establish Project Management Office      * Staff training and development * Infrastructure, operations and security hardware audit and review initiative |
| **Future** | * Implement backup and DR systems | * Backup and DR process in place | * 100% | * General review of critical IS systems and backup system implementation |