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## 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 senior professional role (2015) involves:

- Preparing for IT business analysis assignments (2015.01);
- Planning and implementing IT business analysis assignments (2015.02);
- **Managing IT business analysis activities (2015.03);** and
- Communicating the results of IT business analysis activities (2015.04).

**Performance  
criteria**

*You must be able to:*

- P1 monitor IT business analysis activities within own area of accountability, to ensure quality and compliance with all legislation, regulations and standards
- P2 take appropriate and timely action in the event of IT business analysis deliverables produced by self or others not supporting the business requirements
- P3 manage relationships effectively with a wide range of internal and external individuals and bodies during any IT business analysis assignment
- P4 ensure information produced by IT business analysis activities is available to and applied correctly in any relevant, related activities such as business change management

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to identify:
  - K1.1 when and how to synchronise IT business analysis activities with benefits realisation activities
  - K1.2 opportunities to improve the quality and effectiveness of IT business analysis activities
- K2 how to identify and select the actions to be taken in the event of the deliverables of IT business analysis being incorrect, incomplete or inadequate
- K3 how to monitor and report on:
  - K3.1 compliance with all relevant legislation, regulations and standards relating to IT business analysis
  - K3.2 compliance with all professional and ethical standards relating to IT business analysis
  - K3.3 the effectiveness and quality of IT business analysis activities
- K4 how to manage:
  - K4.1 the synchronisation of IT business analysis activities with benefits realisation activities
  - K4.2 the alignment of IT business analysis activities with all relevant legislation, regulations and standards
  - K4.3 relationships with sponsors, stakeholders and external bodies on matters relating to IT business analysis
  - K4.4 the relationships with external providers offering IT business analysis services
  - K4.5 issues arising as a result of IT business analysis activities
  - K4.6 external factors that may impact on IT business analysis activities
- K5 how to analyse and present the results gained from monitoring IT

business analysis activities

- K6 how to conduct IT business analysis to an appropriate standard for the business context and needs
- K7 how to conduct IT business analysis assignments that may contain complex, non-routine and strategic issues that need to be addressed
- K8 how to incorporate real life factors and constraints within IT business analysis activities
- K9 how to establish effective relationships with external providers of IT business analysis services
- K10 the importance of managing relationships with sponsors, stakeholders and external bodies in all aspects of IT business analysis
- K11 the importance of action being taken in the event of IT business analysis activities not supporting the business needs
- K12 the need to monitor the effectiveness and quality of external providers of IT business analysis services
- K13 the procedures, tools and techniques relating to business analysis activities that can be used to:
  - K13.1 monitor the effectiveness and quality
  - K13.2 monitor compliance with legislation, regulations and standards

## ESKITP2015.03

### Manage IT business analysis activities

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