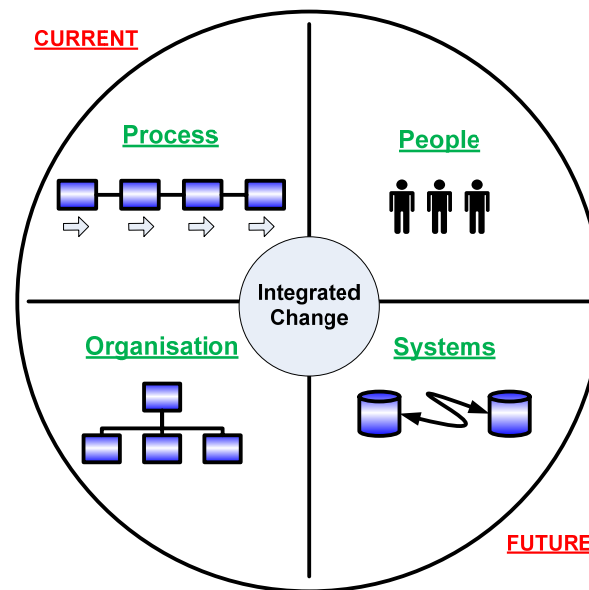


# Example Material – Business Analysis

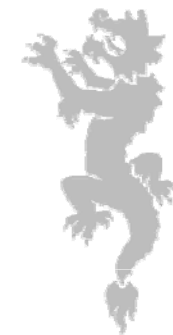
## Changing a Business

- All Projects are about making a change to a business
- Changes are usually driven by strategy, policy, legislation or a need to improve/adapt the business
- The changes may be to Processes, Systems, Organisation and People
- To make any change we usually form a 'Project' to co-ordinate the design and delivery of the change



