

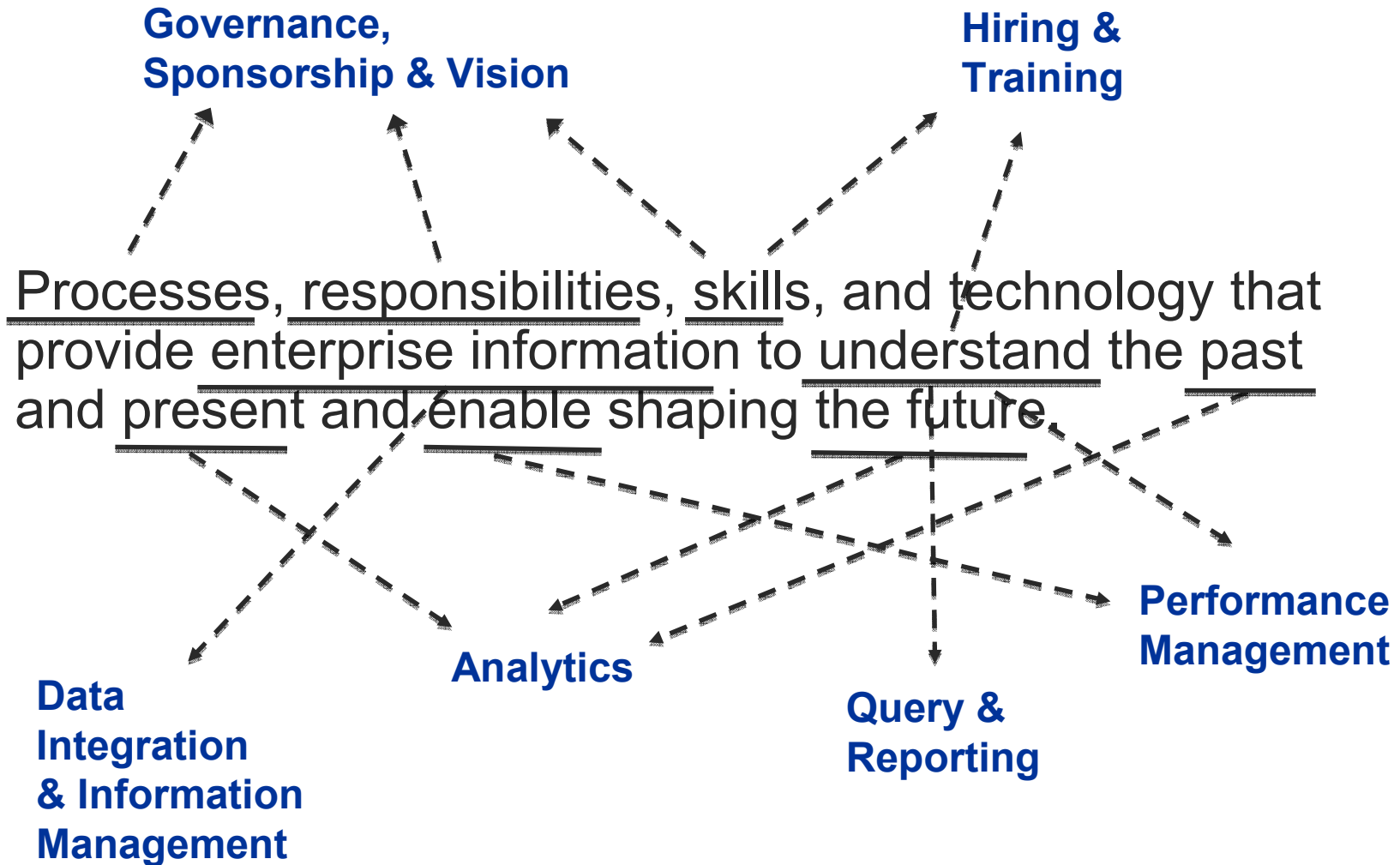
Business Intelligence Competency Centres

**THE
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Business Intelligence Definition

Processes, responsibilities, skills, and technology that provide enterprise information to understand the past and present and enable shaping the future.

