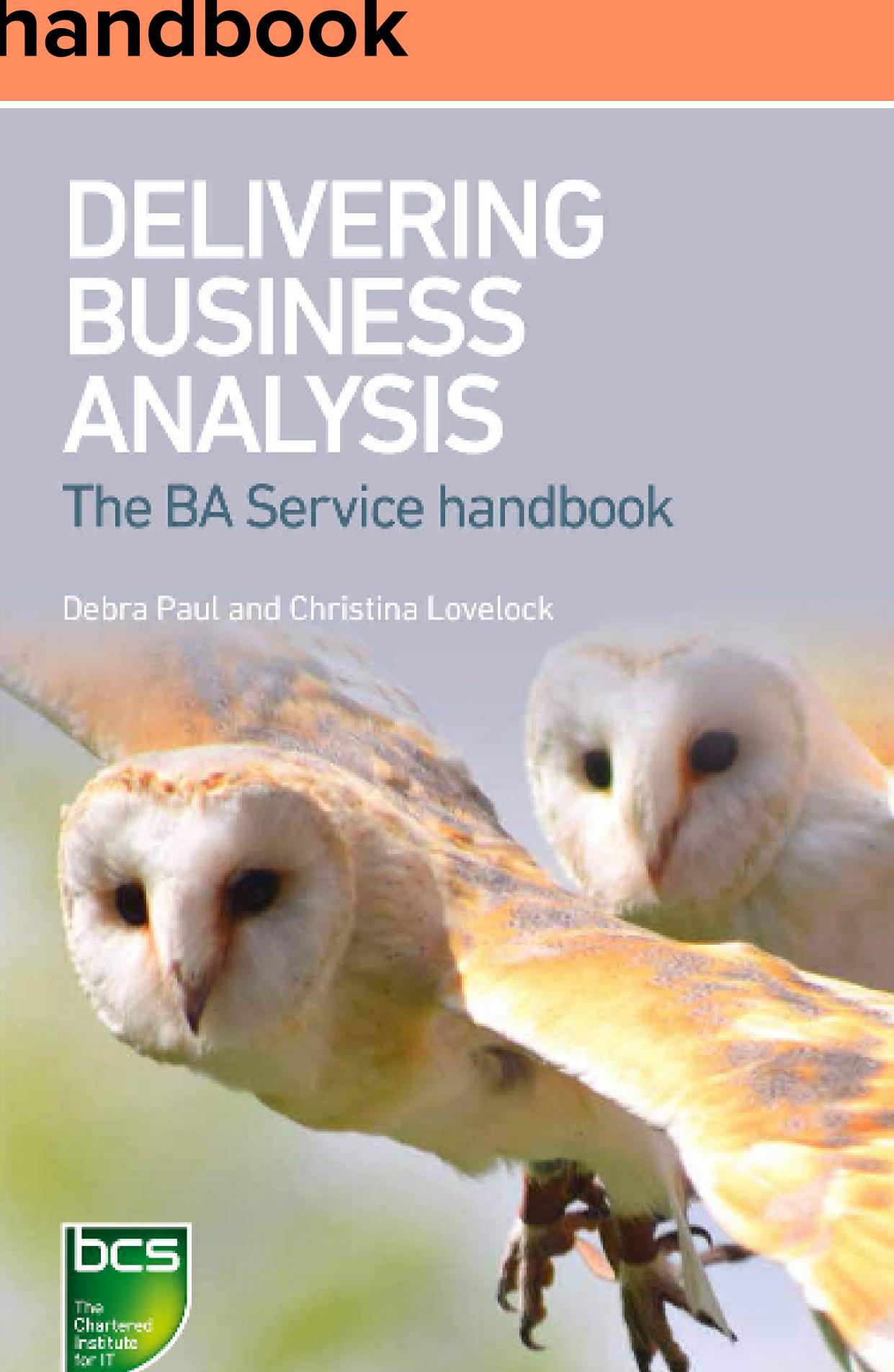
Chapter Book Rubric 06.10.2020

Delivering Business Analysis: The BA Service handbook



Debra Paul



01 Introducing the BA Service

Content

02 Introducing the BA Service Framework

03 Recruiting and Retaining Business Analysts

04 Developing the Business Analysts

