

Gather data to identify business requirements - Part 1

Student details

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David Cruwys, 2nd Aug, 2021

Identify and review key information resources

Summarisation of resources

Step 1.1 – Document Library

Repository	Document Title	Reviewed purpose
Operations	ROI Scenario .pdf	Overview of Red Opal Innovations (ROI), historical and department information
IT	ROI Scenario add info 1 .pdf	Historical information; Description of IT infrastructure problem; Information about the infrastructure setup (server, LAN, proxy, firewall and ISP + Plan)
IT	ROI Scenario add info 2.pdf	Project requirements and scope
IT	ROI Data Analysis Report template.dotx	Template for filling out the complete data analysis report about the company and project, see 509 - data analysis report
Sales / Marketing	ROI Style guide.pdf	Branding guidelines, Web and print media guides for Logo, Typography, Colour, Images
Sales / Marketing	ROI Email template.docx	Email guidelines, Template for sending emails
IT	ROI IT Gov policy	List of major stakeholders plus rules (Principles) on new IT projects
IT	ROI IT Infr change survey results.pdf	Virtualisation is being implemented by many organisations and the IT Support Network Manager of Red Opal Innovations, Terrence Stewart, is interested in exploring the possibility of introducing virtualised servers at Red Opal Innovations.
IT	ROI NW server register.pdf	List of all 5 servers, their purpose and services they offer, specifications, network diagram
Operations	ROI Org chart.pdf	Organisation chart
IT	ROI Strategic plan.pdf	IT Strategic Plan

Repository	Document Title	Reviewed purpose
IT	ROI SLA.pdf	SLA - Service Level Agreement IT Support
Accounts	ROI_Asset_register.xlsx	List of computers and other assets
IT	ROI_NW_server_register.pdf	Servers, Network Diagram, Ports

Step 1.2 - Stakeholders

Identify the stakeholders involved in this project. To do this:

Stakeholder Role / Name	Internal / External	Key	Relevance / Type of information
Wendy Opal / Director	Internal	Key	Senior management
David Cruwys	External		Project Manager
Amy Corgan / Manager, HR	Internal		Human resources / staffing for the project, end-user
Max Boags / Manager, Accounts	Internal		Financial/Purse strings, end-user
Vinh Ngyen / Manager Development	Internal		End-user
Frank Marks / Manager Multimedia	Internal		End-user
Sally Bach / Manager, Sales & Marketing	Internal		End-user, plus knows what external customers are asking for
Terrence Stewart / Manager Network/IT Support	Internal	Key	Project sponsor, network manager, IT support, IT Infrastructure expert
Customers	External		Customers
Staff	External		End-user working in house and remotely

Step 1.3 – Critical questions for stakeholders

Stakeholder critical questions

Stakeholder Role / Name	Information Gathering Technique	Critical Questions
Wendy Opal / Director	Interview	What is the main reason for this project?
Wendy Opal / Director	Interview	What are the challenges with the old system?

Stakeholder Role / Name	Information Gathering Technique	Critical Questions
Wendy Opal / Director	Interview	What business metrics/KPI will be impacted by this project?
Wendy Opal / Director	Interview	Time for the project?
Wendy Opal / Director	Interview	Who is in charge of \$ for this project?
Wendy Opal / Director	Interview	What are the main departments that are impacted? Every department, because migration to this system will be for the entire system.
Wendy Opal / Director	Interview	Are you interested in outsourcing delivery of this service? We are open to new in-house or outside expertise?
Wendy Opal / Director	Interview	Are you interested in outsourcing to a cloud provider? - Just looking for on-premise only.
Amy Corgan / Manager, HR	Interview	What staff are available for this project?
Amy Corgan / Manager, HR	Interview	What are the limitations in getting staff for this project?
Amy Corgan / Manager, HR	Interview	Do we have budget for fulltime or part-time contractors for this project?
Max Boags / Manager, Accounts	Questionnaire	What is available budget for fulltime staff
Max Boags / Manager, Accounts	Questionnaire	What is available budget for contractors
Max Boags / Manager, Accounts	Questionnaire	What is available budget for external service providers
Vinh Ngyen / Manager Development	Focus Group	What benefits from this project do you see for your department
Vinh Ngyen / Manager Development	Focus Group	How do you see the developers being impacted by the virtualisation infrastructure project

Stakeholder Role / Name	Information Gathering Technique	Critical Questions
Frank Marks / Manager Multimedia Productions	Focus Group	What benefits from this project do you see for your department
Frank Marks / Manager Multimedia Productions	Focus Group	How do you see the content creators being impacted by the virtualisation infrastructure project
Sally Bach / Manager Sales and Marketing	Focus Group	What benefits from this project do you see for your department
Sally Bach / Manager Sales and Marketing	Focus Group	Do you see the sales or marketing being impacted by the virtualisation infrastructure project
Terrence Stewart / Manager IT	Interview	Existing staff don't have full range of technical skills in the area of multimedia and content management systems.?
Terrence Stewart / Manager IT	Interview	Internal network infrastructure is near capacity and needs re-designing to meet the increase in network traffic if new business is generated.
Terrence Stewart / Manager IT	Interview	Can this be outsourced
Terrence Stewart / Manager IT	Interview	Could this project help with the company goal: Increase website design and multimedia production clients by 20% in the next 12 months?
Terrence Stewart / Manager IT	Interview	Could this project help with the company goal: Identify new lower cost products to attract small business owners, with the aim of signing 50 new clients in this demographic in the next 12 months.
Terrence Stewart / Manager IT	Interview	Could this project help with the company goal: improve environmentally sustainable goals?
Terrence Stewart / Manager IT	Interview	Could this project help with the company goal: How does this project allow us to offer hosted solutions.

Stakeholder Role / Name	Information Gathering Technique	Critical Questions
Terrence Stewart / Manager IT	Interview	What internal team members do you currently have available?
Terrence Stewart / Manager IT	Interview	Do you think you need extra staff?
Terrence Stewart / Manager IT	Interview	Do your existing IT infrastructure team members need training?
Terrence Stewart / Manager IT	Interview	Do your existing IT support team members need training?