Bikson, TK and Eveland, JD (1996) Groupware Implementation: Reinvention in the Sociotechnical Frame.  Proceedings of the 1996 Conference on Computer-Supported Cooperative Work. New York: Association for Computing Machinery.  Retrieved February 27, 2011, from <http://jdeveland.com/Papers%20for%20Website/worldbank.htm>

The Business Intelligence Guide website is a gold mine of useful information about BI specifically.  Read some of the overview articles (they're short), to generally familiarize yourself with BI terminology:

Electrosmart Ltd. (2011) The Business Intelligence Guide.  Retrieved February 27, 2011, from <http://thebusinessintelligenceguide.com/index.php>.  Recommended sections include:

BI Best Practices.  <http://thebusinessintelligenceguide.com/bi_strategy/BI_Best_Practices.php>

BI Solutions.  <http://thebusinessintelligenceguide.com/bi_solutions/index.php>

BI Drivers.  <http://thebusinessintelligenceguide.com/bi_strategy/Drivers_Of_BI.php>

BI Barriers.  <http://thebusinessintelligenceguide.com/bi_strategy/Barriers_To_BI.php>

Getting Started in BI.  <http://thebusinessintelligenceguide.com/bi_program/index.php>