

Information and Communication Technology for Competitive Intelligence

Table of Contents

Preface	vi
<i>Dirk Vriens, University of Nijmegen, The Netherlands</i>	
 Chapter I	
The Role of Information and Communication Technology in Competitive Intelligence	1
<i>Dirk Vriens, University of Nijmegen, The Netherlands</i>	
 Chapter II	
Sharp by Connection: Linking Competitive Intelligence and Intranets	34
<i>Paul Hendriks, University of Nijmegen, The Netherlands</i> <i>Wendy Jacobs, PricewaterhouseCoopers, The Netherlands</i>	
 Chapter III	
Using Web Link Analysis to Detect and Analyze Hidden Web Communities	57
<i>Edna O.F. Reid, Nanyang Technological University, Singapore</i>	

Chapter IV

Enabling Strategy Formulation by ICT: A Viable Systems

Approach 85

Dirk Vriens, University of Nijmegen, The Netherlands

Jan Achterbergh, University of Nijmegen, The Netherlands

Chapter V

Using Groupware to Gather and Analyze Intelligence in a Public Setting:

Development of Integral Safety Plans in an Electronic Meeting ... 114

Etiënne Rouwette, University of Nijmegen, The Netherlands

Jac A. M. Vennix, University of Nijmegen, The Netherlands

Chapter VI

Improving Competitive Intelligence Through System Dynamics ... 129

Özge Pala, University of Nijmegen, The Netherlands

Dirk Vriens, University of Nijmegen, The Netherlands

Jac A. M. Vennix, University of Nijmegen, The Netherlands

Chapter VII

A Framework for Business Performance Management 158

Marco van der Kooij, Hyperion Solutions, The Netherlands

Chapter VIII

The Source Map: A Means to Support Collection Activities 181

Dirk Vriens, University of Nijmegen, The Netherlands

Jan Achterbergh, University of Nijmegen, The Netherlands

Chapter IX

Intelligence from Space: Using Geographical Information Systems for

Competitive Intelligence 194

Paul Hendriks, University of Nijmegen, The Netherlands

Chapter X

Building a Competitive Intelligence System: An Infrastructural

Approach 227

Egbert Philips, University of Nijmegen, The Netherlands

Chapter XI

It's All in the Game: How to Use Simulation-Games for Competitive Intelligence and How to Support Them by ICT 248

Jan Achterbergh, University of Nijmegen, The Netherlands

Dirk Vriens, University of Nijmegen, The Netherlands

Chapter XII

Using Groupware to Build a Scenario-Based Early Warning System 269

Theo van Mullekom, University of Nijmegen, The Netherlands

Jac A. M. Vennix, University of Nijmegen, The Netherlands

Glossary 286

About the Authors 298

Index 302