



Office of the Government Chief Information Officer
The Government of the Hong Kong Special Administrative Region

**BEST PRACTICES
FOR
BUSINESS ANALYST
[G60]**

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Amendment History				
Change Number	Revision Description	Section Affected	Rev. Number	Date
1	As detailed in 1.01 to 1.10		1.1	December 2016
1.01	Add “List of Figures and Tables”	After “Table of Contents” (<i>New</i>)		
1.02	Separate Appendices into Appendix A, Appendix B and Appendix C. Add description of appendices	Structure of this document (v) under “About This Document”		
1.03	Add a sample of IT project organisation chart	2.1.2 (d); Figure 2		
1.04	Revise the content of roles and responsibility of BA and BAC	2.1.2 (e); Table 2; 2.1.3 (i), (ii), (iii); Table 3 (a)(ii)		
1.05	Revise the content in the section of “Requirements Definition”	3.4.6 (e)		
1.06	Rename the section name from “Assess Proposed System Option & Organisation Readiness for System Implementation” to “Assessment for System Implementation”	3.5		
1.07	Add reference link and revise the content in the section of “System Implementation and Acceptance”	3.6.1 (a); 3.6.3 (a) (ii)		
1.08	Revise the content in the section of “System Evaluation”	3.7 (b)		
1.09	Add reference link to Resources Estimation Guide	4.1 (d)		
1.10	Add the “Reference” section	Reference (<i>New</i>)		

Amendment History				
2	Add the content of “Design Thinking”	3.4	1.2	May 2019

Table of Contents

CONVENTIONS 1

PREFACE 2

ABOUT THIS DOCUMENT 3

1 INTRODUCTION 4

 1.1 What is Business Analysis 4

 1.2 What is Business Analyst 4

 1.3 Importance of and Need for a BA Role 4

 1.4 Benefits of Having Dedicated BA 5

2 ROLE OF BA IN IT PROJECT DELIVERY 6

 2.1 Project Organisation with Dedicated BA 6

3 INVOLVEMENT OF BA IN SYSTEM DEVELOPMENT 12

 3.1 Overview 12

 3.2 Business Analysis Planning 13

 3.3 Business Case Definition 18

 3.4 Requirements Definition 22

 3.5 Assessment for System Implementation 30

 3.6 System Implementation and Acceptance 33

 3.7 System Evaluation 36

4 PREPARATION FOR ESTABLISHING BA ROLES 37

 4.1 Resources Planning 37

 4.2 Required Competencies of BA 38

 4.3 Other Considerations 39

REFERENCE 40

GLOSSARY 41

List of Figures & Tables

Figure 1 - Example 1 of BA role in the IT project organisation.....	8
Figure 2 - Example 2 of BA role in the IT project organisation.....	8
Figure 3 - BA Activities in SDLC	12
Figure 4 - Activities for Business Analysis Planning.....	13
Figure 5 - Activities for Business Case Definition.....	18
Figure 6 - Elicitation and Analysis of Requirements.....	23
Figure 7 - Assess Proposed System Option and Organisation Readiness for System Implementation	30
Figure 8 - Three Major Activities for System Implementation and Acceptance	33
Table 1 - List of Acronyms used throughout the Best Practices for Business Analyst	1
Table 2 - Differences of BA, SA, UAC and BAC	9
Table 3 - Tips for BA Role in IT Project Organisation	10
Table 4 - Plan-driven versus Change-driven Approach	13
Table 5 - Tips for BA Work Plan	17
Table 6 - Tips for Business Case.....	21
Table 7 - Tips for Requirements Definition	27
Table 8 - Tips for Reviewing Organisation Readiness.....	31
Table 9 - Tips for BA in System Evaluation	36
Table 10 - Glossary to facilitate the consistency of terms	41

CONVENTIONS

Table 1 - List of Acronyms used throughout the Best Practices for Business Analyst

Abbreviation	Full Name
BA	Business Analyst
BAC	Business Assurance Coordinator
FS	Feasibility Study
Internal PM	Internal Project Manager
IT	Information Technology
OOM	Object Oriented Methodology
PAT	Project Assurance Team
PIDR	Post Implementation Departmental Return
PMP	Project Management Plan
PSC	Project Steering Committee
RAD	Rapid Application Development
SA	Systems Analyst
SA&D	Systems Analysis & Design
SDLC	System Development Life Cycle
TAC	Technical Assurance Coordinator
UAC	User Assurance Coordinator
UAT	User Acceptance Test
UC	Use Case
URD	User Requirements Document
WBS	Work Breakdown Structure

PREFACE

- (a) Over the years, the Government has made great strides in harnessing information technology (IT) in the delivery of public services. To enable the more efficient and effective delivery of IT projects, it is a good practice that a business analyst (BA) role be explicitly instituted into the IT project organisation.
- (b) The purpose of this “Best Practices for Business Analyst” (“Document”) is to provide guidance to government bureaux and departments (B/Ds) in instituting the role of business analyst and in conducting business analysis for IT system development projects, either outsourced or undertaken by in-house resources. For the purpose of this document, IT system development also covers IT system enhancement.
- (c) This Document is developed with reference to those business analysis best practices and trends in the industry, globally and locally, and practices which are implemented in some B/Ds. This Document should be suitably adopted by B/Ds to meet their own project needs. It is not a procedure manual and the BA should apply business knowledge and experience while practising business analysis to achieve the expected outcome.
- (d) To boost the adoption of the practices in this Document, support and buy-in of senior management and business users in B/Ds are very important. It is recommended that B/Ds should plan and have provision for establishing and sustaining the BA role in order to enable more efficient and effective delivery of IT projects.
- (e) For the purpose of this Document, the terminologies used have been customised to suit the Government environment.

ABOUT THIS DOCUMENT

TARGET AUDIENCE

This Document is intended for reference by staff members who are responsible for managing or conducting business analysis in IT system development projects in B/Ds. They include:

- i) Senior executives including project owners or business owners who have the authority to allocate resources and fund to support the establishment and sustainable undertaking of the BA role in IT projects;
- ii) BAs or user coordinators who perform various business analysis activities;
- iii) Project managers who are responsible for project management and planning; and
- iv) Project team members who often work jointly with BAs.

STRUCTURE OF THIS DOCUMENT

This Document is organised into four sections and three appendices:

i) **SECTION 1 - INTRODUCTION**

Provides an overview of what BA is and the potential benefits of instituting a BA role in IT project organisation.

ii) **SECTION 2 - ROLE OF BA IN IT PROJECT DELIVERY**

Highlights the activities and tasks involving BA in different phases of the System Development Life Cycle (SDLC), and explains the role of BA in IT project organisation.

iii) **SECTION 3 - INVOLVEMENT OF BA IN SYSTEM DEVELOPMENT**

Illustrates the role of BA in various phases and processes of the SDLC.

iv) **SECTION 4 - PREPARATION FOR ESTABLISHING BA ROLES**

Provides information and considerations about establishing the BA role in B/Ds.

v) **APPENDICES**

Templates, checklists and sample documents are provided in the following appendices for reference -

- Appendix A – Techniques and tools for BA.
- Appendix B – A template of Business Analysis Work Plan with sample contents.
- Appendix C – A template of User Requirements Document with sample contents.

Some hints and tips based upon industry practices are provided in some sections where applicable to help improve the effectiveness in conducting business analysis for IT system development project.

1 INTRODUCTION

1.1 WHAT IS BUSINESS ANALYSIS

Business analysis refers to the identification and analysis of business problems, needs and opportunities through participation in the SDLC to help achieve the organisation's strategic vision and business goals.

1.2 WHAT IS BUSINESS ANALYST

BA is responsible for performing the business analysis functions for IT system development projects such as analysing business needs, facilitating elicitation of user requirements, documenting and prioritising business requirements, verifying major project deliverables, exploring business reengineering opportunities and workflow from business perspective, and facilitating effective communication between business and IT sides.

1.3 IMPORTANCE OF AND NEED FOR A BA ROLE

- (a) During IT system development, communication gap often exists between IT staff and business users due to differences in knowledge, skills, background and orientation. Users may not understand the IT terminology and technical solutions while IT staff may not understand the business terminology, functions, processes and environment. This leads to difficulties in eliciting real business needs and understanding of requirements as well as affecting the design of the proposed system. The situation becomes even more challenging if the IT project is outsourced, where more communication and collaboration issues may arise especially when the external IT contractor is not familiar with the Government environment and the business processes. Therefore, a BA role is important and needed to be instituted in the IT project organisation to improve the collaboration between users and IT staff throughout the SDLC.
- (b) At project initiation stage before the formation of a project team, BA can help explore improvement opportunities of current state by developing sound business cases to justify the investment of IT project and produce a clear project scope and estimation. BA role is especially helpful in scoping and planning of large-scale projects at project initiation stage.
- (c) Where the demand and resources justify, a permanent establishment of the BA role is recommended to aid on-going system maintenance, support and enhancement.

1.4 BENEFITS OF HAVING DEDICATED BA

BA serves as the bridge between the business users and the technical IT people. Its presence will contribute significantly to the success of IT projects. The anticipated benefits of having a dedicated BA include the following:

- i) More able to deliver a clear project scope from a business point of view;
- ii) More able to develop sound business cases and more realistic estimation of resources and business benefits;
- iii) More able to make a better project scoping, planning and management in costs and schedule especially for large-scale IT projects;
- iv) More able to produce clear and concise requirements, which in turn, helps provide clearer and more accurate tender requirements if the IT project is outsourced;
- v) More able to elicit the real business needs from users, and effectively manage user expectations and changes;
- vi) More able to improve the quality of design for the proposed IT system so that it is able to meet real user needs and achieve the anticipated benefits;
- vii) More able to ensure the quality of the system developed before passing on to end-users for review and acceptance; and
- viii) More competent to arrange the comprehensive and quality test on the delivered systems or functions and provide feedback to the technical IT people.

