

# Introduction to IT Business Analysis

Role, Responsibilities, Concepts

SoftUni Team  
Technical Trainers



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# You Have Questions?

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1. What is an IT Business Analyst
  - What's the role of IT Business Analyst in Business Organisation?
2. What responsibilities does the IT BA have?
3. Key foundations for IT BA
  - Gap Analysis
  - Stakeholder Management
4. Overview of Case Study
5. What is Business Requirements Document (BRD)?





# **Introduction to IT Business Analysis**

Role, Responsibilities, Concepts



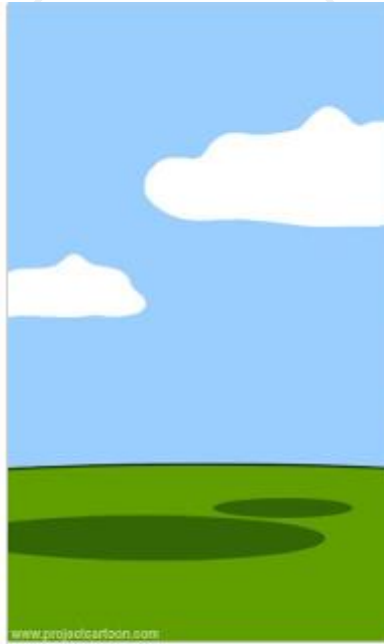
How the customer explained it



How the project leader understood it



How the programmer wrote it



How the project was documented



How the customer was billed



What the customer really needed

## How to avoid this?

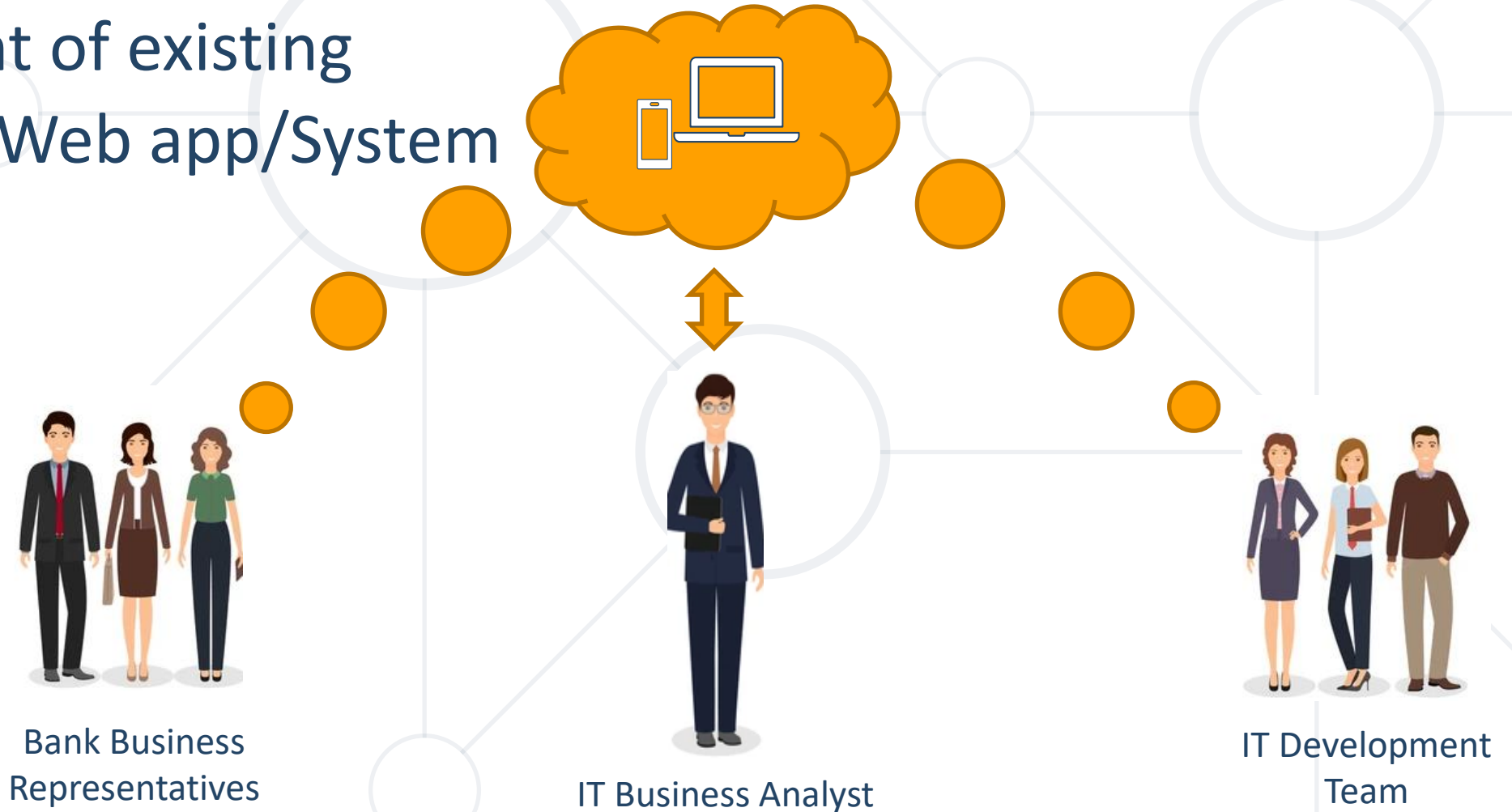
## IT Business Analyst

*An IT business analyst **works across both business and IT to provide technology solutions.***

They analyze IT team capabilities and the business' current processes, models and strategies, then help to design, build and implement new tech solutions.

