

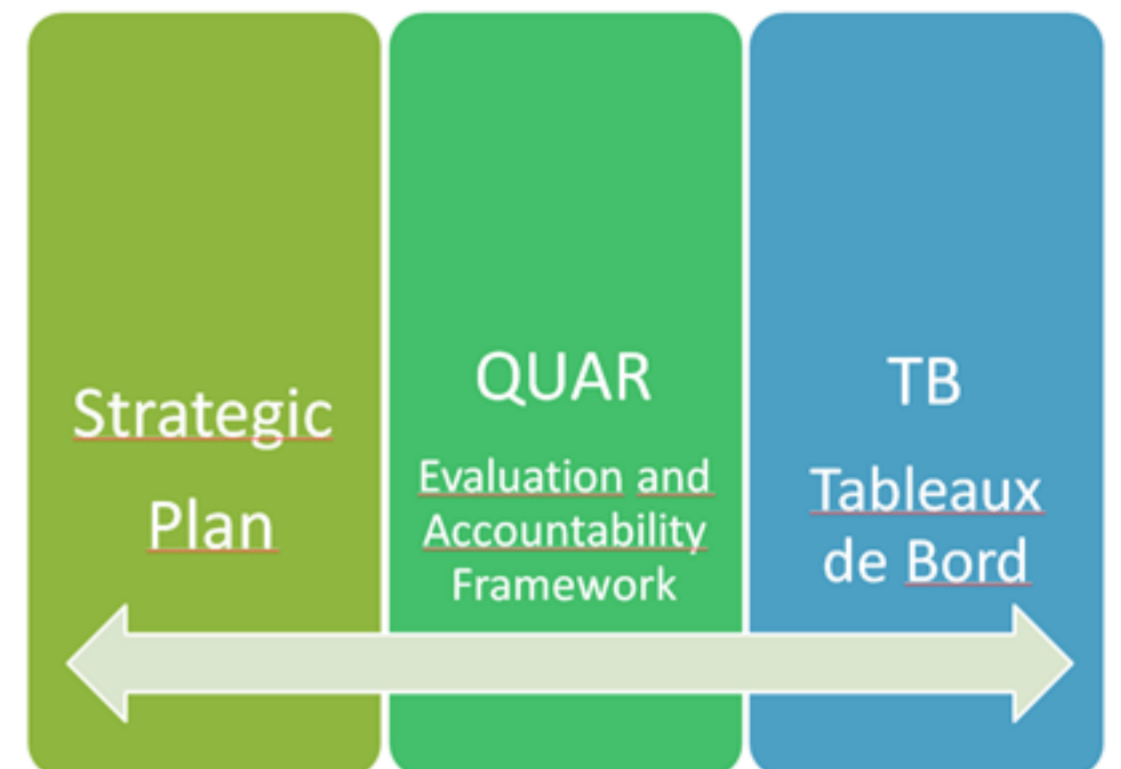
AssIST

ISTService Assessment

OBJECTIVES

- ▶ **Align** service activities further with IST strategy
- ▶ **Intensify** a culture of **assessment and accountability**
- ▶ **Focus on** distinct performances
- ▶ **Reward** excellence

MODEL
Integrated management
and assessment approach



Tableaux de Bord

- ▶ **Monitor** Service performance during the year
- ▶ Identify in due course performance **deviations** vs targets
- ▶ Identify **weaknesses** in planning and allocated resources
- ▶ Support target **readjustment**
- ▶ Raise awareness for the need of **corrective measures**
- ▶ **Decrease** the likelihood of target **noncompliance**
- ▶ Increase the likelihood to **attain excellence**

alignment

Self-assessment Report

Results

- ▶ Rate of **target compliance** - TB
- ▶ Evolution of service **result indicators**
- ▶ Rate of **user satisfaction**
- ▶ **Human Resources** and **Budget** used

SWOT analysis

- ▶ **Strengths**
- ▶ **Weaknesses**
- ▶ **Improvement Plan**

Assessment and accountability

TOOLS

Excellence Matrix

differentiate and reward