2 ROLE OF BA IN IT PROJECT DELIVERY

2.1 PROJECT ORGANISATION WITH DEDICATED BA

2.1.1 Current Situation

- (a) The current IT project organisation in the Government has not explicitly instituted a BA role. The BA role is often implicitly taken up (partly or fully) by the Systems Analysts (SAs) and/or user coordinators. Since SAs are often not recruited or assigned to the project until the approval of project funding or, in the case of outsourced projects, award of contracts, the BA tasks required in the early project planning phase are thus not able to be conducted effectively.
- (b) If a project has cross-sectional requirements and involves many different groups of users, it is often difficult for the groups of users to agree, consolidate and prioritise a list of requirements without the involvement of a dedicated BA who is assigned the formal responsibility to coordinate user requirements and perform the business analysis work.
- (c) With reference to some B/Ds which have a relatively higher IT project success rate, they have assigned a group of business users to liaise between end-users and IT staff. They perform the BA functions such as eliciting and gathering user requirements, identifying key issues from the business perspective and verifying major project deliverables before passing on to end-users for review. They are often nominated by the Project Owner, the Project Steering Committee (PSC) or the Project Assurance Team (PAT) of the IT project organisation.

2.1.2 BA Role in IT Project Organisation

- (a) B/Ds should explicitly institute a BA role in the project organisation for IT system development projects, especially for new business areas, or business areas with complicated processes, requirements, or involving many different groups of stakeholders or end-users from different divisions or B/Ds.
- (b) No matter the project is developed in-house or outsourced, BA is an essential role that should be taken up by experienced business user in the B/D who is familiar with the business environment and possesses sufficient business knowledge as well as basic IT knowledge.
- (c) B/Ds should assign sufficient staff resources to take up the BA role according to project size and complexity. It is recommended that at least one dedicated staff member from

user side should be assigned to each project. The staff member(s) can either be working full time or part time on the project, depending on the workload in different phases of the SDLC and nature or complexity of the IT projects. The BA should be an officer from departmental grade or other grades in B/Ds who are experienced and knowledgeable in business processes with basic IT knowledge, approximately equivalent at the rank of Executive Officer I or Senior Executive Officer, or Management Services Officer I or Senior Management Services Officer, depending on the project size, scale and complexity.

- (d) B/Ds may also determine whether the BA(s) should report to the Project Owner, PSC, PAT or Internal Project Manager (Internal PM) in the IT project organisation, depending on project needs, organisation structure and project phases. For example, the BA may directly report to the Project Owner at project initiation phase. After project fund is approved and the IT project team is formed, the BA may report to the PSC and work jointly with the Internal PM and IT project team. If the project size is large and a BA team is established in the B/D, the Head of the BA team may be a member of the PSC and a senior BA may also be a member of the PAT to help assure the quality of deliverables from the business perspective. If the role of Internal PM is taken up by departmental grade staff, then the BA role may be assumed by a subordinate of the Internal PM. B/Ds may flexibly determine a suitable reporting line for the BA role in their own IT project organisation. Figure 1 and Figure 2 show two examples of BA role in the IT project organisation.

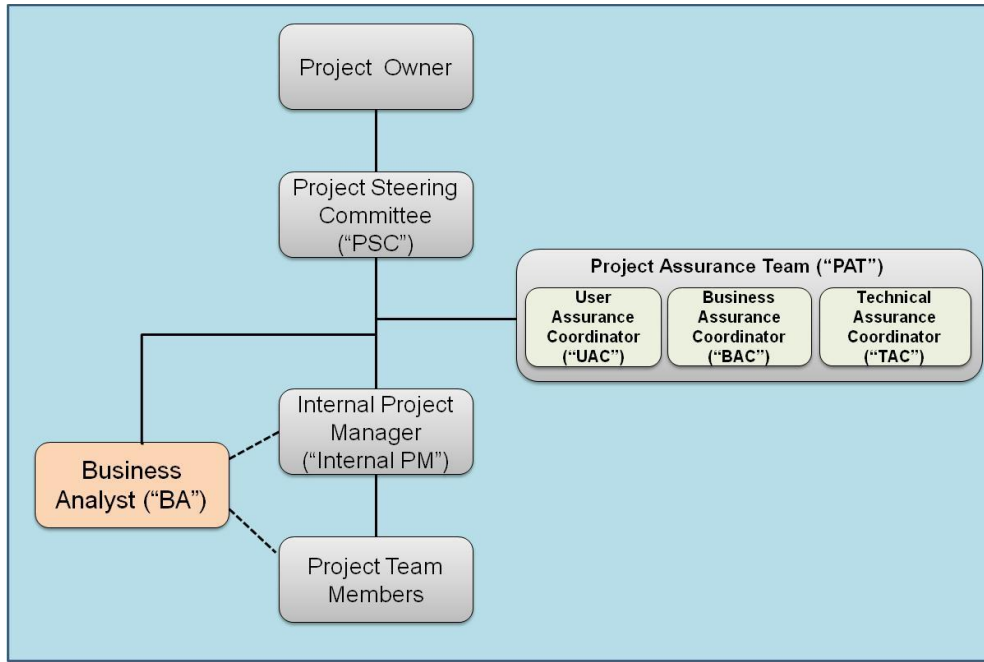


Figure 1 - Example 1 of BA role in the IT project organisation

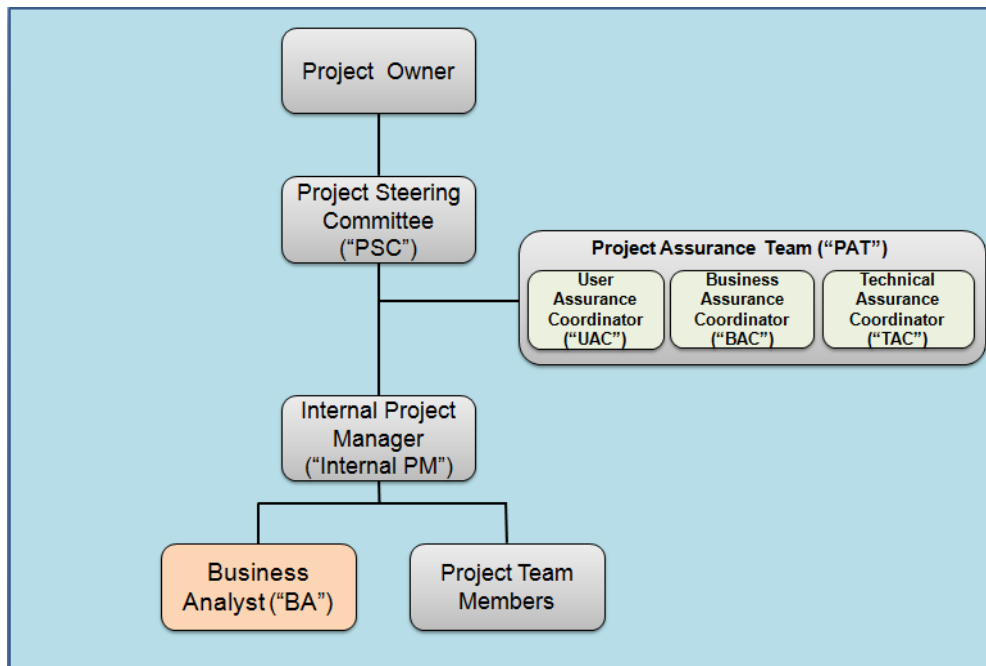


Figure 2 - Example 2 of BA role in the IT project organisation

- (e) Regardless of the reporting line, BA should have a close working relationship with the Internal PM and the IT project team throughout the SDLC. BA focuses on matters related to business while Internal PM and IT project team focus on project management and IT matters. BA needs to collaborate and discuss with the Internal PM or IT project team on how the proposed IT system could best fulfil user requirements and achieve the expected outcomes. At the same time, the BA needs to enable end-users to understand and provide feedback on the system design by, for example, presenting in layman’s terms, using

prototypes, etc. The BA also needs to ensure that the business analysis activities are carried out in alignment with the project plan.

- (f) A table showing the main differences in the roles and responsibilities among BA, SA, User Assurance Coordinator (UAC) and Business Assurance Coordinator (BAC) are shown below. For details, please refer to *Appendix A-1*.

Table 2 - Differences of BA, SA, UAC and BAC

Item	BA	SA	UAC	BAC
Position	Member of IT project organisation	Member of IT project team	Member of PAT	Member of PAT
Reporting to	Project Owner, PSC, PAT or Internal PM [<i>refer to (d) above</i>] (according to project needs and project phases)	Internal PM	PSC	PSC
Main Responsibilities	Liaise between end-user side and IT side, facilitate the elicitation and analysis of requirements	Perform system analysis and design, implementation, testing and data conversion	Ensure user requirements are properly specified	Ensure that business issues arising during the project are properly managed and business goals of the project are achieved

2.1.3 Roles and Responsibilities of BA

The major role of BA is to liaise between end-user side and IT side to help identify and analyse business problems and needs, and work closely with the SA during the development of IT system to achieve the business goals. The major responsibilities of BA are listed as follows:

i) Contribute to the Development of Business Case

Assist project owner in evaluating whether a business case exists by defining the scope, analysing business problems, identifying business needs and improvement opportunities, and developing the cost-benefit analysis, etc. During the process, collaboration with end-users and, where applicable, IT staff is necessary. Establish the business case if the analysis proves to be sound.

ii) Facilitate the Elicitation and Analysis of Requirements

Collaborate and communicate with stakeholders to elicit, consolidate, analyse and prioritise requirements, understand their needs, manage their expectations, and help ensure the requirements are complete, unambiguous and map to genuine business needs.

iii) Assess Proposed System Option and Organisation Readiness for System Implementation

Provide support to users and coordinate with IT staff to help review and provide input to the design of the IT system from the business perspective, resolve issues/conflicts among stakeholders, help organise comprehensive and quality UAT through assisting users in developing test cases, and training with the aim of ensuring the deployed IT system is capable of meeting business needs and requirements as well as realising the anticipated benefits. Where resources and circumstances allow, BA may need to conduct UAT to ensure the system quality especially when the end-user involvement is not high.

iv) Plan and Monitor the Business Analysis Activities

Plan the scope, schedule and approach for performing the activities related to business analysis for the IT system development project, monitor the progress, coordinate with the Internal PM and report to PAT or PSC on changes, risks and issues wherever appropriate.