06 Standardising the BA Service

05 Enabling a High Performance Service

07 Applying Software Tools to support B Service

Christina Lovelock



09 Operating the BA Service

08 Leading the BA Service

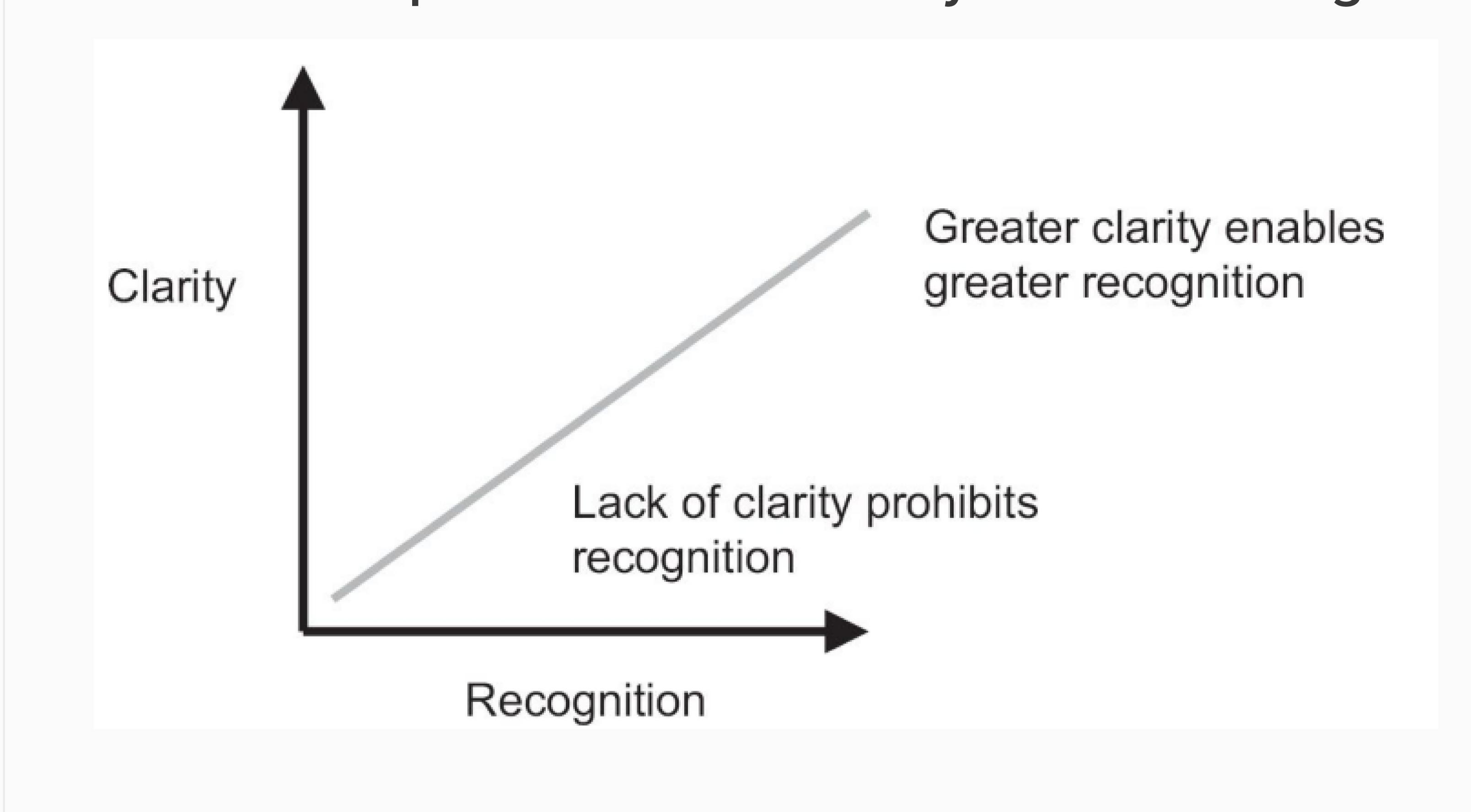
10 Delivering a Customer-Oriented BA Service