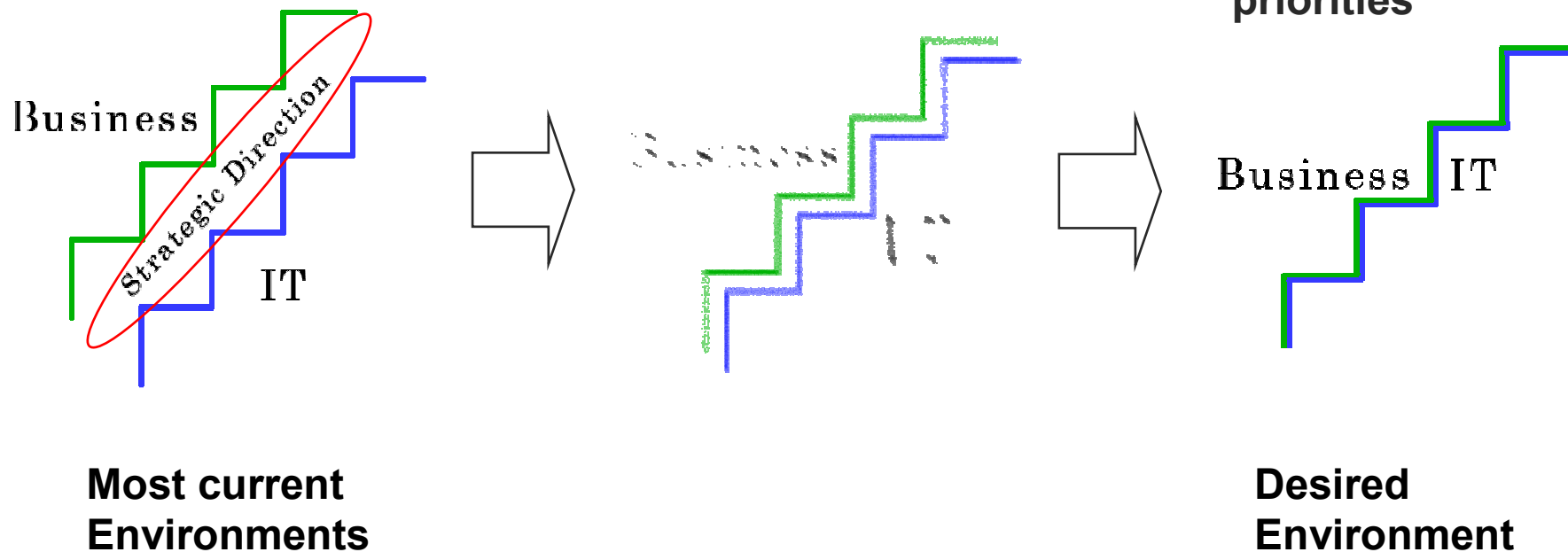
Business Intelligence Definition



A key requirement is to bring the business and IT perspectives together

- Different Perspectives
- Competing Priorities

- Alignment
- Joint ownership
- Focus on business priorities



Analyst View - Gartner

Strategic Planning Assumption

“Through 2012, overcoming complex organizational dynamics, and having the skills to use BI more broadly, will become the most significant challenges to the success of BI initiatives and implementations.”

Source: Gartner – “Break the IT Bottleneck With a BI Competency Center Built for Self-Service BI”, Kurt Schlegel, Business Intelligence Summit 2008, February 5-7, 2008

What is a BI Competency Center?

A Business Intelligence Competency Center is:

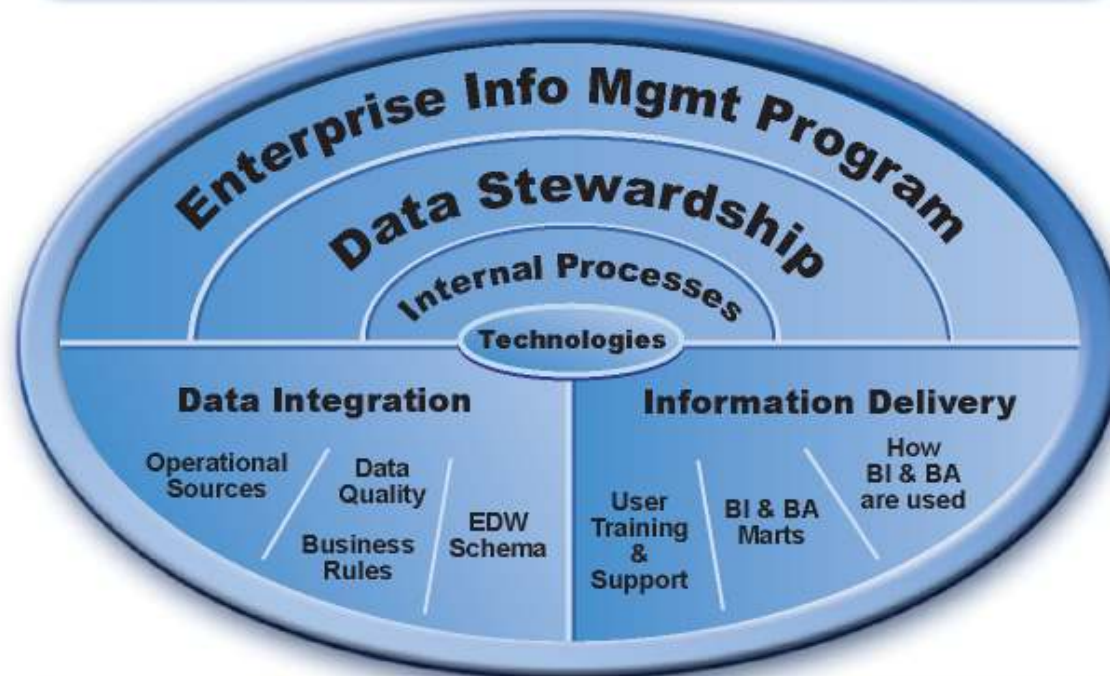
- a permanent formal organizational structure (team)
 - supported & sponsored by the organization's executive team
 - owned & staffed by the organization
 - with representatives from business & IT
 - with well defined focus, roles, responsibilities and processes
- Responsible for
 - supporting & promoting the effective use of Information, Business Intelligence, PM, and Analytics
 - implementing the enterprise BI strategy
 - supporting decision making, and facilitating the achievement of enterprise goals

Enterprise Competency Center Functions

Sponsorship & Governance

Enterprise BI Strategy

Alignment with Strategic Goals



Technology Requirements & Standards

Data Quality Standards

Promotion Of BI within the enterprise

Policies & Governance

Infrastructure Management

Names and Types of Competency Centers

- Center of Excellence
- Collaboration Center
- Centers with specific business focus:
 - Customer Intelligence/Insight
 - Financial Reporting
- Centers with specific technology focus:
 - Analytical Center of Excellence
 - Data Integration Center
 - Data Quality Center
 - ERP (SAP, Oracle, and so on) Center