

1. Record Nr.	UNINA9910877522103321
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Titolo	Business intelligence competency centers : a team approach to maximizing competitive advantage // Gloria J. Miller, Dagmar Brautigam, Stefanie V. Gerlach
Pubbl/distr/stampa	Hoboken, N.J., : John Wiley & Sons, Inc., c2006
ISBN	1-119-19701-5 1-280-45002-9 9786610450022 0-470-04719-4
Edizione	[1st edition]
Descrizione fisica	1 online resource (222 p.)
Collana	Wiley and SAS Business Series ; ; v.8
Altri autori (Persone)	BrautigamDagmar GerlachStefanie Virginia <1969->
Disciplina	658.4/72
Soggetti	Business intelligence - Management Knowledge management Strategic planning
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Business Intelligence Competency Centers: A Team Approach to Maximizing Competitive Advantage; About the Authors; About the Contributors; Contents; Foreword; Preface; Acknowledgments; Chapter 1: Introduction; Overview; Business Intelligence as a Competitive Differentiator; Business Intelligence Competency Center; Summary; Endnotes; Chapter 2: Business Intelligence in the Organization; Overview; General Findings of the Survey; Business Intelligence Competency Centers; Summary; Chapter 3: Primary Functions of the Business Intelligence Competency Center; Overview Functional Areas Inside the BICCDetailed Checklist for the Functional Areas in the BICC; Related Functional Areas; Summary; Chapter 4: Planning a Business Intelligence Competency Center: Using the Information Evolution Model; Overview; Four Critical Dimensions of the Information Evolution Model; Five Levels of Maturity in the Information Evolution Model; Defining the BI Strategy; Summary; Endnotes; Chapter 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

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.
