

	<b>Objectives</b>	<b>Metrics</b>	<b>Targets</b>	<b>Initiatives</b>
Financial	<p>Keep IT within budget</p> <p>Reduce consultant cost</p> <p>Improve company revenue</p>	<p>It budget checkpoints</p> <p>Consultant spending per quarter</p> <p>Company revenue</p>	<p>No more than 1% over for any quarter</p> <p>5% reduction per quarter for a year</p> <p>Increase revenue by 3%</p>	<p>New accounting procedure</p> <p>Consultant request approval proves</p>
Customer	<p>Reduced response time</p> <p>Improved medical service</p>	<p>Response time</p> <p>Canadian News Hospital Service Rankings</p>	<p>Reduced by 4 minutes</p> <p>Improve by 7 spots in 3 years</p>	<p>Better communications between call center and flight unit</p> <p>Improve IT systems to handle more complicated healthcare devices</p>
Operational	<p>Clearly assigned staff roles</p> <p>CIO will become point person for tasks</p> <p>Standardized IT</p>	<p>Staff assignments</p> <p>Meetings the CIO is in</p> <p>Have IT standards for the entire organization</p>	<p>Have a reviewable staff tree in 1 quarter</p> <p>CIO is part of executive level meetings</p> <p>Standards set by end of Q2</p>	<p>Create a staff tree</p> <p>Create a IT standards committee</p>
Future	<p>Streamline IT systems</p> <p>Move from reactive to proactive</p>	<p>Number of systems in the IT portfolio</p> <p>Project delivery speed</p>	<p>Reduce by 3 systems</p> <p>Increase project delivery speed by 5%</p>	<p>Full look at all IT systems</p> <p>Project delivery group</p>