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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 |
| 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 |
| 1. BUSINESS GROWTH |
| 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 |
| 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 |
| 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. |
| 1. Public Support |