

Young OR's Guide to....

What is Business Intelligence?

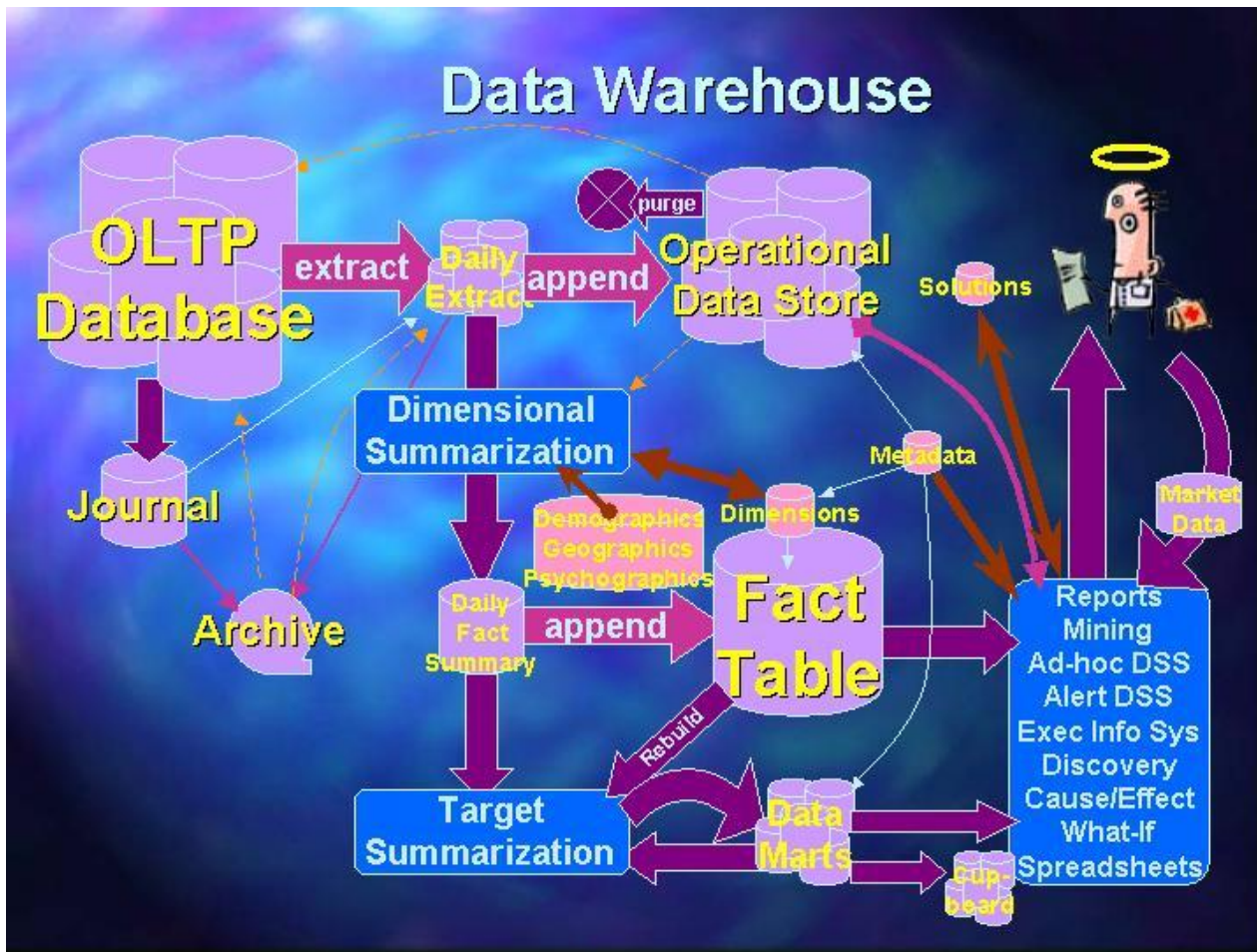
SAYARA BEG

What is Business Intelligence?

In a nutshell.....



Business Intelligence & Data Warehouses?