# Bridge between Business and IT

- New Mobile app/Web app/System
- Improvement of existing Mobile app/Web app/System

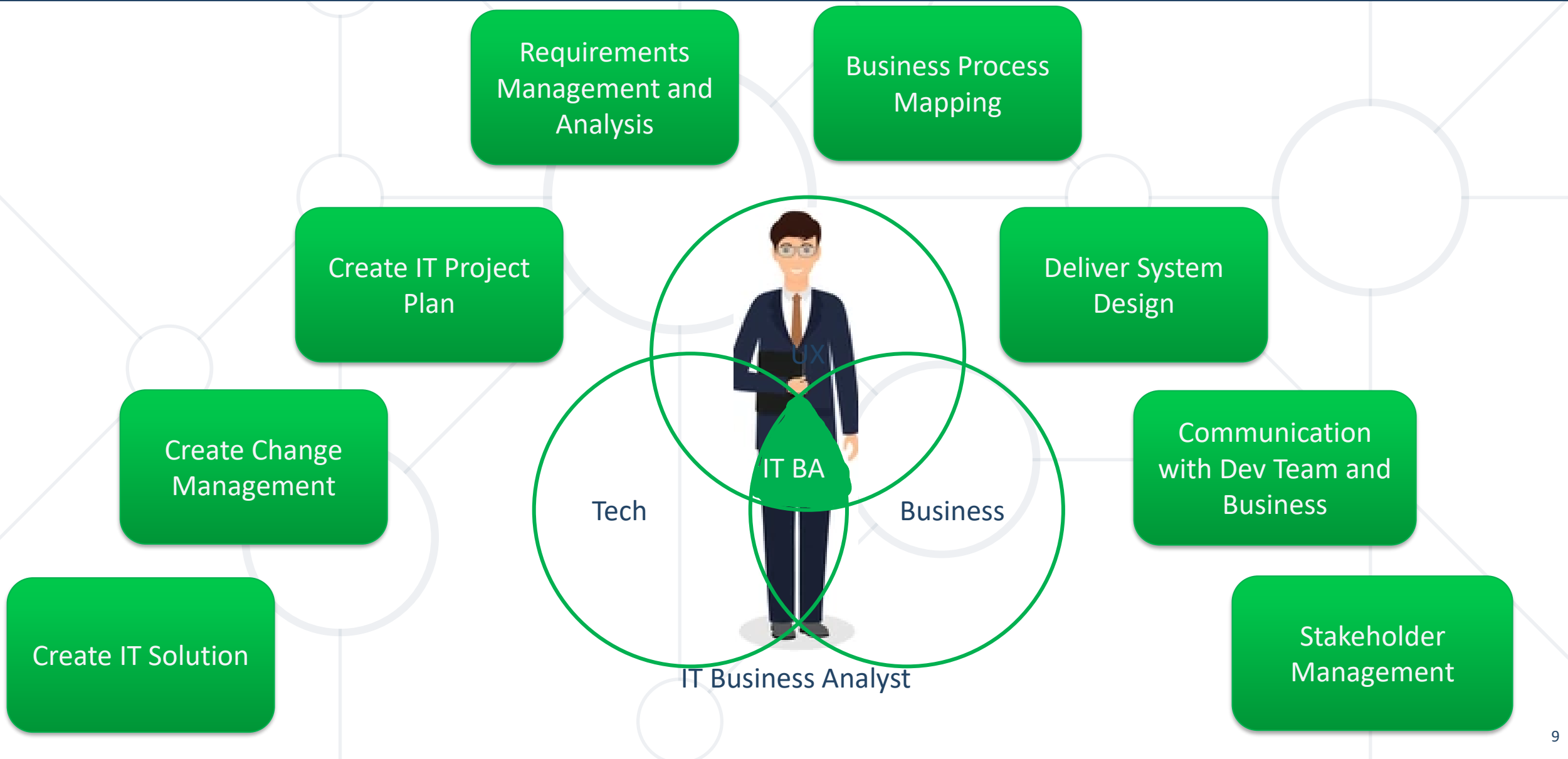




**What responsibilities does  
the IT BA have?**



# IT Business Analysts Responsibilities



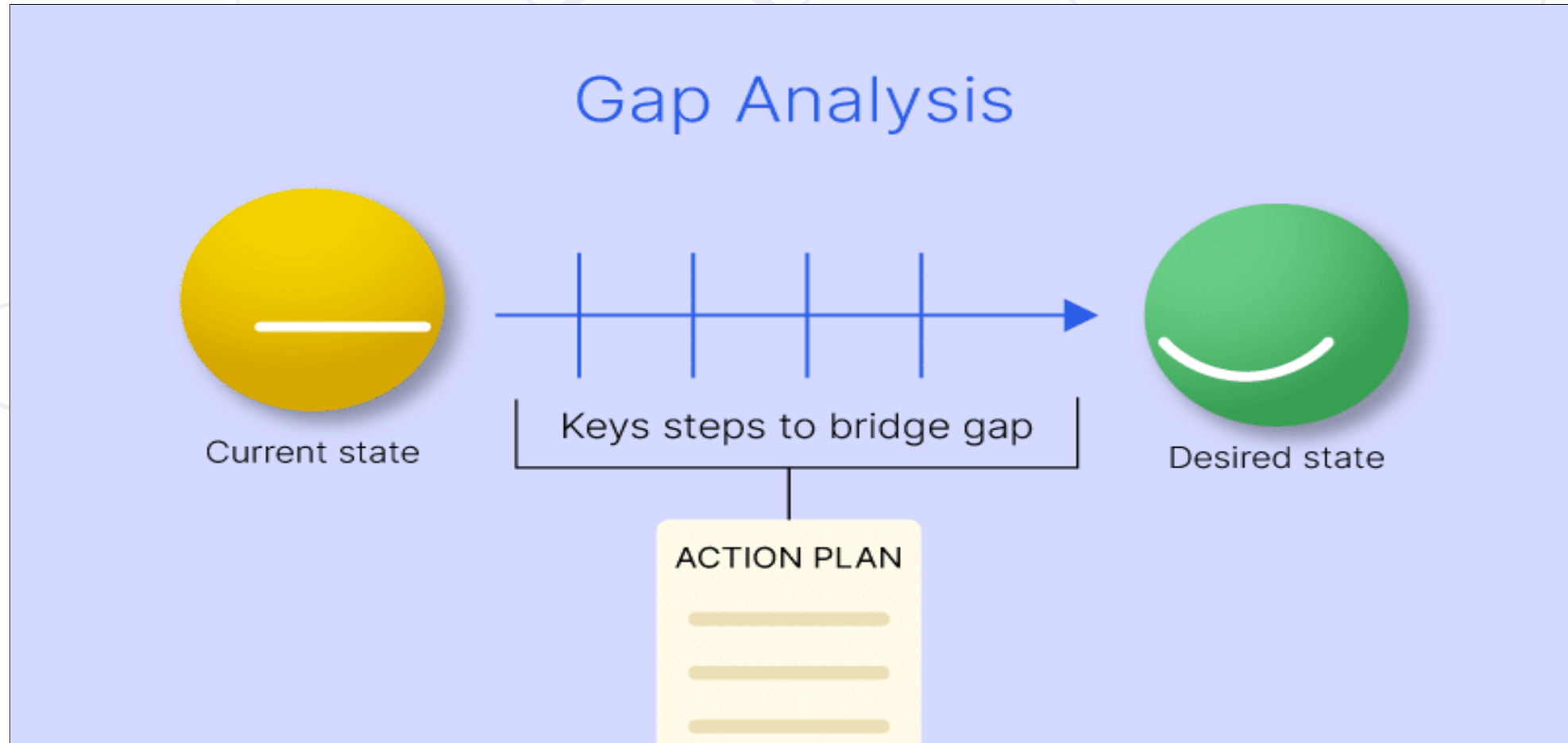
# Basic Process Overview





# Key Foundations for IT BA

# What is Gap Analysis?



As Is

The as-is state of a process is the “now” state. It's how the process operates before you make any changes or improvements.

To Be

The to-be process, on the other hand, is the future state. It is after you have taken on the identified action points and implemented the changes.

## Gap Analysis

Area Under Consideration	We are investigating customer satisfaction of faulty goods returned within warranty. We are not considering outside of warranty, nor the satisfaction of customers at the point of sale.	
Current State	Desired State	Action Steps
1. Customer Satisfaction Rate = unknown  2. Repair Time = 16 days	1. Customer Satisfaction Rate = 99%  2. Repair Time = 12 days	1.1 Benchmark current Customer Satisfaction 1.2 Review findings 2.1 Implement new Repair system 2.2 Train staff to use the new system

# The Process and Responsibilities of IT BA Might Differ in Real Life



- Based on **business, scope and team structure**
  - For example, not every time Gap analysis is needed
- The role of the IT BA might also consist of different responsibilities **based on Software Development Methodology being adopted**
  - For example, in Scrum the IT BA might be Solution Analyst or Product Owner