2.1.4 Hints and Tips**Table 3 - Tips for BA Role in IT Project Organisation****(a) Relationship between BA and project manager**

- i) Project managers should understand that BAs need to be involved in all phases of the SDLC including elicitation and documentation of requirements. On the other hand, BAs should keep the project managers aware of issues such as changes in requirements or system functions and the corresponding impacts.
- ii) Both BA and project manager should understand each other's roles and responsibilities in the project organisation, and closely communicate and coordinate with each other. Subject to the organisation structure and practical considerations such as those mentioned in 2.1.2(d), in general a peer-to-peer relationship is preferred to subordinate-to-supervisor relationship between the BA and the project manager. This helps avoid conflict of interests and facilitate the liaison between the user side and the IT side and more easily establish

mutual understanding between the BA and the project manager. A strong partnership between the BA and the project manager is essential for project success.

(b) Relationship between BA and SA

- i) While the SA has the focus on IT related issues, he/she has the overall responsibility for the SA&D and implementation of IT system development project. Thus the BA and SA should work closely together to make sure that the BA has accurately conveyed business requirements to the SA and that the SA has come up with the system design and got the system implemented according to the confirmed requirements.

3 INVOLVEMENT OF BA IN SYSTEM DEVELOPMENT

3.1 OVERVIEW

- (a) Business Analysis related activities are involved in various phases of the SDLC. An overview of the key activities for BA in each phase of the SDLC is depicted in Figure 3.

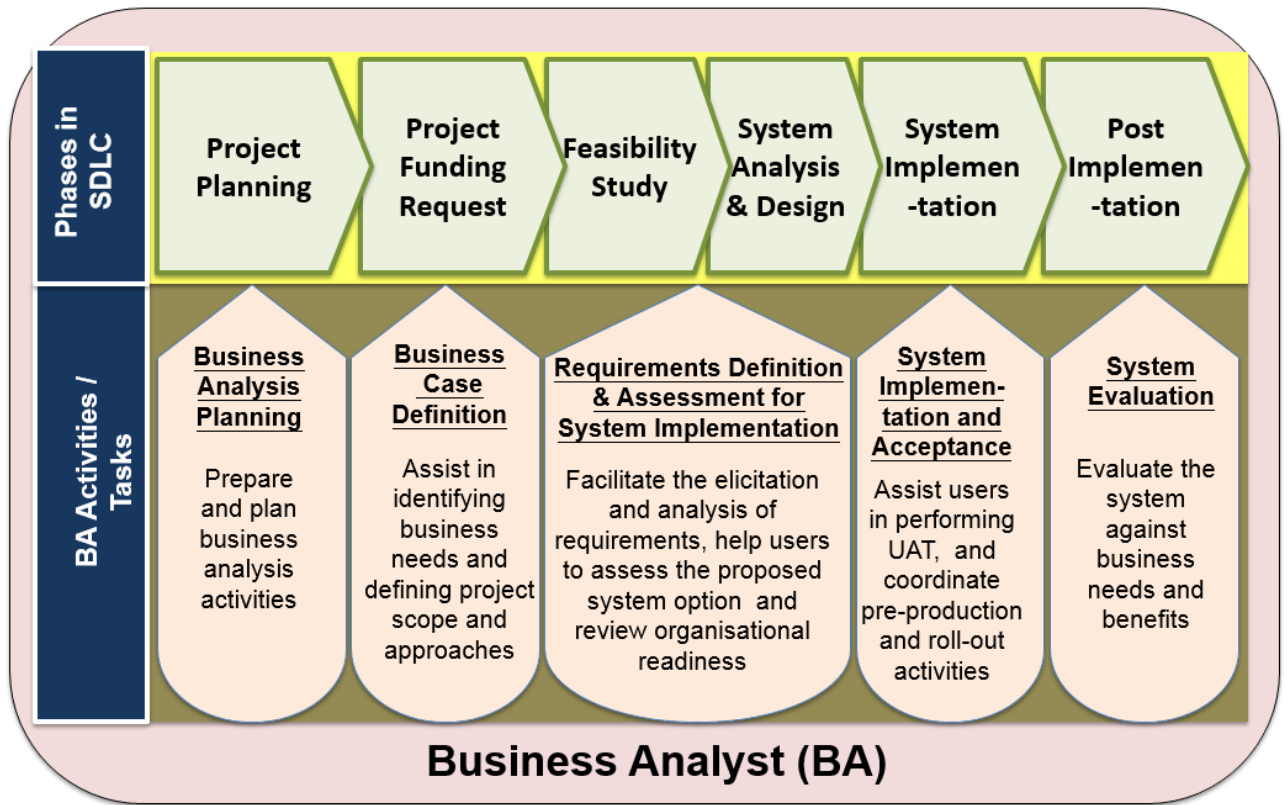


Figure 3 - BA Activities in SDLC

- (b) More details of the key BA activities as mentioned above are explained in the following sections of the Document.

3.2 BUSINESS ANALYSIS PLANNING

In the Project Planning Phase of the SDLC, B/D should prepare a high-level plan of the business analysis activities to be performed for the IT system development project. The planning activities involved are shown in Figure 4.

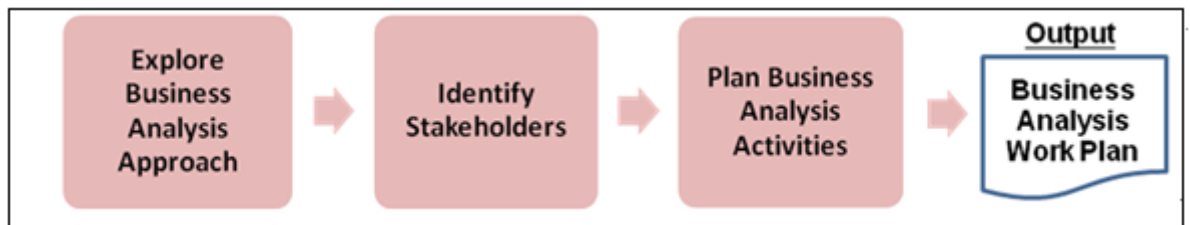


Figure 4 - Activities for Business Analysis Planning

3.2.1 Explore Business Analysis Approach

- (a) B/D should explore the business analysis approach for performing business analysis for the IT system development project. Typically there are two main approaches: plan-driven versus change-driven. The differences between the two approaches are shown in Table 4 below. B/D may select, combine and tailor the approach to suit the project needs.

Table 4 - Plan-driven versus Change-driven Approach

Area	Plan-driven Approach	Change-driven Approach
Approach	Define all requirements before implementation starts	Define an initial set of high-level requirements at the beginning of a project, detailed or new requirements then emerge in iterative cycles throughout the implementation
Purpose	Minimise uncertainty and maximise control	Early visualisation of system functions and business values
Suitability Criteria	Suitable if all or most requirements can be elicited and defined prior to implementation, or unacceptable high risk may result if implementation is wrong	Suitable for incremental enhancements of an existing system, or when requirements are new and changing, or unable to be well defined before implementation
Approval of Requirements	The project owner for final approval with selected stakeholders for approving their	One stakeholder dedicated and empowered by the project owner to approve requirements within each iteration

Area	Plan-driven Approach	Change-driven Approach
	own specific groups of requirements	
Scheduling of Business Analysis Activities	Most work is undertaken at start of the project or during one specific project phase such as SA&D	Some initial work is performed at the beginning of the project, followed by work such as elicitation of requirements throughout the implementation.
Documentation of Requirements	Formal and detailed, generally following a standardised template to document the requirements.	A list of prioritised requirements, supplemented with models or working functions to show details. Formal documentation is often produced after system is implemented.
Stakeholders' Communication	Formal, written communication, often with pre-defined forms/templates	Focus on informal, frequent communication
System Development Method Used*	Waterfall system development method	Iterative system development method

*Note: Please refer to *Appendix A-2* for information about system development method and timing for elicitation of requirements. If a change-driven approach is adopted for business analysis, only high-level requirements will be elicited and high-level system design will be defined in the SA&D phase, whilst detailed or new requirements will be emerged/updated in iterative cycles in the System Implementation phase. The proposed activities in the Requirements Definition in Section 3.4 will be repeated like a cycle to elicit detailed or new requirements for different target group of functions to be developed in different phases/stages.

- (b) In determining the business analysis approach to be used, the following factors should also be considered:
- i) **System Development Method:** Business analysis approach often needs to be aligned with the system development method to be used in the project. The system development method as recommended by IT staff defines how the SDLC is taken forward, e.g. Waterfall, iterative or hybrid (e.g. Agile), and affects the timing of the activities, tasks and deliverables to be produced in different phases. *Appendix A-2* explains how the system development method affects the business analysis approach.
 - ii) **Project Characteristics:** BA should understand the project characteristics such as project goals and objectives, nature, size and complexity, to determine which approach best suits their needs.

- iii) **Laws, Ordinances, Regulations and Standards:** B/D should identify the laws, ordinances, regulations and standards that are applicable to the project, such as the Personal Data (Privacy) Ordinance, the Government Security Regulations and the Baseline IT Security Policy, and take into consideration the appropriate activities such as seeking advice from relevant parties, in determining the business analysis approach.

