

NICF – Strategic Management Tools & Techniques

For Whom

Senior business analyst, data warehouse administrator, IT project manager, senior project manager, project leader, VP/ Director of BI, CIO.

Prerequisites

Three or more years of IT experience.

Duration

3 days

Venue

STMI@NUS
ICube, Level 3
21 Heng Mui Keng Terrace
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The focus of this course is on leveraging information technology for strategic enterprise management (SEM). It will introduce the participants to the concepts, principles and techniques underlying data warehousing, which provides an enabling technology for strategic SEM and decision support. Next, the participants will be exposed to popular strategic management tools—strategy map, balanced scorecard, management cockpit and dashboard—and learn how to apply those tools to make strategic decisions for the enterprise. They will learn how to develop a strategy map, which depicts the interactions among the strategies, based on multiple perspectives. Using a balanced scorecard, the participants will learn how to translate a firm's vision and strategy into a set of performance measures; articulate and communicate management strategy; and develop cause and effect chains.

The participants will understand how a management cockpit can help upper management recognize a firm's overall situation and weaknesses by displaying graphically the key performance indicators. They will also understand how dashboards can be employed to analyze drivers of business performance. The participants will gain an overall appreciation of how IT in general, and data warehousing in particular, provide an enabling architecture for SEM.

Programme Benefits

- Understand the basic concepts and principles of data warehousing
- Learn how to conceptually design a data warehouse using dimensional modelling
- Understand and appreciate the goals of SEM
- Learn how to articulate and communicate strategies across the enterprise
- Understand how to specify linkages among strategies in a strategy map
- Learn how to translate the enterprise's vision and strategy into a set of performance measures using a balanced scorecard
- Learn how to analyze the overall strengths and weaknesses of the enterprise using a management cockpit
- Know how to analyze drivers of business and employee performance using a dashboard
- Appreciate the role of data warehousing as an enabling technology for SEM
- Understand how IT can promote performance accountability in the enterprise
- Know how to develop an IT architecture for SEM

DATA WAREHOUSING

- OLTP vs. Decision Support Systems
- Dimensional Modelling
- Data Warehouse Architecture

STRATEGY MANAGEMENT

- Business Strategies
- Strategic Management Cycle

STRATEGY ALIGNMENT

- Strategy Map
- Balanced Scorecard

PERFORMANCE MEASUREMENT

- Management Cockpit
- Dashboard

IT ARCHITECTURE FOR SEM**Lead Faculty**

Dr. Sharon Tan is an Assistant Professor in the Department of Information Systems at The National University of Singapore (NUS). She received her Ph.D. and M.Sc. degrees in Industrial Administration from Carnegie Mellon University, and her M.Sc. and B.Sc. Honours degrees in Information Systems from NUS.

Her research interests include knowledge management and work interruption, and Healthcare Information Technology. Her work has been published in MIS Quarterly, the proceedings of the International Conference of Information Systems (ICIS), the ACM Conference on Computer Supported Cooperative Work (CSCW), and the America's Conference of Information Systems (AMCIS). Her papers have won several awards including the Emerald Management Review Citation of Excellence award (for being one of the top 50 articles out of 15,000 articles published in the top 400 business and management journals in 2008) and the Best Paper (Runners' Up) Award of the 2002 International Conference on Information Systems (ICIS).

Dr. Tan is serving on the editorials board of the Journal of AIS special issue on Healthcare IT, and the Journal of Database Management. She has served or will be serving on the program committees of international conferences such as ICIS and PACIS. She is also a member of the newly formed Alliance for Clinical Excellence (ACE) that promotes collaborative work (amongst industry, academia and governments) for the benefit assessment of Healthcare IT.