



Knowledge
Management

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Balanced Scorecard I Overview

- Knowledge journal
- Chart of knowledge accounts
- Focus groups
- Analog meter for visual performance feedback
- Knowledge reporting and periods
- Budgets and transactions
- Knowledge statistics and balance
- Intellectual capital accounts

Balanced Scorecard II Overview

- Calculations
- Normalized score
- Key performance indicators
- Indicator guide and predefines queries
- Simulate calculations
- Update transactions

Balanced Scorecard III Overview

- Data link
- Connection string
- Date format
- Query wizard
- Automatic data link identification
- View external data



| **Balanced Scorecard**

Presenting Navision Axapta Balanced Scorecard

The Knowledge Management solution in Navision Axapta includes the Balanced Scorecard module for measurement and control of your company's vision, values and strategies.

Balanced Scorecard is a powerful management tool that makes it possible to react very quickly to change, attain greater effectiveness in all aspects of business development, and focus more on innovation.

Comprehensive functionality

The Balanced Scorecard module is divided into the following three modules:

Balanced Scorecard I – provides core balanced scorecard functionality

Balanced Scorecard II – provides key performance indicators and automatic measurements

Balanced Scorecard III – provide data links to measurements that are external to Navision Axapta

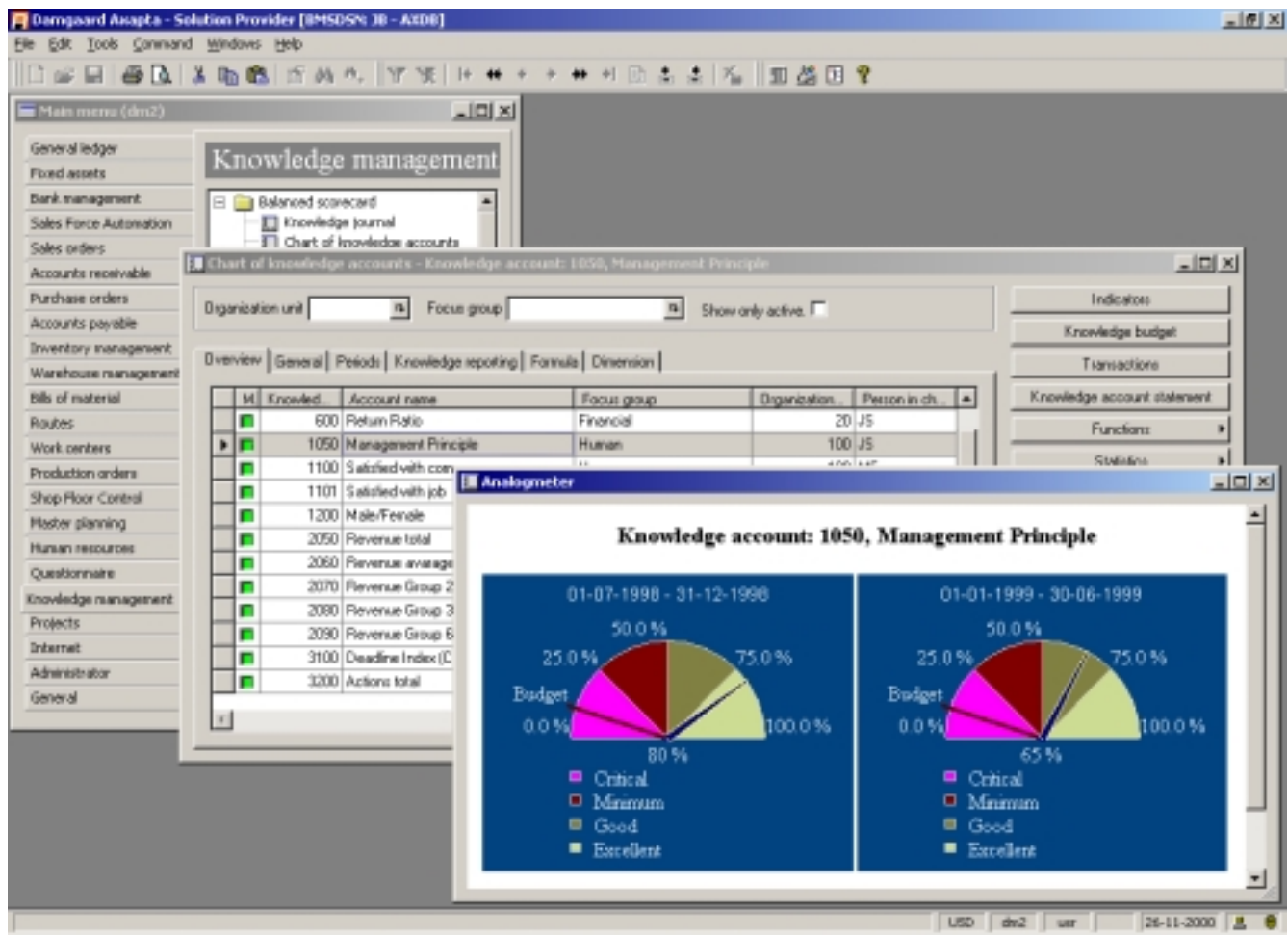
Powerful benefits

The key capabilities provided by the Balanced Scorecard solution include the following:

- Easy to establish a Balanced Scorecard program
- Tools for managing and measuring performance
- Powerful functions for reporting and statistical analysis
- Support for measurement data that is external Navision Axapta

Each of these key capabilities is described on the following pages.