3.2.2 Identify Stakeholders

- (a) This activity is to identify stakeholders who are likely required to participate in the business analysis activities, or who may influence or be affected by the business needs, requirements or outcomes of the IT system development project. These may range from business owners to end-users.
- (b) The Internal PM and the BA would identify both internal and external stakeholders for the whole project and conduct preliminary stakeholder analysis. BA may seek input from or work jointly with the Internal PM to prepare a stakeholder register for those stakeholders specified above. Identified stakeholders can be classified into different groups. The register should state the working mode and any special needs of the stakeholders, e.g. work in remote office, work under shift working hours, would take long vacation holidays, etc. The list of stakeholders in the register and their involvement vary among projects, system development methods and the organisation structure of the B/D.
- (c) BA may leverage techniques from “[*Practice Guide to Project Management for IT Projects under an Outsourced Environment \(PGPM\)*](#)¹” to identify stakeholders and conduct stakeholder analysis to understand their involvement in the project and their communication requirements.
- (d) The stakeholder register may need to be updated after the IT project organisation is formed at the end of the Project Funding Request Phase to take into account the confirmed nomination of members to the PSC and PAT.
- (e) The RACI Model as mentioned in [*PGPM*](#)¹ is a technique used for clarifying the levels of participation of different roles for completing deliverables in a project. The RACI Model is shown in Appendix A-5.1 with BA roles and activities for reference.

3.2.3 Plan Business Analysis Activities

BA should identify and schedule the overall business analysis activities and deliverables for the project. In doing so, BA may make reference to similar past projects, if applicable, to define an outline of business analysis activities and to estimate the resources required for the activities. This would typically involve the following tasks:

- i) **Plan the business analysis deliverables:** BA should plan and determine deliverables to be produced in different phases of the SDLC.
- ii) **Determine the business activities to be performed:** BA should identify what business analysis activities should be performed in order to produce the planned deliverables, e.g. define business cases in the Project Funding Request Phase or elicit and analyse detailed user requirements in the Systems Analysis & Design (SA&D) Phase.
- iii) **Identify communication vehicle and frequencies with stakeholders:** BA may seek input from or work jointly with Internal PM by leveraging techniques from [PGPM](#)¹ to establish a communication plan to describe the communication vehicle (e.g. video conferencing, emails or face-to-face meetings) and frequencies with stakeholders (e.g. ad hoc, weekly or monthly) regarding business analysis activities. The communication plan can be incorporated into the project management plan if necessary.
- iv) **Estimate the resources required:** The resources required such as the number of BAs and total man-days required for performing the planned activities should be estimated. The estimation results should be incorporated into the project management plan as part of the estimated resources for the project.

3.2.4 Business Analysis Work Plan

- (a) Upon completion of the above activities, a Business Analysis Work Plan will be prepared describing the approach, stakeholders to be involved, activities, target deliverables (e.g. User Requirements Document), work schedule and estimated resources.
- (b) If possible, BA should submit the Business Analysis Work Plan to the Project Owner or senior management in the B/D for endorsement before project commences. This helps the BA to ensure that adequate resources are allocated to the IT project for conducting business analysis activities, earlier support and commitment from identified stakeholders

including IT staff are obtained, and the planned activities and work schedule are well received and agreed by the Internal PM.

- (c) The Business Analysis Work Plan should be updated in subsequent SDLC phases to cater for changing conditions or newly identified project problems/issues. Detailed work plans for key activities can also be prepared if necessary.
- (d) The Business Analysis Work Plan should be aligned with the overall project management plan which is prepared after the approval of project funding. Related contents of the Business Analysis Work Plan such as work schedule may be incorporated into the project management plan as appropriate. More information about the project management plan can be found in the [PGPM](#)¹ published by the OGCIO.
- (e) A template for the Business Analysis Work Plan is provided in *Appendix B* for reference.

3.2.5 Hints and Tips



Table 5 - Tips for BA Work Plan

- | |
|---|
| <p>(a) Some steps in estimating the staff effort required for business analysis work of a system development project are suggested below:</p> <ul style="list-style-type: none"> i) First, determine the business analysis approach (plan-driven or change-driven) to be adopted and identify all the deliverables (including work products) that will be produced. ii) Second, think of the tasks needed to produce each work product/deliverable and break the tasks into smaller manageable sub-tasks. Managerial tasks such as planning, control, review and monitor should also be included. iii) Third, estimate how many man hours each task and sub-task will take. iv) Fourth, regularly compare the planned with actual business analysis effort and report the status to PAT/PSC, and revise the estimates and seek support from PAT/PSC wherever necessary. |
|---|

3.3 BUSINESS CASE DEFINITION

- (a) A business case helps to identify improvement opportunities and benefits of the investments, which in turn provides valuable information for preparing a funding request. It generally contains information such as objectives of the investment, business opportunities and issues to be addressed, policy support, the proposed IT system as well as its cost and benefit analysis.
- (b) BA should coordinate with relevant stakeholders to collect the required business information and assist them in providing business input to IT staff or other responsible staff in the B/D to develop the business case and propose the IT system.
- (c) The major BA activities involved are shown in Figure 5.

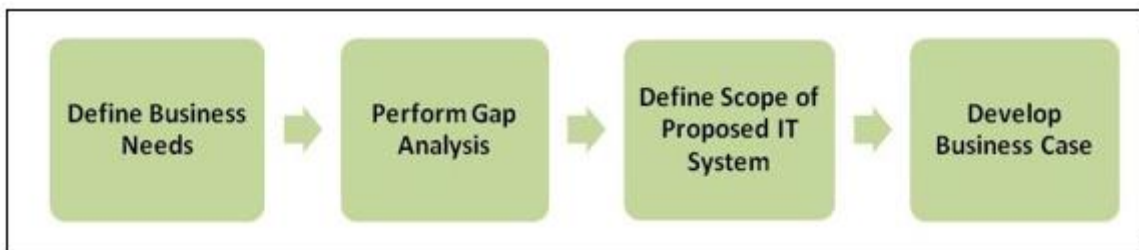


Figure 5 - Activities for Business Case Definition

- (d) This section provides a brief overview of the development of business case. More detailed information can be found in the [“*Management Guide on Business Case for Information and Communications Technology Project*”](#) and the [“*Quick Guide for A Way to Better Business*”](#)², which provides a systematic and consistent methodology/framework for development of business case in the planning of IT and communications projects for service transformation. BA should make reference to these guides in assisting in the development of business case.
- (e) BA may also make reference to the document [“*General Guide for Conducting Business Process Re-engineering Studies*”](#)³ redesigning business processes.

3.3.1 Define Business Needs

- (a) BA should assist in identifying and defining business needs for the business area concerned by understanding the current problems and exploring opportunities for continuous service improvements. Defining business needs helps to explain why a change to the current system is required.

- (b) Stakeholders from different levels such as senior management, middle level and working level may need to be consulted to understand their underlying business needs. The steps listed below can be followed when defining the business needs:
- i) **Determine business goals and objectives:** Business goals and objectives describe the targets or state that the B/D plans to achieve for the business area concerned. Goals are longer-term, strategic and qualitative statements of conditions that the B/D plans to accomplish, while objectives are more specific and granular descriptions derived from the goals.
 - ii) **Identify business problems and opportunities:** Business problems must be investigated and analysed to identify the underlying root cause, challenges faced as well as limitations of the current system. The impact of the identified problems should be assessed to explore any improvement opportunities in achieving the business goals and objectives.
 - iii) **Define desired outcomes:** Desired outcomes are the desired benefits that stakeholders wish the proposed IT system to deliver. Some examples of desired outcomes are: improving work safety, increase in user satisfaction to a specific service, and compliance with new law or regulation.

3.3.2 Perform Gap Analysis

- (a) After defining the business needs, the current state (e.g. current business processes, business functions, features of a current system and services/products offered and events that the system must respond to) has to be identified to understand how people, processes and technology, structure and architecture are supporting the business by seeking input from IT staff and other related stakeholders including business owners.
- (b) A gap analysis is then performed to assess if there is any gap that prevents the B/D from achieving business needs by comparing the identified current state with the desired outcomes.
- (c) The problems/issues required to be addressed in order to bridge the gap should be identified. If the issues/problems can be solved by IT elements, assistance and input should be sought from IT staff. The findings related to the current environment such as current business process and identified problems/issues should be incorporated by the SA into the Current Environment Description of the SA&D Report in the SA&D phase. Otherwise, if there is no gap (i.e. the current state is adequate to meet the business needs and desired outcomes), it will probably not be necessary to launch the IT project.

- (d) Techniques such as SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis and document analysis can be used. Please refer to *Appendix A-5.2* for more information about SWOT Analysis.

3.3.3 Define Scope of Proposed IT System

Having performed the gap analysis and determined that a new IT system is needed to solve the issues/problems, the scope of the proposed IT system has to be defined for stakeholders to understand the new capabilities to be delivered and the changes that would arise. This would involve the following tasks:

- i) Define in-scope business-related components such as the major functions and features of IT system, the divisions/sections/teams to be involved, the business processes to be improved or redesigned.
- ii) Identify major business-related dependencies that affect the delivery of the proposed IT system, e.g. law and regulations, government policies, external dependencies with other systems or government IT infrastructure.

3.3.4 Develop Business Case

A business case can then be developed to provide justifications necessary to support the investment of the IT system development project, which would involve the following tasks:

- i) Help to identify any business-related assumptions and constraints that may affect the selection of the approaches e.g. delivery schedule and funding limitations;
- ii) Assist in assessing the feasibility of different implementation approaches by considering various business factors from economic, operational, organisational, cultural, and legal angles, etc., and assign ranking to the assessed implementation approaches if there are more than one feasible approach;
- iii) Help to identify and estimate the business-related financial benefits of the proposed IT system including non-recurrent savings and annual recurrent savings (e.g. one-off or annual realisable and notional savings in business users' effort after deployment of the IT system);

- iv) Help to identify and estimate the key business outcome expected and other non-financial business benefits with target measurement and timeframe for realisation of the benefits;
- v) Help to identify and estimate the business-related non-recurrent costs (e.g. one-off cost for business users' effort to support the IT system development project) and annual recurrent costs (e.g. annual recurrent cost for business users' effort to support daily user administration);
- vi) Assist in conducting initial risk assessment to identify various business-related project risks, assess their likelihood of occurrence and impact and determine the corresponding mitigation measures to manage those risks; and
- vii) Provide the above estimated business-related costs and benefits to Internal PM or other responsible IT staff for them to conduct the cost and benefit analysis to evaluate if it is cost effective to implement the proposed IT system.