# Example Material – Business Analysis

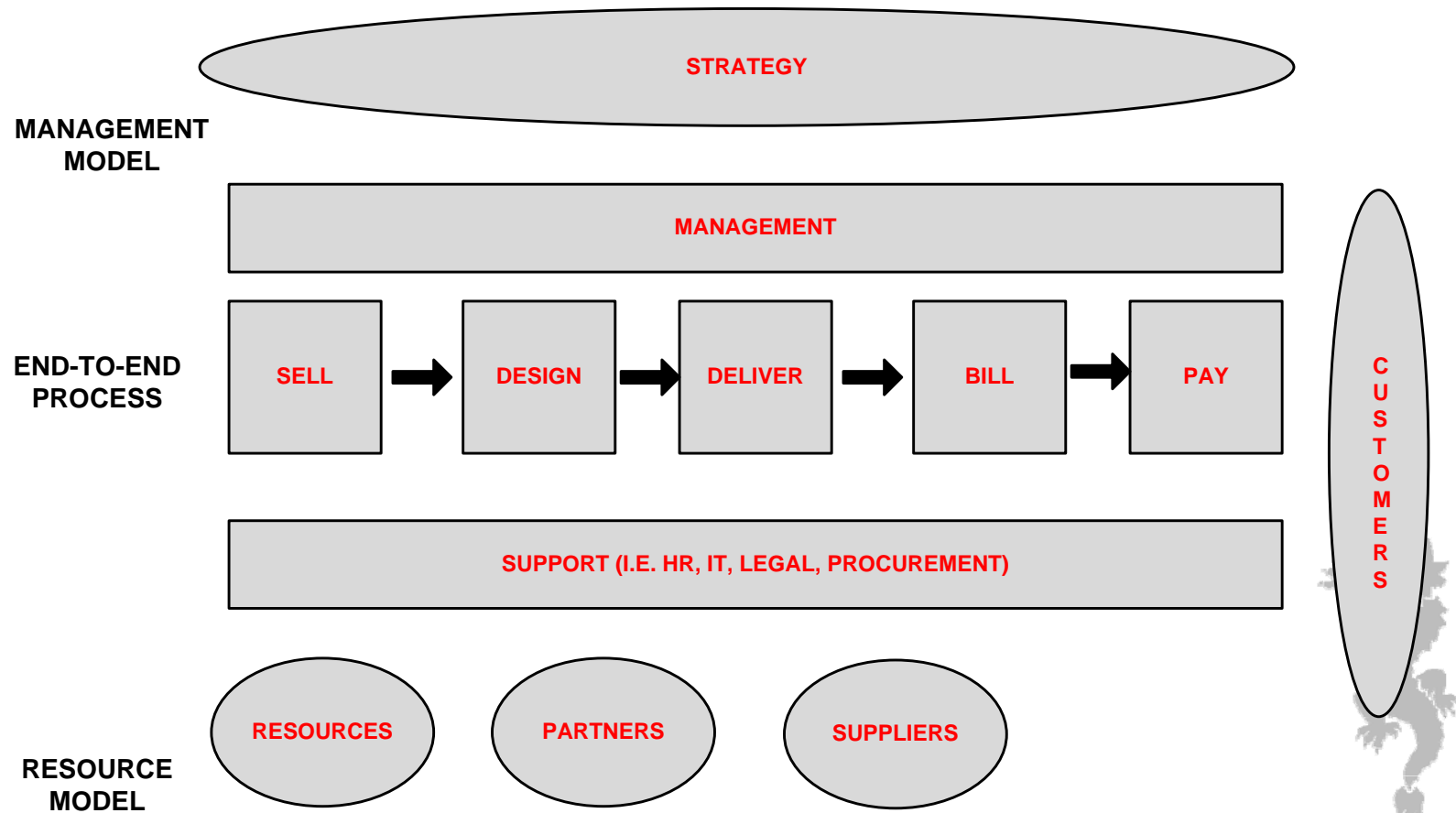
## Roles



# Example Material – Business Analysis

## Business Design Framework

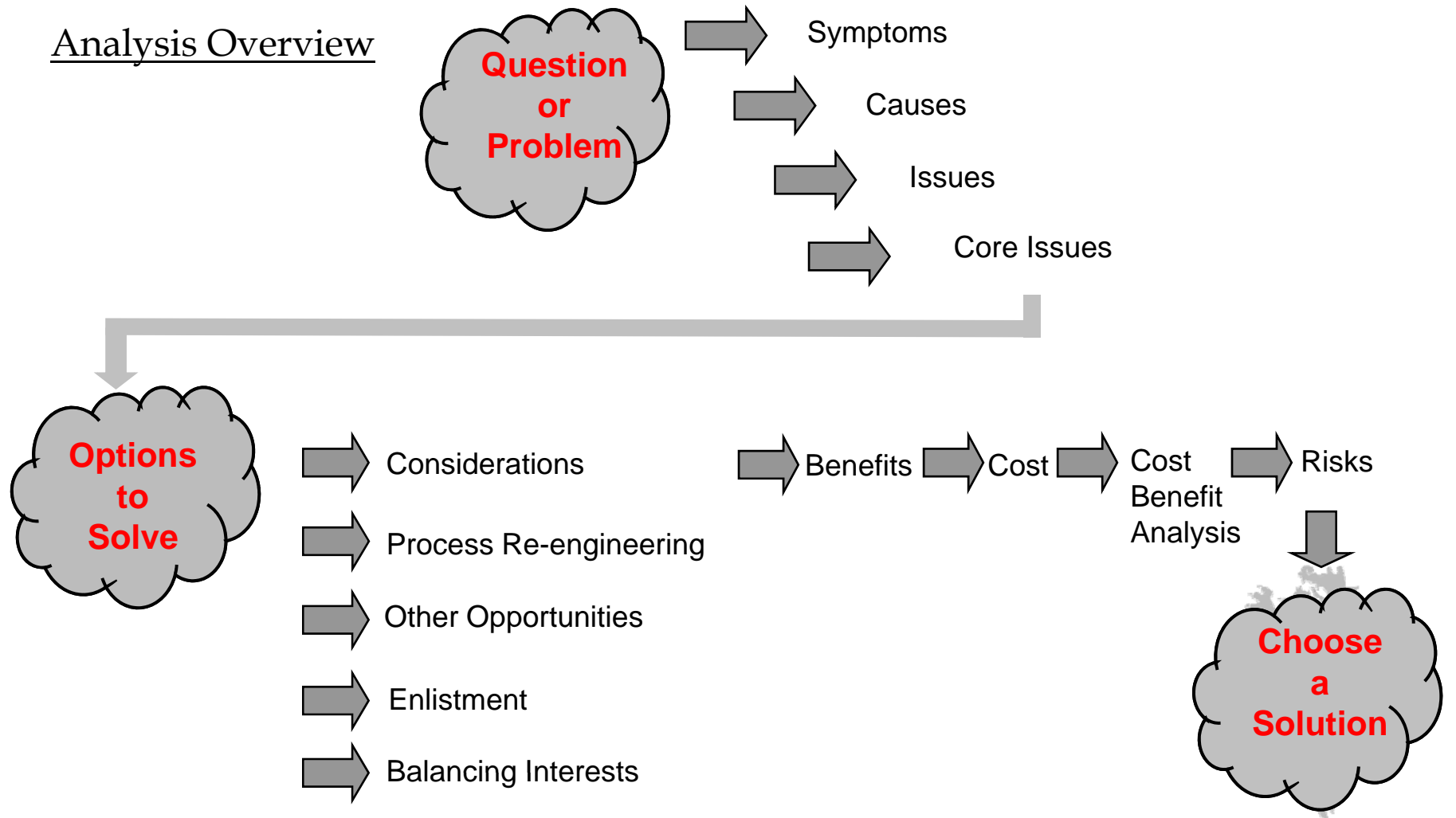
### Business Model



# Example Material – Business Analysis

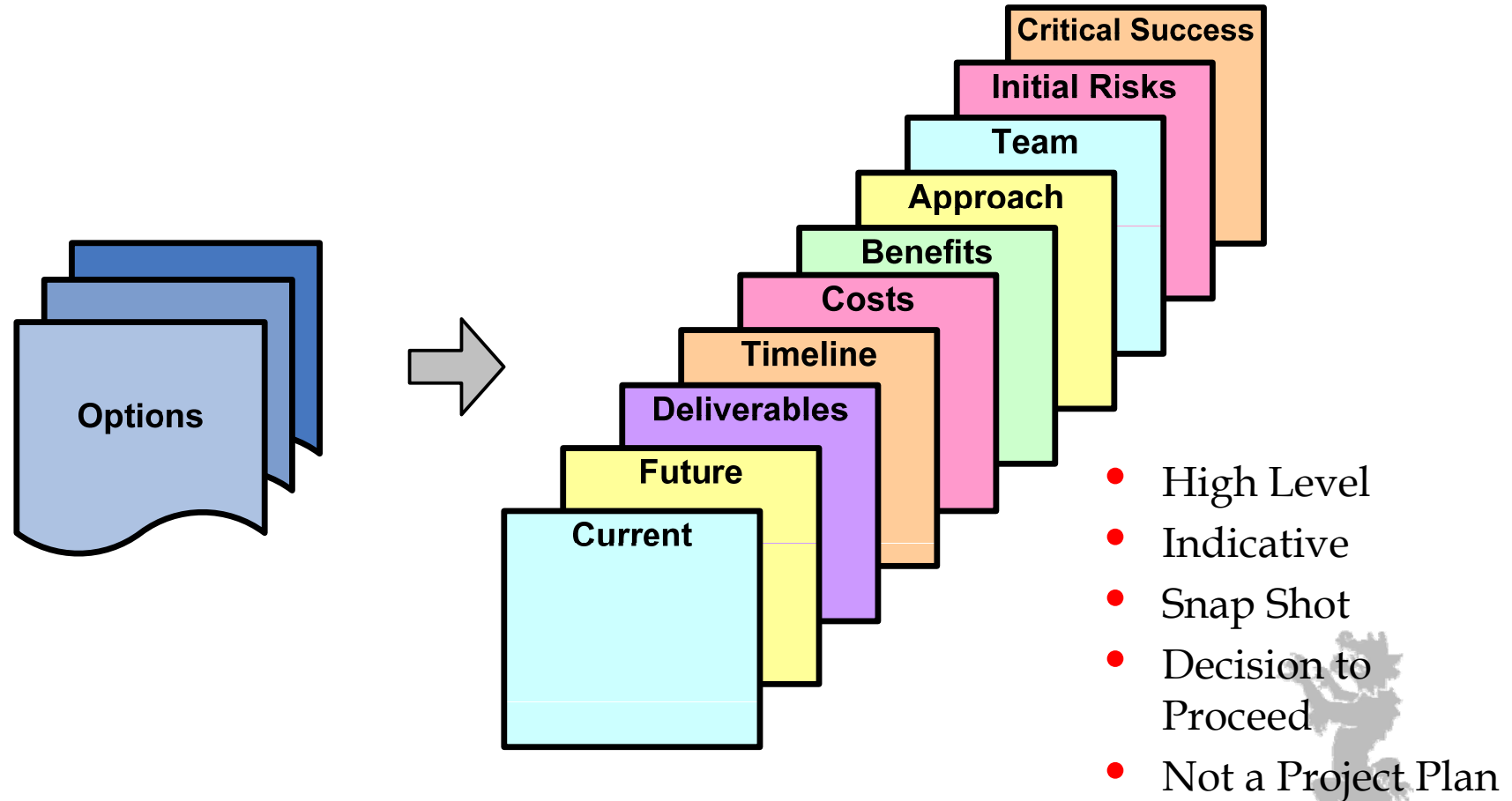
## Problem Analysis

### Analysis Overview



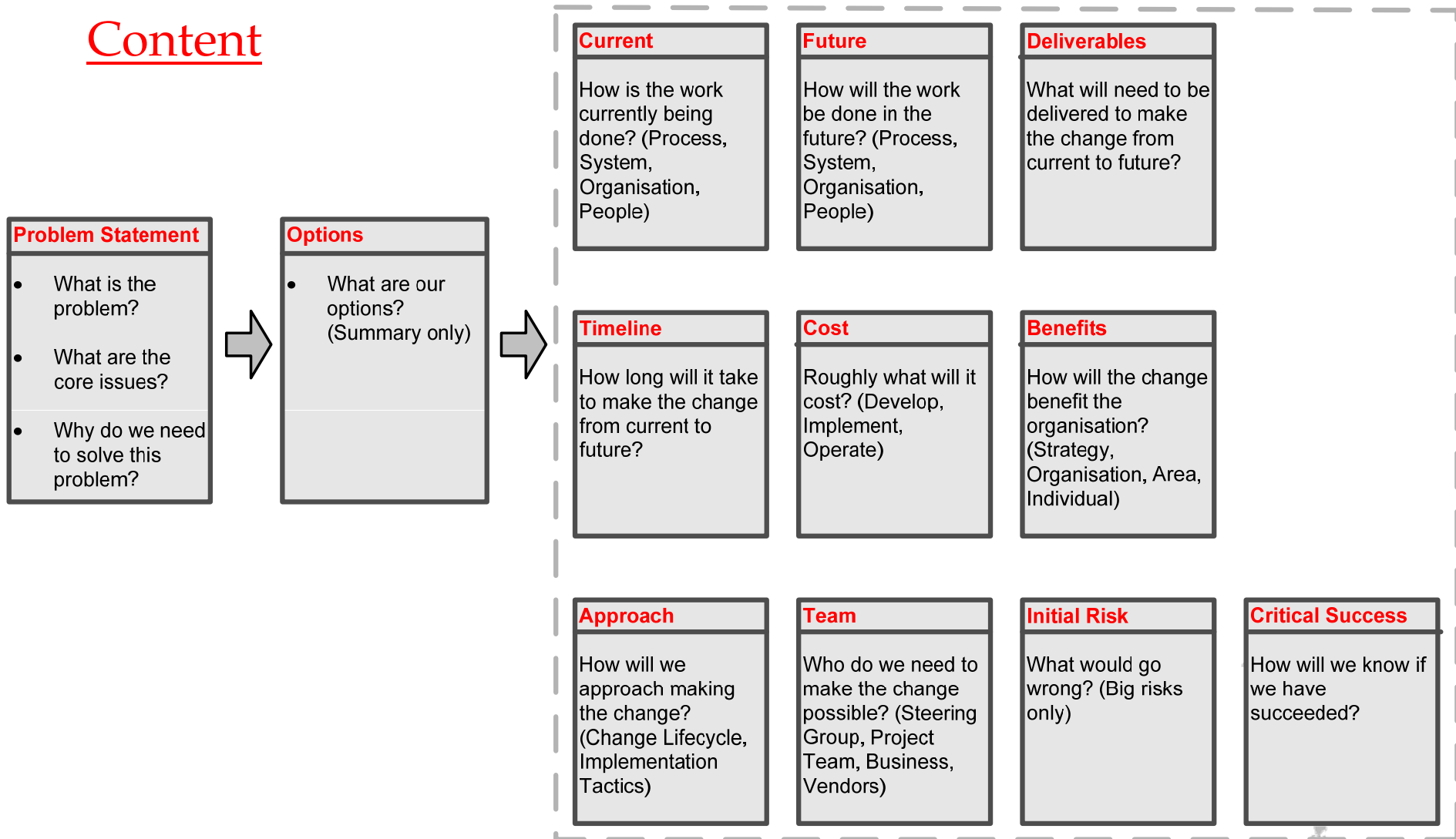
# Example Material – Business Analysis

## Optional Content



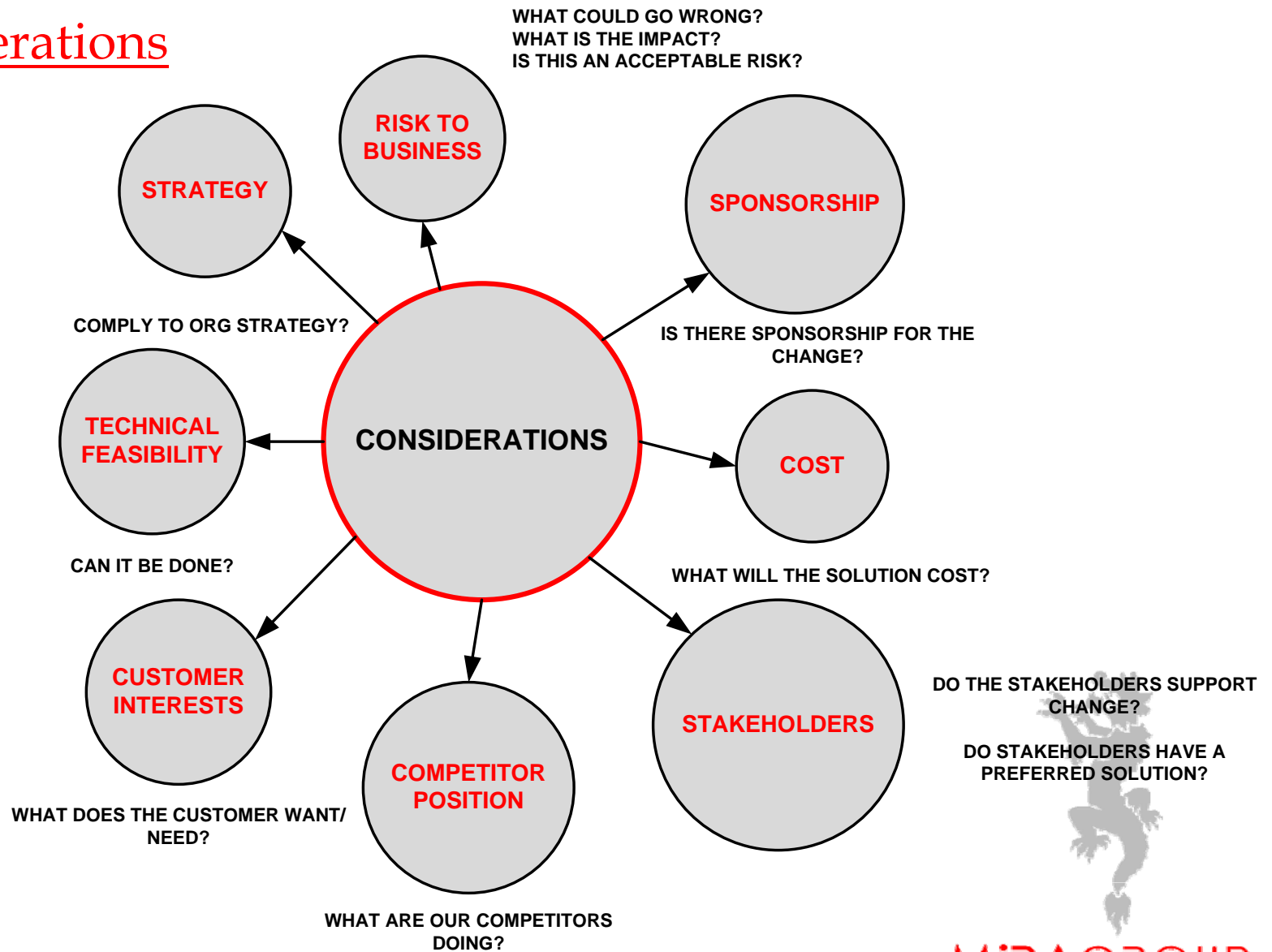
# Example Material – Business Analysis

## Content



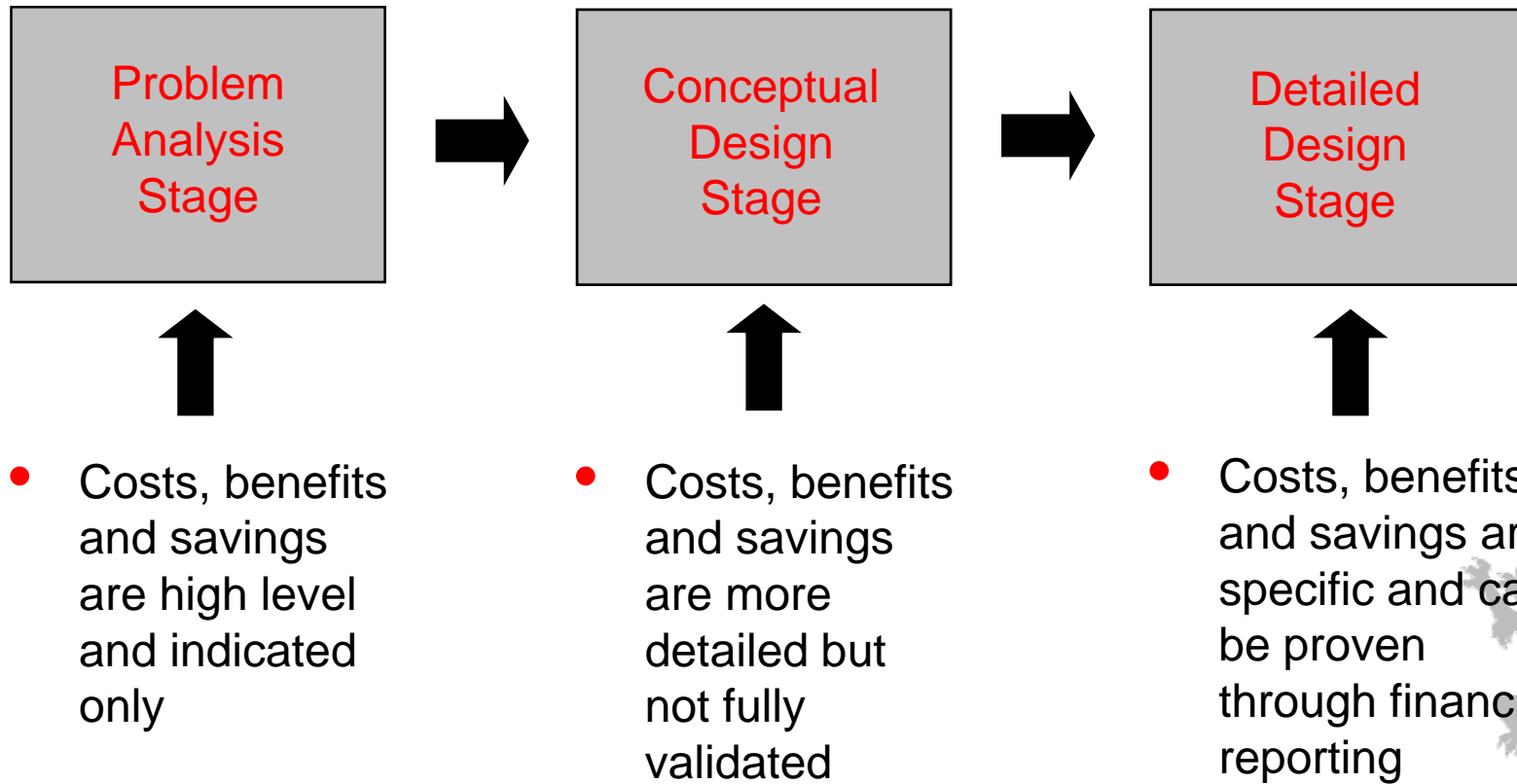
