IT Business Analysis

IT Business Analysis provides guidance on how to design, develop, and implement IT services, not only as an organizational capability but also as a strategic asset. The service strategy of any State Agency must be grounded upon a fundamental acknowledgement that its constituents do not consume products; they contact State Agencies to satisfy particular needs. Therefore, to be successful, the IT services provided must be perceived by constituents as sufficient value in the form of outcomes that the public wants to achieve. State Agencies use IT Business Analysis to set objectives and expectations of cost, performance towards serving the public, alignment with business functions, and to identify, select, and prioritize opportunities. Decisions made with respect to IT Business Analysis have far-reaching consequences. IT Business Analysis assembles, analyzes, and evaluates data to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team. Excellent oral and written communication skills are required.

Skills and experience in this category include the following:

- Functional Analysis: Helping an organization to improve the way in which it conducts its IT functions and activities in order to reduce overall costs, provide more efficient use of scarce resources, and better support its customers.
- Needs Assessment: Working with Purchaser to fully understand the customer's business needs, identifying the IT solution that best meets those needs, and then designing the stream of processes to meet those needs.
- Business Process Improvement: Developing business process improvement (BPI) as a key strategy and a management tool to promote the effective use of technology throughout the organization, capable of supporting the organization's vision, mission, goals and objectives.
- Business subject knowledge: Background knowledge of the IT subject to make the requirements gathering efficient, and a proven analytical framework from which requirements can be translated into business processes. The degree of prior knowledge required depends highly on the complexity of the IT project.
- Information Technology Service Management (ITSM)/Information Technology Infrastructure Library (ITIL): Experience with the processes, organization, and related tools of ITSM/ITIL in promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems
- Requirements Analysis: Working collaboratively with Purchaser to identify business and technical requirements.
- Business Processes Mapping: Expertise in the modeling/mapping of business processes, conduct as-is/to-be business processes and documenting these through the use of tool sets such as Visio Professional, Aris Software, iGrafx Software and others.
- Project Management: Must be well-versed in IT project management practices and principles, must understand project management standards (e.g. PMBOK, Prince2, etc) and have knowledge of project management tools like MS-Project.
- IT Capabilities: Understanding of what IT systems and IT support staff can and cannot do.
- Feasibility: Analysis around how realistic the requirements are in terms of effort, time, costs.
- Relevance: Understand the purpose served by individual requirements in relation to larger business and/or project goals.
- Data: this area will usually focus on identifying what data the business currently has, and which of them need to be carried over into the new systems and/or analysis around what can be achieved with the data in a new system.
- Techniques: Collection and document requirements using UML, process flows, use cases, interview skills, workshop facilitation, and investigation of current state (existing systems and/or processes).
- Ability to assemble, analyze and evaluate data and to be able to make appropriate and well-reasoned recommendations and decisions to support the business stakeholders and the project team.
- Excellent oral and written communication skills are required.