

## Strategy

Community-wide view?  
Customer/client oriented?  
Aligned priorities?  
Clear success measures?  
Accurately reflects needs?

## Performance Measurement

Positive directing force?  
Fact based?  
Realistic expectations?  
Consistent?  
Drives out fear?

## Architecture

Consistent and uniform?  
Deployment costs?  
Training costs?  
Maintenance costs  
Flexible?



## Application Development

Customer service?  
Responsive?  
Scaleable?  
Low training costs?  
Good build vs buy decisions?  
Shared data, models and methods?  
Maintenance costs?  
Talent pool?

## Security and Privacy

Consistent and uniform?  
Weak links?  
Consistent?  
Training?  
Meets unique needs?

## Service Delivery

Economies of scale?  
Robust infrastructure?  
Consistency?  
Capacity?  
Service level?  
Vulnerability?  
Modern tools & resources?  
Talent pool?

## Portal Management

Consistent look and feel?  
Customer oriented?  
Shared services?  
Common development tools?  
Maintenance costs?  
Flexibility?

## Project Management

On time, on budget?  
Understand and meet business need?  
Best talent assigned to top priority?  
Quality results?  
Reuse existing capability?  
Good sourcing?

## Budgeting

Reflects community priority?  
Aligned with needs?  
Aligned with plans?  
Bureaucratic?  
Flexible and responsive?

## Procurement

Positive steps vs. preventive?  
Errors and mistakes?  
Quality?  
Waste?  
Checks and balances?

