ASSIGNMENT 3

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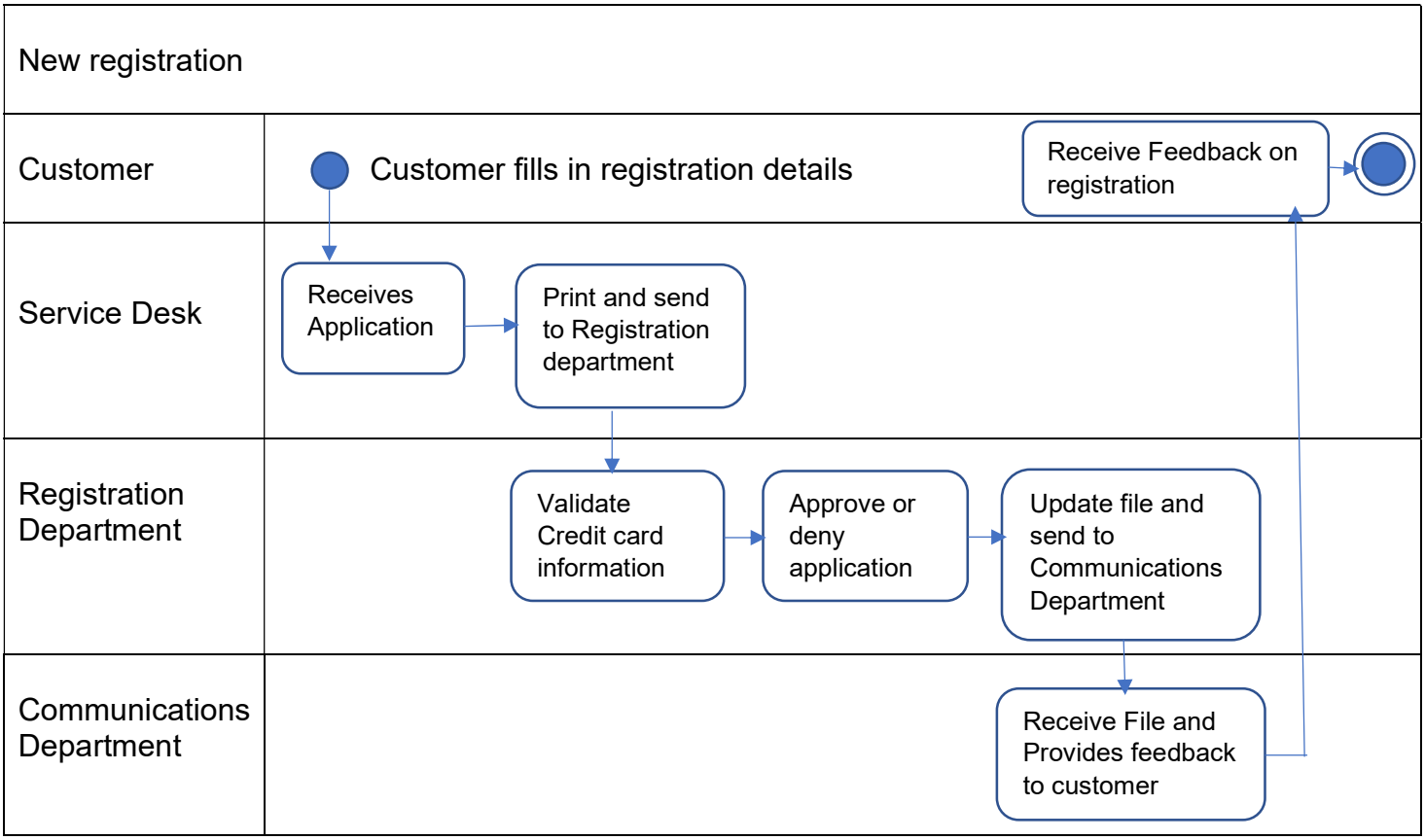
QUESTION 1: MODELLING BUSINESS PROCESSES

Swimlane Diagram of UMS Current Registration Process



In the above swimlane diagram we can see that there are some redundant and unnecessary processes. This causes the 6 days delay on feedback for the customer.

Improving this process:

1. Customer registers and data is sent through to be validated. Customer will have access to the free version of the application immediately.
2. When the customers payment/credit card details are validated, they will be notified if the payment was successful and provide feedback to the customer.

If the customer wants only the free version of the app there is no further need to validate payment data.

QUESTION 2: DEFINING THE SOLUTION

2.1) GAP Analysis

The GAP analysis is required to investigate the current state versus the planned future state of the business. To illustrate the requirements, we use the POPIT model:

Processes: The current application process is redundant and uses old techniques to send data through. This is where the ICT Staff can suggest a better data transfer process between the service desk and the registration department by eliminating printing of the applications.

