

# ABC Company

## Project Balanced Scorecard

**Project:** XYZ Implementation

**Type:** New System-Custom Development

**Complexity:** 2  
Moderate

**Project Mgr:** Joe Doe

Criteria	(Weight)	Stakeholders					Measurement	Weight	Evaluation			Raw Score	Weighted Score
		Proj	Suppt	Data	Center	Other			Exceeded	Met	Didn't Meet		

### I. Financial Focus 30.0%

A. Project On -Time	√	•••••	•••••	•••••	•••••	Metric-IT	30%	0	1	0	3.00	0.90
B. Project On - Budget	√	•••••	•••••	•••••	•••••	Metric-IT	30%	1	0	0	4.00	1.20
C. Business Benefits Met-Revenue	√	•••••	•••••	•••••	•••••	Metric-Bus	15%	0	0	1	2.00	0.30
D. Business Benefits Met-Costs	√	•••••	•••••	•••••	•••••	Metric-Bus	25%	1	0	0	4.00	1.00

**Total Score** **3.40**

### II. Customer-Service Delivery 20.0% (first 60 Days)

A. Severity 1 Problems	•••••	•••••	√	√	•••••	Metric-IT	25%	0	0	1	2.00	0.50
B. Severity 2 Problems	•••••	•••••	√	√	•••••	Metric-IT	20%	0	1	0	3.00	0.60
C. On-line Performance	•••••	•••••		√	•••••	Metric-IT	8%	0	1	0	3.00	0.24
D. Batch Performance	•••••	•••••		√	•••••	Metric-IT	5%	0	1	0	3.00	0.15
E. Availability Performance	•••••	•••••		√	•••••	Metric-IT	7%	1	0	0	4.00	0.28
F. Capacity Utilization-Servers	•••••	•••••	√	√	•••••	Metric-IT	9%	0	1	0	3.00	0.27
G. Capacity Utilization-Data	•••••	•••••	√	√	•••••	Metric-IT	7%	0	0	1	2.00	0.14
H. Capacity Utilization-Network	•••••	•••••	√	√	•••••	Metric-IT	7%	0	1	0	3.00	0.21
I. Operations Documentation		•••••	√	√	•••••	Subjective	5%	2	2	0	3.50	0.18
J. Ease of Operations		•••••	√	√	•••••	Subjective	7%	2	2	0	3.50	0.25

**Total Score** **2.82**

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### III. Customer-Business Focus 30.0%

A. Business Requirements Met	√	•••••	•••••	•••••		Metric-Bus	30%	1	0	0	4.00	1.20
B. Ease of Use	√	•••••	•••••	•••••		Subjective	15%	1	2	0	3.33	0.50
C. Improved User Productivity	√	•••••	•••••	•••••		Metric-Bus	20%	0	1	0	3.00	0.60
D. Quality of Data Conversion	√	•••••	•••••	•••••		Subjective	15%	1	2	0	3.33	0.50
E. Impact on External Customer	√	•••••	•••••	•••••		Subjective	20%	2	1	0	3.67	0.73

**Total Score** **3.53**

### IV. Employee Focus 20.0%

A. Good Use of Skills	•••••	√			•••••	Subjective	15%	2	3	0	3.40	0.51
B. Learning Opportunity	•••••	√			•••••	Subjective	15%	3	2	0	3.60	0.54
C. Good Teamwork	•••••	√	√	√	•••••	Subjective	15%	0	2	3	2.40	0.36
D. Time for Personal Life	•••••	√			•••••	Subjective	10%	1	4	0	3.20	0.32
E. Learned More About the Business	•••••	√			•••••	Subjective	10%	0	2	3	2.40	0.24
F. Timely Recognition & Celebration	•••••	√	√	√	•••••	Subjective	10%	0	5	0	3.00	0.30
G. Sense of Achievement	•••••	√			•••••	Subjective	10%	0	5	0	3.00	0.30
H. Built Trust	•••••	√			•••••	Subjective	15%	0	5	0	3.00	0.45

**Total Score** **3.02**

**Total Weighted Score** **3.25**