# Example Material – Business Analysis

## Considerations



# Example Material – Business Analysis

## Problem Analysis



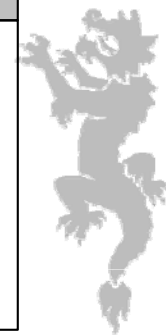
# Example Material – Business Analysis

## Problem Analysis Tips

### Understanding the Business Perspective

Every business area has their own perspective and behaviours

| SALES   | DESIGN   | OPERATIONS  |
|---|--|---|
| <ul style="list-style-type: none"><li>• Outward focus</li><li>• Future focus</li><li>• High communications</li><li>• Energetic</li><li>• Negotiation skills</li><li>• Good interpersonal</li><li>• Look for wins</li><li>• Good with concepts</li></ul> | <ul style="list-style-type: none"><li>• Detail oriented</li><li>• Engineering based</li><li>• Risk adverse</li><li>• Logical, structured, practical thinking</li><li>• Highly intelligent</li><li>• Like to think through the detail</li></ul> | <ul style="list-style-type: none"><li>• Focused on today's delivery</li><li>• Practical realistic thinkers</li><li>• Risk adverse</li><li>• Prefer visible &amp; simple approaches to problem solving</li><li>• Makes decisions</li></ul> |
| HUMAN RESOURCES   | FINANCE  | PROCUREMENT (SC)  |
| <ul style="list-style-type: none"><li>• People focussed</li><li>• Usually good comms</li><li>• Good interpersonal</li><li>• Tend to prefer consensus</li><li>• Trust "group" thinking</li></ul>   | <ul style="list-style-type: none"><li>• Numbers focus</li><li>• Can be creative problem solvers</li><li>• Good with concepts</li><li>• Like to work through the detail</li><li>• Good risk managers</li></ul>                                  | <ul style="list-style-type: none"><li>• Tend to have higher expectations for delivery</li><li>• Good risk managers</li><li>• Used to making decisions</li><li>• Usually good with concepts</li><li>• Future focussed</li></ul>            |