11 Fostering a BA Service Cuture

12 Improving BA Service Quality

13 Measuring the Performance ot the BA Service

The relationship between role clarity and role recognition



The Business Analysis Service Framework

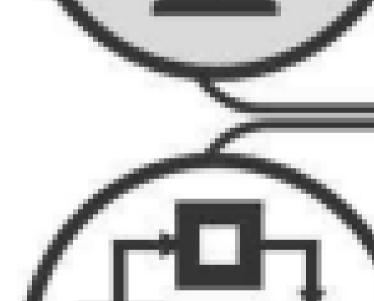


Situation investigation and problem

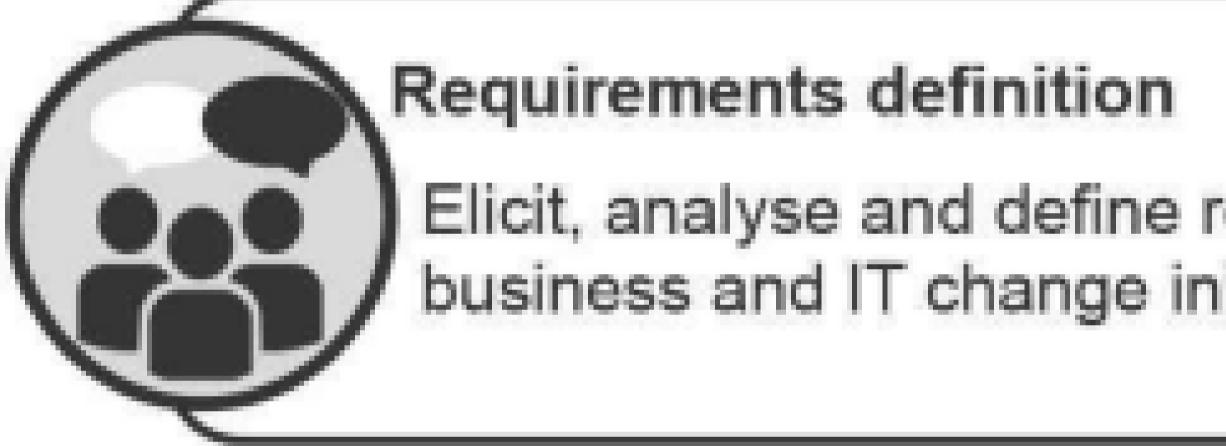
Investigate root causes of problems, identify where a business need exists and shape the project to address this need. Feasibility assessment and business



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



Business process improvement



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

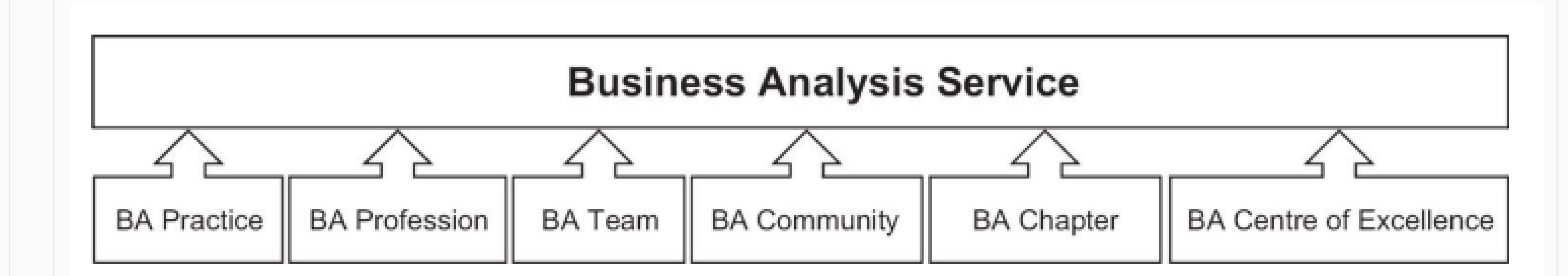
centralised BA team.

