

# BUSINESS ANALYSIS EXAMPLE

*Use case for how RCI Technologies can partner with global clients to establish a business processing transformation.*



**RCI Technologies, Inc.**  
IT Solutions Provider

# UNDERSTANDING OF NEED

A global company may seek to develop a Business Analysis (BA) Service comprising project-ready Business Analysts to optimize project delivery for the business through:

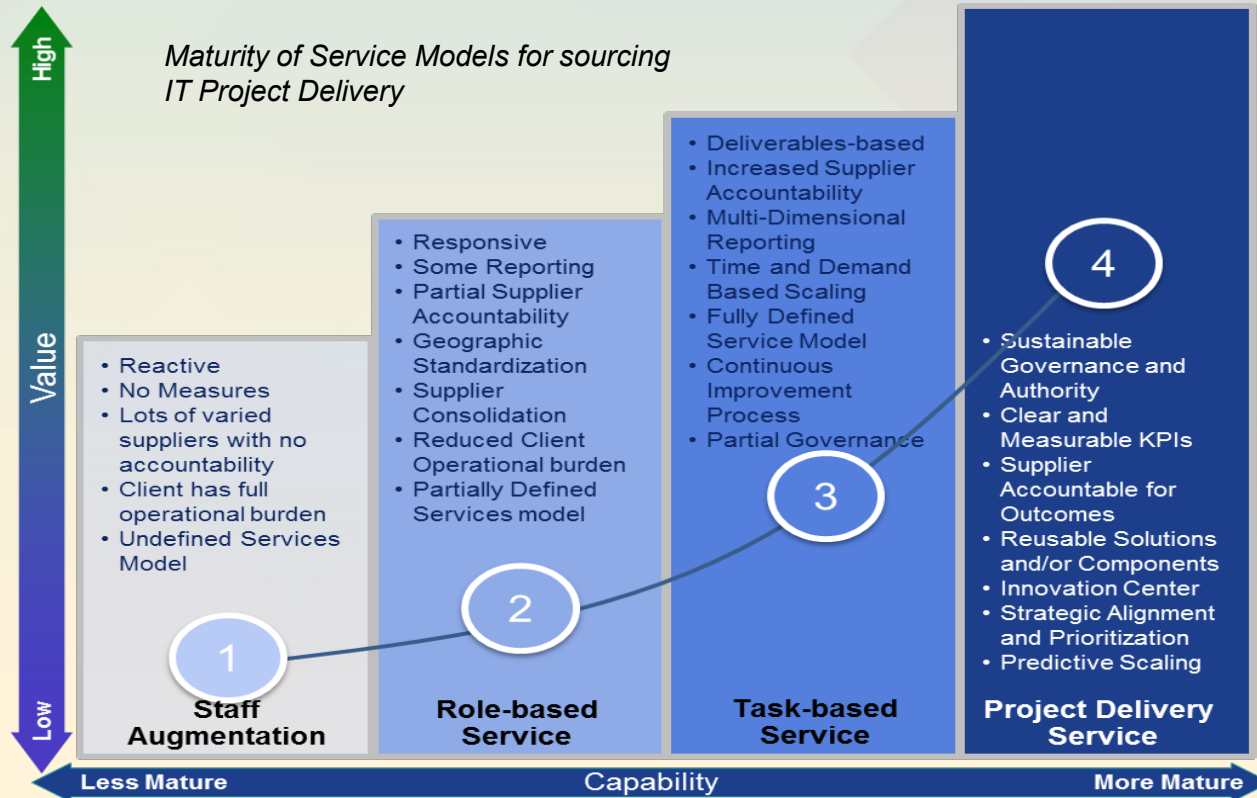
- Skilled and experienced BA's in both industry and Business Analysts standards such as BABOK and rapid Requirement Methodology (rRDM)
- Consistent, predictable capacity to meet global life sciences firm project demand
- Cost reductions, time-to-productivity gains, load-balancing of Business Analysts across or within projects

Additionally, a global firm may intend for the Business Analysis Service to be managed for continuous improvement based on strong leadership, industry input, and formalized knowledge transfer.

RCI is an experienced provider in the establishment and ongoing management of BA's and the fulfillment of the required BA resources. RCI can advise companies that were primarily doing Staff Augmentation to grow into advanced levels of service maturity as companies look to drive higher project delivery quality, deeper business alignment, increased supplier accountability to outcomes.

# MATURING THE BUSINESS ANALYSIS SERVICE

Service-models for delivering projects in the IT portfolio is a growing trend across IT and non IT business units and is increasingly applied within global companies. A consideration is for companies to implement a Business Analysis service as a role-based service (level 2 in the maturity model)



At large global companies, RCI can leverage accelerators to Staff Augmentation (level 1) to a Role-based service (level 2) and eventually into Task-based service (level 3) for business analysis and related areas at varying degrees of scale.

