
Overview

Sub-discipline Business Analysis (201) is concerned with the competencies required to assist an organisation in improving its business performance through a set of integrated and systematic activities designed to analyse opportunities for new or enhanced IT systems and identify possible options that may be adopted.

Working in the professional role (2014) involves:

- Assisting in preparing for an IT business analysis assignment (2014.01);
- Gathering, documenting and helping to verify information relating to IT business analysis activities (2014.02);
- Undertaking IT business analysis activities (2014.03); and
- **Communicating information relating to IT business analysis activities (2014.04).**

Communicate information relating to IT business analysis activities

Performance criteria

You must be able to:

- P1 select, use and apply the most appropriate communication styles to use with sponsors, stakeholders and other individuals during IT business analysis activities
- P2 communicate effectively with any relevant individuals and bodies during IT business analysis activities
- P3 assist in presenting and reporting findings and recommendations from IT business analysis to a wide range of sponsors, stakeholders and other individuals, under direction

Communicate information relating to IT business analysis activities

Knowledge and understanding

You need to know and understand:

- K1 how to use and apply the most appropriate communication style to use with sponsors, stakeholders and other individuals during IT business analysis activities
- K2 how to ensure that sensitive business information is not disclosed inappropriately during IT business analysis activities
- K3 how to ensure the security and integrity of information created, collected, used and documented during IT business analysis activities
- K4 how to communicate and liaise effectively with all individuals from whom information is required in order to conduct IT business analysis activities
- K5 what are the potential implications of failings of integrity, confidentiality and information security during IT business analysis activities
- K6 who are the sponsors of and stakeholders for any IT business analysis assignment
- K7 the importance during IT business analysis activities of:
 - K7.1 maintaining the integrity and confidentiality of information
 - K7.2 ensuring that sensitive information is not disclosed inappropriately
 - K7.3 addressing the needs of sponsors and other internal or external stakeholders
 - K7.4 communicating in a clear, unambiguous and consistent manner with sponsors, stakeholders and external bodies

ESKITP2014.04

Communicate information relating to IT business analysis activities

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