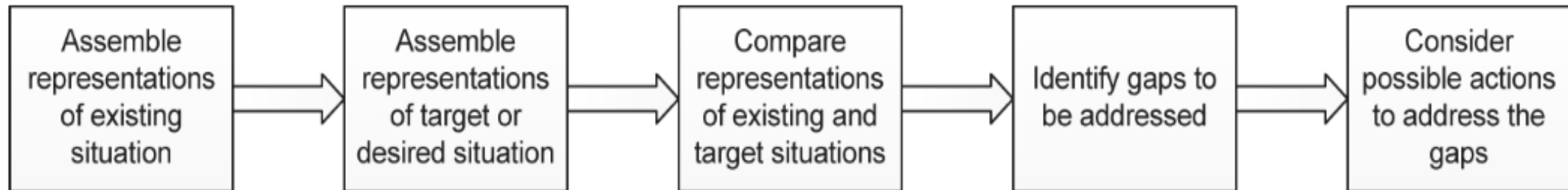


Defining the solution

The gap analysis process

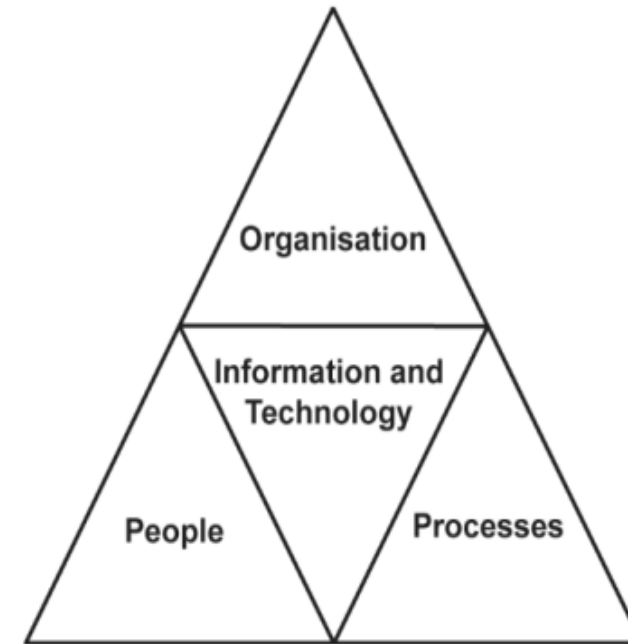


Business Analysis (4th Edition) Figure 8.1

POPIT™ and gap analysis

The POPIT model, supports a number of business analysis activities: taking a holistic view of business situations, structuring a gap analysis activity and evaluating the impact of business changes.

<p>Processes Process and task definitions, business events, business rules</p>	<p>Information: Capture, recording, reporting and distribution of data and information Technology Software products, hardware, infrastructure, networking, communication, digital and other forms of technology</p>
<p>Organisation Job roles, management structures, culture, values, standards, policies</p>	<p>People Skills, motivation, performance objectives, recruitment approach and criteria, appraisal and development approach, salaries and benefits</p>



Business Analysis (4th Edition) Figure 8.2 (© Assist Knowledge Development Ltd.)

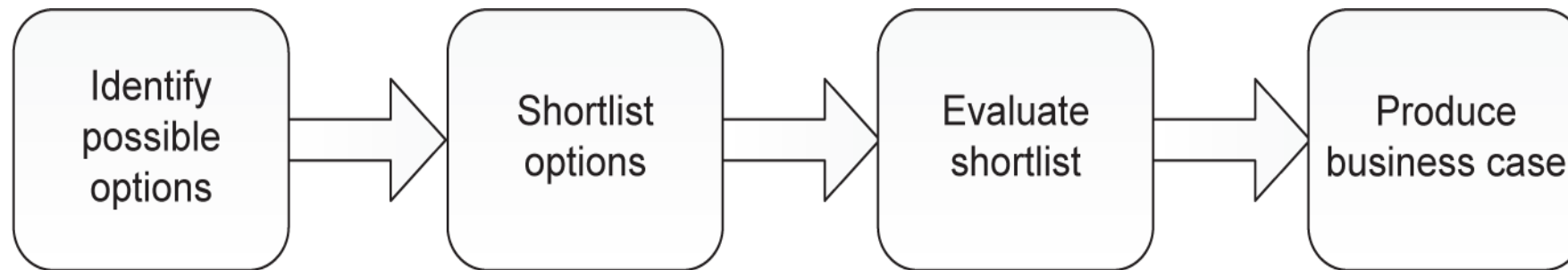
Formulating options

There are 2 types of options

Business options that explore **what** the proposed solution would include in terms of the functionality provided to the business.