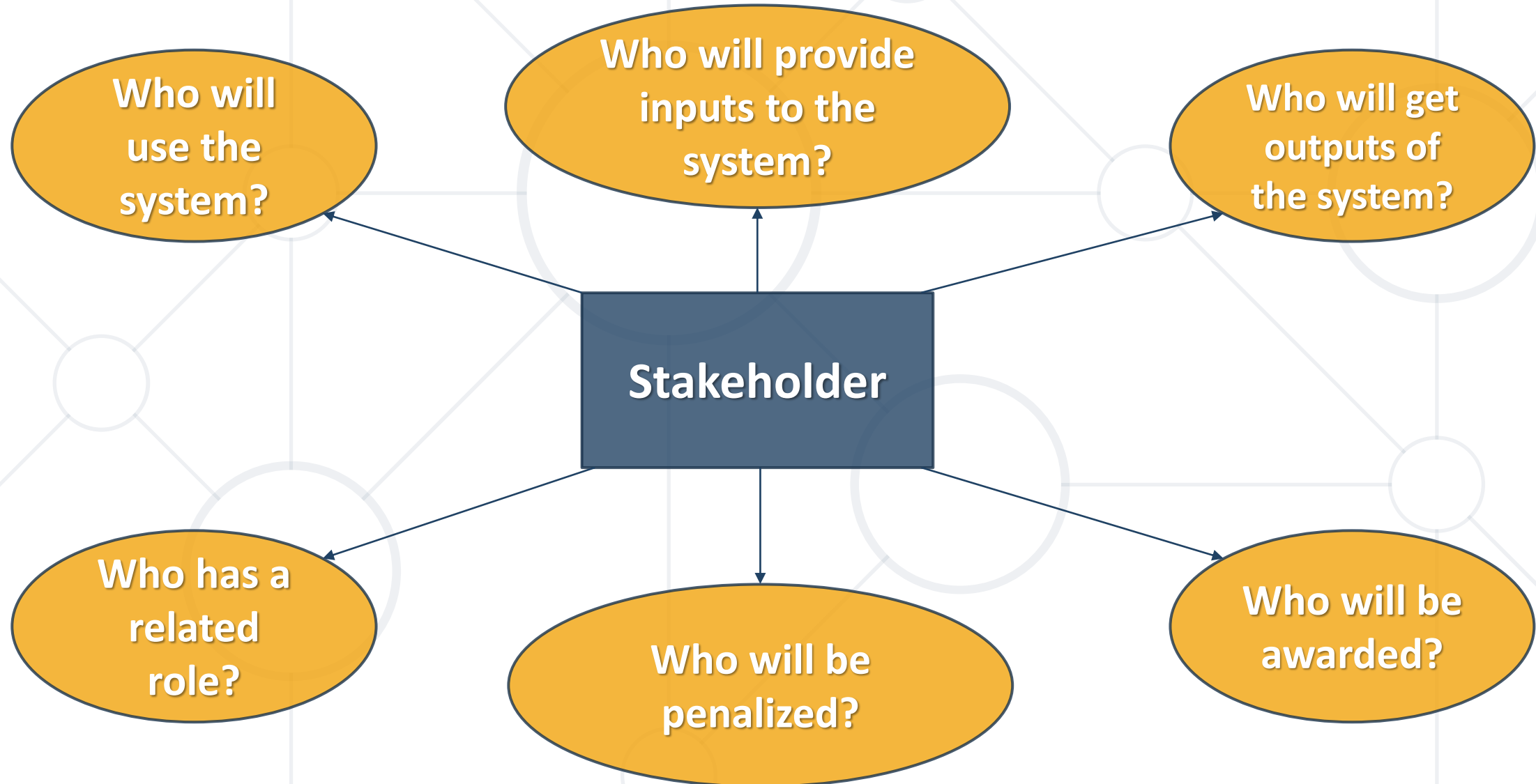
# What is Stakeholders?

*An individual, group, or organization who may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project*