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Using the Balanced Scorecard solution, budgeted or actual numbers can be compared and matched against goals. Here you can see the analog meter for two periods for an account in the Knowledge Account Plan.

Easy to establish a Balanced Scorecard program

The Balanced Scorecard solution is designed for quick and easy implementation. A key reason for this is the Knowledge Account Plan.

Chart of knowledge accounts

The Knowledge Account Plan makes it easy to create a structure and overview of the company's Balanced Scorecard. You can establish unlimited numbers of knowledge accounts with links to organizational units and focus areas such as finance, customers, business processes, education and development.

It is also possible to undertake unique measurements and reporting across the organization or specifically for one unit.

Tools for managing and measuring performance

A key driver of successful Balanced Scorecard programs is the idea that reaction times and follow-up are made considerably more effective via automatic measurements. To this end, the Balanced Scorecard solution provides a range of tools for managing and measuring performance.

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Indicators

The definition of a specific measurement of data is identified with an indicator. The system provides a guide as a help to create queries and to define interpretation of measurement results. All tables in Navision Axapta can be used. For every measurement, you also define which values the measurement should represent.

Normalized Scores

With the Normalized Score function, it is possible to weight and thereby normalize different answers. This typically entails converting answers into numeric amounts and percentages.

Flexible calculations

For each knowledge account, you set up a formula for how the indicator measurements should be interpreted. You define the calculation consisting of the indicators, which have already been determined for a knowledge account. Mathematical combinations can also be used in the formula. There are also functions for test and for consistency control of your formulas.

It is possible to allow for manual measurements via the knowledge draft function. Automatic indicator measurements can be entered in the same formula and thereby the same knowledge account. This gives you a flexible method with unlimited possibilities.

Periods

Setting up periods for when and how often automatic measurements should take place makes it possible to measure precisely and with the desired frequency for each measurement. In each knowledge account, you link a period and a start date for the first measurement for the account's indicator. Thereafter, the system

controls automatic periods according to the account's period profile.

Budgets

Expectations for results and contributions can be budgeted for each knowledge account in the knowledge account plan. This makes it easy to budget on an organizational level. Budgeting can take place periodically according to an account's period profile.

Transactions

The Balanced Scorecard module is transaction-based, which controls the overview and ensures reliability. All automatic and manual measurements result in transactions that are posted in periods according to an account's period profile. In this way, the budget and the actual numbers in the form of transactions can be compared.

It is possible to credit measurements and thereby recalculate periods due. Automatic updating can occur from a specific knowledge account or be developed to run periodically, as a batch development, if desired.

Knowledge Drafts

With the draft function, you can input manual measurements for a knowledge account. The combination with automatic measurement ensures that all desired measurements follow the same rules. The Knowledge Draft function uses voucher and approval procedures similar to financial processes.

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Powerful functions for reporting and statistical analysis

The Balanced Scorecard solution provides a number of functions for status reporting and statistical analysis. These functions make it easy to get an overview of a Balanced Scorecard initiative as well as to provide more in-depth views.

Analog Meter

The Analog Meter provides a graphical presentation of whether goal numbers live up to expectations. Specific color choices, measurement intervals and fluctuation interpretations are configured for each goal area. You can define specific analog meters to show the sum, average, minimum, maximum and total between accounts in a knowledge reporting group.

It is possible at any time to simulate periods due or credited for one or more knowledge accounts.

The Analog Meter is your company's tool to effectively see results in connection with goals, so you can proactively optimize the achievement areas in your enterprise.

Reporting/Statistics

It is easy to compare knowledge accounts and periods. You choose if you want to see postings, budgets, maximum, minimum, sums, averages or budget rejections.

Statistics can be seen graphically. From the knowledge account plan, you can create Intellectual Capital Accounts.

Knowledge reporting

Knowledge accounts can be grouped into knowledge report groups and form the basis for summaries and averages for areas that you would like to compare.

Integration

Starting with organizational models established in Human Resources Management or Business Process Management (strategic planning), the Balanced Scorecard solution can be used to present statistics for accounts that are linked to specific parts of your company's organizational structure.

Support for measurement data that is external Navision Axapta

Data link is a function that makes it possible to measure data external to Navision Axapta. This gives your company the ability to work in a goal-oriented and balanced way with information from the respective IT systems used throughout the entire organizational sphere, pulling all relevant data into one comprehensive management system.

Data link

A data link is a setup of the connection to any discretionary database. The minimum requirement is ODBC interface access to the external database, which is easy to set up in Navision Axapta. There are no limits to the number of data links to be used.

When the connection to an external database is created, the entire data dictionary of that database is then accessible in Navision Axapta. In this way, desired queries can be defined for use by the measurements in intellectual capital accounts, or to show data from the external database in Navision Axapta.

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Queries defined for data links can be used in the reference system, which makes it possible to link data from external databases together with the Navision Axapta database. As you can then see this external data in Navision Axapta, this can be utilized as an alternative to data conversion between systems.

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