Business acceptance testing Support business staff in testing business

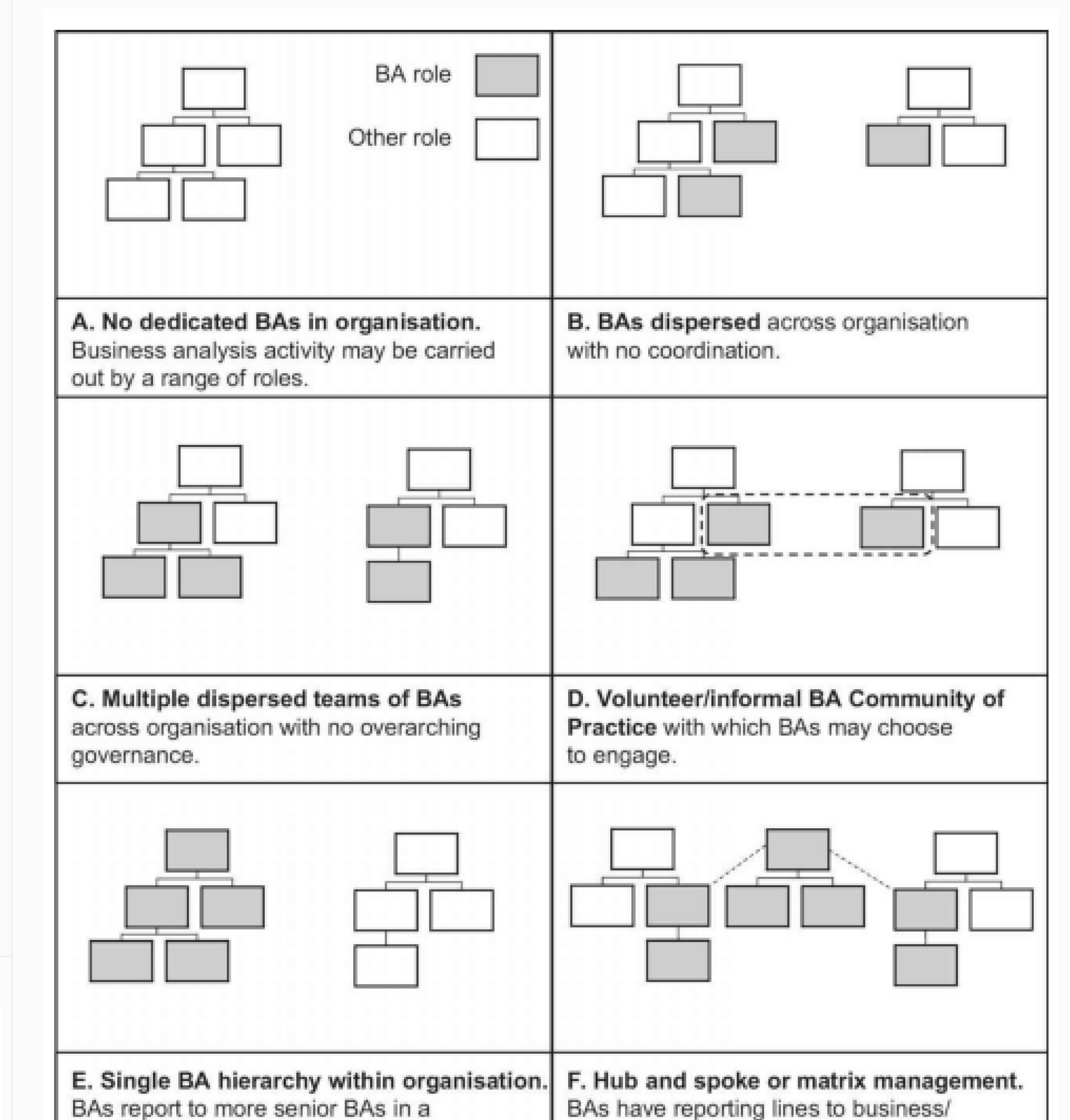
and IT changes to ensure acceptability.

