Measuring the success of changes to Business Intelligence solutions to improve Business Intelligence reporting

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Abstract: Evaluating the success of changes to an existing Business Intelligence (BI) environment means that there is a need to compare the level of user satisfaction with the original and amended versions of the application. The focus of this paper is on producing an evaluation tool, which can be used to measure the success of changes to existing BI solutions to support improved BI reporting. The paper identifies the users involved in the BI process and investigates what is meant by satisfaction in this context from both a user and a technical perspective. The factors to be used to measure satisfaction and appropriate clusters of measurements are identified and an evaluation tool to be used by relevant stakeholders to measure success is developed. The approach used to validate the evaluation tool is discussed and the conclusion gives suggestions for further development and extension of the tool.

Keywords: business intelligence; measuring success; user satisfaction; technical functionality; reporting systems.

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References