Applied Informatics

G-Cloud Service Definition

Business Analysis & Process Design

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1 Service description

To succeed in delivering technology-enabled change, the organisation's needs must first be understood in terms of its business drivers, goals and objectives, and then a solution adopted that enables users, processes and technology to work together effectively to achieve the organisation's desired outcomes.

Our Business Analysis & Process Design service provides the expertise and uses proven methods and tools to help organisations model, analyse and determine:

- their business needs, goals, information needs and project objectives;
- their current state in terms of the structure and inter-relationships between their people, processes, information, technology and the external environment; and
- the organisational, process and technology-enabled changes needed to achieve their project objectives and business outcomes.

Key analysis methods include stakeholder analysis, modelling business process and data flows, and analysing and mapping business requirements to create use cases. These methods work equally well with projects that choose to adopt a more architecture led approach, using frameworks such as TOGAF®, and with projects that choose to follow more implementation led approaches such as Agile and DevOps.

The service can also be extended using our Requirements Management service to assist organisations with gathering and cataloguing business and data requirements and communicating them effectively between business and technical stakeholders.

1.1 Service features

- Determines organisation's current state in terms of its structure and processes and specifies changes required to achieve its desired future state.
- Supports design, implementation, testing and evaluation of solution.
- Facilitates stakeholder communication, especially for larger projects where informal communication of business requirements between business and technical stakeholders tends not to scale.
- Supports business and IT strategic planning, business process improvement and re-engineering, etc.
- Able to visualise potential benefits and costs of introducing new services and improving existing processes.

1.2 Service benefits

- Potential to reduce changes, defects and re-work (and their associated costs and delays) by analysing and clarifying business needs prior to solution design and/or implementation.
- Identifies opportunities to create new services and to improve quality, efficiency and productivity and reduce costs of existing processes.
- Promotes stakeholder engagement and buy-in by representing stakeholder's interests and ensuring business requirements accurately reflect their needs and align to high-level business drivers, goals and objectives.
- Prioritises business needs (e.g. using MoSCoW analysis) to help ensure that those which are addressed first add the most value.
- Increases likelihood of project delivering a solution that meets the organisation's needs and enables users, processes and technology to work together effectively.
- Proven methods and tools used to accelerate delivery, reducing time and cost while guaranteeing quality.

1.3 Related services

- Requirements Management: to catalogue analysed business and system requirements.
- Solution Architecture & Design: provide analysis inputs into downstream architecture and design activities.
- Data Modelling & Design: provide analysis inputs into downstream data modelling and design activities.
- Integration Architecture & Design: provide analysis inputs into downstream integration architecture and design activities.

2 Service provision

2.1 Requesting the service

Following a request from the client, we will arrange a meeting to gain an overview of the client's project (including objectives, timelines, budget, etc.) and to understand the client's needs and types of business analysis deliverables we need to produce.

One or more specialist Business Analysts will then be assigned to deliver the service depending on the size and complexity of the project.

2.2 Required inputs

- Project plan (or similar documentation) describing scope, objectives, stakeholders, deliverables, approach, governance processes and timelines.
- Project team roles and responsibilities.
- Any additional background information regarding the project.
- Relevant business and technical documentation, e.g. IT strategy, migration plan, business, data and system requirements, business process / data flows, use cases, existing interface specifications, data standards, models and schemas and system architecture documentation.
- Business Analysis and Process Modelling statement(s) of work.

2.3 Providing the service

1. We will begin by reviewing the project, business and system documentation; if required we will set up a shared Requirements Catalogue to manage requirements (see Requirements Management service).
2. We will identify and engage with:
    - business stakeholders to understand the organisation's current and proposed future state in terms of its structure and processes, business drivers and goals, information needs and project objectives; and
    - technical stakeholders to understand the organisation's current technology landscape and proposed future technology landscape following migration to the cloud.

    This will be repeated as needed throughout the course of the project to validate existing or gather additional business and system requirements.

3. Next, we will analyse the business and system requirements, and create the agreed business analysis and modelling deliverables. Depending on the project objectives, these will include one or more of the following.
    - Organisational model of business stakeholders, roles, functions, locations and external interfaces.
    - Set of catalogued business and / or system requirements.
    - Model of current and required business information entities.
    - Business information lifecycle model.
    - Map of current and required business capabilities.
    - Set of models describing current and / or proposed business process and data flows.
    - Set of use cases describing how users will interact with the solution and how the solution will meet users' needs.
    - User interface and interaction mock-ups.
    - Gap analyses between current and future states.
    - Traceability mappings between artefacts.
    - List of risks, assumptions, issues and dependencies.
4. Finally, we will arrange for stakeholder review(s) of deliverables for project sign-off. Depending on the project approach this may be undertaken as each individual deliverable is completed or after all deliverables have been completed.

