

**GOVERNMENT XYZ**

CORPORATE SCORECARD (Shared Strategic Agenda)			LINE OF BUSINESS			BUSINESS PROCESSES			
Targets (SBO)	Objectives (CSF)	Measures (KPI)	Area	Group	Competency	Process Area	Process Group	Business Process	Process Activity/Step
Lower Risk (Cost Governance and Compliance)	Ensure Cost Compliance	% coverage of total cost instances	Corporate Service	Financial Management	Accounting	Manage External Relationships	Manage legal and ethical issues	Ensure compliance	Plan and initiate compliance program
		% of implemented non-cost compliance issues raised in audits	Corporate Service	Financial Management	Accounting	Manage External Relationships	Manage legal and ethical issues	Ensure compliance	Plan and initiate compliance program
		% of past due corrective actions	Corporate Service	Financial Management	Accounting	Manage External Relationships	Manage legal and ethical issues	Ensure compliance	Plan and initiate compliance program
		% of policies reported with non-cost conformances	Corporate Service	Financial Management	Accounting	Manage External Relationships	Manage legal and ethical issues	Ensure compliance	Plan and initiate compliance program
Optimize Cost	Optimize Onboarding/Sales Costs to other departments	Increase Internal Rate Of Return (IRR) with onboarding other departments	Corporate Service	Service Call Center	Solution & Service Delivery	Market product/services	Develop marketing onboarding strategy	Define onboarding offering and department value proposition	Ask permission to survey
	Optimize Sales Costs	Actual vs. budgeted costs	Corporate Service	Service Call Center	Solution & Service Delivery	Manage Financial Resources	Manage internal controls	Operate controls & monitor compliance with costs	Ask permission to survey
	Consolidate IT systems, service lines and service mechanisms		Corporate Service	IT Management	IT planning and management	Manage Information Technology	Manage the business of information technology	Develop the enterprise IT strategy	Define/establish IT architecture and development standards
	Divest low-utilization infrastructure		Corporate Service	Financial Strategy	Asset maintenance	Acquire, Construct, and Manage Property	Dispose of product/service and non-product/service assets	Dispose of product/service and non-product/service assets	Perform sale or trade
Strengthen Growth	Increase revenue through cost optimization	Align advertising with cost cutting strategies	Marketing & Promotion	Campaign Administration	Marketing and advertising	Market product/services	Develop and manage marketing plans	Establish marketing budgets	Confirm marketing alignment to business strategy
		Improve cost of promotions	Marketing & Promotion	Campaign Administration	Delivery cost management	Market product/services	Develop and manage marketing plans	Develop and manage packaging strategy	Refine promotional performance metrics
		Improve understanding of citizen price-cost sensitivity	Marketing & Promotion	Prospect Identification	Needs/requirements identification	Market product/services	Develop and manage marketing plans	Develop and manage pricing	Evaluate pricing performance
		Reduce cost of complementary services	Marketing & Promotion	Campaign Administration	Delivery cost management	Market product/services	Develop and manage marketing plans	Develop and manage pricing	Execute pricing plan

Cost Cutting

