Table of Contents

International Journal of Business Intelligence Research

Volume 8 • Issue 2 • July-December-2017 • ISSN: 1947-3591 • eISSN: 1947-3605

An official publication of the Information Resources Management Association

Guest Editorial Preface

v Emerging Approaches for Business Intelligence and Analytics in Organizations
Shah J. Miah, School of Management and Info Systems, Victoria University, Melbourne, Australia

Research Articles

1 The Making of a Successful Analytics Master Degree Program: Experiences and Lessons From an Asian University

Michelle LF Cheong, Singapore Management University, Singapore, Singapore

17 Business Intelligence Strategy: Two Case Studies

Paul Hawking, Victoria University, Melbourne, Australia Carmine Sellitto, Victoria University, Melbourne, Australia

31 Enterprise Personal Analytics: Research Perspectives and Concerns

Trevor Clohessy, J.E. Cairnes School of Business and Economics, National University of Ireland Galway, Galway, Ireland

Thomas Acton, J.E. Cairnes School of Business and Economics, National University of Ireland Galway, Galway, Ireland

49 Predictive Skill Based Call Routing Using Multi-Label Classification Techniques

Vinay Kumar Kalakbandi, Institute of Management Technology, Hyderabad, India Sankara Prasad Kondareddy, DBS Bank, Singapore, Singapore

COPYRIGHT

The International Journal of Business Intelligence Research (IJBIR) (ISSN 1947-3591; eISSN 1947-3605), Copyright © 2017 IGI Global. All rights, including translation into other languages reserved by the publisher. No part of this journal may be reproduced or used in any form or by any means without written permission from the publisher, except for noncommercial, educational use including classroom teaching purposes. Product or company names used in this journal are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark. The views expressed in this journal are those of the authors but not necessarily of IGI Global.

The International Journal of Business Intelligence Research is indexed or listed in the following: ACM Digital Library; Australian Business Deans Council (ABDC); Bacon's Media Directory; Cabell's Directories; DBLP; Google Scholar; INSPEC; Library & Information Science Abstracts (LISA); MediaFinder; The Standard Periodical Directory; Ulrich's Periodicals Directory