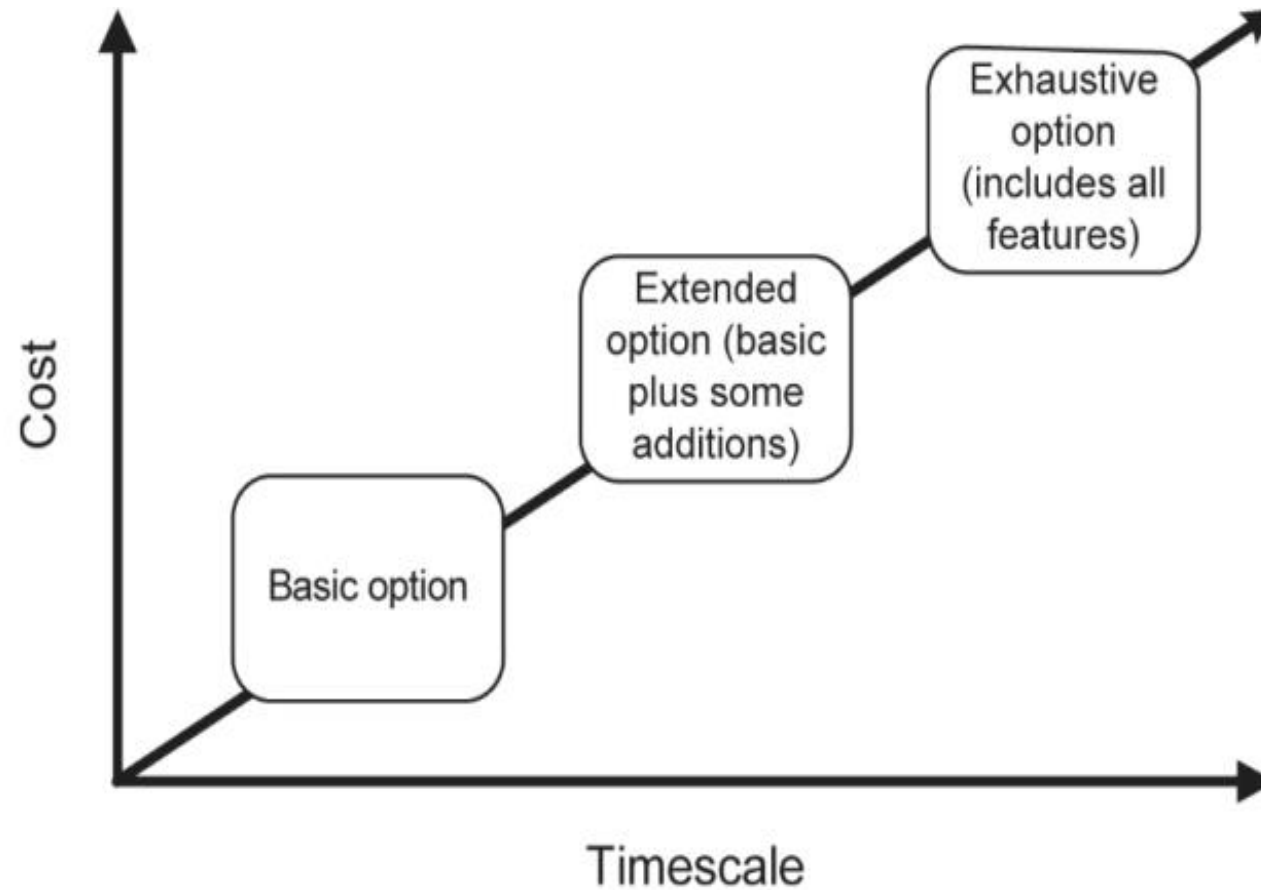
Technical options that consider **how** the solution is to be implemented in terms of the technical infrastructure for the solution.

