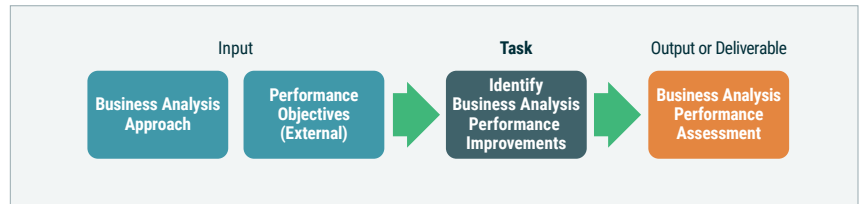# Identify Business Analysis Performance Improvements

Reference (Guidelines and Tools)

The following resources, if they exist, can be used to transform inputs into outputs:

- Organizational performance standards

Task Inputs and Outputs

Input

Business Analysis Approach

Performance Objectives (External)

Task

Identify Business Analysis Performance Improvements

Output or Deliverable

Business Analysis Performance Assessment

Purpose or Need

To assess business analysis work and plan to improve processes where required.

Value

Create opportunities to understand and improve the performance of business analysis processes.

Solution

Business analysis performance assessment that includes the results of the assessment, identified root causes of variances from the expected performance, and proposed approaches to improve performance.

Techniques

Frequently used techniques:

- Lessons learned
- Metrics and KPIs
- Process analysis
- Process modelling
- Root cause analysis

Refer to the *BABOK Guide* for the complete list of techniques.

Stakeholder

Typically involves sponsors, project managers, domain subject matter experts, and any additional stakeholders identified.

Description of Change

This task describes managing and monitoring how business analysis work is performed to ensure that commitments are met and continuous learning and improvement opportunities are realized.

Consider...

Improving the process of outcome creation is a mainstay of adaptive approaches and is equally important for predictive and hybrid approaches. Embark on change only if it adds value. To ensure value, the performance of the business analysis efforts must be measured.

Example: Constantly looking for ways to improve both individual and team performance allows teams to create greater value, faster.

See *Guide to Product Ownership Analysis – 5.7.2 Optimize Value Delivery*

Certifications: ECBA, CCBA, CBAP – Refer to the *BABOK Guide* for study purposes

IIBA®