Information and technology: IT systems that are not integrated with the infrastructure cause the delay of UMS applications. ICT Staff should ensure that the new software changes are user friendly for the UMS Staff

Organisation: The objectives and values need to be communicated effectively. ICT Staff can ensure that a structure is in place for efficient communication.

People: The UMS staff roles will change in order to implement the required planned state of the business. ICT Staff can ensure that there are training materials and support for the staff that needs to work on new IT equipment.

2.2) Business architecture is a high-level model or blueprint for the entire organization that enables everyone to comprehend how the business interacts with its customers, suppliers, and partners. This can be used to align strategic goals with tactical requirements.

What are the benefits of implementing business architecture?

In the current UMS customer application process, the service desk prints the applications and sends it through to the registration department. The customer is uninformed for 6 days about their registration status and is unaware if there are any faulty information. The customer must start over the whole process at the end if any information was faulty. This would be frustration for the customer and in-turn UMS will lose a customer.

Implementing the business architecture properly will assist in the overall streamlining of the application procedure. The document will define clearly what the whole UMS organization needs to do to successfully register and retain customers.

The document will make it logically clear on all the tasks involved so there is no redundant or unnecessary information such as the credit card validation step but only eft payments are accepted.

QUESTION 3: MAKING A BUSINESS AND FINANCIAL CASE

This is how the business case should be compiled:

A business case document is where we, the business analyst, provide our findings on the issues and emphasize the advantages of the solutions that address these issues.

This document serves to guide senior management stakeholders with information to understand the amount of work, time and resources required to tackle the issues.

The business case document will change continuously throughout the project lifecycle and will need to be updated once the project passes certain phases before moving on to the next phase.

When the document needs to be updated in the project lifecycle:

- After the feasibility study prior to committing any resources.
- After requirements analysis to confirm the business case.
- After solution design to confirm development costs.
- After solution development and implementation to review before deployment of new processes.

Format of the document:

- Introduction
    - Methods used to investigate the business issues and acknowledgement of participants.
- Management Summary
    - Considered as the most important section. Summarize the whole business case into what the study was about, the list of options and their respective pros and cons and a concise statement of the recommendation. Try to keep it as brief as possible.
- Description of Situation
    - Current business issues and opportunities. Focus on implications in the business.
- Options Considered
    - Describe the recommended solutions thoroughly and why some options are discarded.
- Analysis of costs and benefits
    - Present benefits first so that the solution looks more appealing.
    - Focus on tangible benefits and make sure the assumptions of benefits are conservative.

- Impact Assessment
    - Each option’s impact on the business must be investigated thoroughly because it may have a financial impact.
- Risk Assessment
    - Identify the risks involved and how much damage it could incur. Risk countermeasures and responsible person should be identified.
- Recommendations
    - Summary of the decisions the management are responsible for.
    - Outline tasks and timescale.
- Appendices and supporting documents
    - Detailed information, calculations, and technical and statistical documents should be attached into appendices.

QUESTION 4: ESTABLISHING THE REQUIREMENTS

REQUIREMENTS FOR THE BUSINESS PROCESS IMPROVEMENT PROJECT

QUESTION 5: DOCUMENTING AND MANAGING REQUIREMENTS

The requirements document must serve as the foundation for the solutions that will be offered to the organization, thus it must be well-written and concise.

There are several ways to organize requirements, but a hierarchical approach will provide the most straightforward framework for navigating and assessing them.

Throughout a business change project, the requirements catalogue is a key document. It keeps track of what is needed, the business rationale, information sources, and a vast network of relationships.

Structure:

- Requirement Identifier
    - Unique ID - Starting with a letter indicating general, technical, or functional requirement. The ID will include document number and version number.
- Requirement Name
    - Short and Descriptive
- Requirement Description
    - Clear definition applicable to an entity describing the requirement.
    - General requirement: The person will be able to view the applicant's name and surname.
    - Functional requirement: The solution will comply with the POPIA act.
- Source
    - Relevant source for the information
- Owner
    - Relevant stakeholder who has authority on the decisions of the requirement
- Author
    - Person who documented the requirement
- Type of requirement
    - General, Technical, Functional, Non-Functional
- Priority
    - M – Essential, S – Mandatory, C – Desirable, W – Want but not being implemented.
- Business Area
    - Relevant department
- Stakeholders
    - With interest to requirement
- Associated non-functional requirements
    - Functional requirement connected to non-functional requirement
- Acceptance Criteria
    - Staff targets that a requirement has been achieved
- Related Requirements
    - Any other requirements connected to this requirement.