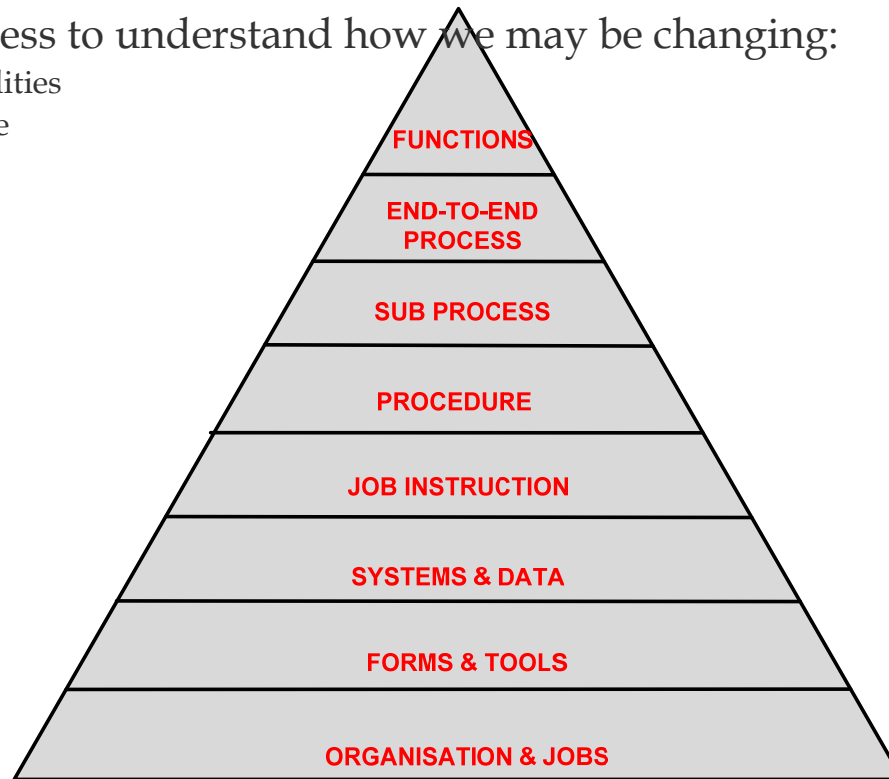
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# Example Material – Business Analysis

## Solution Design Approach

### Modelling Future

- When we model the future design we usually start with the new process
- We use the new process to understand how we may be changing:
  - Functional responsibilities
  - Organisation structure
  - People's jobs
  - Related processes
  - Information
  - Systems & data

