



Service Definition Document

Business Analysis

Business Analysis

ea Consulting Group Ltd (trading as ea Change)

About us

ea Consulting Group Ltd (trading as ea Change) is a trusted public sector partner with over 25 years' experience delivering change across digital, data and cloud programmes. We work within Government standards and alongside multi-disciplinary teams to improve services, reduce costs and deliver measurable outcomes.

Service Overview

Our Business Analysis service ensures programmes are driven by user needs, clear requirements and a full understanding of business processes, data and value. We support organisations across the full lifecycle of cloud and digital transformation, from discovery and business justification through to delivery and benefits realisation.

What we deliver

Our analysts and business architects apply recognised standards including Agile methods, GDS Service Standard, BPMN and systems mapping.

Core capabilities include:

- Requirements elicitation (user stories, acceptance criteria)
 - User research support and journey mapping
 - Stakeholder mapping and engagement
 - Business process modelling, optimisation and automation
 - Cloud and digital service impact assessment
 - Data and systems analysis for interoperability and migration
 - Feasibility assessment and options appraisal
 - Business case development and benefits measurement
 - Backlog definition and support for Agile product delivery
 - Knowledge transfer and capability development within internal teams
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Service Benefits

- Improves delivery confidence by removing ambiguity in scope and requirements
- Ensures services are designed to meet user needs and accessibility standards
- Supports adoption of cloud-hosted, SaaS and modern architectures

- Identifies efficiencies through process change and automation
 - Increases transparency and alignment across stakeholders
 - Builds sustainable business analysis capability through coaching and handover
 - Flexible resource models aligned to programme stage and demand
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Working Approach

- Embedded within client delivery teams or as a standalone service
 - Discovery, Alpha, Beta and Live assessment support
 - Structured governance, quality assurance and risk management
 - Knowledge transfer from day one to enable long-term sustainability
 - Hybrid, on-site or remote delivery
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Service Outputs

Depending on need, typical deliverables include:

- Requirements documentation, epics and user stories
 - Process maps, service blueprints, value stream maps
 - Options analysis and feasibility reports
 - Business case and benefits frameworks
 - User journey maps and problem statements
 - Target operating model impact assessments
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Working arrangements:

- Standard working day: 8 hours, Mon–Fri (excl. holidays)
 - Travel/subsistence included within M25; outside M25 per client policy
 - Professional Indemnity Insurance included in rate
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Service Onboarding

We complete a structured onboarding process covering:

- Scope, vision and success measures
- Security, compliance and data protection requirements
- Tooling, access and knowledge sources
- Stakeholder introductions and delivery cadence

Knowledge handover is planned from the outset.

Service Offboarding

We ensure a smooth transition through:

- Structured knowledge transfer
- Documentation and artefact handover
- Exit report and learning summary
- Continued access to artefacts post-engagement

Standards & Compliance

- Government Digital Service (GDS) Service Standard
- Web Content Accessibility Guidelines (WCAG)
- Information governance and data protection requirements (including UK GDPR)
- Security and risk management aligned to NCSC guidance

Get in touch, we would love to hear from you!

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