Overview of Business Intelligence

Main Concepts

Pyramid of Indicators

Visualisation of Indicators

Current trends

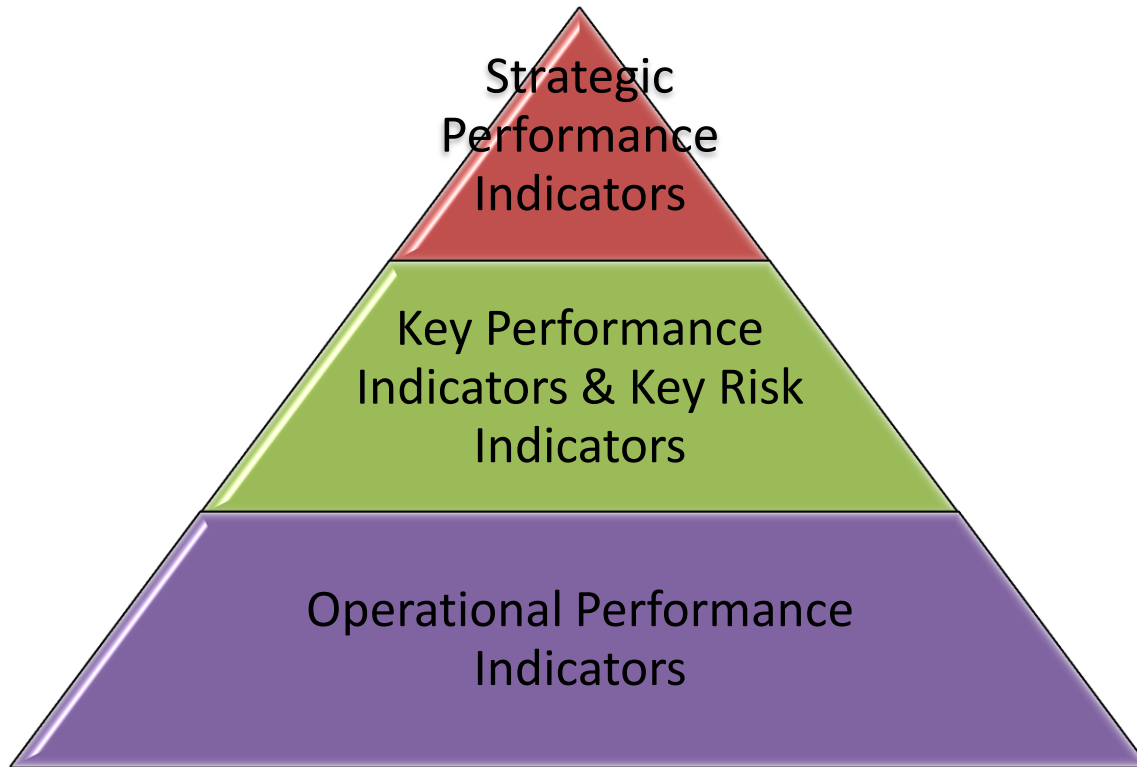
What are the main concepts?

