

Introduction to Business Intelligence

- BI Defined
- DW Defined
- BI Applications
- A Framework for Business Intelligence – The BI Components Framework

Business Application Fundamentals

- Business Requirements for BI – Linking to Business Drivers, Goals, and Strategies
- Business Value
- Business Applications
- Business Metrics and Business Management
- Performance Dashboard for Information Delivery
- Scorecards for Information Delivery
- Analytic Applications for Information Delivery

Data Warehousing in a BI Program

- Warehousing Definitions
- Warehousing Data Stores
- From Data to Information
- From Information to Impact

BI Infrastructure

- BI Infrastructure Components – People, Processes, and Technology
- BI Technology – Roles and Uses of Technology
- BI Processes
 - Program Management
 - Change Management
 - Quality Management
 - Data Governance
 - Data Warehouse Administration
 - Metadata Management
- BI Roles and Responsibilities
- BI Organizations

Summary and Conclusions

- BI Best Practices
- References and Resources

Appendices

- Article Reprints
 - Total Cost of Ownership for Business Intelligence and Data Warehousing
 - Ten Best Practices for Business Intelligence
- Bibliography and References