**AssIST**

**IST Service 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

**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

**Excellence Matrix**

*differentiate and reward*

**TOOLS**

**MODEL**
Integrated management and assessment approach

**TABLE**
Evaluation and Accountability Framework

**TB**
Tableaux de Bord