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**Document Control**

**Document Version History**

This table shows a record of significant changes to the document.

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| **Version** | **Date** | **Author** | **Description of Change** |
| 0.1 | 27/01/2022 | Swapnil Wale | DRAFT |
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**Approvals**

This table shows the approvals on this document for circulation, use and withdrawal

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# Purpose

The purpose of this template is to analyze a business or some element of it, define its associated needs and recommend solutions to address these needs and solve a business problem which must facilitate value creation for its stakeholders.

# Scope

ITIL business analysis is the process of identifying and managing the requirements of an organization's IT services. The aim of business analysis is to ensure that IT services are aligned with the business goals of the organization. Business analysts use a variety of techniques to achieve this, including requirements gathering, business process modeling, and data analysis. It includes the internal business processes, IT processes, and third-party components that integrate in the system like ERP, CRM and ISMS.

# Contribution to Service Value Chain

Chart, diagram, funnel chart

Description automatically generated

* Plan- The goal of this step is to enable strategic decisions about what needs to be done for business analysis and how it should be done.
* Improve- Improve focuses on assessing the entire system to improve at all levels, namely the strategic and tactical.
* Engage- Engage focuses on interacting with people throughout the SVC activities to collect needs.
* Design- Design & Transition focuses on gathering, prioritizing, and assessing requirements to define and design the optimal contribution solution.
* Obtain/build focuses on identifying, acquiring, and developing the talents needed to conduct business analysis tasks. It also includes creating the products and services as per the requirements.
* Deliver and Support- Deliver & Support is concerned with obtaining data from ongoing deliveries and evaluating it on a regular basis to better understand performance and enable continuous improvement.
* Value- The business analysts gathers all the requirements, correctly, completely and consistency are able to translate them into design and services.

# Roles and Responsibilities

* Business Analyst- The first step in any project is to gather requirements. This is typically done by a business analyst or product owner. They will work with stakeholders to understand the needs of the end users and what the product should do. They will then create documentation that outlines these requirements.
* System Architect- Once the requirements are gathered, it's time to start designing the solution. This is where architects come in. They will analyze the requirements and come up with a plan for how to build the software. This includes deciding which programming language to use, what databases to use, and how to structure the code. The system architect also oversees the development team and ensures that the software is developed according to the plan.
* Developers- Once the design is complete, it's time to start coding. Developers will take the design and turn it into working code. They will also write unit tests to make sure that the code does what it's supposed to do.
* QA- After the code is written, it needs to be tested. This is where Quality Assurance (QA) comes in. QA will test the software to make sure that it meets all of the requirements. They will also run acceptance tests provided by the customer.

# Business Overview

<Organization> is a leading provider of CAD solutions and part of several global dream teams to design and engineer various product development programs such as the Indian defense surface to air missile programs the US, Japanese and European automotive and aerospace programs, and have seen the successes and failures of major corporations in implementing these CAD/CAM/CAE/PLM tools.

# State of Business

|  |  |  |
| --- | --- | --- |
| **Problem** | **Current State** | **Ideal State** |
| Bad Customer service | Frequent call transfer and disconnection while answering queries | Reduce the frequency of call transfers |
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# Gap Analysis

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| --- | --- | --- | --- |
| **GAP** | **Current State** | **Responsible** | **Action items** |
| Bad Customer service | Employees lack the communication skills | SME | Conduct sessions for half an hour daily |
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# Business Analysis Process

## Requirements document

The business analyst gathers requirements by asking queries to those involved in the initiative (project manager, project sponsor, manager, or business owner) and also organizes workshops and meetings.

|  |  |
| --- | --- |
| **Project scope** | Introduce a website to enable users interact with their account |
| **Business problem** | Currently, the bank offers limited banking on weekdays (8 hours per day). This does not provide enough service hours for the customers as the bank is not open in the evenings as well as on the weekends. |
| **Proposed** | Bank of America would like to introduce “Online Banking’ capabilities so that the customer can login to their account and manage their account 24X7. |
| **Risks** | NA |
| **Members involved in the project** | Business analyst, SME, System architect, Software testers, business owner, Project Manager |

## 6.2 Set up JAD (Joint Application Development) Session

A JAD (Joint Application Development) session is a collaborative meeting which brings together key people from different areas of a company to develop a software application. The business analyst is one of the most important participants in a JAD session, as they are responsible for understanding the business need and documenting it for the development team. They also work with stakeholders to define the system requirements and create prototypes to help illustrate their ideas

