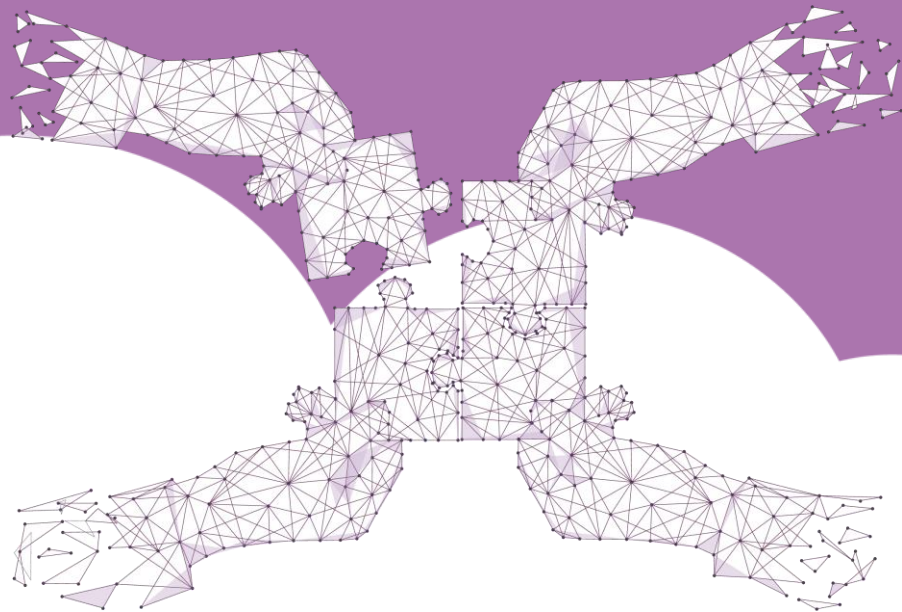


G Cloud - Support

Service Definition Document

Business Analysis Services



SERVICE DESCRIPTION

This is the provision of business services. These services provide structured analysis, governance and documentation support across the full delivery lifecycle. Business Analysts work closely with Stakeholders to understand organisational needs, define clear and traceable requirements and translate these into actionable and measurable specifications that guide successful solution design and implementation.

Our Business Analysts use industry standard techniques to elicit, document and validate business processes, functional and non-functional requirements and associated acceptance criteria. They ensure alignment between business objectives, strategic outcomes and the final delivered solution.

Quality assurance and process management are built in to all our company operations and service delivery methodology. Supporting our quality assurance and service delivery, we have key team members qualified in the following areas:

- **ITIL** (Information Technology Infrastructure Library)
- **PRINCE2** (Projects IN Controlled Environments)
- **COBIT** (Control Objectives for Information and Related Technologies): IT management and governance good-practice framework
- **ECBA** (Entry Certificate in Business Analysis)



SERVICE FEATURES

Business Requirements

Assist in collecting, formulating, and documenting Business Requirements. This involves engaging with Stakeholders to gather detailed insights, analysing operational processes, and clarifying objectives to ensure all requirements are accurately captured and prioritised.

Process Models

Supporting the mapping out of current and future state business processes in a clear and structured manner. This helps to visualise workflows, identify bottlenecks and highlight potential areas for improvement or automation. By using industry standard modelling techniques such as Business Process Model and Notation (BPMN), flow charts and swim lane diagrams, we ensure complex processes are represented in a clear and accessible format.

Gap Analysis

Gap analysis is a key feature of the service, designed to systematically compare current Operational states with desired future outcomes. Through the identification of discrepancies between existing processes, capabilities or systems and the Business objectives we can highlight specific areas requiring change or enhancement. The structured approach supports prioritisation of initiatives, informs solution design, and ensures that business transformation efforts are both targeted and effective.

Traceability

Associated with the capture of business requirements, our Business Analysts ensure that every requirement identified is tracked and managed throughout the project lifecycle. This provides visibility and supports validation and verification activities thus ensuring that the final solution aligns with business expectations.

SERVICE PROVISION & SUPPORT

Onboarding

- Quorum would normally deliver this on a project basis, where the delivery team is supplied by Quorum. This team would work with the relevant areas of the client organisation. Should the client choose to manage aspects of this work, Quorum can augment the client team.

Key Roles

- Business Analyst

Account Management

- Ongoing after sales account management is provided to allow the service or elements of the service to be delivered in the future.

