

Stars IT Balanced Scorecard prepared by Blake Koen

	Objective	Metrics	Targets	Initiatives
Business Contributions	<ul style="list-style-type: none"> ❖ Increase value to Organization ❖ Reduce Costs 	<ul style="list-style-type: none"> ❖ Budget Reduction ❖ Return on Investment 	<ul style="list-style-type: none"> ❖ Reduce 10% ❖ Increase 15% 	<ul style="list-style-type: none"> ❖ Reduce use of consultants
User Orientations	<ul style="list-style-type: none"> ❖ Improve customer satisfaction ❖ Reduce problem resolution time 	<ul style="list-style-type: none"> ❖ Customer Satisfaction Survey ❖ Average resolution time 	<ul style="list-style-type: none"> ❖ Increase 15% ❖ Decrease 25% 	<ul style="list-style-type: none"> ❖ Establish company staffed help desk
Operational Excellence	<ul style="list-style-type: none"> ❖ Develop uniformed systems ❖ Eliminate obsolete infrastructure ❖ Maximum Availability ❖ Manage projects efficiently 	<ul style="list-style-type: none"> ❖ Infrastructure reduction % ❖ System downtime % ❖ Compare project expectations to reality 	<ul style="list-style-type: none"> ❖ Reduce 10 % ❖ < 1% ❖ Meet expectations 97 % 	<ul style="list-style-type: none"> ❖ Standardize IT systems ❖ Establish Project Management Office
Future Orientation	<ul style="list-style-type: none"> ❖ Define job functions ❖ Limit consultant use ❖ Establish employee empowerment ❖ Reduce turnover ❖ Develop employee technical skills 	<ul style="list-style-type: none"> ❖ Turnover rate ❖ Employee certifications ❖ Technical seminar attendance ❖ Outsourcing % 	<ul style="list-style-type: none"> ❖ Turnover rate < 20% ❖ Increase Employee certifications 25% ❖ Reduce outsourcing by 20 % 	<ul style="list-style-type: none"> ❖ Establish employee empowerment program ❖ Establish employee education programs ❖ Develop key applications in house