

| Perspective                   | Objective   | Metrics  | STARS Initiative  |
|-------------------------------|---|--|---|
| <b>Corporate</b>              | Reduce Cost   | Clearly defined and approved operational budget  | Identify the IT cost and eliminate any irrelevant application cost  |
| <b>Customer</b>               | <ul style="list-style-type: none"> <li>● Customer satisfaction</li> <li>● Operational performance</li> </ul>  | <ul style="list-style-type: none"> <li>● Business unit satisfaction ratings</li> <li>● Identify the Problem Resolving time</li> </ul>  | <ul style="list-style-type: none"> <li>● In-house help desk and services</li> <li>● Standardize IT system</li> </ul>  |
| <b>Operational Excellence</b> | <ul style="list-style-type: none"> <li>● Uniform the development process</li> <li>● Integrate the IT systems</li> </ul>   | <ul style="list-style-type: none"> <li>● Services Level Agreement</li> <li>● Level of IT process</li> <li>● Numbers of unrelated systems</li> </ul>  | <ul style="list-style-type: none"> <li>● Standardize systems</li> <li>● Understand the standard operating procedure</li> <li>● Aligned business strategy and IT strategy</li> </ul> |
| <b>Future Orientation</b>     | <ul style="list-style-type: none"> <li>● Employee Satisfaction</li> <li>● Define role responsibility</li> <li>● Communication and Knowledge transfer to IT Staff</li> </ul> | <ul style="list-style-type: none"> <li>● Employee Turnover Rate</li> <li>● Employee Satisfaction Rating</li> <li>● Level of understanding and communication between IT and stakeholders</li> </ul> | <ul style="list-style-type: none"> <li>● Establish employee training program</li> <li>● Empowerment of IT Staff with clear job description and responsibility</li> </ul>            |