Main Concepts

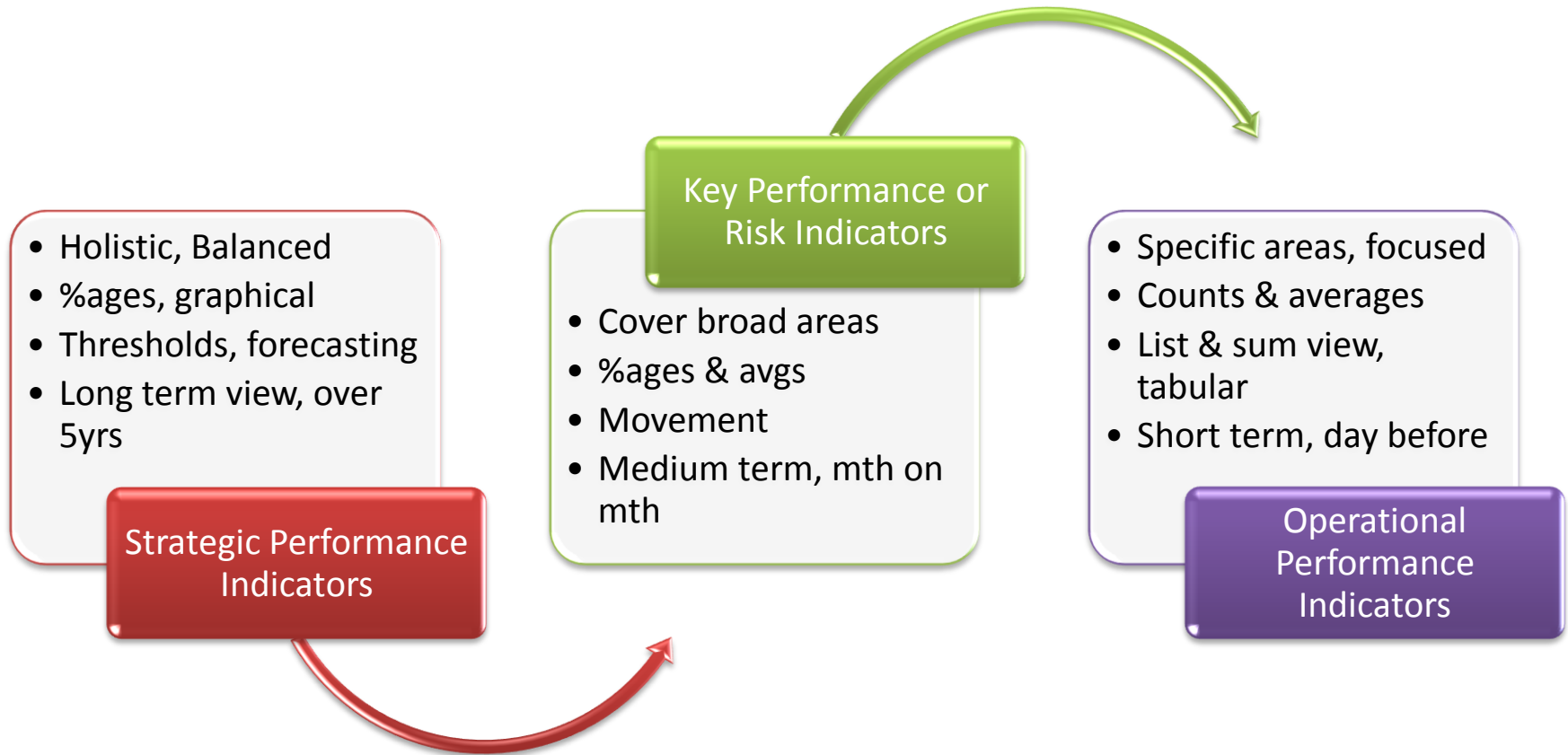


What is the Pyramid of Indicators?

Pyramid of Indicators



Characteristics of the Performance Indicators

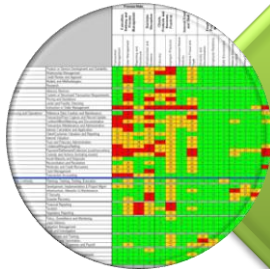


How are these indicators visualised?

Visualisation of Indicators



Strategic Performance Indicators

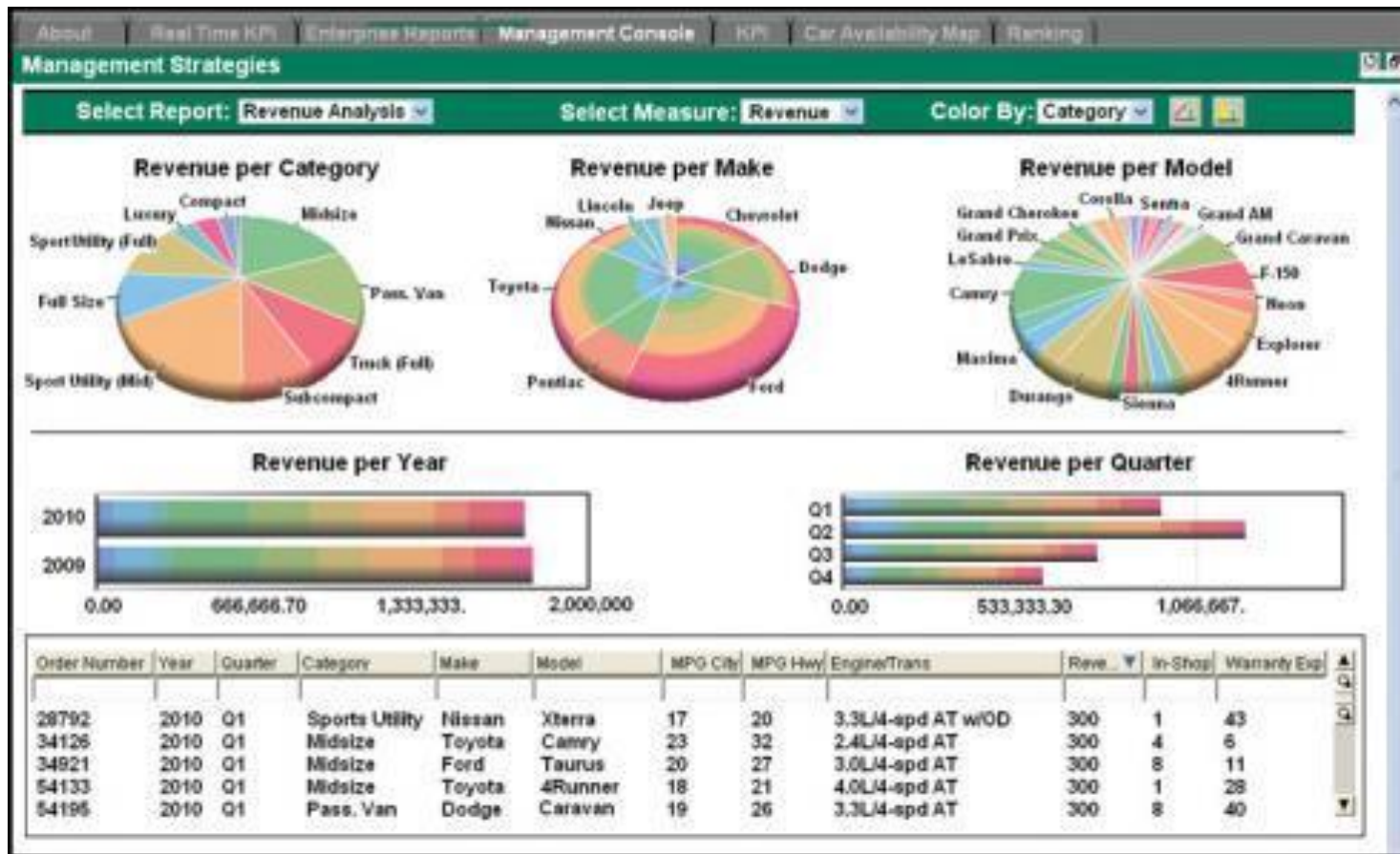


Key Performance or Key Risk Indicators



Operational Performance Indicators

Visualisation of Strategic Performance Indicators



Balanced Scorecard – Strategic Performance

Value report for "Company Strategy - Sample Scorecard"

