|  |  |  |  |
| --- | --- | --- | --- |
|  | mission | Metrics | STARS |
| User perspective | To be the go to person for anything related to IT services and information. | User satisfaction  Responsible 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 value  Return 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 | Staffing availability  System maintain and upgrade  System development | Replace old and outdated technology.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 staff  R&D | Reorganize and rebuild the IT department. |