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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 lead professional role (2016) involves:

- Identifying opportunities for strategic contributions and enhancements to business opportunities through IT (2016.01);
- Designing and implementing IT business analysis strategy, policies and proposals (2016.02);
- **Reviewing and managing the quality and effectiveness of IT business analysis activities (2016.03);** and
- Negotiating and authorising the requirements needed to support IT business analysis activities (2016.04).

**Performance  
criteria**

*You must be able to:*

- P1 evaluate and make decisions on the most appropriate options produced through any IT business analysis programme, in order to meet business requirements most effectively
- P2 make decisions on the actions required by self and or others in the event of IT business analysis activities not meeting the business needs
- P3 advise and guide individuals on all aspects of IT business analysis, including best practice through application of own experience and knowledge
- P4 agree the most appropriate actions and approaches to be used in any IT business analysis programme, in order to meet the business needs most effectively
- P5 review the quality and effectiveness of IT business analysis activities and any external providers involved in their delivery, taking action where appropriate

## Knowledge and understanding

*You need to know and understand:*

- K1 how to identify and select the actions that may be taken in the event of IT business analysis activities not supporting the business needs
- K2 how to use and apply own experience, knowledge and understanding of the strategic and/or high level business context and drivers, in order to conduct an IT business analysis programme with strategic or wide ranging consequences
- K3 how to monitor:
  - K3.1 the effectiveness and quality of external providers of IT business analysis services
  - K3.2 the alignment of IT business analysis activities with all relevant activities
- K4 how to manage actions to be taken in the event of IT business analysis activities not supporting the business needs
- K5 how to review and present the effectiveness and quality of:
  - K5.1 IT business analysis activities
  - K5.2 external providers of IT business analysis services
- K6 how to take actions in the event of external providers not providing the appropriate quality of IT business analysis services
- K7 how to advise and guide others on:
  - K7.1 all aspects of IT business analysis activities, including best practice
  - K7.2 the actions that may be taken in the event of IT business analysis activities not meeting the business needs
- K8 how to make decisions:
  - K8.1 based on the assessment of a range of IT options that may meet the business requirements

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### Review and manage the quality and effectiveness of IT business analysis activities

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- K8.2 on the results provided by monitoring IT business analysis activities
- K8.3 on the actions that may be taken in the event of IT business analysis activities not meeting the business needs
- K8.4 to improve the effectiveness and quality of IT business analysis activities within an organisation

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Review and manage the quality and effectiveness of IT business analysis activities

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