3.3.5 Hints and Tips



Table 6 - Tips for Business Case

<p>(a) Some suggested questions that can be asked for verifying business cases are listed below:</p> <ul style="list-style-type: none"> i) Is the business need clearly identified and in line with the organisation's business goal? ii) Are the business expectations from business owners identified? Are the business expectations realistic and not too high? iii) Have all related problems been identified and improvement opportunities been explored? iv) Has the scope of the project defined correctly? v) Are there any alternative options proposed? vi) Have the anticipated benefits been clearly identified? vii) Is the recommended option clearly stated with justifications? viii) Is it clear how much funding will be required and where will it be sourced from? ix) Are all the potential risks identified? Has the risk mitigation plan been defined and explicitly stated? <p>(b) As the project progresses, new project risks may arise because of the changes in external or business environment. This may affect the anticipated benefits and thus the justifications for the investment and continuity of the IT system development project. Therefore, the business case should be reviewed from time to time throughout the project lifecycle and all key project stakeholders should get involved if there is any change in the business case.</p>
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3.4 REQUIREMENTS DEFINITION

- (a) During the Feasibility Study (FS) and SA&D phases, it is important to create a complete, clear, accurate and consistent representation of all requirements that the proposed IT system must accommodate. The requirements serve as the foundation to the business needs and the design of the proposed system. The role of BA during the FS and SA&D phases is to facilitate the IT project team to elicit and analyse requirements.
- (b) Before defining requirements, asking the right questions about the problems that need to be solved is important. It emphasizes acquiring real understanding of the people being targeted in order to deliver an innovative solution (product or service) that fits their needs. Design thinking can be used to explore what customers and end users really want and do. It begins from deep empathy and understanding of needs and motivations of customers and end users, learn problems and explore alternative solutions from the views of multiple perspectives beyond project delivery team.
- (c) In general, requirements can be classified into two broad categories: functional and non-functional requirements. Functional requirements define the functions or features of a system that can be utilised by a user to fulfil business operation (i.e. what the system should do to provide business value when satisfied), while non-functional requirements, e.g. audit, control and security requirements, service level requirements, etc. specify criteria of how the system can perform and maintain these functions and features (i.e. how the system should work) from a business perspective. Technical non-functional requirements such as browser versions and IT architecture platform will not be covered in this Document. They will be prepared by the IT project team during SA&D phase.
- (d) Besides, BA should also provide business input to the IT project team for assessing the proposed system option to ensure that they are able to meet the business needs and requirements, and that the organisation is ready to make effective use of the new IT system and prepare for the corresponding organisational change.
- (e) The following sections describe in more details the processes involved in elicitation and analysis of requirements, and the assessment of the design of the proposed IT system.

3.4.1 Elicitation and Analysis of Requirements

This activity is to identify and analyse requirements in details with the use of a combination of elicitation and analysis techniques. The detailed tasks involved are depicted in Figure 6.

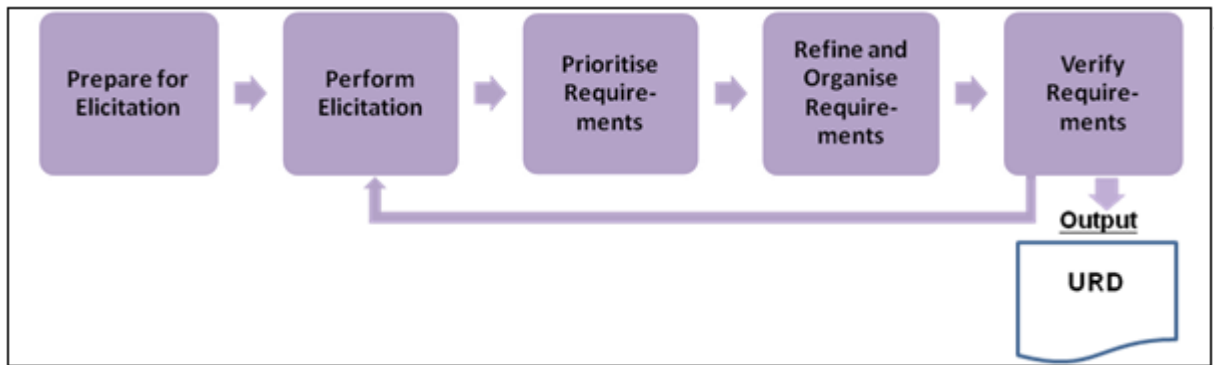


Figure 6 - Elicitation and Analysis of Requirements

3.4.2 Prepare for Elicitation

- (a) The following information in the Business Analysis Work Plan and Business Case should be based upon to prepare for the elicitation of requirements:
- i) system scope and objectives;
 - ii) business needs;
 - iii) work schedule;
 - iv) planned activities;
 - v) target deliverables; and
 - vi) stakeholder register.
- (b) The preparation tasks include:
- i) Select the elicitation techniques to be used and specify the scope of work for each selected technique. Some examples of commonly used techniques include brainstorming, document analysis, interface analysis, focus groups, interviews, observation, prototyping, requirements workshops and surveys/questionnaires.
 - ii) Prepare supporting materials required for using the selected techniques, e.g. survey form, interview questions list, discussion materials, existing documentation, comment/feedback form, etc.
 - iii) Schedule all other required resources such as participants, meeting venue, facilities and equipment before performing elicitation;
 - iv) Prepare an elicitation work plan with a schedule; and
 - v) Notify and agree with all involved stakeholders and related parties such as project team members on the elicitation work plan.

- (c) The BA should agree with the stakeholders on the scope of work and the elicitation work schedule, and define a mechanism for verifying and signing off the elicited results.

3.4.3 Perform Elicitation

- (a) Upon completing the necessary preparatory tasks, the elicitation activities can be performed according to the elicitation work plan.
- (b) BA should start by studying all documentation about the concerned business and existing system, including policies, procedures and current system documentation where applicable.
- (c) While eliciting the requirements, scope creeping, i.e. uncontrolled changes in the scope should be avoided. It should be ensured that requirements can always be traced back to the business goals/objectives to ensure that they are within scope, and should be capable of addressing the business needs as well as addressing the relevant current problems and issues. Therefore, the acceptance criteria of functional requirements should be defined to provide a level of quality measurement that is quantifiable to satisfy users' needs.
- (d) During the elicitation, requirements attributes such as the source, value to users and priority should be recorded. This will help to manage the requirements throughout the project life cycle. The actual time spent for eliciting the requirements may also be recorded as useful information for future planning.
- (e) All requirements provided by stakeholders during the elicitation should be properly recorded and documented, and a summary should be produced.

3.4.4 Prioritise Requirements

- (a) The requirements collected should be prioritised based on their relative importance. This helps to determine which requirements should be analysed and implemented first. The following criteria should be considered when prioritising the requirements:
 - i) **Business Value:** The requirements with the highest business value should be considered for development first.
 - ii) **Stakeholder Agreement:** Agreement from the senior or key stakeholders on which requirements are most useful or valuable is another important factor when prioritising requirements.
 - iii) **Impact on Users:** Some requirements may cause high impact on users affecting their current processes, or requiring additional staff effort.

- iv) **Impact on Other Systems:** Some requirements may require data input from/output to other interfaced systems such that associated changes are required to be made on those systems which they may not be capable or willing to do the changes.
 - v) **Regulatory or Policy Compliance:** Meeting regulatory or policy demands may take precedence over other stakeholder interests.
 - vi) **Dependency:** A requirement which supports other higher priority requirements, i.e. other requirements have a high dependency on it, may need for early implementation.
 - vii) **Urgency:** Time sensitivity is another important consideration.
 - viii) **Business or Technical Risk:** Select requirement(s) with higher risk of project failure for early investigation and implementation such that rectification can be made at an early stage in case any problem occurs.
 - ix) **Implementation Difficulty:** Select requirements that are easiest to implement if early visualisation of functions is required to gain user familiarity and management support.
- (b) The BA should be aware that some stakeholders may refrain from making choices, and wish to assign all requirements as high priority without recognising the necessity for making trade-offs. Also, project teams may not be able to comprehend the technical difficulties or complexity of implementing the requirements and thus the implications if insufficient details are provided. All these potential challenges may affect the prioritisation process.
- (c) The MoSCoW Analysis technique may be used to conduct the prioritisation. Details about the technique can be found at *Appendix A- 5.3*.

3.4.5 Refine and Organise Requirements

- (a) Requirements should be described in natural language. Simple and consistent definitions should be used when defining the requirements.
- (b) The dependencies and interrelationship among the requirements should also be described. Usually, requirements on their own are not complex, but complexity may arise from the relationships and interdependencies among requirements.
- (c) Requirements should be developed in enough details that are sufficient to fully describe the project scope and meet the informational needs of stakeholders. It is recommended to have a diagram showing a high-level overview of the whole system.
- (d) Future business processes are required to be defined to help visualise the requirements. The following are some suggestions on how to define future business processes:

- i) Through review and analysis of the information captured from the current environment including current business processes and policies or legal/regulatory documentation, create the future business process diagrams with the aim to fill the gaps between current business processes and the identified business objectives and needs;
 - ii) A separate business process diagram should be produced for each key future business process, whereas the less critical processes may be presented with text descriptions as appropriate;
 - iii) The future business process diagram should be documented with sufficient details such that IT project team can use it to help design and implement the new IT system;
 - iv) A complex business process can be broken down into smaller processes, each with a separate diagram.
- (e) Some modelling techniques such as process modelling for business processes, functional decomposition, scenarios and use cases, flow diagram, activity diagram, sequence diagram, structured walkthrough, etc. can be used for organising the requirements. Visual elements such as prototypes and user-system interaction diagrams such as use case diagrams may be created to help users to verify their understanding and confirm the functional requirements and acceptance criteria identified. Some of these techniques are shown at *Appendix A-5*.

