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Abstract
Demand for changes perusing that the network grows vigorously and looks for novelty with the customer with the internet, the ISP industry competition to be day by day intense. Promote oneself and manage the performance in order to strengthen the market competitive power, the purpose to achieve the fast reaction, integration of the resources, ISP industry person sets up special project to organize, combines resources which organize every function department, carry out the specific task or the special problem of dealing with the customer.

This research is drafted from the Balanced Scorecard view, probe into indicators of assessing special project performance of personnel of ISP special project; With the procedure Analytic Hierarchy Process (AHP), Analyze the relatively important degree of these key indicators, assess the way in and then the performance of setting up ISP industry special project management. Result show customer construct proportion surface account for most serious, increase customer satisfaction and improve customer loyalty pay attention to most for special project personnel; Secondly construct the surface, inside procedure and construct the surface for the financial affairs respectively; It is lowest in specific gravity to construct the surface as for studying and growing up. Expect these results can be offered to the industry special project personnel of ISP, carry on the reference of special project management.
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