Name	22.08.2012	23.08.2012	24.08.2012	25.08.2012	26.08.2012	27.08.2012	28.08.2012	29.08.2012	30.08.2012
🏠 Company Strategy - Sample Scorecard	60,04%	60,04%	27,02%	40,72%	40,61%	47,67%	37,43%	34,42%	48,48%
★ Finance	70,53%	70,53%	40,12%	60,91%	59,06%	25,83%	52,47%	41,58%	26,88%
🕒 Measure and increase ROI (%)	49,6	49,6	34,8	44,6	40,3	27,3	3,4	2,8	85,4
🕒 Cost efficiency of purchasing operations (%)	79,5	79,5	42,4	67,9	67,1	25,2	73,5	58,2	1,8
★ Customer	48,69%	48,69%	6,58%	37,95%	18,91%	82,17%	9,90%	34,66%	58,37%
🕒 Response Time (%)	26,3	26,3	3,9	34,8	5,9	77,3	8,8	36,9	43,5
🕒 Support Quality (%)	79,3	79,3	2	38,3	19,8	90,9	7,1	31,6	97,9
🕒 On-time delivery (%)	91,2	91,2	36,4	55,8	94,3	85,2	24,9	30,4	29
★ Internal Business Processes	63,87%	63,87%	18,62%	31,84%	65,06%	20,27%	66,94%	26,27%	67,41%
🕒 Use of competition (%)	21,8	21,8	42	42,9	5,7	34,9	96,9	10,8	46,9
🕒 Use of electronic commerce (%)	81,9	81,9	8,6	27,1	90,5	14	54,1	32,9	76,2
★ Learning and Growth	66,34%	66,34%	86,30%	9,00%	23,12%	30,04%	43,44%	28,24%	35,82%
🕒 Access to strategic information (%)	76,9	76,9	98,9	1,8	13,6	39,6	43	33,6	24,7
🕒 Employee Satisfaction (%)	50,5	50,5	67,4	19,8	37,4	15,7	44,1	20,2	52,5

