**Netcompany – Methodology and Security**

**A0100 - Analysis Report**

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**References**

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Table of contents

[1 Introduction 3](#_Toc66199055)

[1.1 Purpose 3](#_Toc66199056)

[2 Guideline to A0100 3](#_Toc66199057)

[2.1 Context 3](#_Toc66199058)

[2.2 Concepts and terms 3](#_Toc66199059)

[2.3 Business opportunities 4](#_Toc66199060)

[2.4 Vision 4](#_Toc66199061)

[2.5 Benefit analysis 4](#_Toc66199062)

[2.6 Usage analysis 5](#_Toc66199063)

[2.7 Requirements 5](#_Toc66199064)

[2.8 Scope 6](#_Toc66199065)

[2.8.1 Features and functions 6](#_Toc66199066)

[2.8.2 Outside scope 6](#_Toc66199067)

[2.8.3 Release strategy 6](#_Toc66199068)

[2.8.4 Approval criteria 6](#_Toc66199069)

[2.8.5 Operational criteria 6](#_Toc66199070)

[2.9 Design strategy 7](#_Toc66199071)

[2.9.1 Architectural design strategy 7](#_Toc66199072)

[2.9.2 Technical design strategy 7](#_Toc66199073)

# Introduction

## Purpose

This deliverable documents the ideas and decisions made during the analysis phase. The aim of the analysis phase is to achieve agreement between Netcompany and the customer concerning the desired solution and general direction of the project.

One of the most important purposes is to align expectations between the customer and Netcompany.

# Guideline to A0100

The document is used as a reference for developing of more detailed specification and project plan in the D0xxx deliverables.

The document is organised in the following main sections.

## Context

This section includes a description of the customer's as-is situation, existing capabilities, and requirements. The description is expressed in the language the business is using, not technological terms. The existing capabilities will frequently be replaced or improved by the solution that is being analysed. The existing capabilities may provide valuable input for user stories, requirements, epics or use cases.

This section demonstrates our understanding of the customer's as-is situation. This includes a description of the existing technical architecture.

For accelerators describing how to obtain information regarding the customer's AS IS, please, consult the [Digital Enablement CoE](https://ncgo.netcompany.com/cases/COE/COE-2015-00016/default.aspx). Here you can find accelerators on Business Model Canvas and Business Interview Guide.

Information in this section forms the general context for the project.

## Concepts and terms

This section defines the collective set of business concepts and terms to be used consistently throughout the project. A common glossary of terms must be defined in the analysis which includes the most general terms and expressions in the project's business domain.

In addition to the common glossary, it can be beneficial to have a common way of doing business sketching. By combining business sketching and a common glossary, the project can have a quick way of communicating concepts. For more detailed information and tips and tricks on how to approach and use business sketching, please, consult the [Digital Enablement CoE](https://ncgo.netcompany.com/cases/COE/COE-2015-00016/default.aspx), where you can find an accelerator on Business Sketching.

This glossary must then be utilised consistently in all descriptions for the project. This will prevent misunderstandings between project participants regarding the use and meaning of expressions. Consider using the expressions used when discussing what the business or project is all about.

Focus on expressions that describe the following concepts:

* Business objects represent concepts used in the day-to-day work of the organisation. In many cases, this kind of list of concepts will already exist.
* Physical objects to which the business relates. These objects occur naturally and include things such as cars, dogs, bottles, passengers, reservations, or invoices.

Each word is typically described as a noun, with a definition. These words should be in the singular; "order" and "task", not "orders" and "tasks". All interested parties must agree on the definitions of these terms.

The glossary is used in all text-based descriptions of the business, particularly in the descriptions of user stories, use cases and epics.

## Business opportunities

This section describes the customer's as-is situation and requirements. This is where we define the scope of the project.

This section may include statements on the customer's business opportunities and the consequences of capitalising on these business opportunities (e.g., product innovation, increased net sales, reduced expenses, operational streamlining, improved skills). Identify the opportunities for adding value for the customer. This will typically involve streamlining of existing processes.

This section may include statements on the customer's present challenges and the consequences of resolving these challenges (e.g., protection of net sales, reduction of expenses, compliance with legislation, alignment of strategy and technology).

This section may include competitor capabilities that would be useful for the customer to imitate/adopt. Examine whether relevant products already exist which the customer should acquire instead of developing from scratch.

This section should include statements that link the customer's business opportunities/challenges to relevant business strategy and drivers.

This section must be written using the words used by the customer's own management.

This section demonstrates our understanding of the customer's situation from a business perspective and provides the delivery team and other readers with the strategic context for the sections to follow.

## Vision

This section describes in clear and precise terms the to-be situation for the customer once the project has been delivered. This may be a repetition of the business opportunities, but this section is written as though the future state had already been achieved.