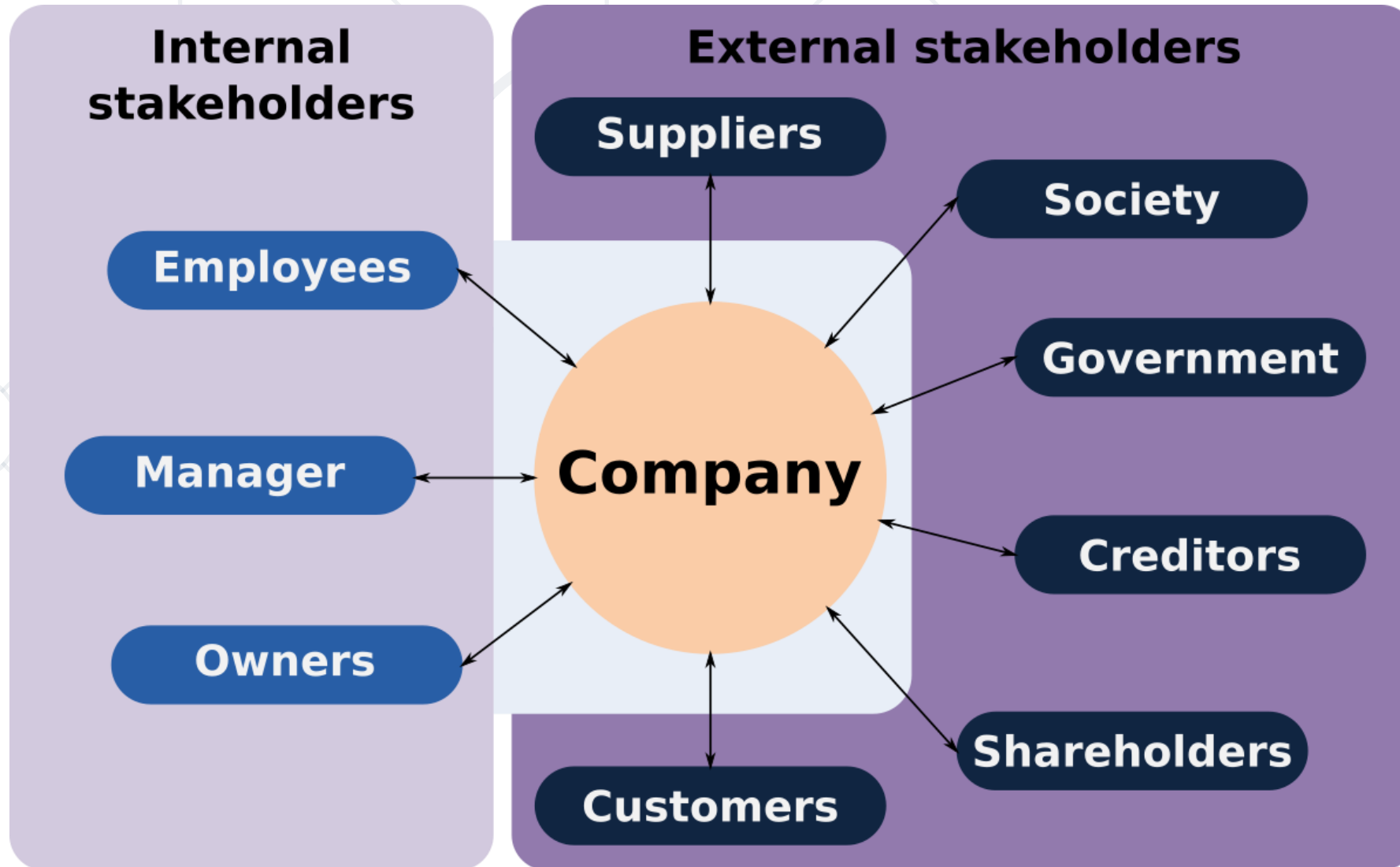


# Who is a Stakeholder?

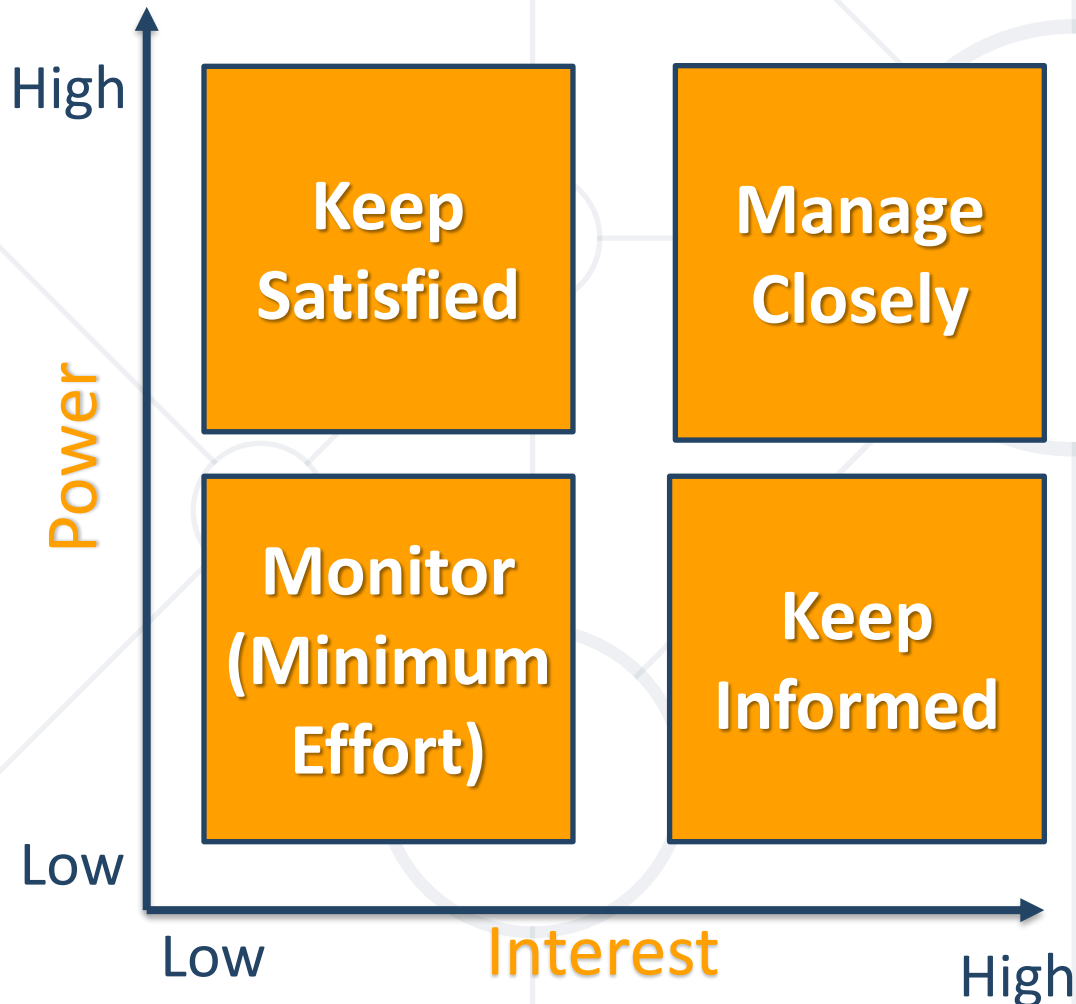




# Who Are Your Stakeholders?



# Stakeholder Power-Interest Grid



## Driving Actions

### Keep Satisfied:

- Put enough work in with these people to keep them satisfied.

