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Autore	Dresner Howard <1957->
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Sommario/riassunto	Too many organizations invest in performance management and

business intelligence projects, without first establishing the needed conditions to ensure success. But the organizations that lay the groundwork for effective change first reap the benefits. In Profiles in Performance: Business Intelligence Journeys and the Road Map for Change, Howard Dresner (author of The Performance Management Revolution) worked with several extraordinary organizations to understand their thriving "performance-directed culture." In doing so, he developed a unique maturity model-which serve
