# Brisbane Helpdesk business analyze



1.1Organizational Readiness

Organizational readiness is an important thing which helps us know the business already prepared to use new solutions effectively. There is a need to assess organizational readiness; this makes us understand the effect of new solutions to the organization and impacts after the new solutions used.

For different stakeholders, they have different beliefs, attitudes and feelings for new solutions. To demonstrate impacts for the organization and stakeholders, we need analyze it from the cultural, operational or technical factors.

1.2Cultural Assessment

We choose the technique of Survey/Questionnaire to understand different stakeholders’ opinions to the new solution. Survey/Questionnaire can help us collect information from stakeholders; it contains the attitudes to the new solution, which benefits us grasp stakeholders’ attitudes and feelings of the change effectively (Brennan, 2009, p.130). It means from the questionnaire that they finished, we could find what they know about the new solution, and this is authentic and reliable information. We take the way of questionnaire to different stakeholders, which include the owner, the Sushi Train manager and the staff. This survey is finished by Jessie.

From the questionnaire they answered, we get the stakeholders’ views about the change, which is change the paper based request assigned to electricity job assign on the website by volunteers.

1.3 Operational or Technical Assessment

When the website replaced the paper job record books and the manual choosing the request replaced by volunteers use website to choose, solve and arrange. There is a sort of advantages to the organization.

First, the organization uses a new technology, which could lead a new trend and attract customers.

Second, the staffs in the organization does not need to go to the office and take jobs, volunteers could choose what they would like to solve at any places and anytime. This could saving time and improve solving request accuracy.

Third, after clients write request, they could view their request status at any time.

Fourth, the owner could save improve organisation working efficiency from the website using.

Fifth, the clients might solve language problems when they using this website.

7.3.3 Stakeholder Impact Analysis

There is a need to distinguish the support and oppose changes. In order to make these more intuitively, we choose to use Force Field Analysis, which benefits is easy to assess stakeholders’ readiness of changes (Brennan, 2009, p.130). Using Force Field Analysis is good at generalize stakeholders willing to change or against the change, and it is also easy to see the reasons and strength in the diagram. The force field analysis diagram is shown in figure. From the diagram, we could find that there is more strength support Helpdesk use digital resources as an interface and an application as a back-end system, which occupied 8 to against by 6.

**Force Field Analysis Diagram**

Customers not familiar with the new technology

Increase working efficiency

2

Disruption

Reduce waiting time

3

Use digital resources as an interface and an application as a back-end system on the website.

Cost

Improved the accuracy of request solving

1

Forces against Change

Staff not familiar to the new technology

Forces for Change

Customers want details about services

3

2

2

1

1

Total：8

Total：6

**Functions:** The operational support (staff) could use the back-end system to check what clients want and check the request.

**Location:**  The volunteers in the different places. There is no need for them to go to the office and get the request because of the new system. Before the new system use, they need to go to the office and check the recording books, and then choose the request to work.

**Tasks:** The operational support (staffs) needs to familiar to use the new system, they would not need to talk to clients from the phone or face to face. The staff could have more free time to contact and solve the problems.

1.4 Transition Requirements

During the Brisbane Helpdesk transfer to use the new system, which is digital resources as an interface and an application as a back-end system, there is a need to make transition requirements.

7.4.1 Data

Before using the new system, we should recognize what data in the old system should to transfer and develop into the new solution. Data Flow Diagram could help us know the input, output and the information in the system, this assists us know what information should be recorded directly and make people see the data flow clearly. The data flow diagram is shown in figure below.

Request

Request status

Service type,

Service company

Input

Output

Data Flow Diagram

1.5 Ongoing Work

From the Brisbane helpdesk use the new system, there is a period of time the organization needs to suit the new solution. So it is important to use a technique to show how the work is ongoing during this time. We suppose it is suitable to use Process Modelling, which is a good way to analysis the working process in this period and the sequence.

1.6 Organizational change

There are some changes might happened if the new system is starting use, they might impress the organization deeply. Transition requirements that we need to consider to in case of something wrong.

The important thing we need to consider is that providing the website to replace the original paper job assign. Next, customers are not familiar with the new system, they do not know how to use it make request, check the status. These things need the website sitemap to guide them. Also, staff would have a training course that they would know how to use the new system first and then grasp the key points to use the system.

After that, there is a need to improve the request processing speed, because most of people are not clear know how to use the system, so it is cannot immediately turn to use the new system, volunteers could accept training courses as well.

|  |  |  |
| --- | --- | --- |
| Number | Transition requirements | Capabilities |
| TR01 | Staff know how to use the new system | Training staff |
| TR02 | Customers willing to know how to use new system | Sitemap |
| TR03 | Decrease request process speed | Volunteers take jobs at anytime |
| TR04 | Solve language problems | Use the new system language services |

Transition requirements & Capabilities Diagram

In conclusion, to make the Brisbane Helpdesk use the digital resources as an interface and an application as a back-end system on the website successfully, we should develop the capabilities of volunteers to make them know how to use the new system, guiding the clients how to use it easily.