

CITS Scorecard

	Strategic Objectives	Strategic Measures	Targets	Strategic Initiatives	Budget	
Business Linkage	M1. Create Long Term Shareholder Value	<input type="checkbox"/> Net Income Growth (volume contribution) <input type="checkbox"/> Revenue Mix (Relationship customer)	<input type="checkbox"/> Competitive norms	Customer profitability database	<input type="checkbox"/> \$AA	
Financial	F1. Reduce business cycle F2. Lower IT service costs F3. Revenue Growth F4. IT Effectiveness	<input type="checkbox"/> Life cycle implementation time frame <input type="checkbox"/> Cost/Consultant/Developer <input type="checkbox"/> Sales/contract volume/segment share <input type="checkbox"/> Client feedback & surveys	<input type="checkbox"/> 100% <input type="checkbox"/> 70% <input type="checkbox"/> 30% <input type="checkbox"/> 90% of norm			
Customer	C1. Deliver services at competitive cost C2. Provide Technical leadership C3. Deliver high quality service C4. Support business unit with analytics C5. Knowledgeable partner C6. Innovative IT solutions	<input type="checkbox"/> Customer satisfaction survey <input type="checkbox"/> Employee Satisfaction Survey <input type="checkbox"/> Customer satisfaction survey <input type="checkbox"/> Intelligent decision making outcomes <input type="checkbox"/> Service Agreement Feedback <input type="checkbox"/> IT Readiness	<input type="checkbox"/> 70% rating <input type="checkbox"/> 60% rating <input type="checkbox"/> 40% rating <input type="checkbox"/> 85% rating <input type="checkbox"/> 65% rating	<input type="checkbox"/> Customer Survey <input type="checkbox"/> Employee Survey <input type="checkbox"/> Analytical/performance reports <input type="checkbox"/> Human Capital Readiness Report <input type="checkbox"/> IT readiness report	\$ CCC %ZZZ \$ BBB \$ AAA	
Internal	11. Achieve Operational Excellence	<input type="checkbox"/> Remote mobility <input type="checkbox"/> Data protection <input type="checkbox"/> Error Rate / Complaints <input type="checkbox"/> Lower Infrastructure costs <input type="checkbox"/> Audit & compliance reports	<input type="checkbox"/> 5% Reduction <input type="checkbox"/> 21 Days <input type="checkbox"/> 50% reduction <input type="checkbox"/> 40% <input type="checkbox"/> 90% <input type="checkbox"/> 90% <input type="checkbox"/> 8 hrs / week	<input type="checkbox"/> Implement remote accessibility plans <input type="checkbox"/> Launch data protection initiatives <input type="checkbox"/> Stringent testing procedures & quality checks <input type="checkbox"/> Process reengineering <input type="checkbox"/> On-demand reporting capability <input type="checkbox"/> Service Agreements Program <input type="checkbox"/> HR Strategic Planning Process <input type="checkbox"/> Relationship Management/Decision modeling Program	\$ NNN \$ OOO \$ PPP \$ KKK \$ LLL \$ MMM \$ MMM	
	12. Create & support business partnerships	<input type="checkbox"/> Service Agreements in Place (%) <input type="checkbox"/> HR Strategic Plans in Place (%) <input type="checkbox"/> Decision outcome/impact on relationships		<input type="checkbox"/> Create new teams to develop new products <input type="checkbox"/> Undertake strategic partnership initiatives <input type="checkbox"/> Strategic Communications <input type="checkbox"/> Performance & Risk Management Program	\$ QQQ \$ DDD \$ EEE \$ FFF \$ GGG \$ HHH	
	13. Provide Strategic Support to Business a) Deliver transformational applications b) Emerging technology applications c) Total selling solution approach	<input type="checkbox"/> Creating new cutting edge services & products <input type="checkbox"/> R &D effort <input type="checkbox"/> Volume of end-end sales/support <input type="checkbox"/> New product releases with user friendly features/emerging technologies <input type="checkbox"/> Strategic joint development strategies	<input type="checkbox"/> 40% <input type="checkbox"/> 30%		<input type="checkbox"/> Standards compliance & documentation	
	14. Innovation		<input type="checkbox"/> 100%			
Learning & Growth	L1. Acquire, enhance and retain skilled people L2. Develop & enhance technology services L3. Leadership & Self-Initiation L4. Competency in domain & Industry Best Practice Sharing L5. Insure Strategic Alignment L6. Create customer focused shared Vision / Culture	<input type="checkbox"/> Key staff retention <input type="checkbox"/> Recruitment drive <input type="checkbox"/> Annual bonus pool <input type="checkbox"/> Core Competencies: Readiness <input type="checkbox"/> Employee Training programs <input type="checkbox"/> Best Practices Transferred (#) <input type="checkbox"/> Personal Goals Linked to BSC (%) <input type="checkbox"/> Strategic Awareness (%)	<input type="checkbox"/> 80% (vs. plan) <input type="checkbox"/> Ongoing <input type="checkbox"/> +15% <input type="checkbox"/> 70% (vs. plan) <input type="checkbox"/> 80% <input type="checkbox"/> 50% <input type="checkbox"/> 80% <input type="checkbox"/> 80%	<input type="checkbox"/> Benefits program <input type="checkbox"/> College promotion <input type="checkbox"/> Bonus sharing <input type="checkbox"/> Core Competency Plan <input type="checkbox"/> Leadership/Morale Development Program <input type="checkbox"/> Knowledge Management Program <input type="checkbox"/> BSC Cascade <input type="checkbox"/> Strategic Education / Communication	\$ QQQ \$ RRR \$ SSS \$ TTT \$ UUU \$ VVV \$ XYZ	
TOTAL:						