Case Study
All about delivery

THE CHALLENGE

A medium sized business was suffering due to the absence of a structured project delivery methodology. Business critical projects were being undertaken with little governance, resulting in incomplete specifications and rushed delivery of solutions that failed to meet the requirements.

THE INDUSTRY

FMCG (online)

INVESTMENT

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WE USED

Business Analysis

Process Mapping

Day 1 .... **Month 3**

THE OUTCOME

a) 8 documented requirements and specifications were handed over to IT for development.

b) All Business Analysts within the company were given initial training in the new approach.

c) The business is now set up to plan and deliver future projects with a sound governance framework.

This was the briefing…

1. Deliver solutions to business critical requirements

2. Produce a structured yet flexible project delivery methodology which was fit for the business and would be utilised for future projects

Sustainability

No notable sustainability effects were recorded.

The client said…

"Thanks a lot for the excellent work done.
Much appreciated by everyone on our side."

What we did…

1)Prioritised a list of over 70 requirements, identifying 8 key initiatives which would be addressed within the time frame.
2) Put together a detailed plan and approach to systematically tackle the requirements in priority order. 3) Delivered templates for business requirements documents and functional specifications. 4) Created a comprehensive methodology for future use by the client.

The roots of the challenge…

Pressure from large clients meant that the business was committing to unrealistic deadlines without any proper assessment or analysis.

Lack of experience, and a historical culture of 'just do it' meant that the client did not have the requisite skills or know-how to go about introducing a structured approach. They 'did not know where to start'.

Business Analysts

Process Architects

People involved

IT Department

People involved