










Continuous Service Improvement Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Training	No training for technology is available. No plan for future training in place.		Fully functional technology training program including; scheduling system, evaluation, and certification tracks.
Technology Support Center	Limited or no system in place with tracking, escalation, reporting, and client-based tools. Limited availability and access for users.		Full function client-based tracking and reporting system with customer-centric integration. Web self-service capabilities.
Skill sets, professional development	Skills are for outdated technologies and no plans for making current.		Skills are current with newest technologies and are possessed by all the appropriate staff.
Project Management	Projects are run by individuals with no process guidelines in place.		Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
Extended Hours Support	No client and systems support available beyond the 9-5 window. No 24 X 7 coverage.		Full 24-Hour Support options for all clients and all systems. On call 24 X 7.
Research & Development	ITS has few, if any, resources committed to investigate new products, processes, or services,		ITS actively investigates and researches products, processes, and services, and then applies that knowledge to improving service offerings.
Change Management	Changes to the technology environment are made without formal process or communication.		A formal and managed process is in place to implement and communicate changes to the technology environment. (Reporting)
Architecture Planning	No formal architecture plan or review. Solutions are acquired outside of an established process.		Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.