2.4 Service deliverables

- Current and future state organisational models.
- Catalogued business and system requirements.
- Current and future state business information entity and lifecycle models.
- Current and future state business capabilities.
- Current and future state business process and data flow models.
- Use case descriptions.
- User interface and interaction mock-ups.
- Gap analyses between current and future states and traceability mappings between artefacts.

3 Service operation

3.1 On-boarding process

Unless stated otherwise in the PO, we will aim to on-board the necessary specialist(s) and initiate the service within 7 working days of receiving the PO. To facilitate this, Applied Informatics will assist the client with completing the PO (if requested).

3.2 Service levels

3.2.1 Service availability

- Office hours: 09:00 – 17:00 Monday to Friday excluding national holidays.
- Specialist hours:
    - Working day: 8 hours exclusive of travel and lunch.
    - Working week: Monday to Friday excluding national holidays.

3.2.2 Service performance

- Service Account Manager will respond to all service enquiries and requests within 24 hours.
- Service Account Manager will arrange regular meetings throughout the duration of the project to monitor performance, ensure the client's needs are being met and resolve any issues.
- In the unlikely event that any part of the performance of the service is deemed unsatisfactory, Applied Informatics will:
    - agree with the client a timeframe of not more than 72 hours to resolve the issue;
    - not charge the client for the part of the service deemed unsatisfactory from the time of notification until the issue is resolved to the client's satisfaction.
- Applied Informatics will provide laptops needed for specialists to undertake their work unless use of the client's own equipment is mandated for reasons of security or because of constraints on being able to access the client's data externally.

3.2.3 Assumptions

Providing and operating this service to the client's full satisfaction is based on the following assumptions.

- Client provides a full and clear description of the required service(s) required.
- Client and Applied Informatics agree delivery timelines of requested services.
- Client responds promptly to any requests for clarification or further information.
- Service Account Manager is notified immediately the client becomes aware of any issues concerning service performance that the specialist has not been able to resolve.

3.3 Knowledge transfer

We are keen to assist clients in developing their own technical capabilities by upskilling their own staff and in-house teams where they have the capacity to do so. We will therefore be pleased to include knowledge transfer in the PO as part of the services that the specialist will provide.

If required, the Service Account Manager will work with the client to agree a knowledge transfer plan. This may range from a hand-over workshop prior to off-boarding to more comprehensive knowledge transfer such as mentoring staff throughout the specialist's period of the engagement; on-the-job training (OJT) or coaching; or assessed competency based training (CBT).

3.4 Off-boarding process

Off-boarding requirements, such as hand-over or ongoing support, may be included within the PO as part of the specified services to be provided by the specialist. If required, the Service Account Manager will work with the client to agree an exit plan, setting out the scope of the off-board requirements and timescale for meeting them in more detail.

4 Service pricing, ordering and invoicing

4.1 Service pricing

The service can be provided on time and materials basis or delivered as a fixed price package of work. See pricing document for indicative day rates of specialists.

4.2 Service ordering

Service ordering follows the G-Cloud framework contract process. The service and specialists we will provide will be detailed in the PO included within the Call-Off contract both parties will sign.

The PO will also provide the opportunity for the client to tailor the service to their specific needs and project approach, such as requesting provision of specified deliverables or additional specialist resources to support delivery.

4.3 Service invoicing

We will accurately record the time and activities undertaken by our technical specialists.

Subject to any variations of payment terms set out in the PO, clients are required to review and approve timesheets at the end of each calendar month. We will invoice and seek payment according to the terms of the call-off contract.

We can issue invoices by email, via any suitable online payments system or by post. We request payment by BACS within 30 days of the date of the invoice.

5 Service termination

Our terms and conditions provide termination by either party. Please see a copy of our Additional G-Cloud Terms and Conditions for full details.

6 Further information

For more information about this or any of our G-Cloud services, please email: enquiries@applied-informatics.com and include the following information:

- Name of service(s) in which you are interested.
- Your name, position and contact details.
- Name of your organisation.
- Brief description of your business needs.
- Indicative timescales for delivery the work.