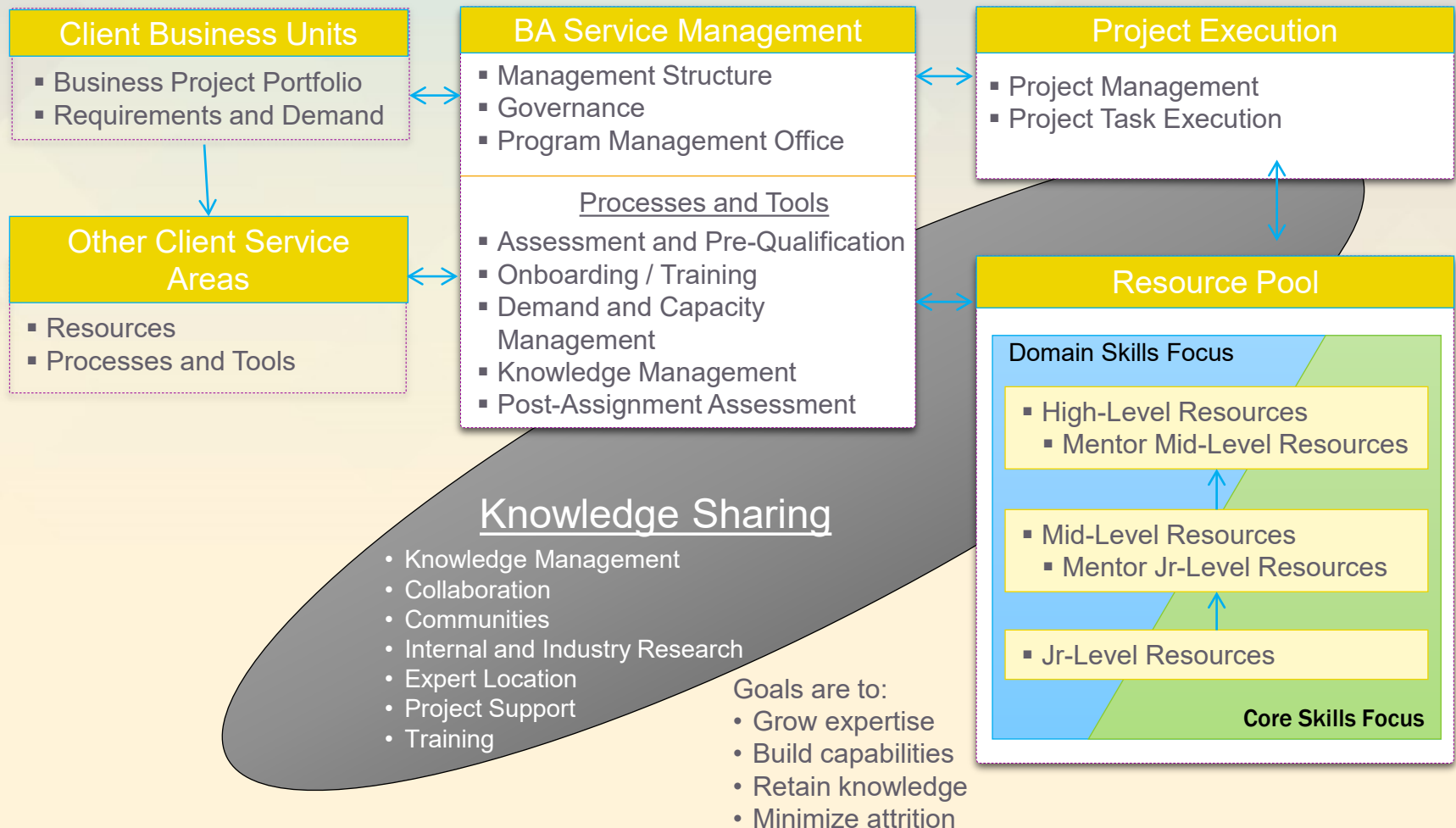
# RCI's COMMITMENT

RCI will ensure the startup and ongoing success of the Business Analysis services model by investing in the following resources and related activities:

- Trainers assigned to train on client methodology. Training also includes Agile and BA techniques
- Pre-requisite training for Business Analysis resources and supporting Management team
- Dedicated Client Engagement Team
  - Engagement Director to manage escalations
  - Service Manager to manage requests, co-ordinate resource operations, reporting metrics
- Performance and Career management of our resources
- Continuous Improvement including Business Analysis, consulting and techniques as identified on an ongoing basis
- Domain and practice experts that can be called on as needed to provide domain, technology, or functional area insights

# OPERATIONAL OVERVIEW

The following diagram depicts the components and operating model of a fully realized role-based service model based on a best practice playbook. RCI will assist the client to figure out what aspects of the model would be mature into this model. This model ensures the active management of demand, fulfilment, knowledge capture and sharing, and resource development.



# IMPLEMENTATION APPROACH

RCI recommends a two-step approach to the preparation and operationalization of the Business Analysis Service Model.



Mobilize project-ready Core Team to support and drive work tasks including:

- Service Manager to setup the service playbook
- Deploy initial set of BA's for inflight projects
- Review the project portfolio and create the demand plan for upcoming projects
- Initiate periodic reporting
- Establish tools & processes
- Pipeline target resources
- Commence resource onboarding
- Operationalize training, tools, templates

Manage and drive lifecycle processes, including:

- Program reporting and metrics
- Initiate Governance approach
- Advise on maturity ideas
- On-going resource demand management and fulfillment
- Resource management
- Measurement, monitoring, and continuous improvement

# PARTIAL CLIENT ROSTER

*RCI focuses on building long-term, repeat client relationships with Fortune 500 accounts and State and Local Government's in the markets that we serve*



## RCI'S TEAM OF PROFESSIONALS CAN HELP YOU:

- Reduce the number of applications and systems
- Automate manual tasks for more efficient use of resources
- Introduce new services, technology and solutions for improved scalability
- Integrate distinct systems for cross-system information sharing and improved operational efficiency, such as via Service Oriented Architecture (SOA)
- Identify a starting point, end point and logical process for Universal Systems Integration across the enterprise.







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