

BAMF 11th May 2018: The Business Analysis service offering

The business analysis services listed in this document were identified and defined during a workshop held at the BA Manager Forum on 11th May 2018. Each service is described in terms of the activities that business analysts conduct and the skills they require when providing that service.

Service: Enterprise Analysis	
Activities: <ul style="list-style-type: none"> • Facilitation • Workshop • Delivery roadmaps • Capability analysis • Concept modelling 	Skills <ul style="list-style-type: none"> • Stakeholder management • Workshop facilitation • Process knowledge • Negotiation • Defining the approach / picking the right tools

Service: Process Improvement	
Activities <ul style="list-style-type: none"> • Objective, agreement • Identify the process/problem investigation i.e. discovery • Observe, interaction • Map as-is process • Gap analysis <ul style="list-style-type: none"> ➢ Duplications ➢ Handoffs ➢ Remove • To-be vision/options <ul style="list-style-type: none"> ➢ Workshop ➢ Requirements output/benefit ➢ Metrics/why/targets ➢ Criteria 	Skills <ul style="list-style-type: none"> • Collaboration questions – stakeholder engagement • Root cause analysis – ‘5 whys’ • Problem statement • Modelling • Apply suitable techniques • BPMN, activity diagrams, state diagrams • Context, value stream maps • Options / recommend • Prototype / UX

Service: Requirements Elicitation		
Activities <ul style="list-style-type: none"> • ID problem – ID objectives – ID measures • Planning BA approach • Workshop facilitation • Stakeholder management • Interviews • Observation • Process merging • Use case uncover (+ analyse) • Document analysis • Prototyping/Wireframes • Documentation outputs • Gain approval/consensus 	Skills (professional) <ul style="list-style-type: none"> • Planning • Requirements documentation • Requirements elicitation and analysis • Requirements decomposition 	Skills (personal) <ul style="list-style-type: none"> • Analytical thinking • Presentation skills • Workshop facilitation • Influencing and negotiation • Questioning • Reasonable • Time management • Methodology skills • Problem solving • Imaginative • Observation • Relationship building • Stakeholder management • Active listening • Ability to challenge • Written communication

Service: Facilitation

Activities

- Planning
- Prep time
- Define scope & outcomes
- Sponsorship
- Est. ground rules

Skills

- Organisational skills
- Recording / scribe skills
- Soft skills
 - Inclusive
 - Driving
 - Independent
- Time management
- Stakeholder skills
- Authority and command credibility
- Confidence
- Energy
- Post-it notes and sharpies
- Activities
- Creative thinking
- Write / draw
- Communication
- Active listening
- Knowing the audience

Service: Investigation

Activities

- Identify problem or opportunity
- Identify stakeholders
- Collate existing artefacts
- Plan analysis
- Execute analysis
- Document findings
- Agree findings

Skills

- SWOT analysis
- Stakeholder analysis
- Questioning
- Workshop facilitation
- Observation
- Visualise/document
- Consensus building/influencing