Visualisation of Key or Risk Performance Indicators

		Process Risks						Conduct Risks						External Risks				
		Execution, Delivery and Process Management		Business Disruption	Clients, Products and Business Practices		Internal Fraud and Theft		Employment Practice and Workplace Safety		Damage to Assets		External Fraud					
		Transaction Management	Data Management		Reporting and Disclosure	Infrastructure and Systems	Fiduciary	Improper Practices	Unauthorised Market Activity	Internal Fraud and Theft	Diversity and Discrimination	Employee Relations	Safe Environment	Natural Disaster and Accident	Willful Damage	Hacking and Disruption	External Fraud and Theft	
Origination	Product or Service Development and Suitability	16	27	13	27	31	41	12	25	8	8	8	8	8	8	8	10	12
	Relationship Management	17	31	28	24	41	48	9	23	11	10	8	10	14	14	30	40	
	Credit Review and Approval	17	36	13	21	18	27	12	24	8	8	8	8	8	12	10	15	
	Models and Methodologies	13	36	13	27	6	26	13	27	8	8	8	8	12	10	15	15	
	Research	10	24	16	17	25	31	9	16	8	8	8	8	8	11	19	19	
Execution	Advisory Services	14	20	15	13	38	38	12	13	8	8	8	8	8	11	11	11	
	Custom or Structured Transaction Requirements	17	37	19	24	26	29	13	18	8	8	8	8	8	12	15	15	
	Pricing and Quotations	14	40	18	37	22	37	19	29	8	8	8	8	9	14	14	14	
	Limits and Facility Checking	12	28	15	28	15	28	15	21	8	8	8	8	9	8	11	10	
	Instruction or Order Management	14	34	33	44	45	37	44	48	8	8	8	8	11	10	21	38	
Processing and Operations	Reference Data Creation and Maintenance	15	38	11	27	17	12	10	20	8	8	8	8	12	10	11	20	
	Transaction/Fees Capture and Record Update	53	42	22	38	19	26	32	37	8	8	8	11	11	14	14	14	
	Confirm/Affirm/Matching and Documentation	41	30	27	31	22	25	26	29	8	8	8	24	13	13	31	31	
	Transaction Maintenance and Administration	55	39	16	34	17	28	23	24	8	8	8	13	12	11	10	10	
	Interest Calculation and Application	27	34	15	25	13	23	10	20	8	8	8	10	8	8	10	10	
	Client/Customer Valuation and Reporting	20	32	21	30	32	31	10	16	8	8	8	10	9	12	14	14	
	Internal Valuation	20	33	14	28	8	21	12	25	8	8	8	10	8	10	8	8	
	Trust and Fiduciary Administration	21	23	24	20	48	33	10	31	8	8	8	10	8	10	15	15	
	Collateral/Margins/Netting	44	32	24	33	22	30	10	27	8	8	8	15	8	13	23	23	
	Payment/Settlement/Collection (cash/ securities)	53	38	24	45	26	26	10	38	8	8	8	12	30	23	22	34	
	Custody and Actions (including assets)	46	38	31	32	41	32	14	38	8	8	8	13	25	17	13	34	
	Asset Maturity and Disposals	20	17	9	10	13	22	9	20	8	8	8	16	15	9	18	18	
	Reconciliation and Resolution	17	25	11	24	12	25	9	22	8	8	8	9	8	11	14	14	
	Workouts and Credit Recoveries	28	26	15	16	15	33	13	24	8	8	8	8	17	10	34	34	
	Cash Management	32	28	13	35	12	21	12	20	8	8	8	12	8	10	11	11	
	Transaction Accounting	34	34	20	27	11	18	9	19	8	8	8	8	12	10	8	8	
	Business Continuity	Planning, Training, Testing, Execution	16	21	12	30	18	20	10	10	14	14	22	18	17	17	12	
	Technology	Development, Implementation & Project Mgmt	24	20	8	24	12	25	8	17	8	8	12	14	25	15	14	
		Infrastructure, Networks & Maintenance	16	17	10	33	9	20	9	26	10	11	19	32	24	26	26	
		IT Security	13	18	11	38	19	23	8	15	10	10	9	21	32	31	15	
Disaster Recovery		17	23	10	35	13	20	8	14	11	9	11	20	18	21	13		
Finance	Financial Reporting	8	26	38	23	12	8	8	16	8	8	8	9	8	9	8		
	Taxation	15	29	34	20	22	34	8	21	8	8	8	8	8	13	13		
	Regulatory Reporting	12	33	45	28	11	32	8	10	8	8	8	9	12	11	8		
Oversight	Policy, Surveillance and Monitoring	12	13	18	17	17	24	8	12	16	17	8	8	8	8	10		
	Legal Advisory	11	13	9	9	14	16	10	9	9	10	8	8	8	8	8		
	Litigation Management	11	19	17	9	12	17	8	8	11	12	8	8	10	8	12		
	Audit and Investigation	9	18	16	15	8	18	8	10	16	17	8	8	8	9	10		
Human Resources	Recruitment and Training	9	14	17	9	14	22	8	11	29	19	9	9	12	8	21		
	Appraisal and Termination	9	16	9	9	10	24	8	11	34	30	9	8	8	10	8		
	Remuneration, Expenses and Payroll	9	25	15	19	10	22	8	27	29	32	8	12	8	14	12		
Corporate Services	Physical Security	8	10	8	21	14	14	8	13	16	15	22	19	24	9	20		
	Property and Facilities Management	8	13	8	16	17	17	8	33	17	16	30	32	32	8	31		
	Insurance and Recoveries	8	18	12	11	9	15	9	16	8	8	9	9	12	8	12		
	3rd Party/Vendor Management	12	17	11	16	15	26	10	17	8	11	12	10	8	9	15		

