Computing Service

Balanced Scorecard 1999/2000

Area	Objective	Measure	Target	Initiatives
Financial	develop non-core income	no of staff funded	2	to be developed develop charging system
	develop external income	% non-core income	to be developed	
Customer	improve overall satisfaction	outcome of annual survey	to be developed	develop customer satisfaction survey develop marketing strategy manage expectations - develop strategy improve problem reporting and management
	provide predictable standard services	% meeting target	95%	develop service definitions devise and monitor performance indicators
	improve communication	% queries - policy/availability	to be developed	develop communications strategy produce annual report
	implement Univ Information Strategy	meet commitments	100%	develop University's IT strategy develop access and security policy develop project evaluation criteria specific projects - see separate sheet
	ensure Y2K compliance	successful transition	all priority 1	University strategy monitoring departmental action plan PC compliance central system compliance central admin system compliance network compliance contingency planning
	replacement administrative systems	meet commitments	100%	develop strategy and action plan
	support University's business processes	added value	to be developed	develop strategy specific projects - see separate sheet

Internal	develop efficient procedures	bench marking	> UCISA norms	review existing procedures develop Service information system develop charging system develop project management system structure Service to meet objectives review staff induction and development develop financial management
Learning	develop Windows 2000 skills	supported full W2000 service	2000/2001 AY	
	develop knowledge management skills	principles and benefits	pilot system	
	develop project management skills	know current state of projects	100%	
	develop 'professional service' skills	respect for Service	to be developed	
	develop web skills	standard tools and procedures	standard interfaces	identify standard tools - technical and user investigate languages internal administrative systems training
	develop relational database skills	supported central databases	basic knowledge of SQL	