





OPERATIONS SCORECARDS – AUGUST 2016





VALUE SCORECARD

OPERATIONS

RATING LEVELS	IT GOVERNANCE				
		LEVEL OF ACCEPTANCE	BUSINESS ALIGNMENT	OBSOLESCENCE	COST \ EFFORT
3 HIGH	Governance Framework				
2 MEDIUM	Operational Security Policy				
1 LOW	Risk Management Policy				
	Backup & Recovery Policy				
	Cloud Computing Policy				
	Standard Operating Procedures				
	Project Portfolio Management				
	Vendor Management				





VALUE SCORECARD

OPERATIONS

RATING LEVELS	IT SERVICE MANAGEMENT				
		LEVEL OF ACCEPTANCE	BUSINESS ALIGNMENT	OBSOLESCENCE	COST \ EFFORT
3 HIGH	Incident Management Lifecycle				
2 MEDIUM	Service Desk (Helpdesk)				
1 LOW	Change Management				
	Knowledge Management				
	Problem Management				
	IT Asset Management				
	Configuration Management(CMDB)				

VALUE SCORECARD

OPERATIONS

RATING LEVELS	BUSINESS CONTINUITY MANAGEMENT				
		LEVEL OF ACCEPTANCE	BUSINESS ALIGNMENT	OBSOLESCENCE	COST \ EFFORT
3 HIGH	IT SERVICE CONTINUITY MANAGEMENT				
2 MEDIUM	Backup and Recovery				
1 LOW	Disaster Recovery				
	IT Enterprise Risk Management				

CRITICAL (1 - 2.5)

Serious deficiencies have been identified that require attention within the next year

MODERATE (2.6 - 3.5)

Deficiencies discovered that require attention within the next 2 years

PASS (3.6 -5.0)

No deficiencies discovered