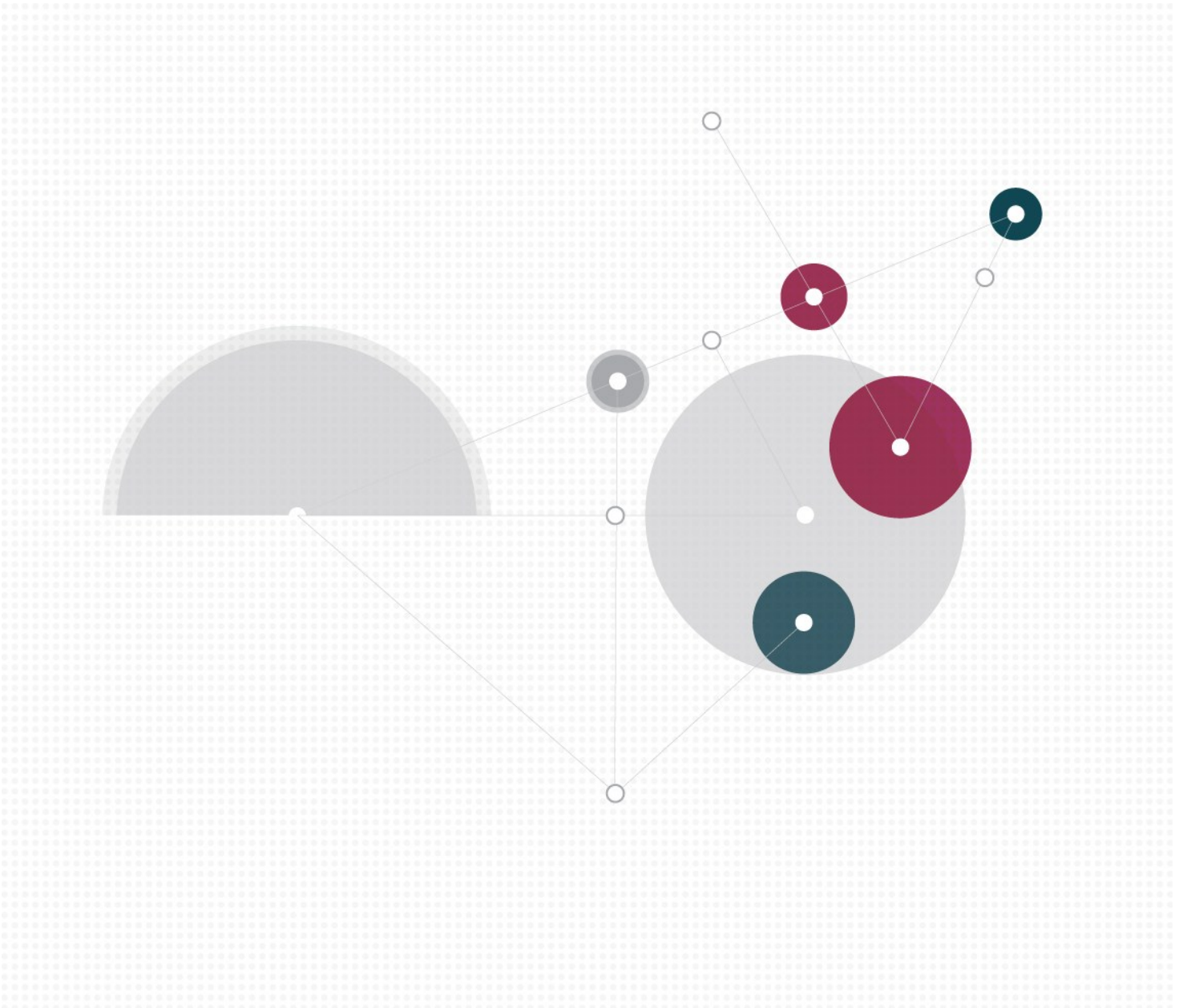


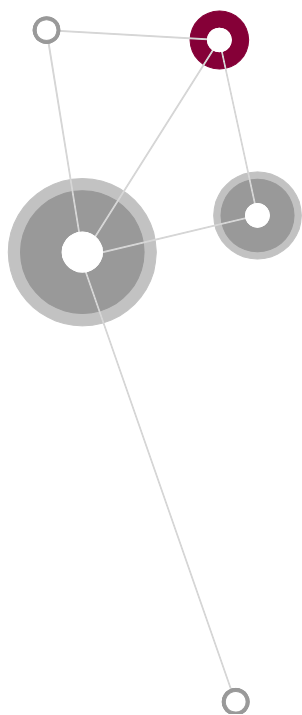
Professional Disciplines

Business Analysis and Capability Development



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Why Undertake Business Analysis?