Visualisation of Operational Performance Indicators

InfoView - Windows Internet Explorer

http://risk.thomasmcgee.com/businessobjects/enterprise115/infoview/main.aspx

Thomas McGee, L.C. Welcome: edr

Demo - FY Executive Summary

WC Executive Summary

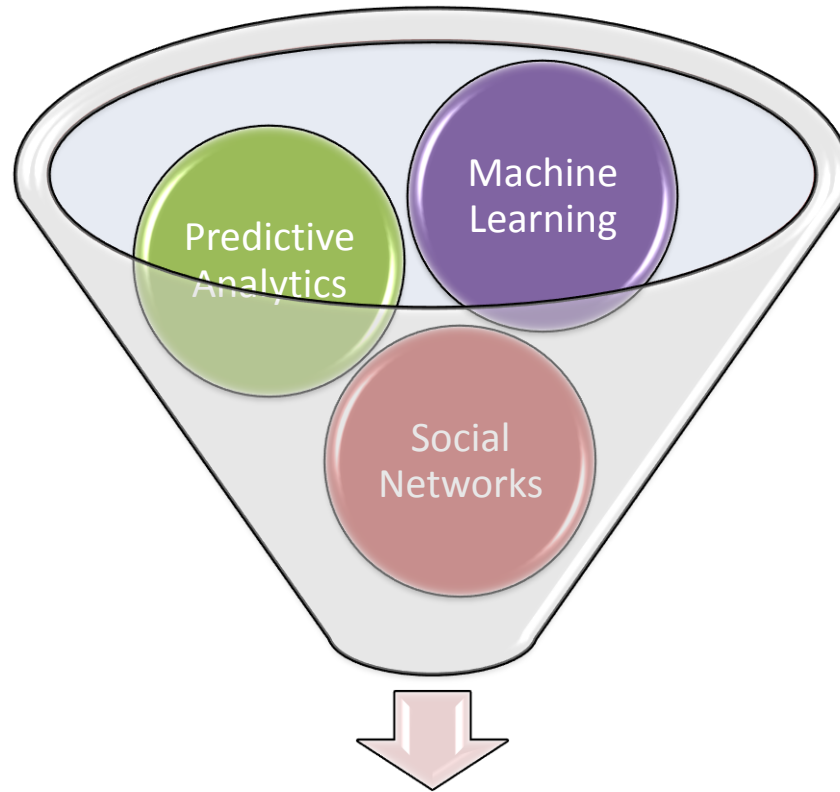
	Claim Count	Expense		Indemnity		Legal		Medical		Total			
		Paid	Reserve	Paid	Reserve	Paid	Reserve	Paid	Reserve	Paid	Reserve	Recovery	Net Incurred
2004	232	130,375.55	2,504.33	452,602.51	17,265.36	109,440.37	5,615.55	771,251.42	11,953.78	1,463,669.85	37,339.02	5,542.46	1,491,622.41
2005	207	79,087.49	3,898.68	313,015.16	19,346.31	109,041.90	7,902.24	531,397.11	12,220.94	1,032,541.66	43,368.17	12,750.00	1,063,159.83
2006	233	72,064.32	1,900.46	259,874.62	13,037.87	88,151.88	6,261.70	585,358.35	8,353.45	1,005,449.17	29,553.48	26,781.00	1,008,221.65
2007	270	114,602.77	3,251.04	391,550.44	98,075.31	127,957.46	11,793.47	772,428.05	14,731.14	1,406,538.72	127,850.96	8,976.25	1,525,413.43
2008	236	64,612.09	7,453.75	296,262.27	51,682.77	81,491.77	16,856.51	618,961.57	49,016.89	1,061,327.70	125,009.92	0.00	1,186,337.62
2009	237	79,593.08	14,445.03	318,947.43	201,041.89	120,422.40	27,110.86	695,251.25	71,175.54	1,214,214.16	313,773.32	2,150.20	1,523,687.08
2010	182	56,891.23	10,752.53	82,147.79	82,518.42	27,550.74	16,808.38	415,929.74	44,147.07	582,519.50	154,226.40	1,988.43	732,771.17
2011	85	12,566.80	22,188.06	14,040.10	86,456.32	5,903.81	16,196.19	106,308.65	217,282.64	138,819.36	342,123.21	0.00	481,333.04
	Sum:	609,793.33	66,393.88	2,128,440.32	569,424.25	669,960.33	108,544.90	4,496,886.14	428,881.45	7,905,080.12	1,173,244.48	58,188.34	9,012,546.23