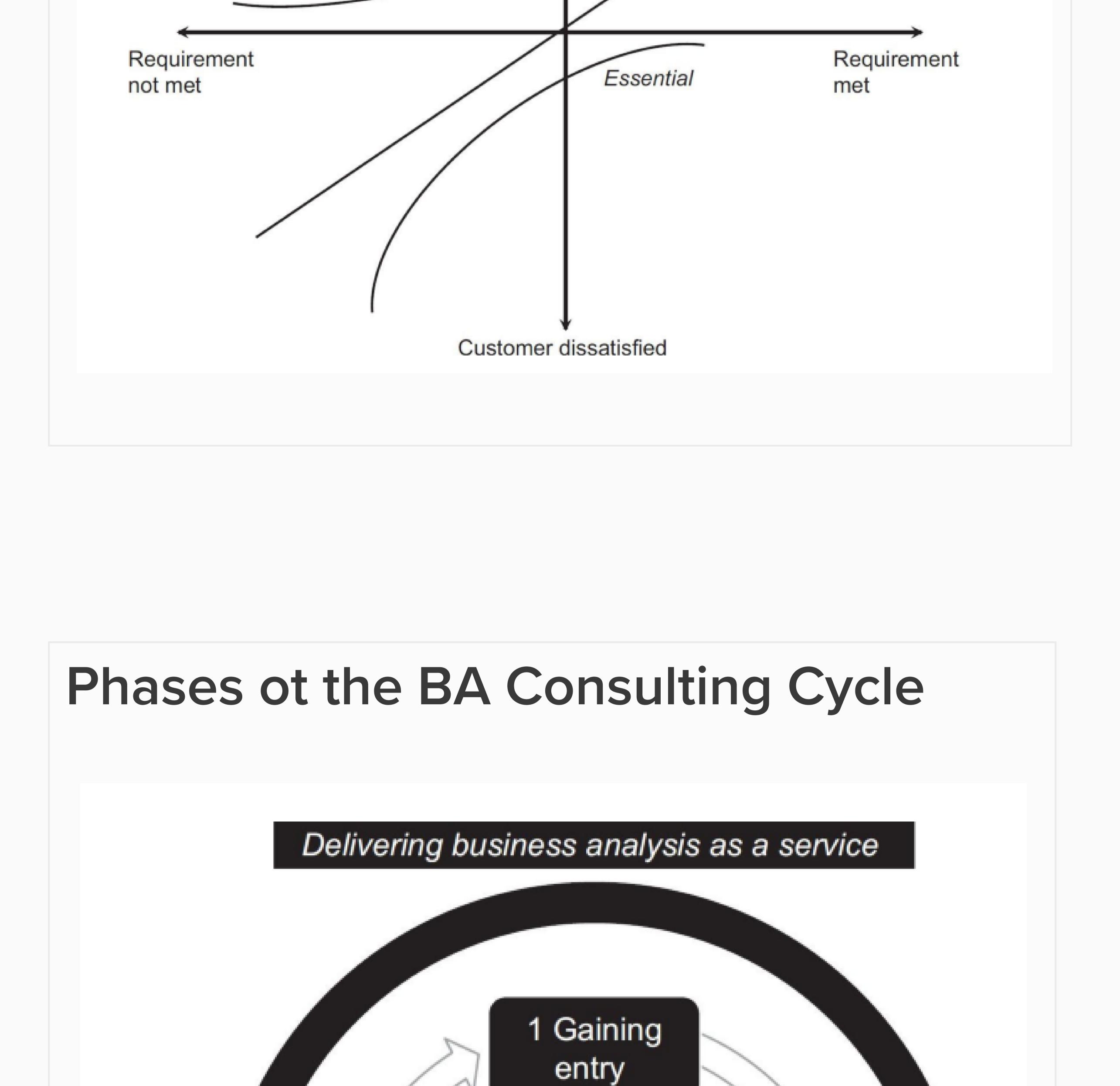
Business change deployment Research, analyse and define current and proposed business processes; apply gap Changes to ensure a smooth transition.

Possible titles for the Business Analysis Service



Example organisational structures for the BA Service





3 Diagnosing

The Kano model

The T-shaped business analyst

delivery teams and centralised BA team.

Business skills Personal skills

Kahler's 5 drivers

Aims for perfection. Strives to produce work to a high standard. Focus on checking can result in deadlines

4 Action

Delivering BA services (the BASF)