- Related Documents
    - Connected documents that provide more information on this requirement.
- Comments
    - Information deemed useful by the analyst
- Rationale
    - Business case specific support information
- Resolution
    - Results of the requirement
- Version History
    - Record history and reason for new changes. Adding new

REQUIREMENTS CATALOGUE ENTRY						
Project ID and name: UMS Music Streaming Customer Registration						
Author:	Date:	Version:	Status:	Page:		1
HB Koch	01/06/2021	V1.0			of	1
Requirement ID						
Requirement Name						
Business area/domain						
Source						
Owner						
Priority						
Type of requirement						
Requirement description						
Associated non-functional Requirements						
Acceptance criteria						
Justification						
Comments						
Related documents						
Related requirements						
Resolution						

QUESTION 6: DELIVERING THE REQUIREMENTS

PHILOSOPHIES OF SDLCs (SYSTEMS DEVELOPMENT LIFECYCLES)

A systems development lifecycle describes the steps and their sequence in the process of developing and implementing an IT system.

There are mainly two philosophies:

- Linear – Steps are carried out sequentially.
- Evolutionary – Iterative periods based on prototyping.

The SDLC's covers the full lifecycle from the feasibility study to completion, because of this the model that is chosen can impose business constraints.

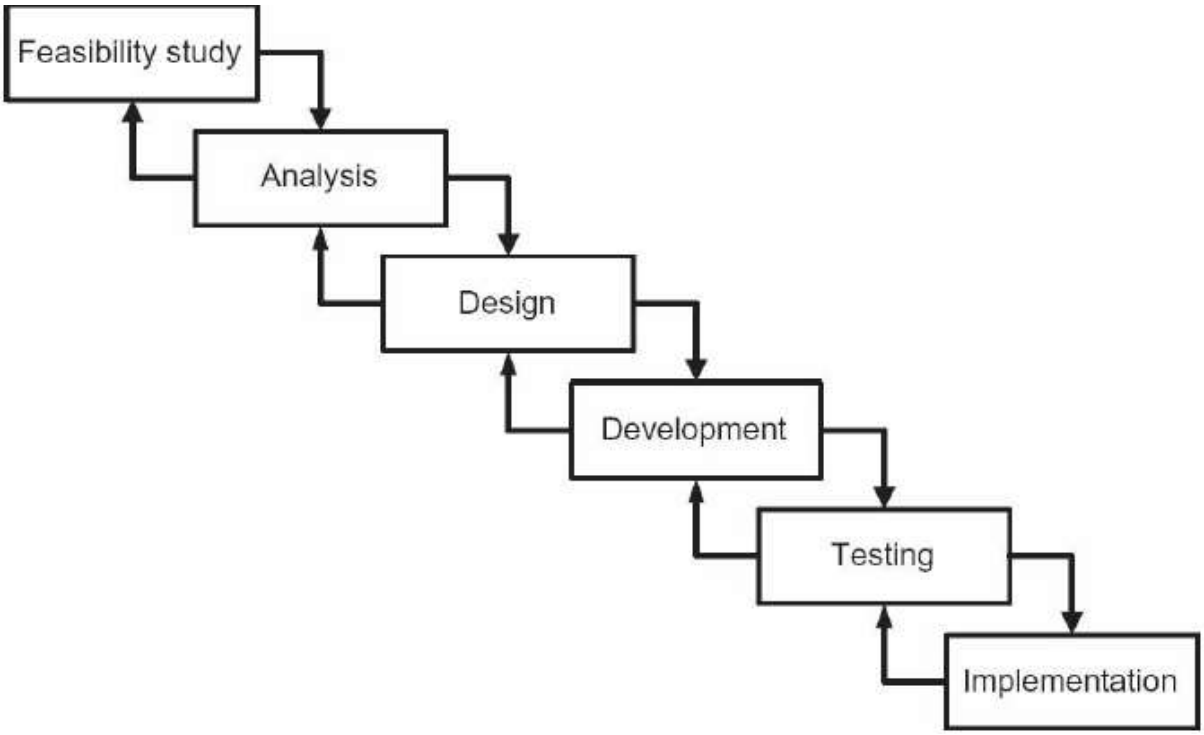
Models:

The waterfall model works in sequential stages. Every stage is completed before moving on to the next. The analysis begins after the feasibility study has been approved.

The 'V' model and extended 'V' model is based upon the waterfall model by adding another depth. This model connects the early stages with the later stages.

Incremental delivery needs to be implemented where the most important requirements take priority and needs to be implemented first.

I suggest that we use the waterfall model for UMS which will cut down on the cost and time to implement the business changes.



QUESTION 7: DELIVERING THE BUSINESS SOLUTION