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MIS 5202 IT Governance

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Star Ambulance Case IT BSC

Perspective	Objective	Metrics	Initiatives
Corporate	<ul style="list-style-type: none">• Increase Revenue• Lower Expenses• Increase Sales Conversions• Increase Customer Satisfaction	<ul style="list-style-type: none">• Budget allocation• Financial statement reviews• Financial ratios (liquidity rate, profitability ratio, etc.)• Other ratios (customer growth, etc.)	<ul style="list-style-type: none">• Review IS budget and allocate based on priorities• In house IT Help Desk/Support• Decrease need for consultation• In house staff for vital functions
Customer/End-User	<ul style="list-style-type: none">• Ensure goals/aims of product or service align with customer needs• Ensure product or service has created value for customer• Ensure customer satisfaction• Ensure customer retention	<ul style="list-style-type: none">• Ratio of Help-Desk tickets/Cost• Average dispute resolution time• Survey satisfaction ratings	<ul style="list-style-type: none">• Standardization of IS systems• On-site, In-house Help-Desk/Support for basic services
Operational	<ul style="list-style-type: none">• TQM through SDLC• Operation performance	<ul style="list-style-type: none">• Schedule of projects• Planned vs actual resource cost of projects• Profitability of projects• Risk ratings and defects of projects	<ul style="list-style-type: none">• Legal compliance and adherence to standards• Standardization of applications and servers• Create a formal Project Management system
Future	<ul style="list-style-type: none">• Motivate/empower staff• Increase staff retention• Improve staff training/knowledge	<ul style="list-style-type: none">• % of staff turnover• Cost of hiring/training• Ratio of in-house/consultant work	<ul style="list-style-type: none">• Empowerment of IS staff and clear reporting structure• Training of IS staff• Unified/standardized Cloud server

