

Business Analysis for IT Optimisation, Best Practice and Digital Transformation



Service Breakdown

A proven 9 step plan to success

- 01 Situation investigation and Corporate vision sharing
- 02 Problem analysis
- 03 Feasibility assessment, Critical Path analysis and business case development
- 04 IT & Business process improvement mapping to support corporate vision
- 05 Requirements definition & sign off
- 06 Business acceptance & cultural testing
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Situation investigation and Corporate Vision



Description

Investigate root cause of problems, identify where a business need exists, and shape the project to address the need in order to support the company's corporate objectives

Value Proposition

- ③ Explore and Agree a clear definition of the problem/s to be addressed and the business needs to be met. Airline.
- ③ Define the scope of the work to address the problem/s
- ③ Where undertaking a project is relevant to addressing the business issue. Clarify and outline the investment objectives and business benefits to be achieved by the project in order to create a compelling ROI

Activities

1. Investigate the situation and the problem/s hindering the business .
2. Understand strategic context for the situation i.e cost saving, increased collaboration, stronger security, etc
3. Identify and articulate the business needs with a clear definition inc stakeholder ownership
4. Define the scope of the business change project.
5. Define the success criteria.

Problem analysis



Description

Investigate root cause of the problems, identify where a business pain exists, and shape the project to address the pain.

Value Proposition

- ③ State a clear definition of the problem to be addressed and the business needs to be met.
- ③ Define the scope of the work to achieve this.
- ③ Where undertaking a project is relevant to addressing the business issue. Clarify and outline the investment objectives and business benefits to be achieved by the project.

Activities

1. Investigate the situation and the problem more opportunity.
2. Understand strategic context for the situation.
3. Identify and articulate the business needs.
4. Define the problem.
5. Define the scope of the business change project.
6. Define the rationale for rejecting a project proposal.

Feasibility assessment and business case dev



Description

Evaluate the options to meet the business need and support the development of the business case for change.

Value Proposition

- Define the rationale for a proposed business change.
- Generate, describe, and evaluate the options to achieve the business requirements.
- Quantify and/or describe the investment objectives and predicted business benefits.
- Support informed decision-making regarding business change investment.

Activities

1. Generate and describe options to resolve the problem.
2. Remove unviable options.
3. Identify and analyse impacts and risks for each option and what may be done about them.
4. Identify and analyse costs and benefits for each option.
5. Evaluate financial, technical, and business feasibility of options.
6. Evaluate alignment of options with strategic goals.
7. Support comparison and selection of solution.

IT & Business **process improvement**



Description

Research, analyse, and define current and proposed business processes; apply gap analysis to identify actions required to implement the revised processes.

Value Proposition

- ③ Describe and redesign existing business processes.
- ③ Define required process changes that will enable business improvement and business benefit realisation.
- ③ Identify the actions to be undertaken to deploy the improved processes.

Activities

1. Model existing processes.
2. Define required (new or revised) processes.
3. Identify gaps between existing (as-is) and required (to-be) processes.
4. Analyse gaps between existing and required processes.
5. Identify and analyse business process measures.
6. Identify actions to implement new processes.
7. Ensure alignment between IT systems and processes.

Requirements definition & Sign Off



Description

Elicit, analyse, and define requirements for business and IT change initiatives.

Value Proposition

- 🕒 Elicit, analyse, describe, and manage requirements that are to be addressed by business and IT changes, at the level of detail relevant to the context.
- 🕒 Define requirements that will enable business improvement and business benefit realisation.

Activities

1. Define requirements definition approach and quality standards.
2. Elicit and interpret the requirements.
3. Record requirements.
4. Build models and prototypes to represent the requirements.
5. Collaborate and communicate with internal stakeholders in the business and IT functions, and external stakeholders to clarify requirements.
6. Analyse, prioritise and assure the quality of the defined requirements.
7. Support stakeholder review of requirements.
8. Conduct user analysis and profiling.
9. Ensure requirements are aligned with project scope and strategic business goals.
10. Establish traceability of requirements from the business need to the solution.

Business acceptance & Cultural testing



Description

Support business staff in testing new business and IT changes to ensure acceptability.

Value Proposition

- Define acceptance tests for a business solution.
- Collaborate with stakeholders to support business acceptance of a business solution.

Activities

1. Agree scope for testing activity.
2. Define test scenarios and test cases.
3. Provide support to stakeholders when testing for business acceptance.

Business change deployment



Description

Support the deployment of business and IT changes to ensure a smooth transition.

Value Proposition

- Define transition requirements for the business changes.
- Collaborate with stakeholders to support the deployment of the required business changes and enable their adoption.

Activities

1. Assess business readiness.
2. Support transition planning.
3. Support the adoption of the IT and business changes.
4. Develop and deliver training in the new IT and business systems.
5. Support the benefits and post-implementation reviews.

Test and Measurement



Description

Identifying stakeholders, analysing their needs and expectations, and planning and implementing various tasks to engage with them.

Service Value Proposition

 Support the achievement of business change and IT project success through stakeholder collaboration, communication, and effective stakeholder relationship management.

Activities

1. Identify stakeholders.
2. Challenge and inform stakeholders.
3. Negotiate stakeholder conflicts.
4. Engage with stakeholders.
5. Communicate with stakeholders verbally and in writing.
6. Support stakeholders.
7. Facilitate meetings and workshops and record outputs.

Stakeholder engagement & Client Success



Description

Identifying stakeholders, analysing their needs and expectations, and planning and implementing various tasks to engage with them.

Service Value Proposition

 Support the achievement of business change and IT project success through stakeholder collaboration, communication, and effective stakeholder relationship management.

Activities

1. Identify stakeholders.
2. Challenge and inform stakeholders.
3. Negotiate stakeholder conflicts.
4. Engage with stakeholders.
5. Communicate with stakeholders verbally and in writing.
6. Support stakeholders.
7. Facilitate meetings and workshops and record outputs.

What makes us **different**



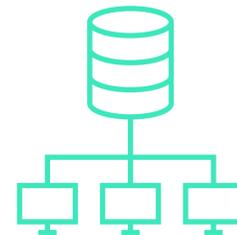
We Focus on Agreed Outcomes

By using our trained AI engine, we can understand, process and compare thousands of incidents/ processes per second – something humans just can't do. This gives us a unique ability to understand the true underlying issues of your business and support you.



Core Event Data

Simply put, KUPA is our way of taking all your “known” and “structured” system data, and combining it with a way to “read” and contextualise the “unstructured” user/support team ticket data.



System Tickets & Incidents

All historical System ticket data from any service management platform is ingested



Tech Support

For IT teams, we uncover hidden patterns and trends and create correlations which lead to critical insight on causes of incidents and problems, as well as avoiding complex change risk.

- √ Reduce ticket volumes by 25-30%,
- √ Improve automation by 30%
- √ Avoid serious incidents or change impacts



Collaboration Channels

We integrate across all collaboration channels to make it easy + accessible for all users in all locations on all devices



Self-Service

For End Users, we provide a simple and seamless way for them to self-serve. Find their own answers quickly and get back to the day job or create easy requests for assistance with no downtime and significant time and cost reduction



Thank you

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