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| **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 |  |