Key requirements and functions as seen by the project’s stakeholders must be described. The vision must capture the essence of the system described by means of general requirements and must communicate the fundamental "what and why" of the project.

This section provides motivation for both the delivery team and the customer.

When the vision has been understood by everyone on the delivery team, it will help to ensure that the solution meets its intended targets. A robust vision builds trust and cohesion among team members, clarifies perspective, enhances focus, and facilitates decision-making.

## Benefit analysis

A benefit analysis typically includes the following:

* The as-is situation, including challenges, their causes, and effects.
* The target – the to-be situation after delivery.
* When will the target be met?
* What will it cost to achieve the target?
* The benefit of achieving the target.

This section describes how the customer will benefit from the proposed solution. The section links business targets to the specific performance expectations to be realised by the project. These performance expectations must be expressed in terms of measurable values. The section can be presented by using the following subsections.

* Business targets and objectives
* Business metrics
* Business criteria and limitations
* Business benefits

The benefit analysis demonstrates that we understand the customer's situation. It also defines the needs of the business, which can provide vital information for coming up with recommendations on solutions and technologies.

## Usage analysis

This section lists and defines the users of the solution and their most important characteristics. How users will generally interact with the solution is described.

Users are often identified as typical actors in the form of their functional position. Users often come from both business (finance, warehouse, purchasing, HR, etc.) and IT (Helpdesk, DBA).

The analysis describes the things that users do that the solution will facilitate. User stories, Epics or Use cases should be used to express actions such as *Receiving invoices* and *Payment of suppliers* by the finance department, for example.

This section forms the basis for the specification of requirements.

If this information is very extensive, this section can be documented in a separate document: ***A0140 – Functional Scenarios***.

## Requirements

The requirements for the solution identify what the solution is to be capable of achieving. These can be expressed in the form of functionality (e.g., the solution allows users to register for events) or rules (e.g., a user can only register once for a single event).

The functional requirements for the solution are identified. Typically, these are the requirements that users can identify. It is recommended to use epics, user stories or use cases.

The technical requirements for the system must also be identified. These are often referred to as non-functional requirements. These are requirements that are not immediately apparent from the user interface or included in an integration or conversion. E.g., capacity, response times, uptime, internationalisation, standards, security, revision, maintenance, administration, operation. They often serve as constraints or restrictions on the design of the system.

Requirements normally exist at user level but could be defined at organisational level.

If this information is very extensive, this section can be documented in a separate document: ***A0130 - Requirement Specification***.

## Scope

Scope places a boundary around the solution by identifying the requirements and user stories that are relevant:

* detailing the set of features and functions
* defining what falls outside the scope.
* defining how the solution will be delivered in releases.
* discussing criteria with regards to how the solution will be accepted by users and administration (maintenance and operation)

### Features and functions

This section expresses the delivery in features and functions (based on your favourite methodology user stories, epics, use cases). The section identifies the components needed to meet the customer's requirements.

A high-level description of the future system's functionality that illustrates the general thoughts behind the system could be included.

The list of features and functions will allow the customer and the project team to understand what the project will develop and deliver for the customer's environment. This list also provides input for the architectural and technical design strategy.

### Outside scope

This section lists and identifies a set of features and functions that are outside scope of the project. This section does not list everything that falls outside scope; it merely lists and defines features and functions that users or stakeholders might think were included in the solution.

This section helps the project to clarify the scope of the solution, and it explicitly states what is not supplied as part of the solution.

### Release strategy

This section describes the strategy by means of which the project will deliver its set of features and functions, divided into releases over time.

The release strategy allows the customer to plan acceptance of the solution within the organisation.

This section describes how and when the customer will have a usable set of features and functions that can be used.

### Approval criteria

This section defines the acceptance criteria for the solution. The metrics are defined so that the customer can understand and measure whether the solution meets their requirements.

### Operational criteria

This section defines acceptance criteria seen from the operations department, i.e., what need to be ready for the solution to be launched in production.

This section describes – for example – the customer's requirements for:

* installation of the solution
* training of operators
* monitoring, diagnosis, and event management

## Design strategy

### Architectural design strategy

This section describes how features and functions will operate together to shape the solution.

This section identifies the logical components in the solution and their mutual links. Use lots of diagrams to illustrate these conditions.

The architectural design strategy converts the list of features and functions into a logical model of the integrated solution. This information allows the customer to visualise the solution in their own environment. The design strategy can drive the choice of specific technologies.

This section provides key information as input for the design phase, including ***O0500 - Software Architecture.***

### Technical design strategy

This section documents the use of specific technologies for architecture design.

A high-level technical architecture design which supports the requirements for the solution should be included. The high-level design should be assessed in context with the existing architecture.

This section is a high-level description of key products and technologies used for development of the solution.