

Service | Technical Business Analysis

The Grey Triangle approach starts with Induction and Evaluate; listening to your Challenge.

Our Technical Business Analysis team are here to facilitate conversation, in doing so we'll:

- Tease apart an understanding of how your business works (or doesn't, and expose the pain points)
- Uncover the inner workings of how your technology enabled business relies on its current investment
- Pave the way for our management and consulting teams to Respond and Advance

Our Analysts work across industries, they use this collective and broad experience to gain a deeper understanding by asking probing questions and being thorough in their exploratory work.

Couple this with the fact we love documenting this knowledge, your stakeholders will clearly see what's going on and will be in a better position to provide invaluable feedback and decision making on how we go about solving the current challenges.

Our TBA team are not your usual Business Analysts!

 **What**

- Function and service level conversations - identifying stakeholders, understand what technology underpins the function
- People, process, procedure and technology workflow mapping
- Interdependency (north, south, east and west) identification
- Expose gaps in stakeholder engagement, identify risks to operations and surface weaknesses in operating model
- Functional (FR) and non-functional (NFR) requirements for current and future state identified and documented
- Establish the baseline for quality, aligned to the FR/NFRs



How

- Facilitated conversations with stakeholders and mapping current functionality, process and procedures along with technical solutions
- Visual (mind maps, swim lanes, infographics) and written (reports, matrices) documentation to support our findings and your knowledge
- A business lead conversation with a technical understanding - bridging the gap between teams generating a frictionless consulting experience



Why

- A current state analysis allows us to know our starting point for change
- Our response is greater informed and therefore more likely to achieve success and overcome the challenge
- As a business you have a better appreciation for how much your organisation is technology enabled and reliant
- Your needs and wants are documented to a finer level of detail, allowing you to prioritise for the next stages of your change
- We correctly baseline the project, allowing you to prioritise and re-prioritise as needed
- Ongoing analysis supports change management across the business - not just technical enabled



Who

- Specialist Technical Business Analysts with a background in technology (either hands-on technologists, or deep technology focused business change experience)
- A team that undertake ongoing technical training to stay abreast of technology concepts to strengthen the conversation and discovery effort
- Facilitation experts who work closely with the project management and delivery teams to ensure a fantastic customer experience



When

- From the outset, the Technical Business Analyst will be part of our conversation. Quite often working in tandem with a Project Manager before an Engineer or Consultant are involved.
- The primary focus will be the Induction and Evaluate stages of the Grey Triangle approach, with ongoing involvement in Design, Construct, Release and Incubate depending on the type of project
- Design and Construct stages for analysis and consulting projects relate to process and procedure rather than a technical solution
- Release and Incubate will culminate the analysis work in introducing change with the project or change management team and ensuring known requirements, risks and model are handled appropriately and changed in line with known and agreed expectationsYour team capacity and ongoing operations

Our Technical Business Analysis services start at £650 per day, with flexibility available in the engagement model that suits the pace of project, business & project requirements, and budget.