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5: Human Capital; Overview; Staffing the Business Intelligence Competency Center; Summary; Chapter 6: Knowledge Processes; Overview

Knowledge Processes in the Business Intelligence Competency Center's Functional Areas Summary; Chapter 7: Culture; Overview; Organizational Setup and Funding; Performance Metrics; Knowledge Management; Change Management; Summary; Endnotes; Chapter 8: Infrastructure; Overview; Considerations from a BICC Perspective; Business Intelligence Infrastructure Selection Criteria; Road Map to Implementing a BI Infrastructure; Summary; Chapter 9: Setting Up and Ensuring Ongoing Support; Overview; Setup Process in Detail; Working with Software Vendors; Summary; Endnote; Chapter 10: Cases from the Field Insurance, South Africa: Mutual & Federal Defines Business Intelligence Strategy Public Administration, Italy: CSI-Piemonte Manages Growth with a Business Intelligence Competency Center; Banking, Belgium: KBC Benefits from an SAS Business Intelligence Competency Center; Banking, South Africa: Competency Center Drives Return on BI Investments at Nedbank; Summary; Endnote; Chapter 11: Ten Recommendations for a Highly Effective Business Intelligence Competency Center; Have a Vision for Business Intelligence; Create a Joint Venture Between Business and Information Technology It's a Process, Not a Project Maintain Clear Vision, Concrete Objectives; Integrate and Consolidate; Practice Effective Change Management; Carry Out Staff Induction, Training, Development; Deliver Ongoing Value; Ensure the Infrastructure's Depth and Breadth; Use a Multidimensional Approach; Appendix A: List of Abbreviations; Appendix B: Additional Roles; Index

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Sommario/riassunto

Transform data into action for competitive advantage""The knowledge assets of an organization are becoming increasingly important for competitive advantage, and therefore, the way in which knowledge is created, renewed, and communicated is critical. This book provides practical insights into how this may be achieved through the establishment of a Business Intelligence Competency Centre and is a valuable read for 'information professionals.'""--Bill Sturman, Information Architecture Project Manager The Open University, United Kingdom""BI is more than technology and projects.

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