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|  | mission | Metrics  | STARS |
| User perspective | To be the go to person for anything related to IT services and information.  | User satisfactionResponsible for IT activities IT/ business relationship  | Be responsible for providing all in house IT services. |
| Business contribution  | To support business strategies by providing IT support. | Strategy alignment to business valueReturn in IT investments Provide value to IT project  | Reduce IT budget. |
| Operational excellence | Services availability, timely and efficiently.  | Staffing availability System maintain and upgrade System development  | Replace old and outdated technology.  |
| Future orientation  | To answer future challenges. | Training of IT staffR&D | Reorganize and rebuild the IT department.  |