

## Exercise 1

Exercise 1 is due to 27.3.2017 (uploaded on CEWebS) and will be discussed on 29.3.2017.

1. Answer the questions for Use Case 4 similar to Use Cases 1 – 3.
2. Answer the questions for Use Case 5 similar to Use Cases 1 – 3.
3. Answer the questions for Use Case 6 similar to Use Cases 1 – 3.
4. In the lecture handout some KPIs from the Customer perspective were defined. Find KPIs for the Production perspective and the Organization Perspective.
5. A well-known method for high level reporting is the Balanced Scorecard. How is a Balanced Scorecard structured and what are the relations to KPIs?
6. In close relation to Business Intelligence is Corporate Performance Management (CPM). Explain the basics of CPM and the relations to BI.