Executive Summary Summary Graph

Discussions

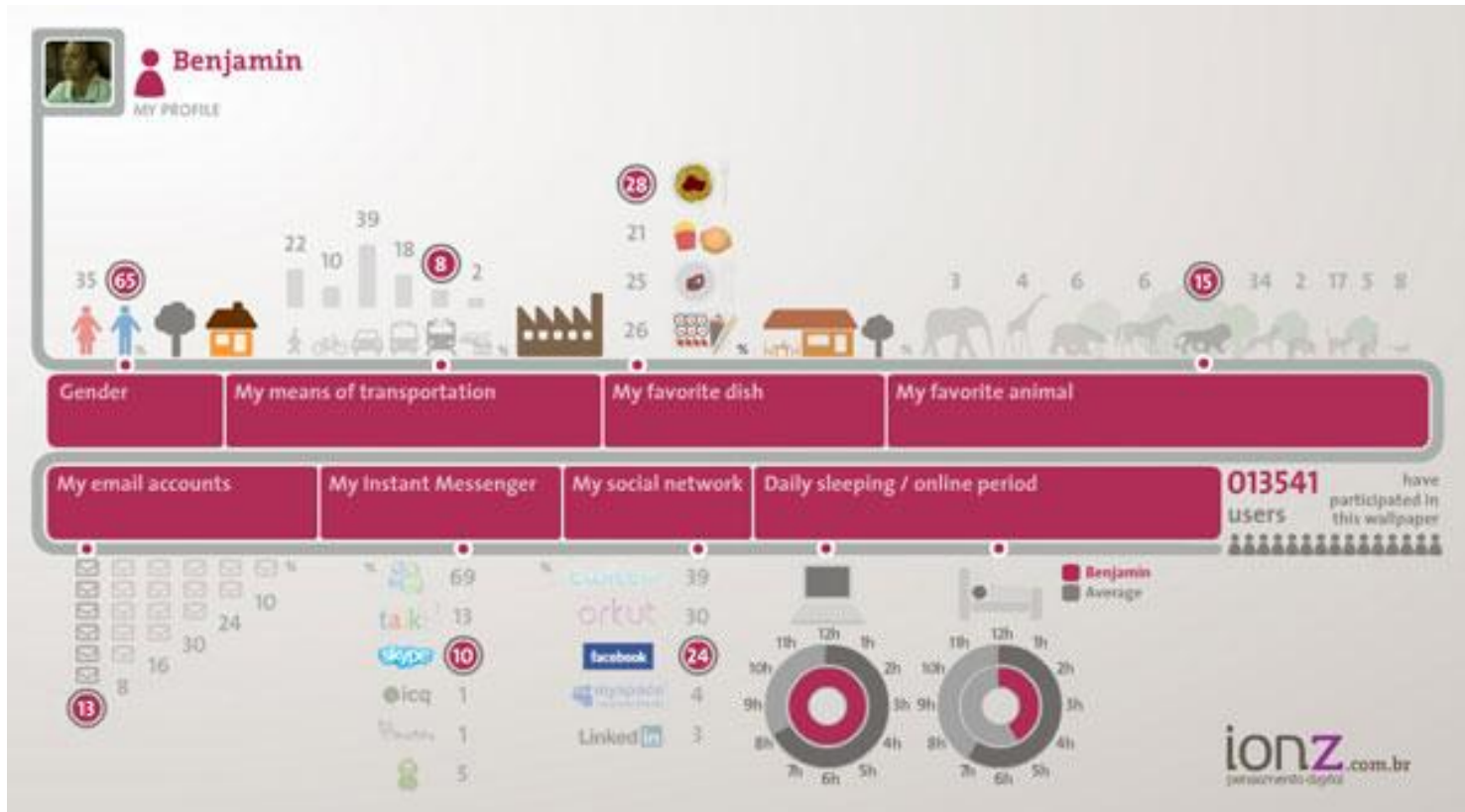
What are the current trends?

