

Stars Air Ambulance BSC

Dimension	Goal	Metrics
Financial	Alignment of IT and business strategy	-Stakeholder satisfaction with project portfolio -Percent of IT goals mapped to business goals
	Commitment of executive management	-Percent of IT participation in board meetings -Number of executive management with defined accountabilities for IT decisions
	Transparency with IT costs	-Budget analysis -Reliance on consultants
Customer	Delivery of IT services in-line with business requirements	-Number of times business is disrupted due to IT incidents -User and stakeholder satisfaction
	Customer satisfaction	-Business unit satisfaction ratings -Level of understanding of technology -Problem resolution time
Internal	IT agility	-Time to turn strategic IT objectives into working initiatives
	Optimizing IT resources	-Business and IT management satisfaction
	Streamline processes and uniformity in systems	-System uptime -Level of IT processes
	Delivery of projects on time, on budget and meeting requirements	-Project monitoring and reporting
Growth	Employee satisfaction	-Number of clearly defined IT roles and responsibilities -Employee satisfaction ratings -Turnover rates
	Transparency in communications	-Level of awareness and understanding if IT initiatives by business and IT management