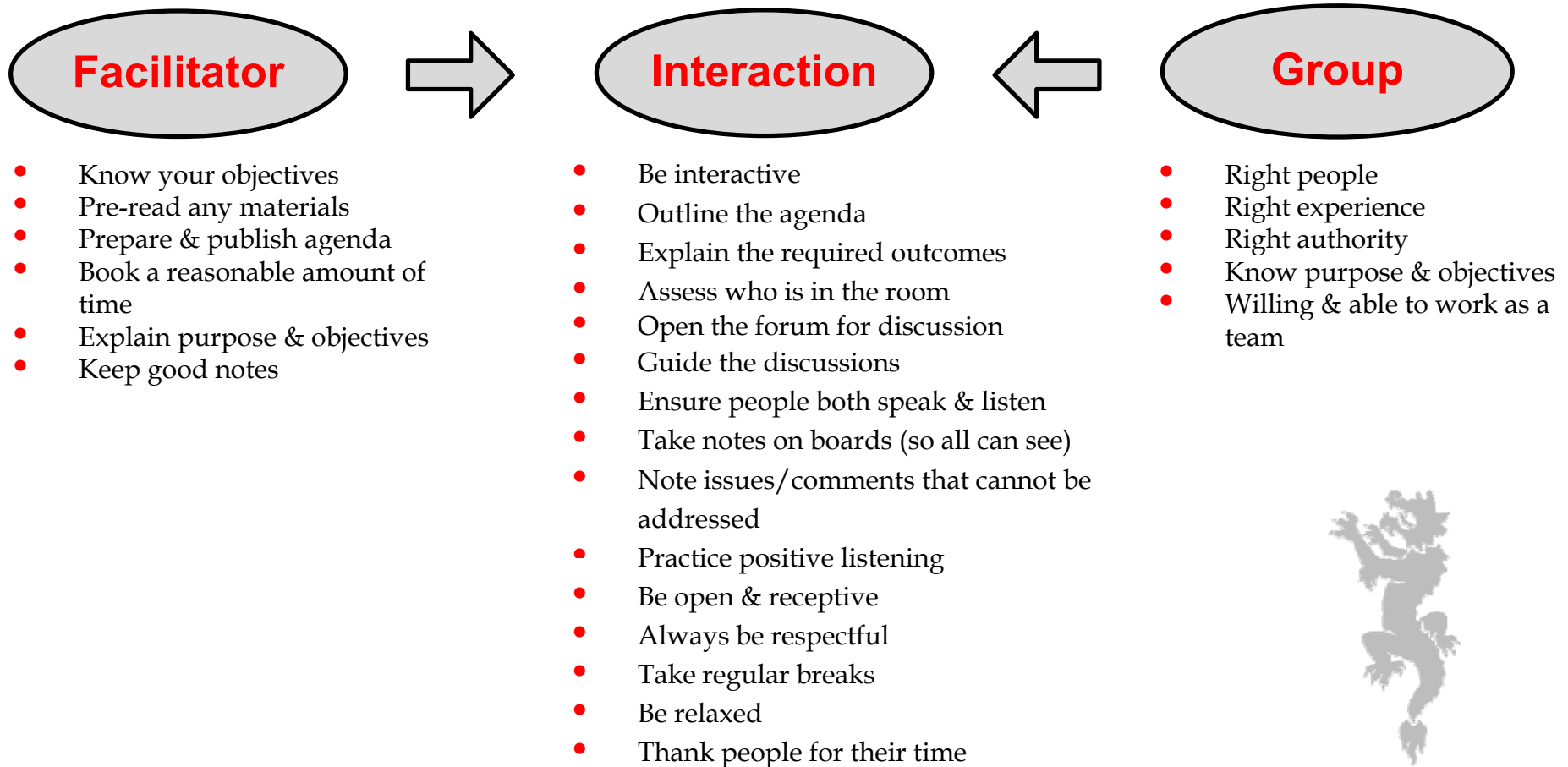


# Example Material – Business Analysis

## Solution Design Approach

### Facilitation

Usually we need the business to think as a team when we develop the future model

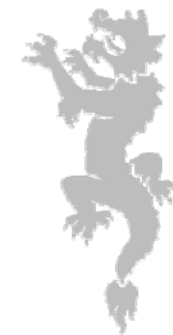
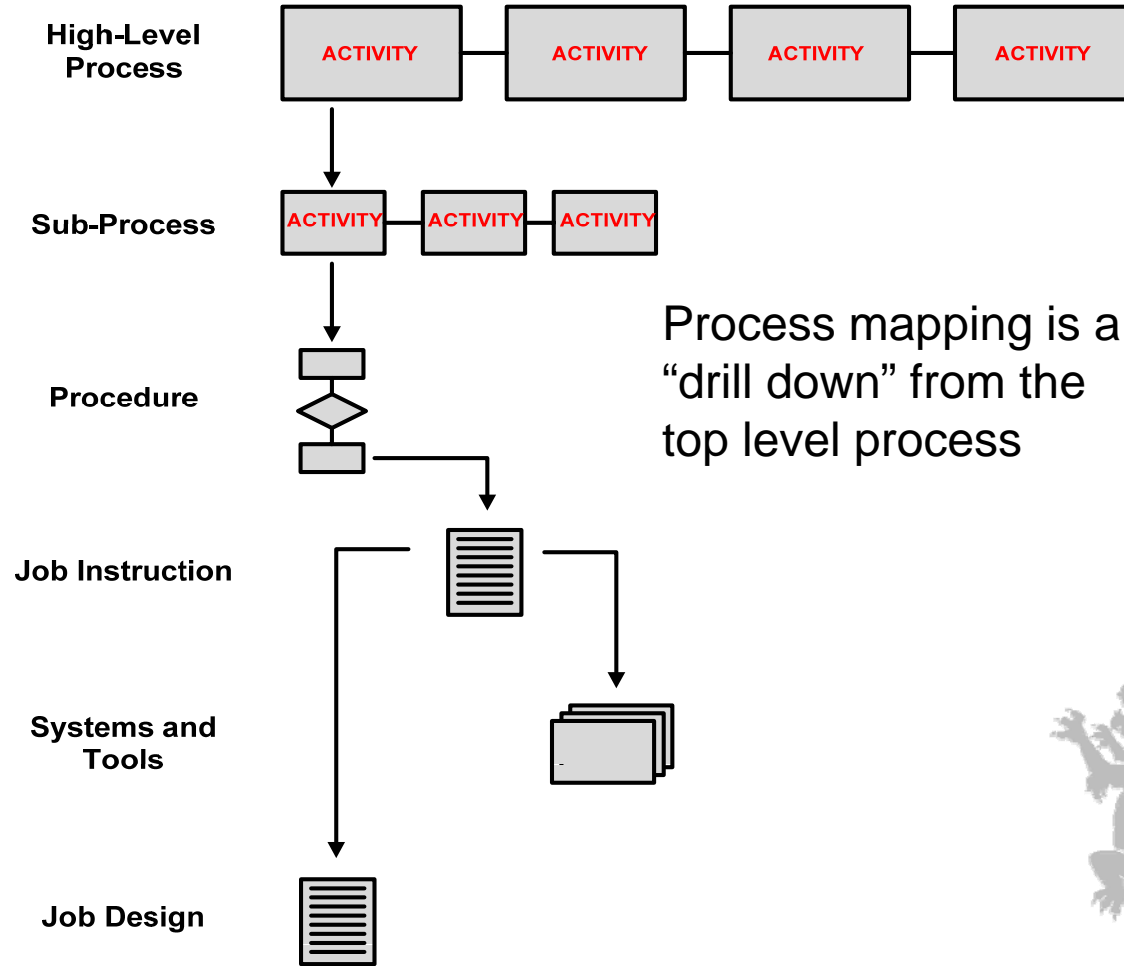


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# Example Material – Business Analysis

