STARS Balanced Scorecard

Jiehong Huang

|  |  |  |  |
| --- | --- | --- | --- |
|  | **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 |
| **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 |
| **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 |
| **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 |