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| PERSPECTIVES | OBJECTIVES | DRIVERS | INITIATIVES |
|  FINANCIAL | * Maximize returns
* Leverage assets
* Manage operating costs
 | * Budgeting
* Return on Capital Employed
* Asset Utilization Rate
* Operating Cost/mission
* Benchmarking performances
 | * Determine cost of distributed IS
* Cost of IT infrastructure revamp
* SLA with consultants
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| Internal Processes | * Use Alliances and JV
* Leverage group R&D
 | * % of patients serviced through alliances and JV
* Key deliverables from R&D Activities
 | * Find more alliances like association of petroleum producers
* Performance metrics for STARS Centre for Edu. & Research
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| 1. BUSINESS GROWTH
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| 1. IS STAFF
 | * Clear roles and responsibilities
* Cross functional operations benchmarking
* Excellence in Operational performance
* Regulation Compliant
 | * Policy, procedures and guidelines
* % of response time below benchmarked
* Audit Reports
* Learning and growth metrics
 | * Define & communicate roles & responsibilities
* Surveys & benchmarking cross functional operations
* Monitor & audit performances
* Awareness, education & audit for HIPPA and other regulations
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| 1. IS SYSTEMS
 | * Secure, resilient and 100% uptime system performance
* Uniformity in system development
* Regulation Compliant
 | * % of downtime
* No. of technical manpower employed
* SDLC and change management policy.
* % of response time below benchmarked
* % of legacy systems of IS infrastructure
 | * IT Project Portfolio Analysis
* Review of IS systems
* Audit of IS systems
* Cost effective maintenance of legacy systems
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| External Processes | * Continued community outreach
* Proactively manage relationship
* Ensure reliable services
* Communicate accomplishments
 | * Patient satisfaction index
* Reliability index
* % of missions on time
 | * Community outreach programs
* Satisfaction surveys.
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| 1. Public Support
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