### Manage Closely:

- Must fully engage these people and make the greatest efforts to satisfy them.

### Monitor:

- Monitor these people, but don't bore them with excessive communication.

### Keep Informed:

- Adequately inform these people and talk to them to ensure that no major issues are arising.

# Amazon Power-Interest Grid Example

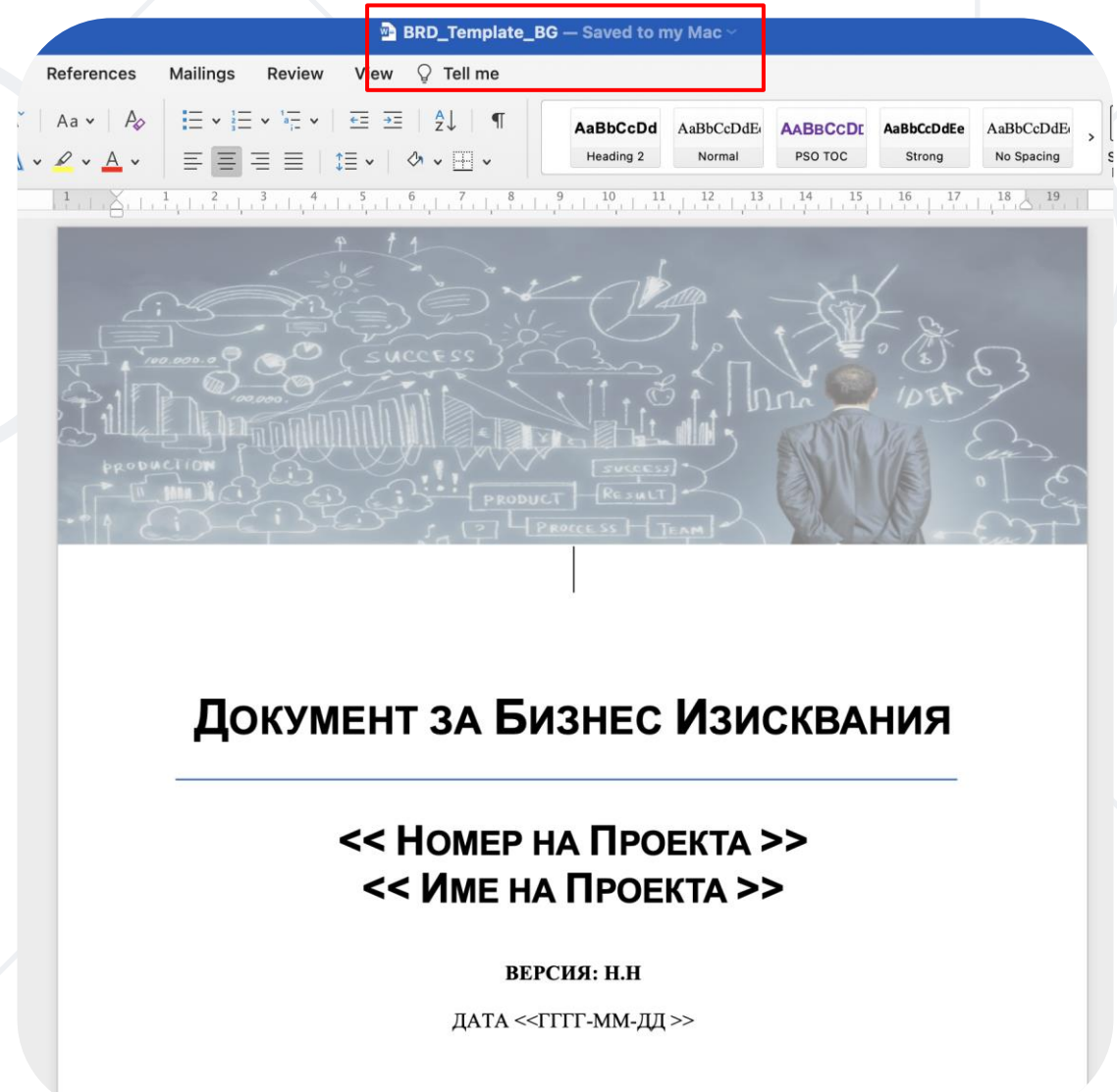
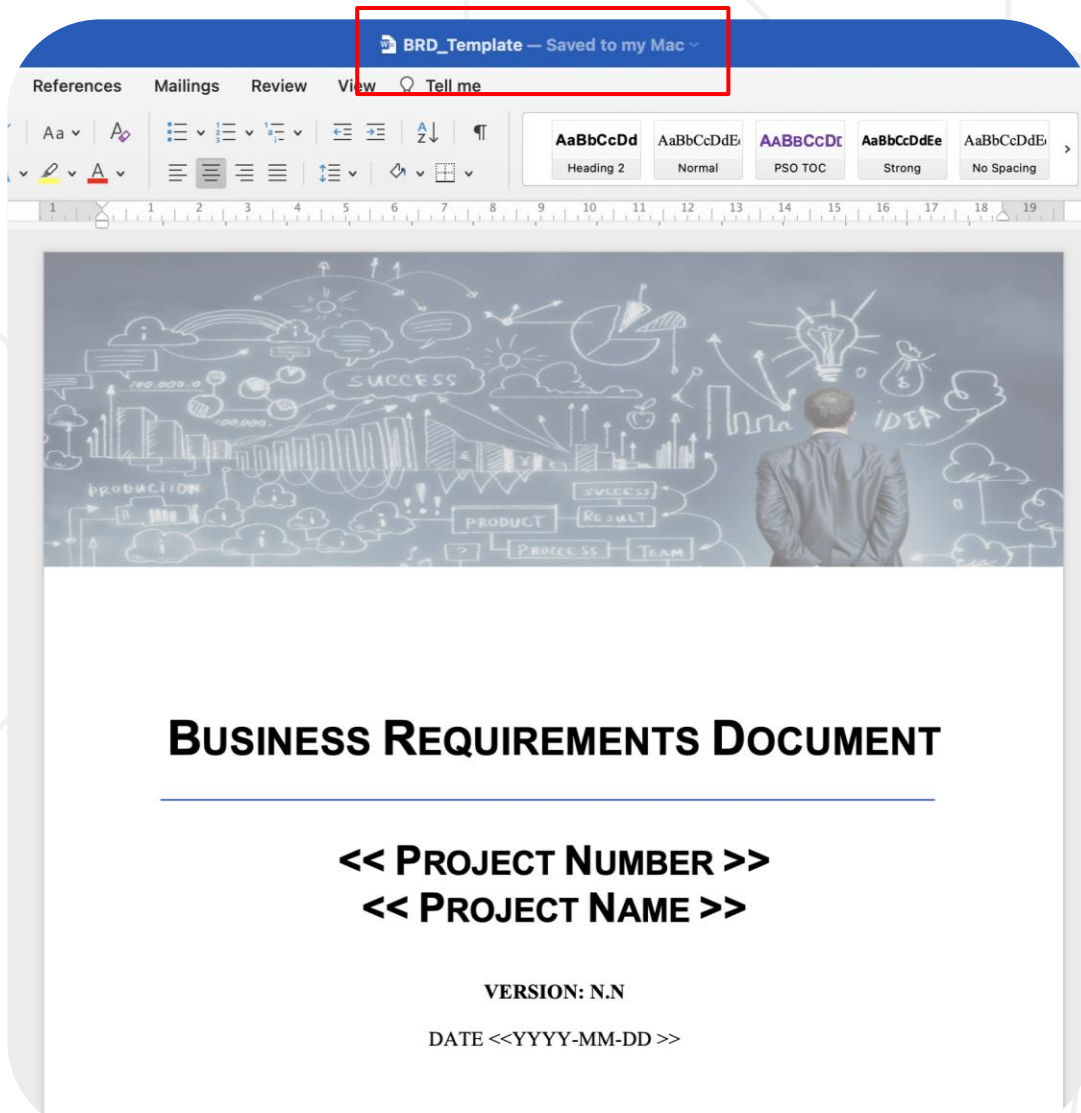


