



ITNextGen Limited
Digital Technology Specialists

G-Cloud 15 Service Design Document

Business Analysis & Requirements Service

ITNextGen Limited

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Service Overview

ITNextGen's Business Analysis & Requirements Services provide business analysts who elicit, document, and validate requirements for public sector technology solutions. We enable clear understanding of stakeholder needs, translate business objectives into technical specifications, and ensure solutions deliver intended value aligned with GDS Service Manual standards.

Service Description

Our consultants conduct stakeholder interviews, workshops, process mapping, and requirements elicitation. We create user stories, use cases, functional specifications, and acceptance criteria. Work includes gap analysis, options appraisal, impact assessment, and requirements traceability using structured business analysis techniques adapted for agile and waterfall delivery.

Service Benefits

- Clear requirements reducing misunderstandings and costly rework
- Improved stakeholder alignment through structured elicitation and validation
- Better solution fit addressing actual user needs effectively
- Reduced development waste via prioritised, validated requirements
- Enhanced traceability linking requirements to tests and deliverables
- Faster delivery with well-defined acceptance criteria and success measures
- Stronger business case through options analysis and benefits articulation

Service Features

- UK-based business analysts with public sector delivery experience
- Requirements elicitation using interviews, workshops, and observation techniques
- User story writing with acceptance criteria for agile
- Process modelling using BPMN and service blueprinting approaches
- Gap analysis and current-future state mapping capabilities
- Options appraisal and impact assessment for decision support
- SC/DV eligible business analysts for sensitive government projects

Service Scope

The service covers requirements elicitation, documentation, validation, prioritisation, and management. We specialise in user stories, use cases, functional specifications, non-functional requirements, process mapping, stakeholder analysis, and requirements traceability. Consultants work embedded with delivery teams throughout the lifecycle.

Deliverables

Typical deliverables include requirements specifications, user stories, use cases, process maps, stakeholder maps, gap analyses, options appraisals, acceptance criteria, requirements traceability matrices, and business readiness assessments. All documentation follows GDS Service Standard and business analysis best practices.



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Onboarding and Offboarding

At service initiation, ITNextGen agrees scope, roles, SFIA levels, delivery approach, and reporting cadence with the buyer. Consultants are onboarded in line with buyer security and access processes. On completion, structured handover and knowledge transfer are provided, and access to buyer systems is removed in accordance with agreed offboarding procedures.

Security and Compliance

The service operates in alignment with ISO/IEC 27001 information security principles and UK government cloud security guidance. Consultants follow role-based access controls, least-privilege principles, secure change management, and incident reporting processes. Where required, consultants may be SC/DV eligible and comply with buyer-specific security requirements.

Service Constraints

Delivery is UK-based and remote-first; on-site engagement is available by agreement. Buyer access to relevant systems, environments, and data is required. Use of specific tools or platforms may require buyer-provided licences. Performance depends on timely buyer feedback, approvals, and access to subject matter experts.

Exit Management

At the end of the engagement, ITNextGen provides agreed deliverables, documentation, and knowledge transfer. All access to buyer systems is removed in line with buyer offboarding policies and contractual requirements.