Let's face it, situations and requirements change regularly – targeted and effective business analysis helps you to assess, benchmark, migrate, measure and keep pace with the changing business environment.

Every organisation needs a range of capabilities to support their business strategies, whether it be infrastructure, systems, processes or competency frameworks. Structured requirements definition helps confirm your business objectives, define your operating environment and determine efficient governance frameworks. This structured, systematic approach alleviates the risk of investing in measures that are not underpinned by a sound business strategy.

When you understand your key business drivers and objectives, you can then make investment decisions about what capabilities you need to realize your business strategy and deliver the benefits sought by customers, staff, stakeholders, investors and the public. Business Analysis provides a structured approach to understanding and defining business needs. Business Analysis can set and confirm business strategy as well as deliver the necessary intellectual rigour to align capability investment activities to business strategy. As a discipline Business Analysis helps to identify how to best realise business benefits and meet strategy objectives through mapping the necessary activities and processes required to deliver benefits and meet strategy objectives with maximum efficiency.

In essence effective Business Analysis and Capability Development sets the boundary for change and project management to occur. Business Analysis establishes the activity profile required through a change initiative in function and performance terms. Project Management then drives the activity profile established and ensures desired benefits are realised. Such an exercise assists in achieving business process improvement, ensuring optimal allocation of resources and the effective use of appropriate technology throughout the organisation.

Why Use Professional Business Analysts?

Project schedule slippage is costly, both in terms of project costs and delayed revenue and/or unrealised expense reductions. A key reason for schedule slippage is ineffective requirements gathering and definition, resulting in a disconnect between the business and technical aspects of a project. Effective requirements analysis and definition helps to increase project efficiency by avoiding wasted effort that does not serve to deliver the required business benefits. Professional Business Analysts possess a range of skills that allow them to bridge the gap between business and technical aspects using proven “better practice” tools, processes and procedures.

The Providence Approach/Solution

We prepare operating concepts to help clients discover which functions they need to conduct in order to achieve strategy or mission objectives. We define performance parameters and set metrics to identify success in meeting these. Through understanding what functions a business needs to conduct, and the required level of performance, we are able to undertake a targeted investigation into available product and service options that will best support the business in executing those functions. By drawing on other core Providence capabilities, we are able to produce costed options and trade-off analyses to model investment scenarios and support the selection of appropriate solutions.

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The Providence team have experience in all phases of the capability lifecycle, including; requirements analysis, specification development, development of test concepts and the execution of test plans. Where a new capability or enhanced capability has been deemed necessary, we work closely with our clients to clearly define their capability requirements and the business benefits they are seeking to realise through capability investment. This information then allows Providence Business Analysts to produce a clearly articulated requirements specification to guide the development or acquisition of an appropriate business or technical solution.

In support of business improvement initiatives, Providence's team of professional Business Analysts are able to undertake detailed reviews of business processes and resource allocation in the context of how effectively they are supporting the achievement of business objectives. Based on this strategic analysis, we are able to identify business problems and recommend process redesigns or improvements to enhance organisational efficiency. This may include Benchmarking activities to compare an organisation's processes to industry best practice, or developing Business Continuity Plans to minimise the impact of capability disruption on the achievement of business objectives.

Benchmarking

Benchmarking allows an organisation to develop a clear picture of how effective their business processes are in comparison to industry leaders and 'better practice' approaches. Benchmarking helps establish a capability baseline in function and performance terms. This baseline can then be used as the basis for scaling capability investment up or down, dependent on the specific benefits sought.

By identifying our clients' "areas of concern", we draw on industry "better practice" methodologies and research organisations that are leaders in these areas to clearly identify new methods, ideas and tools to improve performance. Powerful results can be achieved through such an exercise as traditional approaches are challenged and resistance to change diminished through clear demonstration of the benefits the proposed process improvements will deliver.

Business Continuity Planning

An effective Business Continuity Plan (BCP) is vital for ensuring an organisation is able to resume partially or completely interrupted critical functions in a timely manner following a disaster or disruption. With rising exposure to potential business disruptions, and an increasing requirement for organisational accountability, the need for a BCP is no longer in question.

Providence is able to assist clients with the development of a formal BCP that meets their business needs, serving as a key component of an industry best practice risk management framework. Working closely with our clients, we are able to undertake all phases of the Business Continuity Planning lifecycle, including: analysis, solution design, implementation, testing and organisation acceptance, and maintenance.