# Documentation of IT Project





# Business Requirements Document



# Important for the Project!

- The provided BRD templates will be **the main document to deliver for the project**
- All the sections to be filled out in order to secure a high mark
- **Any additional sections added will NOT provide higher score**
  - No need to look for templates from the Internet





# CASE STUDY





**Practice**

## Gap Analysis for Dominos Food Delivery Process

- Your task is to conduct a Gap Analysis for the food delivery process in Dominos.
- Currently, the company uses its own mobile app which allows online purchases, online payment, etc.
- If not aware of the Domino's process, you can do quick research (RESEARCH OF BUSINESS MODELS IS HUGE PART OF THE IT BA JOB)
- **The goal is to identify the current gaps and determine areas where improvements are needed.**

# Solution of Task 1

**Gaps**

**Action Points**



## Identify Stakeholders for Restaurant Happy

- Make a list of all stakeholders you can think of in the business of Happy
- Make a table with columns Stakeholder/Power (1-3)/Interest (1-3)
- Based on the table, make a Power-Interest Grid for Happy's stakeholders

# Solution of Task 1



## Read the case and reflect on it:

- What issues did you identify in the current business process?
  - Are there any actions that can be taken?
- Who are the key Stakeholders of the Project?
  - Make a Power-Interest Grid
- Start filling out the BRD.

- **IT BA** is bridge between IT, Business and sometimes UX.
- The basic **IT BA process** can be summed in five high-level steps.
- **Gap Analysis** is the process used to compare company's current performance with their desired, expected performance.
- **Stakeholders** are all interest sides in the outcome of the project.
- Stakeholders can be managed by **Power-Interest Grid**.
- **Business Requirement Document (BRD)** is the standard documentation used for IT Business Analysis.





