STARS Balanced Scorecard

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|  | **Objectives** | **Metric** | **STARS Initiatives** |
| **Corporate Contribution** | * Enhance the ability of IT department
* Improve the IS environment
 | * Responsibility of IT department
* Effectiveness of IT strategy
 | * Clarify the definition of roles for IT department
* Develop an IT strategy
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| **Customer Orientation** | * Increase customer satisfaction
* Improve service performance
 | * Customer survey score
* Number of issues report
* Weighted percentage of applications and services meeting service target for availability
 | * Improve efficiency of the emergency link center
* Enhance cooperation among different crews
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| **Operational Excellence** | * Boost responsiveness
* Improve process excellence
* Cost saving of process
 | * Average time costing per mission
* Process maturity rating
* Cost of per function point or cost of per project
 | * Cooperate with other departments to improve the network effectiveness and decrease responsive time
* Fulfill IT service for other departments
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| **Future Orientation** | * Improve staff management effectiveness
* Improve project management
 | * Definition of roles for IT department
* Percent of IT budget allocated to IT projects
* Return on Investment from every project
 | * Decide authority of projects
* Identifying and planning current projects
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