Formulating options



Business Analysis (4th Edition) Figure 8.4

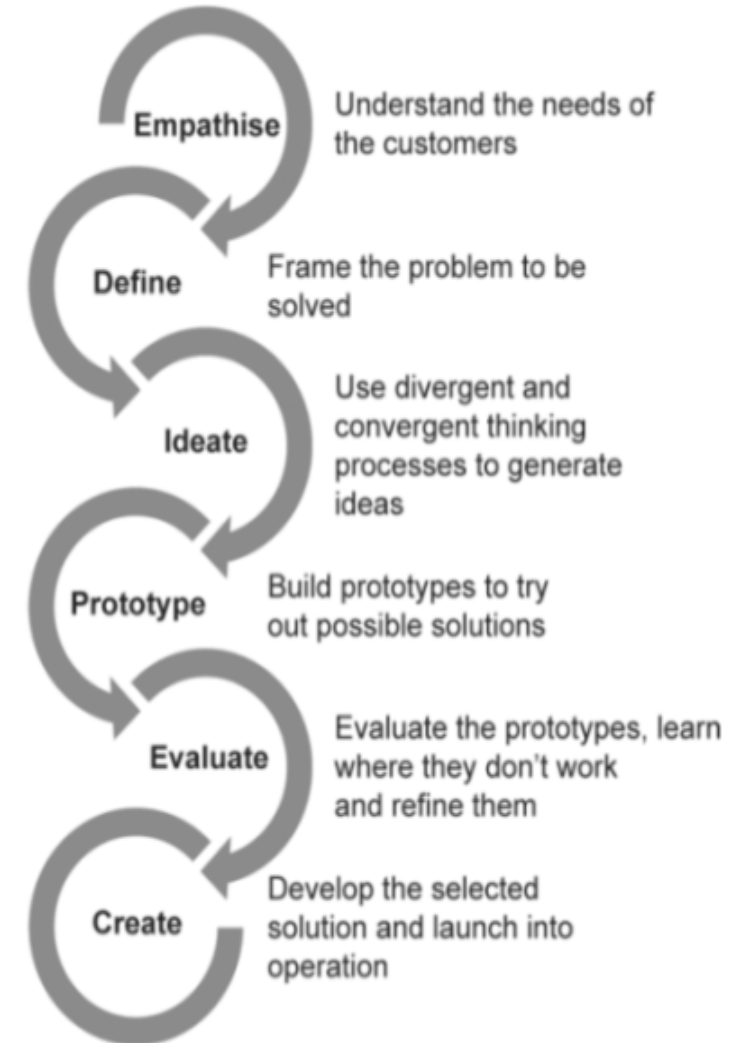
Types of options



Business Analysis (4th Edition) Figure 8.5 (© Assist Knowledge Development Ltd.)

Design thinking

Stage	Techniques
Empathise	Investigation techniques, personas, empathy mapping and customer journey mapping.
Define	Storytelling and problem framing; perspective analysis.
Ideate	Brainstorming and brainwriting; divergent and convergent thinking; mind mapping.
Prototype	Prototyping and scenario analysis.
Evaluate	Scenario and event analysis; reflective learning.
Create	Experimentation, feedback and review.



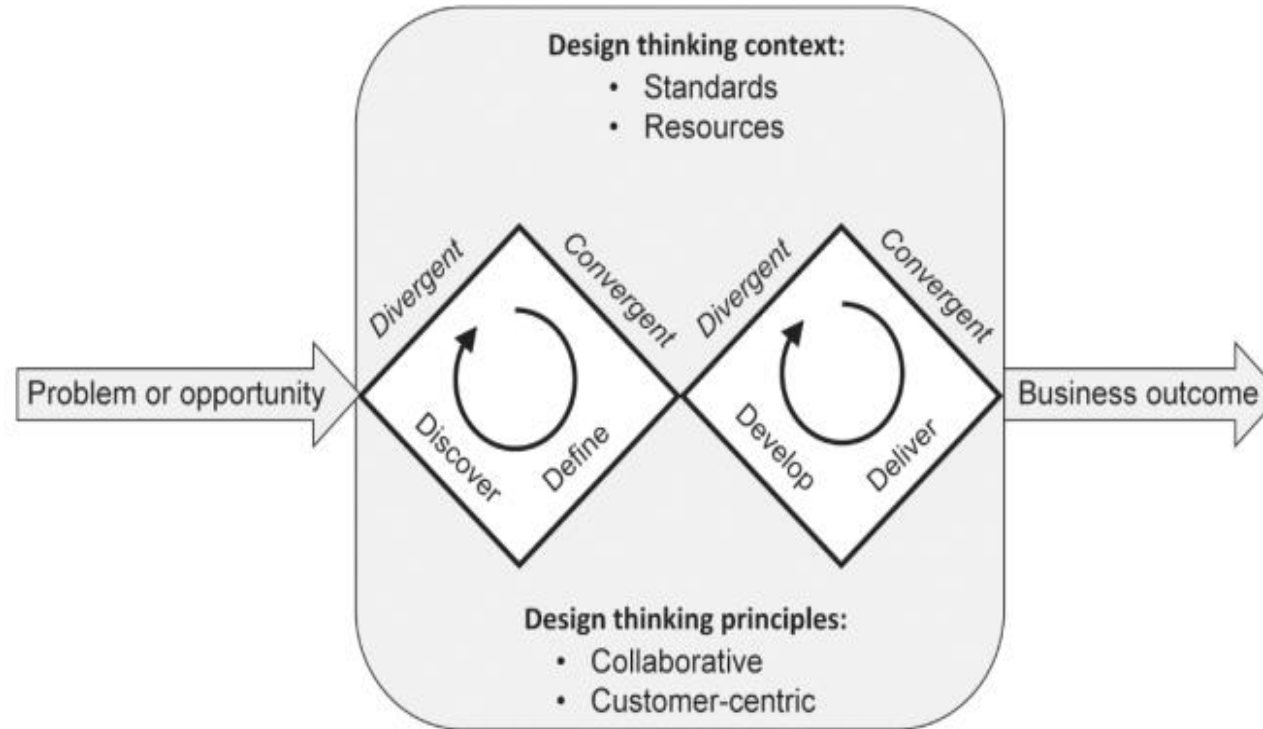
Business Analysis (4th Edition) Figure 8.6 (© Assent Knowledge Development Ltd)

Divergent and convergent thinking

Divergent thinking is a thought process or method used to generate creative ideas by exploring many possible solutions.

Convergent thinking is the type of thinking that focuses on coming up with the single, well-established answer to a problem.

Divergent and convergent thinking



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