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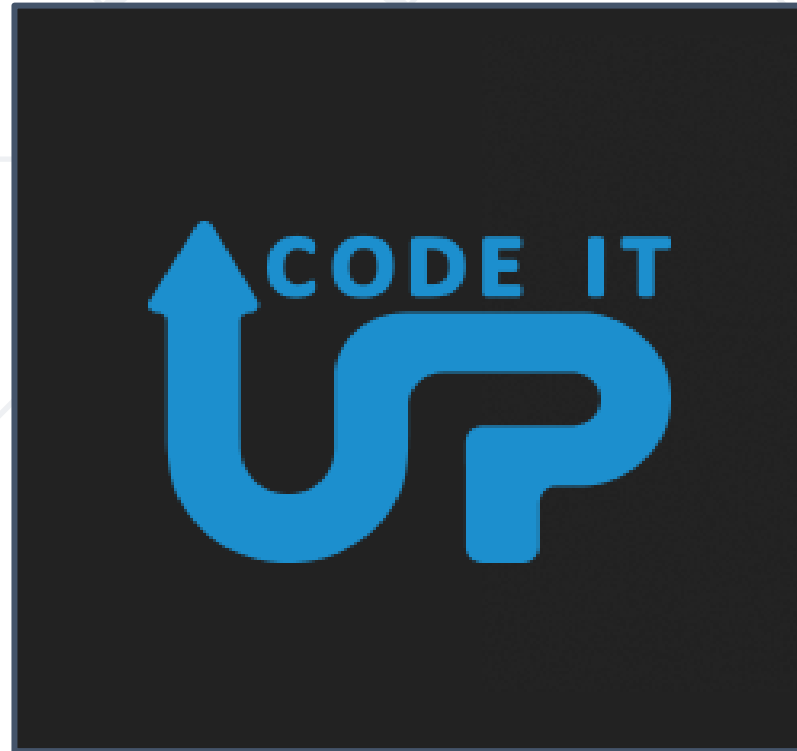


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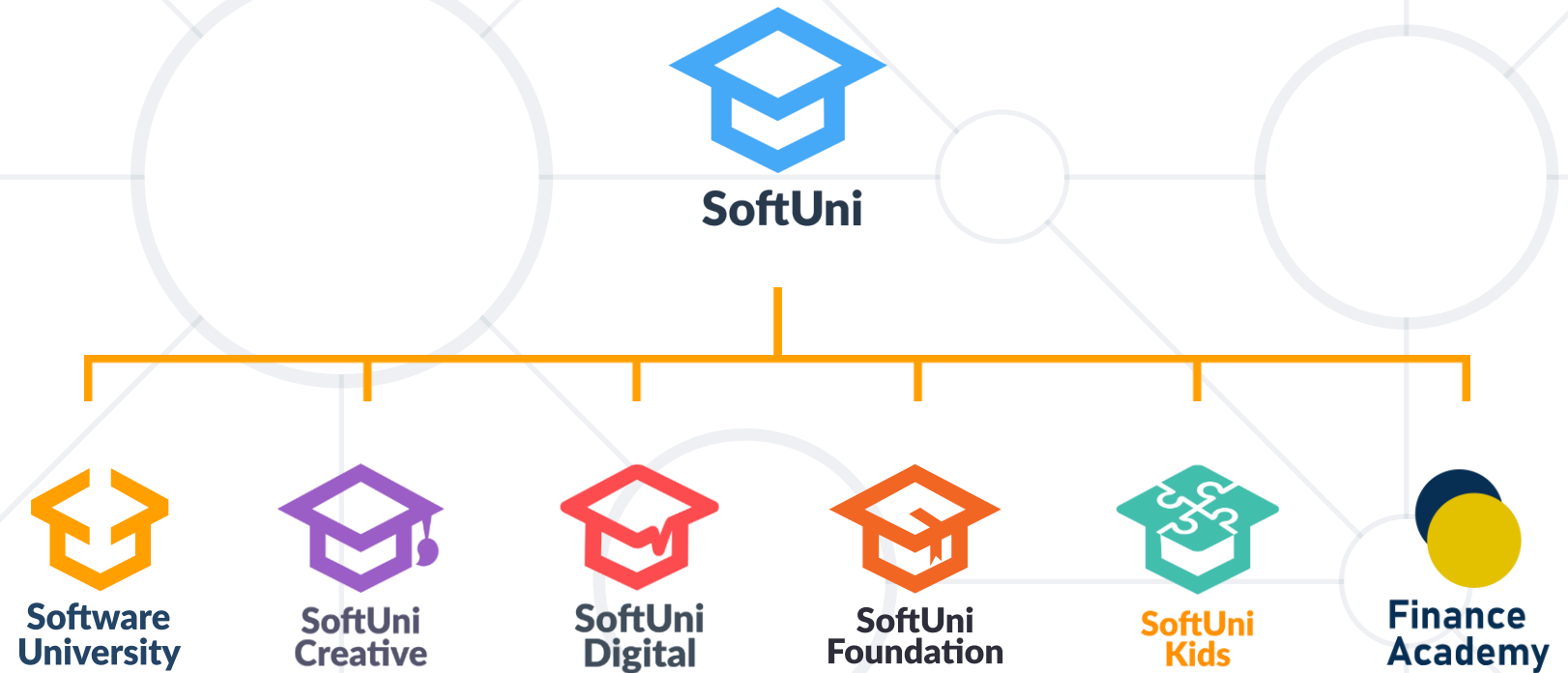
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