SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

TSC Category	Business and Project Management					
TSC Title	Business Requirements Mapping					
TSC Description	Map business requirements to existing processes to identify gaps or opportunities for possible solutions and evaluate impact of solutions against requirements to propose adjustments as needed					
TSC Proficiency Description	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**	**Level 6**
			ICT-BIN-3139-1.1	ICT-BIN-4139-1.1	ICT-BIN-5139-1.1	
			Analyse relevant information from stakeholders and map business requirements to existing processes to identify gaps and/or opportunities	Evaluate factors and ideas to identify key business requirements and objectives to be achieved. Test relevant solutions or programmes and impact of solutions and/or programmes against identified business requirements to propose adjustments	Define overall strategies, objectives and priorities to underscore business requirement mapping activities and assess alignment between solutions, requirements and eventual outcomes	
Knowledge			• Sources of structured and unstructured data for business requirements • Stakeholder identification techniques • Information gathering and critical questioning techniques • Business process mapping methodologies • Evaluation techniques • Methods for gap and opportunity identification	• Data interpretation and analysis techniques • Stakeholder management techniques • Solution testing and evaluation methods • Causes of business requirement misalignment •	• Organisational goals • Business domains • Business models and tools • Criteria for assessing alignment of business requirement mapping, solutions and intended outcomes • Strategy development techniques	

Abilities					
			• Identify relevant stakeholders in the organisation and information sources to gather data • Record and identify business requirements • Determine needs of stakeholders within business process context • Develop preliminary mapping of business requirements to existing processes • Identify gaps or opportunities in existing processes • Manage stakeholders to align business requirements • Gather data on implementation outcomes	• Understand interests of key stakeholders and organisation • Assess data collection methods • Verify and categorise business requirements • Analyse mapping of business requirements to existing processes and/or solutions to identify gaps or improvement opportunities • Prioritise findings to identify key requirements and objectives to be achieved • Develop solutions to identified gaps and opportunities in collaboration with stakeholders • Evaluate impact of solutions and programmes in meeting identified business requirements • Identify common feasibility issues • Highlight adjustments required for better alignment between requirements and outcomes	• Define overall strategies, objectives and priorities for business requirement mapping and solutioning activities • Evaluate business requirements in line with business strategies, objectives and priorities • Determine priorities to address business requirements • Determine criteria for assessing alignment of business requirement mapping, solutions and intended outcomes • Review and suggest improvements for proposed solutions to address gaps and opportunities identified • Review and suggest solutions to address common feasibility issues and business requirement misalignment issues • Evaluate alignment between business solutions and intended outcomes • Propose improvements to business solutions	