

EUNIS 2013 Poster Proposal

Business Intelligence (BI) Task Force @EUNIS

Elsa Cardoso¹, Juan Jesús Alcolea², Bodo Rieger³, Sonja Schulze⁴, Manuel Rivera⁵, Alberto Leone⁶, Enrico Brighi⁷

¹ ISCTE- University Institute of Lisbon, Lisbon, Portugal, elsa.cardoso@iscte.pt

^{2,5} Oficina de Cooperación Universitaria (OCU), Madrid, Spain, juanj@ocu.es, manuelr@ocu.es

^{3,4} Osnabrueck University, Germany, brieger@uos.de, sonschul@uni-osnabrueck.de

⁶ AlmaLaurea, Bologna, Italy alberto.leone@almalaurea.it

⁷ CINECA, Bologna, Italy, e.brighi@cineca.it

Keywords

Business Intelligence, Institutional Intelligence, Knowledge Management, Experience Management, Decision Support.

1. EXTENDED ABSTRACT

This poster presentation is to introduce both the initial objectives and activities of the new EUNIS Task Force group about the application of Business Intelligence (BI) in European Higher Education Institutions (HEI), BITF@EUNIS. Founded during the 2011 EUNIS Congress in Dublin, notable activities started as a result of a “Birds of a Feather” meeting held in Vila Real (Portugal) during the 2012 EUNIS Congress, when a group of about 19 BI enthusiasts from 9 European countries gathered to identify common topics of interest for a BI Task Force. Currently, the active members of the BI Task Force (BITF) include people from the University of Osnabrueck (Germany), the University Institute of Lisbon (Portugal), the Italian consortia *AlmaLaurea* and *CINECA*, and the Spanish *Office for University Cooperation (OCU)*. As a starting point for further services, this core team initiated the first BITF-project to survey the occurrence and maturity of BI applications across European HEIs. Details of this survey are subject to another paper submission to EUNIS-2013. To summarize, it aims for a continuously updated collection of maturity information, enabling participants to perform a self-assessment and benchmark of its BI maturity level against other HEI, both actually and over time. Thus, it is to deliver the first cornerstone for the overall goals of the BI Task Force @EUNIS, namely, to promote the creation of a European platform to exchange and share knowledge and experiences on BI in HE institutions. Aside the maturity survey data, which of course are to be organized, processed and presented by typical BI technologies, the “BITF knowledge base” might collect and disseminate examples of BI application components or case studies as reference, e.g. data models, definitions of key measures or dimension hierarchies for analyses, or dashboard designs. Furthermore, guidelines for BI project and runtime organization are conceivable. These are just proposals for contents, which are to be defined and committed by BITF participants, next to be continued during the EUNIS 2013 conference. However, the BITF will not itself fill in the contents, in fact, it defines its responsibility only in developing and facilitating an online platform for the exchange of experiences in the sense of traditional knowledge management systems. Therefore, the directions and success are determined by its intended users, i.e. European HE institutions. With this poster, the authors want to inform about this project and invite EUNIS members for active participation in the BITF initiative.

2. POSTER



BITF @ EUNIS BUSINESS INTELLIGENCE (BI) TASK FORCE

Objective

Design and Operate an Online Platform to exchange and share knowledge and experiences on BI-Applications in European HE Institutions

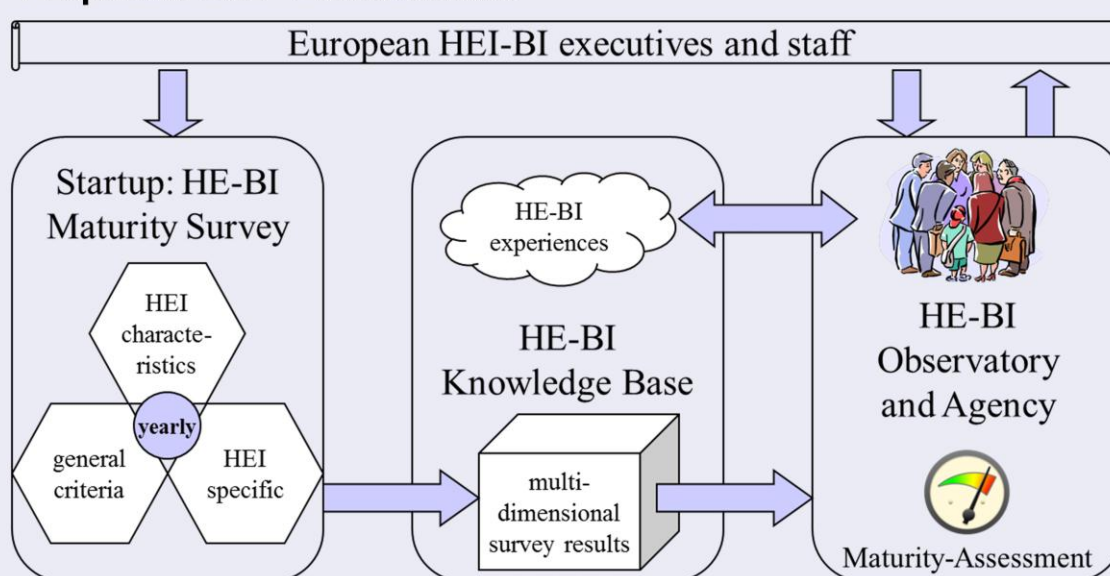
Startup Project

Online-Survey on BI-Maturity in European HE Institutions with BI-Based Assessment

