



Breaking the Curse – Effectively Managing Challenges in BI Projects

Meet **Oliver Glassmann**

Solution Architect @ Hitachi Solutions



Oliver strongly champions the establishment of a data-driven culture within every organization

- 25+ years of Consulting, Business Intelligence spent mostly in the Microsoft Ecosystem
- Passionate speaker for all things Business Intelligence, from the tiny bits it all starts with to the creation of value for the business
- Tries to weave all the aspects of BI projects into a holistic mesh that enables successful data journeys for the whole organization
- Constantly fostering dialogue and debate with both Non-IT and IT participants, trying to help them see beyond their bubbles' horizons.
- Has badges and stuff...



Our Hitachi Solutions Team

≈3,200
Team Members

1,501
Microsoft Dynamics
365 for Financials &
Operations

927
Microsoft Dynamics 365 for
Customer Engagement

177
Analytics

CANADA
250

US
750

EUROPE
800

INDIA
700

JAPAN
350

SE ASIA
& ANZ
350

166
Microsoft Dynamics 365 for
Field Service

154
Microsoft Dynamics
365 Cloud Solutions
Research &
Development

166
eCommerce

110
Marketing, Human
Resources, Finance,
Management &
Administration

Awards & Recognition



Partner of The Year Awards 2023



Microsoft Dynamics 365 Supply Chain Management and Dynamics 365 Services **Partner of the Year**



Microsoft Partner of the Year **Finalist for Government**

Our Accomplishments



13

Microsoft Specialisations



18

Years as a Microsoft Gold Competency Partner



13

Microsoft MVP Experts



100

Partner Contribution Index Score *out of 100*



19

Years on Microsoft's Partner Advisory Council



21

Years in Microsoft's Inner Circle

Our plan for **tonight**

01 —

Icebreaker

02 —

First Act: **Goals**

03 —

Second Act: **Domains**

04 —

Third Act: **Success**

05 —

Fourth Act: **Whatabout X?**

06 —

Q&A

01 —

Icebreaker

“

DOGS > CATS

“

Garbage IN → Garbage OUT

“

BI projects encounter more than average challenges during implementation.

“

I identify as an IT person.

“

I do >50% of my work on-site.

“

BI Projects are IT Projects.

02 —

Goals

What are the **goals**?

And whose goals are they?



What's BI?

- 5.000+ years of BI
- Modern expectations

Managed (vs.) Self-Service

- Self-Service BI on the shoulders of Corporate BI
- Pros, Cons & Perspectives
- Broken Promises

Stakeholders

- Stakeholders <> Customer
- Stakeholders have goals
- Stakeholder commitment is the fuel for your project

Valuable Tools

- Maturity & Capability Assessments
- Corporate Data Culture
- Roadmaps lead to goals

03 —

Domains

Domains of a BI project

Monsters, Mummies and More



Sources

- Ownership & Permissions
- Keys & Granularity
- Volume & Velocity

Transformations

- All roads lead to Rome!?
- There's No Free Lunch
- Layers; just circles of Hell?

Reports

- Data, Numbers, Facts!
- (Corporate) Design
- Data Storytelling

Putting the POT in POTI

- People
- Organization
- Technology

04 —

Success

Fostering project **success**

We're in this together!



Requirements

- Design Thinking
- Catalyst / IDEA
- IREB
- Vision & Value

Communication

- Open Channels
- Follow-Up
- Co-Location Is King*

Tamed Agility

- But The Rules!
- Learning Curve
- Change Management & Adoption

Stakeholder Management

- Disruptions Have Priority
- Investment in Stakeholder Management pays off
- Stakeholder management reduces Risk

05 —

Whatabout X?

We are not only doing **BI** here!

Hic Sunt Dracones!



dataverse
prescriptive
datamesh
xr
lakehouse
iot
fabric
purview
datalake
edge
ml
hybrid
datascience
cloud
predictive
governance
ai
datafabric
embedded
cognitive
mobile

05.5 _____

Icebreaker – One More Question

“

BI Projects are IT Projects.

06 —

Q&A

IF you haven't participated already – How about NOW?

Thank You!

Contact Us

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