3.4.6 Verify Requirements

- (a) Before finalising the requirements, they should be verified to ensure that they have been defined correctly and are of acceptable quality. A high quality requirement should be concise, complete, consistent, correct, feasible, testable, modular, traceable and unambiguous. The quality of the requirements can be verified by doing the followings:
- i) Check the completeness of the requirements;
 - ii) Check that consistent terms and words are used, and that they are understandable to stakeholders and aligned with those terms used in the Government;
 - iii) Ensure all variations (e.g. exception cases and branching logics) to the processes are identified and documented;
 - iv) Ensure all causes and outcomes of the variations have been explained; and
 - v) Give examples to strengthen the business case as appropriate.
- (b) Techniques such as prototyping and structured walkthrough can be used to assist in the verification of requirements. If required, the involved stakeholders should be invited to participate in the verification. During the walkthrough, it is useful to highlight how the identified gaps are resolved through future business processes, and which of the current business processes are to be retired.

- (c) The requirements should be assessed to determine if they could deliver direct or indirect business value. If a requirement does not provide any value to the stakeholder, the requirement can be removed. Besides, if a requirement could deliver value to stakeholder but is not aligned with the business case, the requirement should be removed as it does not fall within the project scope. Each requirement should be traceable to the objectives in the business case.
- (d) This verification process may last for a number of rounds until all requirements are verified. However, each round should normally have fewer refinements than the previous round.
- (e) A User Requirements Document (URD) should be prepared based on the finalised requirements and project team can also make reference to the existing documentation such as FS or SA&D report of the old system and/or a relevant system if there is any. It describes what the new IT system looks like from a business perspective. URD is a critical deliverable (often named as “User Requirements Specification”) for the SDLC and will be embedded in the SA&D Report (or FS report if only FS is conducted) as it documents all the analysed user requirements and related information elicited from stakeholders. *Appendix C* provides the proposed template and a sample of URD for reference. The template should be flexibly adopted and fine-tuned as necessary when used.
- (f) BA should lead the preparation of the URD. If required, BA may seek assistance from IT project team in preparing the URD especially for those sections that the BA is not familiar with. For example, use of modelling techniques or drawing tools to prepare the business process flow diagrams or use cases, specify non-functional requirements and system implementation considerations. BA may gradually become capable of preparing the whole URD after gaining sufficient IT project experience and knowledge.
- (g) The URD should preferably be signed off by the users once all requirements are confirmed and accepted. PAT should review and assure the quality of the URD before submitting it to PSC for endorsement.

3.4.7 Hints and Tips



Table 7 - Tips for Requirements Definition

- (a) BA should work closely with IT project team in particular the SA to work out what are relevant to the project that must be highlighted and discussed at interviews and workshops. This will minimise reworks on the requirements and future business processes.
- (b) Prior to approaching stakeholders, BA could come up with some directions (e.g. start processes from user touch points) to guide stakeholders in coming up with the future business process.

- (c) BA should consider if stakeholders of the future business processes differ from those of the current business processes, and whether the former group has involved in interviews, workshops or validation sessions.
- (d) It should be noted that requirements are often unclear and not comprehensive at the beginning. BA is to help dig out the details of the requirements and uncover hidden requirements through progressive deliberations and elaborations. Additional requirements will be derived as more information is collected about the business.
- (e) If a large amount of information is required to be quickly collected from a large number of stakeholders, survey is an efficient tool to use. On the other hand, workshop is an efficient way to gather information from a diverse group of stakeholders.
- (f) During elicitation of requirements, the following difficulties may be encountered. Some solutions are also suggested below for reference.
- i) Insufficient user commitment
 - Low attendance or occasional absence of users in meetings can jeopardise the completeness, accuracy and consistency of requirements in the elicitation process. In the worst situation, this may lead to changes of requirements subsequently. As a preventive or remedial measure, BA should secure buy-in from the business users in the first place by arousing their interest and making them aware of the needs and benefits to attend the meetings. Further verification of requirements with users may also help to ensure the completeness and accuracy of the elicited requirements. If necessary, support from PSC may be sought to request dedicated users to attend the meetings regularly.
 - Some users may be reluctant to share information or contribute constructive ideas in meetings. Rather than pushing them for active participation, BA should seek to understand their concerns. As for users who are resistant to change, BA may ascertain their contribution to the existing and future business environment, and solicit their suggestions on minimising the impact to business processes to alleviate their worry. Whereas for those who do not understand the purpose of collecting the information, BA may explain the project background and benefits of the new system as well as the objectives of the process to them to gain their confidence. Standing in the shoes of the users is one of the keys to success in requirements elicitation.
 - ii) Distinguish genuine needs from perceived needs
 - Genuine needs are what users need to address, i.e. changes that the business requires or identified issues that are required to be resolved, while perceived needs are what the users think they need to have, which are often subjective.
 - BA should perform deeper research and ask probing questions to identify the genuine needs instead of the perceived needs of users. BA should first ask questions about the current situation including business, processes and problems, and then ask questions to draw out the effects, consequences or implications of their problems that need to be eliminated in order to achieve the anticipated business benefits. The idea is to get users

think deeper, see and feel the problems instead of merely telling what the problems are. The next step is to find out the root cause of the problems by tracing the processes and tasks step by step. The real need is the solution required to fix the root cause of the problem. When asking questions, listen well and focus on the problem or the solution.

iii) Need for decision-makers

- In some circumstances, users may not be willing to make decisions to accept the identified or changed requirements though users are all in consensus. The lack of a decision-maker may form a barrier to the elicitation process. To overcome the problem, BA should identify all key decision-making stakeholders and obtain support from PSC as early as before starting the elicitation process.

(g) During the process of requirements prioritisation, BA needs to liaise closely with users to filter requirements that are less feasible or less important in terms of technical, operational and economical aspects in order to make the system more cost-effective and beneficial to the Government. It is an art of balancing among the occasional conflicting interests in different aspects.

3.5 ASSESSMENT FOR SYSTEM IMPLEMENTATION

During the SA&D phase, solutions will be proposed through the design processes. BA should assist the IT project team in assessing the proposed IT system to ensure that it meets the business needs and maximises the values delivered to stakeholders. BA should also review the organisation readiness for supporting the transition to the proposed IT system and ensure a smooth System Implementation. The tasks involved are shown in Figure 7 below.

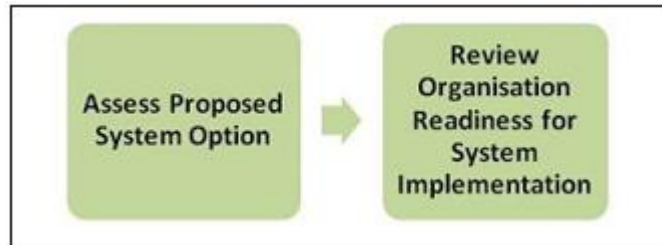


Figure 7 - Assess Proposed System Option and Organisation Readiness for System Implementation

3.5.1 Assess Proposed System Option

- (a) BA should help the IT project team to determine whether the proposed system option and the high-level system design could meet the business needs and deliver enough business value to justify the investment. If there are more than one system options, BA should work with the IT staff to help to identify the pros and cons of each option and select the option that delivers the greatest business value.
- (b) In assessing the proposed system option, BA should learn about the implications of the design to ensure that the design risks associated with the requirements are minimised (e.g. use prototypes for early visualisation of screen design and layout) and support the requirements well such as:
 - i) the proposed solution functions and usage should cover all types of users;
 - ii) the listed requirements (both functional and non-functional) are complete by comparing them with the original project initiating documents such as funding application form and business cases; and
 - iii) the listed proposed system functions and features are complete and each documented requirement can be mapped with one or more proposed functions/features.
- (c) If it is determined that no proposed IT system option can deliver enough value to justify the investment, a recommendation to terminate the implementation of the project may be needed.

3.5.2 Review Organisation Readiness for System Implementation

- (a) BA should understand the changes that will probably occur to business and users, and should identify the potential impacts of the new system to the organisation such as the organisation culture, its business units and stakeholders.
- (b) BA should effectively communicate the identified potential changes and impacts on the concerned parties and senior management, and propose any needs for training and change management to be conducted in association with the implementation of the system. If required, BA should work together with the Internal PM and collaborate with concerned parties and senior management to prepare an organisational change management plan to support the implementation of the system.
- (c) If the proposed IT system needs to be rolled out in phases or operate in parallel such that there is a transition period (i.e. the time when both the existing system and the proposed IT system are operational concurrently), BA should help to elicit the transition requirements (i.e. the capabilities that must be developed in order to successfully transit between existing and proposed systems) such as the transition information and the temporary business processes/work flows required to enable users to effectively operate both systems in parallel. IT project team should help to design and develop the additional functions and programs required to support the transition. BA may assist IT project team in performing the transition planning by coordinating with users and other stakeholders involved.

3.5.3 Hints and Tips

Table 8 - Tips for Reviewing Organisation Readiness

- (a) The implementation of a new system will often lead to some changes in the B/D. Project success does not only mean delivering the system on time and within budget, but also means that the system is genuinely accepted by all users and stakeholders who are impacted by the system. When changes are inevitable, BA should help to review the organisation readiness by checking the following areas:
- i) What are the business units, processes, systems or jobs that will be impacted?
 - ii) Which group of users and stakeholders will likely accept the changes, and which group will resist the changes?
 - iii) Are there any potential discussions with impacted users and stakeholders to let them express their concerns and expectations, and suggest ways to mitigate the impact, reduce the resistance and facilitate the change?
 - iv) What additional skills or knowledge of staff are required to perform the new or changed tasks?