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Meeting’s Agenda** | | | | | | | |
| **Time** | | **Subject** | | | | **Presenter** | |
| 3:00 – 3:15 pm | | Review of the problem’s initial record. | | | | Sherry Leibowitz | |
| 3:15 - 4:15 pm | | Dive into the recorded problem, the lessons learned from similar problems and the proposal how to solve it. | | | | Karun Tiwari | |
| 4:15 - 4:30 pm | | Q&A Session. | | | | Malcolm Jackson | |
| **Meeting Location:** | | Meeting Room #12, ASC Building | | **Recorded By:** | Sherry Leibowitz, User Interface PMO | | | |
| **Organized By:** | Malcolm Jackson, Interface Team Lead | | | |
| **Date of Meeting:** | | 02-Feb, 2018 | | **Start Hour:** | 3:00 PM | | | |
| **Duration:** | 1.5 hours | | | |
| **Participants** | | | | | | | | |
| **Number** | **Full Name (First, Last)** | | **Role** | | | | **Comments** | |
|  | David Solomon | | SME | | | |  | |
|  | Kerry O’Sullivan | | Project Manager | | | |  | |
|  | Karun Tiwari | | System Architect | | | |  | |
|  | Barry McMillan | | Senior Developer | | | |  | |
|  | Malcom Jackson | | Business Analyst | | | | (Organizer) | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Action Items** | | | | |
| **Number** | **Action Item** | **Due Date** | **Owner** | **Comments** |
|  | Check the maintenance contract signed with the manufacturer | 06-Feb-2018 | Kerry O’Sullivan | Just in case we find out that we are using the equipment as suggested |
|  | Quantify the monetary implications of changing all the projectors | 06-Feb-2018 | Leslie Guillot | In case we decide to switch them all out |
|  | Reach out to other organizations who have the same brand of projectors, and see if they have the same problem | 07-Feb-2018 | David Solomon |  |

## 

## Evaluate Options

It's crucial to identify the critical path among the different possibilities accessible to reach the goal. The steps involved in determining the optimum path are as follows:

* Identify options- brainstorming sessions and focus group meetings can help you narrow down your choices.
* Customize/improve a current solution to meet a business goal
* Invest in a pre-existing service or system.
* Create a product from the ground up
* Integrate with other systems to reduce time to market.

Options for a shortlist: reducing a large list of choices to a small number of feasible ones

## Support Implementation through SDLC

The steps during this phase are:

* Reviewing technical deliverables to ensure they meet the requirements
* Update or repackage requirements based on comments from the development team to make implementation easier.
* Work with quality analysts to verify that requirements are tested and understood.
* After the initial requirements have been supplied and implemented, manage any requests for revisions from the business owner.
* Once the need is implemented, make it easier for users to accept it.

# Business Impact Analysis

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| --- | --- | --- | --- | --- | --- |
| **Business Area** | **Description** | **Priority** | **Impact Category** | **Recovery Time** | **Recovery Strategy** |
| Data Servers | Data servers been hacked, and data has been leaked customers account details have been leaked online | **High** | Data security | 2months | Team of cyber security engineers is working on fixing the loopholes bugs will be identified and prevented in future |
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# Stakeholder register

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholder Name** | **Designation** | **Authority** | **Interest** | **Concerns** |
| Vladmir Zelensky | Internal stakeholder | **High** | **Low** | Upcoming delays in the coming fiscal year |
| Cillian Murphy | CEO | **High** | **High** | Migrating data to Servers |
|  |  |  |  |  |

# Key Performance Indicators

* Stakeholders’ satisfaction- Feedback from stakeholders can be sought about BA regarding communication and transparency regarding business solution. Other areas include:
  + Number of good/bad comments receive from stakeholders.
  + Their perception of quality of documents received from BA.
* Requirements Management- How many affected processes remained unchanged? (Any existing process that should have been enhanced as part of the change that BA worked on)
  + Numerous organizational norms that are not adhered to typical number of iterations (compared to predefined standards)
  + Has the BA been able to organize his needs by priority? - Yes/No
  + Prioritizing requirements
  + Percentage of priorities for needs
* Team satisfaction- Developers, testers, project Managers can be interviewed to find how effective BA was in explaining the requirements and interacting with the client.
* Effectiveness- The value of the advantages the BA gained by his modifications. Any novel ideas used by BAs? (In terms of the working method and structure)
  + Does the BA succeed in adhering to needs and budget?
  + Velocity of execution is a KPI that measures how quickly a BA team acquires BA expertise.