

## Exercise 1

Exercise 1 is due to 30.4.2018 (uploaded on CEWebS) and will be discussed on 2.5.2018.

### 1. Use Case: Rabobank Helpdesk

Rabobank Group ICT has to implement an increasing number of software releases, while the time to market is decreasing. Rabobank Group ICT has implemented the ITIL-processes and therefore uses the Change-process for implementing these so called planned changes. Rabobank Group ICT is looking for fact-based insight into sub questions, concerning the impact of changes in the past, to predict the workload at the Service Desk and/or IT Operations after future changes. The challenge is to design a (draft) predictive model, which can be used to implement in a BI environment. The purpose of this predictive model will be to support Business Change Management in implementing software releases with less impact on the Service Desk and/or IT Operations. We have prepared several case-files with anonymous information from Rabobank Netherlands Group ICT for this challenge. The files contain record details from an ITIL Service Management tool called HP Service Manager. We provide you with extracts in CSV with the Interaction-, Incident- or Change-number as case ID. Next to these case-files, we provide you with an Activity-log, related to the Incident-cases. There is also a document detailing the data in the CSV file and providing background to the Service Management tool.

Data: <http://data.4tu.nl/repository/uuid:c3e5d162-0cfd-4bb0-bd82-af5268819c35>

Discuss similar to the use cases in the lecture the following tasks:

#### *Analysis Goals:*

What are possible analysis goals

#### *Data Task:*

Proposal for setting up a data structure for the project

#### *Business and Data Understanding Task:*

##### **Application Environment:**

Size and Scope of the business

What kind of application scenario is possible?

##### **Business Perspective:**

What are the business perspectives of interest?

Who is the owner of the business process?

Who are the process subjects

##### **BI Views:**

What BI-Views are defined by the data?

##### **Analytical goals:**

Formulate KPIs and find possible influential factors

Formulate some analytical goals

##### **Assessment of Data:**

Ideas for data assessment

##### **Modeling Task:**

Do you have any ideas and proposals?

##### **Analysis Task:**

Do you know any analysis techniques?

**2. KPIs**

In the lecture handout some KPIs from the Customer perspective were defined. Find KPIs for the Production perspective and the Organization Perspective.

**3. Balanced Score Card**

A well-known method for high level reporting is the Balanced Scorecard. Describe the structure of a Balanced Scorecard and discuss the relations to KPIs?

**4. Corporate Performance Management**

In close relation to Business Intelligence is Corporate Performance Management (CPM). Explain the basics of CPM and the relations to BI.