- v) Are there any other major changes made in the B/D at the same time that probably affect the changes? e.g. launch of another new network system
 - vi) How well positioned is the B/D to absorb all the changes planned without creating significant risks?
 - vii) Is it now the right time for implementing the required changes on organisation culture?
- (b) BA may consider the following when dealing with changes in the B/D:
- i) Assist in defining the performance pledge for new services implemented and clear with management;
 - ii) Propose an appropriate communication method for promulgating the change message to each group of the impacted users and stakeholders at the right time;
 - iii) Assist in development of a communication plan to support the change if required; and
 - iv) Seek support from management to determine and nominate appropriate senior staff to convey the change message to the impacted users and stakeholders.

3.6 SYSTEM IMPLEMENTATION AND ACCEPTANCE

BA should provide support to the project team for developing the proposed IT system in the System Implementation Phase. This includes the following three major activities:

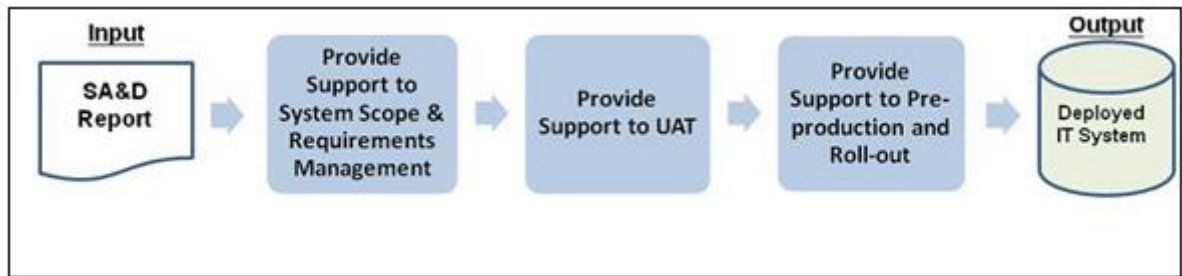


Figure 8 - Three Major Activities for System Implementation and Acceptance

- i) Provide Support to System Scope and Requirements Management;
- ii) Provide Support to UAT; and
- iii) Provide Support to Pre-production and Roll-out.

3.6.1 Provide Support to System Scope and Requirements Management

- (a) During system implementation, BA should provide support to stakeholders in helping them to resolve issues/conflicts, obtain consensus on any changes in system scope & requirements and seek approval of change requests. For the scope and change request management, project team should refer to [PGPM](#)¹
- (b) The system scope serves as a boundary for requirements management. Only requirements that fall within the system scope will be managed. The system scope itself is also a requirement that needs to be managed. But any change in business need and technical solution that may be initiated by users and IT project team respectively will probably affect the system scope, which in turn will lead to changes in previously approved requirements and approved system option and design.
- (c) The requirements specified in the URD and endorsed by the PSC at the end of the SA&D Phase will form a baseline for any change to requirements. BA should prepare the change request and forward to the Internal PM for seeking approval from PSC via PAT, and maintain an up-to-date list of approved user requirements.
- (d) BA should manage and resolve issues/conflicts among stakeholders on changes in requirements and technical changes that emerge in the System Implementation Phase. Conflicts may arise due to different views on requirements or priorities. BA should liaise among the stakeholders to facilitate their communication and resolve any conflicts before seeking approval. Unless under urgent situations, BA may work with the Internal PM and

consider grouping the requirements change requests into batches for approval at regular progress review/checkpoint meetings to reduce administrative overheads.

- (e) After completing the SA&D, the implementation may be outsourced to external contractor. In this case, the role of BA is particularly important in requirements communication. BA should take note of the following when communicating requirements with the outsourced implementation contractor:
- i) remind the Internal PM to include a formal and clear definition of requirements in the outsourcing contract to minimise potential dispute; and
 - ii) consider requesting contractor to use prototypes to demonstrate their interpretation of the requirements and seek early user feedback before writing the program details as appropriate.

3.6.2 Provide Support to User Acceptance Test

BA should provide support to users in conducting UAT, with the aim to check and verify whether the developed IT system fully meets the requirements and business needs. The support activities include the following:

- i) Get key users involved as early as during UAT planning, and ensure that the participants are committed to the success of the UAT;
- ii) Assist in preparing the UAT plan to verify that all major components or functions of the system meet the user requirements and business needs, and align with users to ensure that they have a clear understanding of the outcomes. The test plan should normally include different test cases and scenarios, a test schedule, testing steps/procedures and user representatives and parties to be involved;
- iii) Coordinate external departments and business stakeholders (such as focus group users) for the UAT on interface functions;
- iv) Organise hands-on training for UAT participants to get them familiarised with the new system functions and workflow;
- v) Work with users to prepare a testing schedule, and ensure that schedule resembles the process flow in real life;

- vi) Request users to define and document all the necessary test data, expected output and acceptance criteria for each test case;
- vii) Assist users to conduct the UAT, consolidate findings and testing reports; and
- viii) Follow up with IT project team on failed UAT test cases to ensure that all problems are fixed and re-tested.

3.6.3 Provide Support to Pre-production and Roll-out

Prior to system production and roll-out, BA's support is required in the following areas:

- i) Assist in organising training for users on how to use the new IT system such as helping to review the training materials and arranging logistics for the training courses;
- ii) Collaborate between users and IT project team on pre-production activities such as disaster recovery drill, transition work like setting up of temporary business processes/work flows for transition and data conversion like initialisation of new system data and archiving of old system data to ensure that data is properly migrated and pre-loaded into the new system. BA may also provide support to users to participate in any pre-production activities such as security risk assessment and audit as well as privacy impact assessment wherever applicable. Where resources and circumstances allow, BA may need to directly participate in the pre-production activities as end-users may not have sufficient experience and technical knowledge for the activities. Moreover, if the end-users involvement is not high, it would be better to offload the end-users for other activities;
- iii) Coordinate among users, related stakeholders and IT project team to perform system roll-out activities such as system verification, user administration, system support and maintenance, nursing, etc.;
- iv) Assist users in reviewing and revising user-related documentation such as user manual, user guides, user administration procedures, operation manual, etc.; and
- v) Coordinate with IT project team to provide support to user to perform publicity campaign for any new/enhanced public services, if required.

3.7 SYSTEM EVALUATION

- (a) After the IT system is rolled out, a post-implementation review will be conducted to evaluate the performance of the deployed IT system to ensure that it meets the business needs and user requirements and achieve the intended business benefits in a timely and cost-effective manner.
- (b) BA may need to take a more active role in coordinating the users on system evaluation especially when several user groups are involved in the system. BA should assist users in evaluating the performance of the IT system from business and user perspectives by investigating how the system is actually used after it is deployed, and assessing the business value and benefits it delivers. BA should also help to identify any opportunities for improvement.
- (c) In general, a comparison of the planned and actual performance can be conducted based on some pre-defined performance metrics such as quantitative metrics (e.g. time saved, number of transactions processed, cost saved, revenue, number of errors found, etc.) or qualitative metrics (e.g. user or stakeholder satisfaction, comments or suggestions). If the result is not satisfactory, detailed analysis should be performed to identify the cause of the deviation and improvement measures should be proposed.
- (d) BA should pass the performance evaluation results to the Internal PM for completing the Post Implementation Departmental Return (PIDR) of the project. PIDR is required to be completed within six months after the completion of the IT system implementation.
- (e) BA's activities and involvement in various deliverables in each phase of the SDLC are summarised on the checklist in *Appendix A-3*.

3.7.1 Hints and Tips



Table 9 - Tips for BA in System Evaluation

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| <ul style="list-style-type: none"> (a) It should be noted that not all benefits will be realised immediately after system roll-out. Some benefits may be realised only after a period of time. (b) With the input from users and other stakeholders, BA should record the “Lessons Learned” from business perspective after the IT system is implemented. These may include good practices adopted, project issues encountered and remedial measures, areas for future improvement, etc. Both success and failure stories will become valuable reference for IT system development projects in future. |
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4 PREPARATION FOR ESTABLISHING BA ROLES

4.1 RESOURCES PLANNING

- (a) To institute a BA role in the project organisation to support IT system development projects, B/Ds need to identify the business analysis activities that are necessary in their case in supporting the various phases of the IT system development projects, and estimate the corresponding resources required according to the project size and complexity. The resources required vary from project to project.
- (b) A complex IT system development project (e.g. involving many new and volatile business requirements, complex business logics/rules, or many interactions with or dependencies on other systems) will typically require more than one BA to support. On the other hand, for a relatively simple or straightforward IT system development project (e.g. involving few/even no new business requirements, simple/direct business logics/rules or few interactions with or dependencies on other systems), a part-time BA may be sufficient.
- (c) Generally, more BA resources should be allocated to the activities for elicitation and analysis of requirements. There will also be variation in the distribution of BA resources in different phases of the SDLC if different system development methods are used. A sample list of tasks for estimating BA resources for IT project is provided in Appendix A-4 for reference.
- (d) Some estimation techniques such as Work Breakdown Structure (WBS) (also mentioned in the “[Resources Estimation Guide](#)”⁴) can be used for planning the resources. B/Ds may also make reference to other similar projects in the past.

4.2 REQUIRED COMPETENCIES OF BA

- (a) The knowledge and skills of BA are critical to the success of IT project delivery. BA should possess sufficient business knowledge and be familiar with the business and organisation environment of the B/D. They should preferably have experience in the daily business operations and functions, and understand the business rules, cases/scenarios, processes, workflows, roles and responsibilities of stakeholders, business needs and goals as well as organisation policy, culture and structure. Basic knowledge of relevant legal requirements such as data protection regulation and commercial regulation may also be needed.
- (b) BA should also possess basic IT knowledge^(a), in particular the meaning of commonly used IT terms, concepts of SDLC and information security, and practices on IT project management and change management. It is better if the BA has work experience in previous IT system development projects. This would facilitate their planning of the necessary business analysis activities that need to be performed in various phases of the SDLC as well as facilitate their communication with the IT project team.
- (c) It is important for BA to liaise effectively between users and IT project team throughout the project life cycle. Soft skills including oral and written communication, presentation, liaison, negotiation, coordination, leadership, teamwork, organising and analytical skills are essential. Staff members who are open-minded, self-motivated, eager to learn new things and willing to make changes are good candidates to undertake the BA role.

