INVESTIGATING THE BUSINESS SITUATION

Approved Centre

INVESTIGATION TECHNIQUES

Qualitative approaches
Workshops
Observation
Interviews
Scenarios
Prototyping
User role analysis
Quantitative approaches
Surveys or Questionnaires
Activity Sampling
Document Analysis

WORKSHOPS

- Workshops allow for collaboration, discussions, conflict resolution and requirements elicitation.

OBSERVATION

- Observation helps to obtain information **about the business environment and work practices.**

INTERVIEWS

- These are meetings with any number of stakeholders (including 1)

Scenario Analysis

- Scenario analysis is all about visualizing the steps of a task or transaction.

PROTOTYPING

- Prototyping involves building simulations of a process or system in order to review them with the business representatives and thereby increase understanding about the requirements.

USER ROLE ANALYSIS

- User role analysis is concerned with identifying specific groups of individuals where all of the members of a group need to access a particular set of services from a business system.

SURVEYS OR QUESTIONNAIRES

- Surveys can be useful to **get a limited amount of information from a lot of people** as interviewing them individually or running a series of workshops is not practical or cost-effective.

ACTIVITY SAMPLING

- Activity sampling is also a quantitative form of observation and is used when it is necessary to know how people divide their work time among a range of activities.

DOCUMENT ANALYSIS

- Document analysis involves reviewing samples of source documents or reports to uncover information about an organisation, process or system.

RECORDING A BUSINESS SITUATION

Rich Pictures

Business Analysis (4th Edition) Figure 5.6

Mind Maps

Business Analysis (4th Edition) Figure 5.7