EUNIS-2013 Event

BITF-Strategy-Meeting

Proposed BITF-Environment



Promoting BITF-Members

Elsa Cardoso, ISCTE- University Institute of Lisbon, Lisbon, Portugal, elsa.cardoso@iscte.pt,
 Juan Jesús Alcolea, Manuel Rivera, Office for University Cooperation, Madrid, Spain, {juan | manuelr}@occu.es
 Bodo Rieger, Sonja Schulze, University of Osnabrueck, Germany, {brieger | sonschul}@uni-osnabrueck.de
 Alberto Leone, AlmaLaurea, Bologna, Italy, alberto.leone@almalaurea.it
 Enrico Brighi, CINECA, Bologna, Italy, e.brighi@cineca.it

Contact / Info

www.eunis.org/index.php/en/task-forces/bitf.html



3. AUTHORS' BIOGRAPHIES



Prof. Dr. Elsa Cardoso. Assistant Professor, Director of the Master in Business Intelligence and Executive Coordinator of the Internal Quality Assurance System at ISCTE - University Institute of Lisbon, Portugal.

Has a PhD (European Doctorate) in Information Science and Technology, with a specialization in Business Intelligence. Her research interests include business intelligence and data warehousing, performance management, balanced scorecard, business process management, applied to Higher Education, IT service management, and Healthcare. She is a member of: Institute of Electrical and Electronics Engineers (IEEE), Association for Computing Machinery (ACM), Portuguese Institute of Business Process Management (IPBPM), Portuguese Quality Association and the vice-representative of ISCTE-IUL at CS03, the commission of IPQ (Instituto Português da Qualidade) for Quality in Information Technology.



Mr. Juan Jesús Alcolea. Director of the Institutional Intelligence area. Oficina de Cooperación Universitaria (OCU), Spain.

Started his career as an analyst/programmer in FORUM INFORMÁTICO Y TECNOLÓGICO, where he spent several years involved in a project for developing an ERP system. After that, he joined the ALTRAN GROUP, where he worked as a BI consultant for the telecom sector for two years. In 2002 he started working for OCU as a BI Architect, being involved in several BI implementations in different Universities. Since 2008 he is the Director of the Institutional Intelligence area in OCU.

Qualified in Computer Engineering and with a Master degree in University Management, he has more than 15 years of experience as an IT professional.



Prof. Dr.-Ing. Bodo Rieger. Full Professor for Management Support Systems. Osnabrueck University, Germany.

Based on a Master degree in Business Administration, a PhD in Computer Science and a habilitation in Information Systems, he is doing teaching and research at Osnabrueck University since 1994 about all kinds of Management Support Systems (Business Intelligence), including Data Warehousing, Decision Support and Artificial Intelligence. Aside close cooperation with the industry, he initiated DWH/BI at Osnabrueck University in 1998 and until now accompanies its implementation and operation towards Decision Support and Knowledge Management by coaching suitable PhD theses and projects.



Sonja Schulze. Staff member, Institutional Research Office, Osnabrueck University, Germany.

She is holding a Master in Business Administration/Information Systems from Osnabrueck University, Germany (2009), and a Master in International Management from ESCM Poitiers, France (2010). From 2009 until 2012, she was a research assistant (Research and Teaching) at the Department of Management Support Systems of Osnabrueck University. Since 2012 she is a staff member of the Management Information System (MIS) Team in the Institutional Research Office of Osnabrueck University. Research topics are Business Intelligence, Knowledge and Experience Management.



Mr. Manuel Rivera. Director of Communications. Oficina de Cooperación Universitaria (OCU), Spain.

Since 2009 he is responsible for corporate communications, marketing and institutional relations at OCU (Oficina de Cooperación Universitaria). Before that, since 2005, he was in charge of strategic customers relationships, coordinating several implementation projects of University Information Systems.

Qualified in Computer Engineering, with a Master in University Management, and numerous training courses in the field of marketing and customer relationships, he has more than 15 years of experience as an IT professional.



Dr. Alberto Leone. Chief Technology Officer, AlmaLaurea, Italy.

He studied at the University of Bologna, Italy, where he obtained the master degree *cum laude* in Electronic engineering in 1989 and PhD degree in Electronic Engineering and Computer Science in 1995. From 1989 to 1997 he collaborated with the University of Bologna (Electronic Engineering Department) and ST-Microelectronics working on the simulation of silicon devices and design of algorithms and architectures for video compression for low-power systems. Worked as a technical specialist consultant in Andersen Consulting (now Accenture) for 3 years until 2000. Then he followed the start-up of an internet company overseeing the setup of the technical infrastructure and the development of the e-commerce website. He is the Chief Technology Officer in AlmaLaurea since 2001. In addition to overseeing the day-to-day management of the technical architecture, he has overall responsibility for the definition of AlmaLaurea services and systems, including the architecture, design, and development. Since 2003 he has been a contract professor of Web Systems Architecture Design at the University of Ferrara.



Enrico Brighi. Head of Planning and Controlling Unit, Cineca, Italy.

He is the head of Planning and Controlling unit in Cineca and coordinates a multi-skilled group of consultants, analysts and developers. His team develops and deploys an integrated suite of Business Intelligence solutions for Higher Education Institutions. The range of BI applications includes an enterprise Data Warehouse made up of analytical module for Finance, HR, Students, Teaching and Research, and decision support solutions for planning, budgeting, management control, forecasting, dashboards and KPIs.