|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Perspective | Objectives |  | Measures |  | Initiatives |
|  |  |  |  |  |  |
| Financial | Reduce cost |  | budget approval |  | Determine the Cost of IT |
|  | Reduce operating cost |  | Savings |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Customer | Increase Customer satisfaction |  | Customer survey |  | IT education bridging IT and the customer |
|  |  |  | Partner Survey |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| IT Projects | Prioritize projects |  | Standardize on Project initives |  | Create a PMO |
|  | Consolidate IT activities(Centralized) |  | FTE to Consultants |  | Standardize on IT functions |
|  | reduce the number of servers |  | IT Asset Management |  | Virtualizes Servers |
|  | reduce IT Consultants |  |  |  |  |
|  | Change Management |  |  |  |  |
|  | Reduce outages |  | Availability |  | Obtain a 99.9 availability |
|  |  |  |  |  |  |
| Growth | Leverage R&D |  | reduce travel time in the "golden Hour" |  | Invest in Technology |
|  | Leadership effectiveness |  | Skill sets |  | Leadership training |