## Designing Solutions

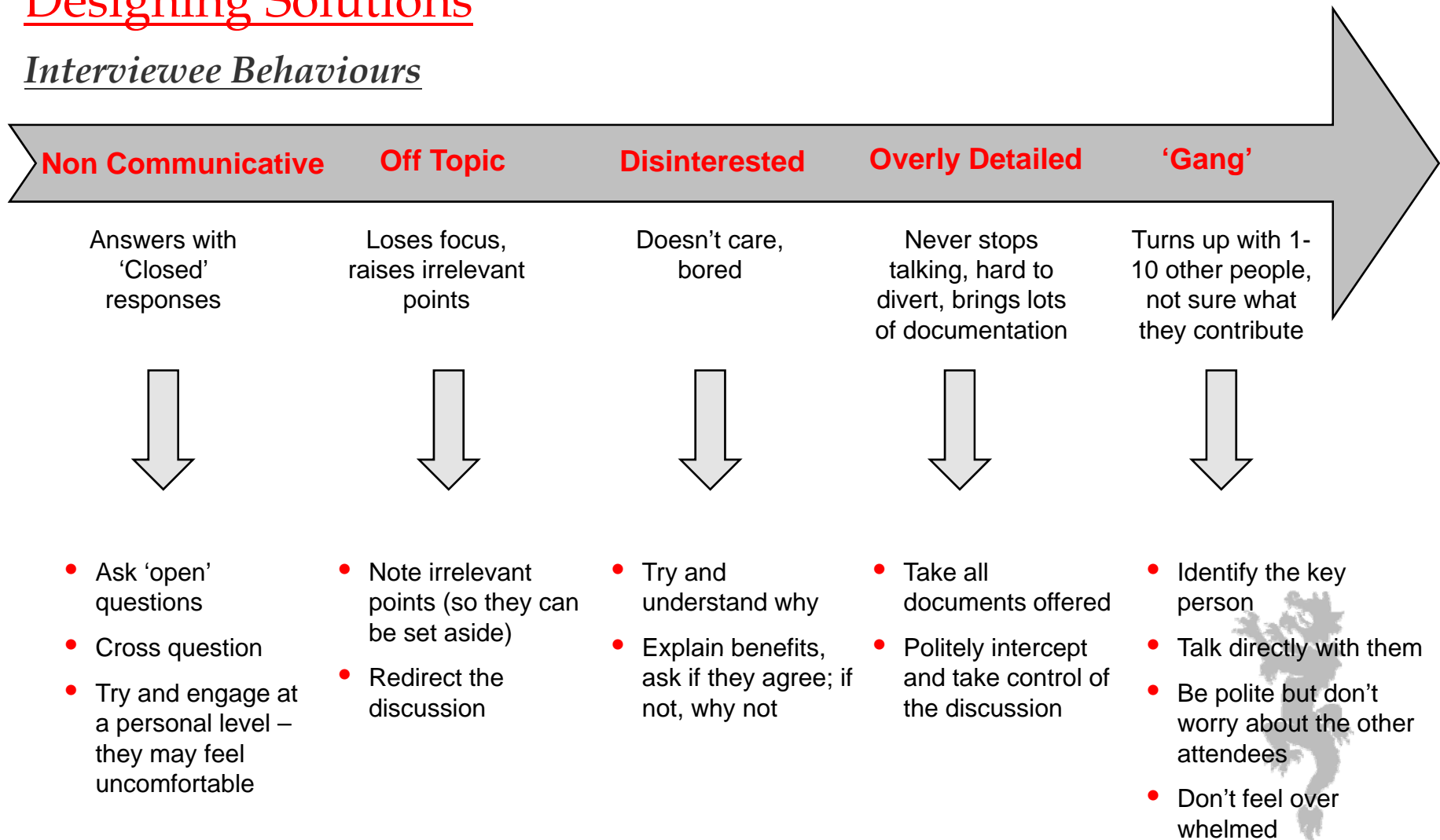
### Process Mapping



# Example Material – Business Analysis

## Designing Solutions

### Interviewee Behaviours

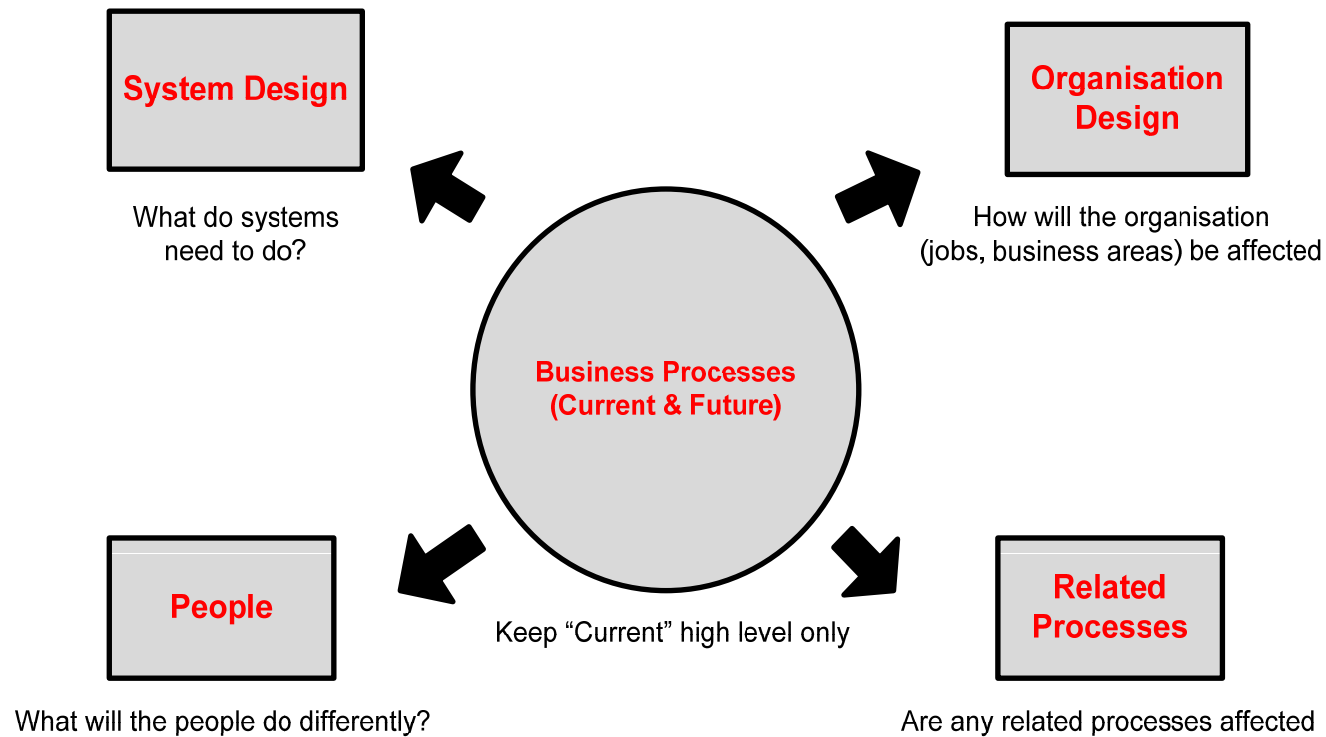


# Example Material – Business Analysis

## Designing Solutions

### Integrated Design

We use the process design to derive the other changes to the organisation



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