^a Basic IT knowledge refers to IT knowledge that is essential for a BA to perform business analysis activities stated in this Document. This generally includes the above “in particular” listed areas and other basic IT concepts such as IT components (e.g. hardware, software, networks, operating systems, databases, servers, etc.), Government central network and services, system development methods, testing, user interface, software maintenance cycle, common project deliverables (e.g. PMP, SA&D Report, UAT cases and plan, User Manual, etc.) and IT editing and drawing tools for documentation, presentation and preparation of diagrams, tables, flow charts, use case diagrams and project plans.

4.3 OTHER CONSIDERATIONS

4.3.1 Formation of Permanent BA Team

- (a) B/Ds, in particular those with continuous IT projects, may consider setting up a permanent team of BA to serve all IT projects' needs in the long run. As a start, the B/D may set up a small BA team by retaining a few BAs or user coordinators who have previously participated in the development of other IT projects in the team.
- (b) The size of the BA team can be adjusted based on project demands. If required, necessary training should be provided to the staff to ensure that they possess sufficient knowledge and skills for taking up the BA role.
- (c) When the BA team grows, the B/D should keep a right mix of experience and skills of team members on different business domains to balance the team experience and gain optimal productivity. Experienced staff may lead less experienced ones to train up and continuously maintain a pool of expertise and skills in the BA team while allowing regular posting change of staff.
- (d) The B/D may also consider whether the BA team will provide on-going support to requirements changes and enhancements on IT system during system maintenance period. BA may continue to coordinate between users and IT system support/maintenance team/staff to resolve issues/problems found in the system, elicit changes in requirements, propose system enhancements and conduct UAT for enhanced functions. If the enhancement is significant, BA may seek support for additional resources.

REFERENCE

1. “Practice Guide to Project Management for IT Projects under an Outsourced Environment” can be found at http://www.ogcio.gov.hk/en/infrastructure/methodology/proj_mgmt/pm_practice_guide_outsourced.htm.
2. “Management Guide on Business Case for Information and Communications Technology Project” and the “Quick Guide for A Way to Better Business” (an internal document of HKSAR Government) can be found in ITG InfoStation at http://itginfo.ccgo.hksarg/content/proccomp/communication_technology.htm.
3. “General Guide for Conducting Business Process Re-engineering Studies” (an internal document of HKSAR Government) can be found in ITG InfoStation at <http://itginfo.ccgo.hksarg/content/proccomp/index.htm>.
4. “Resources Estimation Guide” (an internal document of HKSAR Government) can be found in ITG InfoStation at http://itginfo.ccgo.hksarg/content/best_practice/resources_estimation.htm.

GLOSSARY

Table 10 - Glossary to facilitate the consistency of terms

Terms	Definition
Agile	Agile is an iterative and incremental software development method, where requirements and solutions evolve through close collaboration between users and project teams. It promotes evolutionary development and delivery using iterative approach, and also encourages rapid and flexible responses to changing requirements.
Business Analysis	Business analysis refers to the identification and analysis of business problems, needs and opportunities through participation in the SDLC to help achieve the organisation's strategic vision and business goals.
Business Analysis Work Plan	A Business Analysis Work Plan is a high-level plan for the business analysis activities to be performed in IT system development project. It describes the approach, activities, target deliverables, work schedule and estimated resources.
Business Analyst (BA)	BA refers to any person(s) who is(are) responsible for performing the business analysis functions for IT system development projects.
Business Assurance Coordinator (BAC)	BAC is a PAT member who is responsible for ensuring that business issues arising during the project are properly managed and coordinating the quality control activities from business perspectives.
Business case	A document used to justify the commitment of resources and investments to a project. It presents the financial logic behind the project.
Business need(s)	Business need(s) is a kind of high-level business requirement which drives a need for service transformation or a change in the current system.
Context Diagram	An analysis diagram can be used to provide users with a high-level overview about the IT system.
Elicitation of Requirements	Identify and analyse requirements in details with the use of a combination of elicitation and analysis techniques.
Feasibility Study (FS)	A research on the economic viability of proposed projects and provides a thorough analysis of the business opportunity, including a look at all the possible roadblocks that may stand in the way of the cooperative's success.

Terms	Definition
Flowchart	Flowchart is a diagram that uses graphic symbols to indicate the nature and flow of the activity steps in a process.
Functional Decomposition	Functional Decomposition is a technique used to break down the systems, functions and processes into progressively smaller procedures.
Functional Decomposition Chart	The outcome of Functional Decomposition which is represented by a structural, hierarchical, tree diagram.
Functional Requirements	Define the capabilities and functionality of a proposed system from a business perspective.
Incremental Approach	A system development approach in which the system is incrementally developed and rolled out until the whole system is delivered.
Iterative Approach	A system development approach which starts the system development with a high-level SA&D and then followed by repeated cycles of implementation activities including detailed requirements analysis, design, coding and testing to deliver a target group of functions/components that may be rapidly rolled out. Each cycle will normally be short, e.g. within one to three months.
Internal Project Manager (Internal PM)	Lead person (Government resource) accountable for project planning and delivery. As the person responsible for meeting the project objective and ensuring project success, the project manager is expected to provide oversight and input to project management aspects such as project work plan, budget, quality, risks, and issues, as well as management of contractor resource performance through working closely with the contractor project manager.
MoSCoW Analysis	MoSCoW (Must, Should, Could and Won't) Analysis is a technique that helps users to prioritise each requirement based on its importance.
Non-functional Requirements	Specify criteria of how the proposed system can perform and maintain these functions and features (i.e. how the proposed system should work) from a business perspective. The non-functional requirements can be grouped into different categories such as audit, control and security, data requirements, service level targets, usability, etc.
Object Oriented Methodology (OOM)	A system development methodology using incremental approach for delivering IT systems adopted by the Government.

Terms	Definition
	The system is developed on a component basis enabling the effective re-use of existing components to facilitate the building of different modules and functions.
Post Implementation Departmental Return (PIDR)	PIDR is required to be completed within six months after the completion of the IT system implementation. The purpose is to evaluate the achievements of the project to ensure that the intended objectives are attained in a timely and cost-effective way.
Project Assurance Team (PAT)	The PAT looks after the quality assurance work on behalf of the PSC from the business, user and technical perspectives. They are individuals who have knowledge or expertise in the specific subject matter area that is part of the project scope. The PAT consists of Business Assurance Coordinator (BAC), User Assurance Coordinator (UAC) and Technical Assurance Coordinator (TAC), that is a balanced representation of the business user and technical interests.
Project Management Plan (PMP)	A formal, approved document that defines how the project is executed, monitored and controlled. It is used as a live document during the course of the project and is composed of subsidiary management plans from other project dimensions and other planning documents.
Project Owner	The project owner is the ultimate decision maker for the project who is supported by the advisory of the PSC to ensure that the business benefits can be realised.
Project Steering Committee (PSC)	The PSC is accountable to the Project Owner for the progress and performance of the project. They decide on all actions needed in order to complete the project.
Project team	Includes people who design and implement the system. They can be project team members (for in-house projects) or contractor team members (for outsourced projects).
Prototype	Prototype helps to demonstrate some preliminary aspects of the proposed system including look and feel of user interface and navigation structure in order to help users simulate user interface interaction and visualise their needs.
Prototyping	Prototyping is a technique used to facilitate requirements elicitation by building prototypes to identify and explain business needs of users.

Terms	Definition
RACI	A tool to identify roles and responsibilities in an organisation, including people who are responsible, accountable, be consulted and be informed about an activity in a project.
Rapid Application Development (RAD)	A system development methodology using iterative approach for delivering IT systems adopted by the Government. It targets at faster system development and earlier delivery.
Senior User	The Senior User represents the users of the system. The Senior User is accountable for ensuring that the products meet user needs. He/She is also responsible for committing user resources and monitoring products against user requirement.
Stakeholders	A stakeholder is a person or an organisation with a (legitimate) interest in a given situation, project, action or enterprise. Within an IT project, a stakeholder is often defined as any person (or organisation) that can impact/can be impacted by the success of the project positively or negatively.
SWOT analysis	SWOT analysis is a technique often used in the planning process through evaluation of the Strengths, Weaknesses, Opportunities, and Threats involved in a project or business of an organisation.
System Development Life Cycle (SDLC)	SDLC describes the phases and major processes in the course of system development of administrative computer systems.
Systems Analysis and Design (SA&D)	SA&D is a phase in the SDLC which is to investigate and understand the business requirements; to specify and design the new system; and to detail the implementation requirements in terms of cost, effort and time.
Systems Analysis & Design (SA&D) Report	SA&D Report is the deliverable of System Analysis & Design phase that documents the requirements and design of the proposed system.
Technical Assurance Coordinator (TAC)	A PAT member who is responsible for selecting the appropriate technical strategy and methods for the project, ensuring government and departmental technical standards are followed, etc.
User Acceptance Test (UAT)	A step involving a group representing end-users or user representatives to test a system.
User Assurance Coordinator (UAC)	A PAT member who is responsible for ensuring user requirements are properly specified and met.
Use Case	Use Case is an analysis model that is written to capture the business events related to the new system from the users' point of view.

Terms	Definition
Use Case Diagram	Use Case Diagram is a diagram that represents a user's interaction with the system and depicts the specification of a Use Case.
User Requirements Document (URD)	URD describes what the new IT system looks like from a business perspective. It is a critical deliverable (also sometimes named as "User Requirements Specification") for SDLC as it documents all the analysed requirements and related information elicited from stakeholders for system analysis and design purposes.
Waterfall Approach	Waterfall approach divides the system development process into phases. The phases are performed one by one sequentially.
Work Breakdown Structure (WBS)	A deliverable-oriented hierarchical decomposition of the work to be executed.