Current Trends

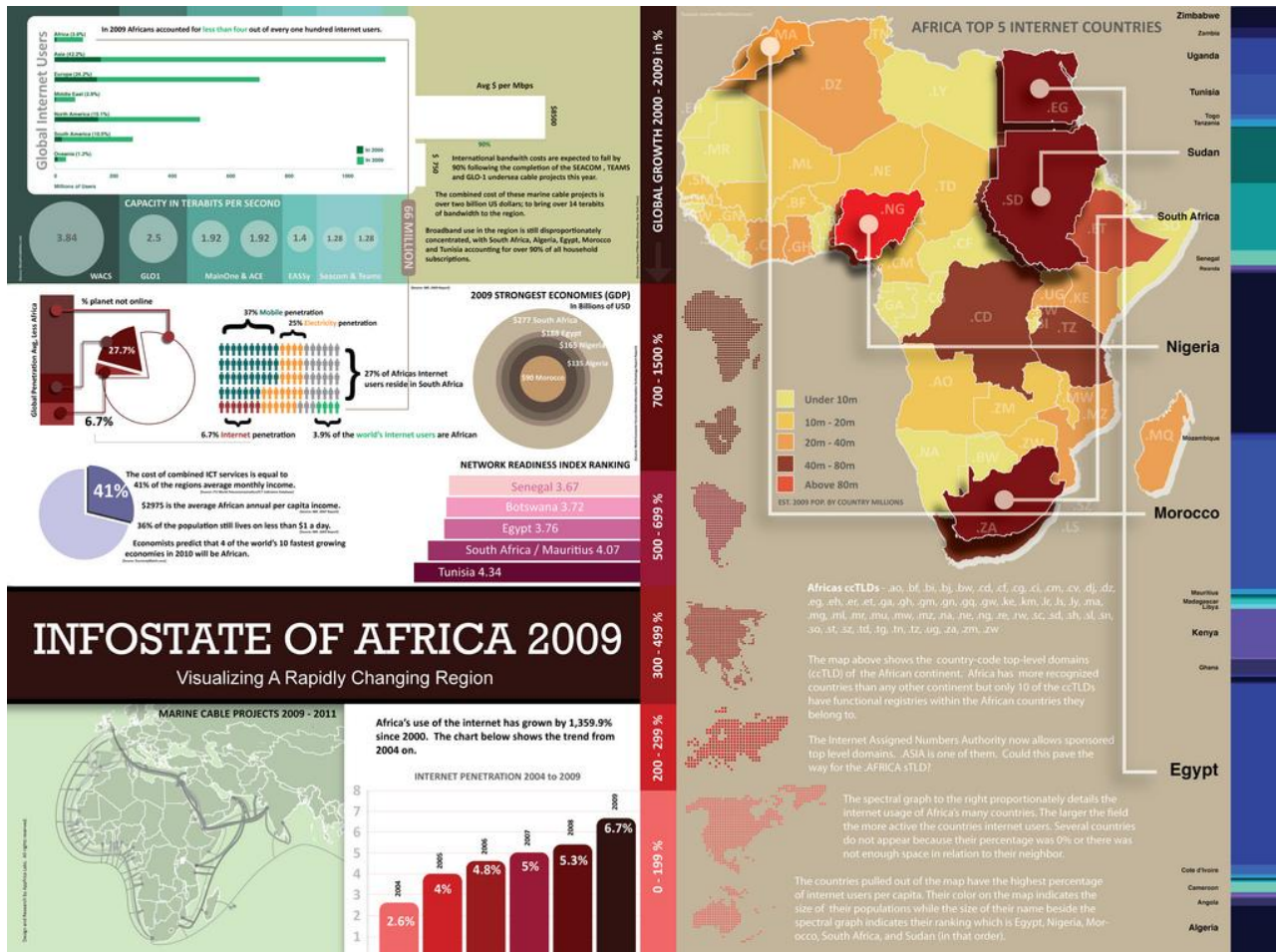


Data Visualisation

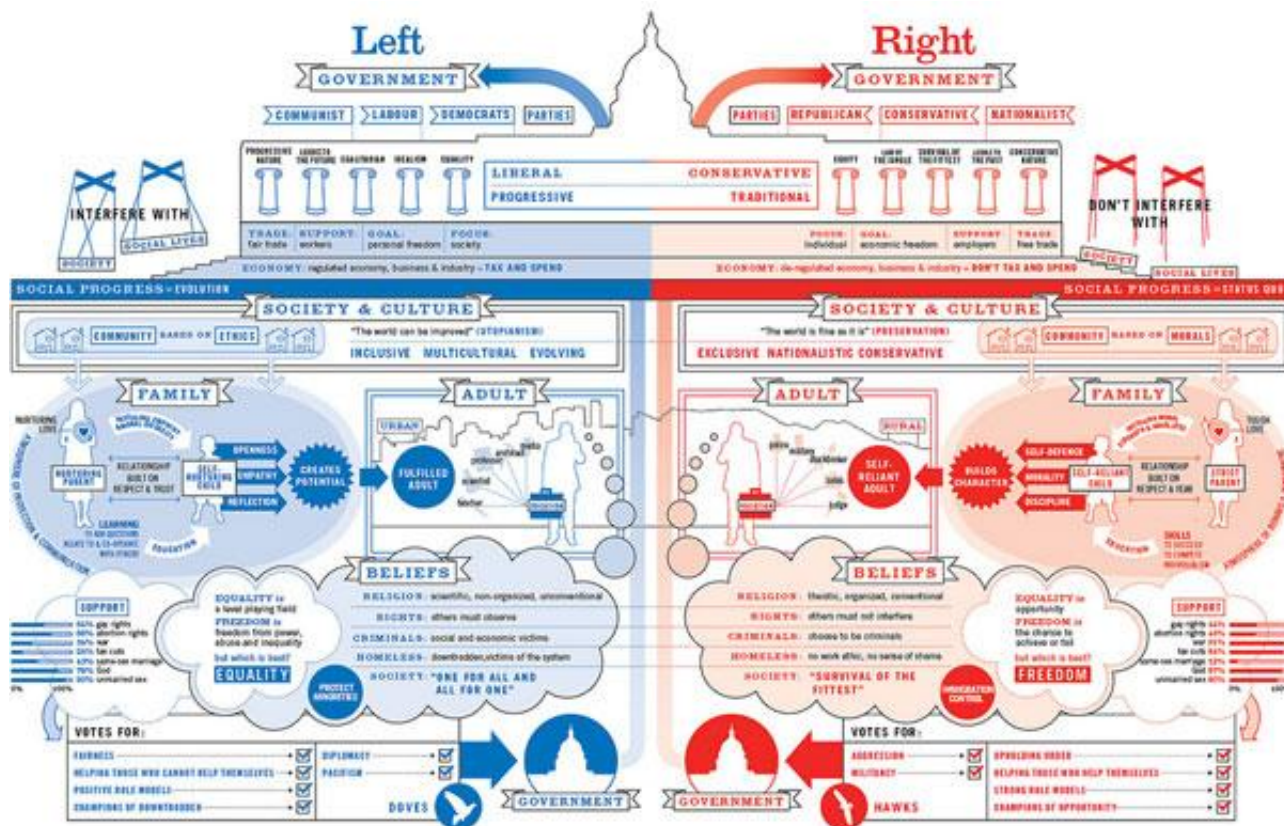
Data Visualisation Examples



Data Visualisation Examples



Data Visualisation Examples



CREATIVE CREDIT
David McCandless & Stefanie Posavec // v1.0 // Oct 09
InformationIsBeautiful.net / ItsBeenReal.co.uk

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