1. BUSINESS STRATEGY AND OBJECTIVES

Strategy analysis - External business environment.
Technique 1: PESTLE analysis
Technique 2: Porters Five Forces Framework.

Strategy Analysis - Internal capability.
Technique 3: MOST analysis
Technique 4: Resource Audit
Technique 5: Boston Box.

Strategy Definition.
Technique 6: SWOT analysis
Technique 7: Ansoff’s Matrix.

Strategy Implementation.
Technique 8: Mckinsey 7-S
Technique 9: Leavitts Diamond
Technique 10: Capability Modelling
Technique 11: Value Streams
Technique 12: The POPIT model.

Performance Measurement.
Technique 13: Critical success factors
Technique 14: KPI’s
Technique 15: Balanced Business Scorecard.

2. INVESTIGATE SITUATION

Qualitative Investigation.
Technique 16: Interviewing
Technique 17: Repertory Grid
Technique 18: Workshops
Technique 19: Observation
Technique 20: Shadowing
Technique 21: Protocol analysis
Technique 22: Ethnographic studies.

Quantitative Investigation.
Technique 23: Surveys
Technique 24: Sampling
Technique 25: special-purpose records
Technique 26: Document analysis.

Documenting the Results.
Technique 27: Rich Pictures
Technique 28: Mind maps
Technique 29: Fishbone diagrams
Technique 30: Context diagrams.

3. CONSIDER PERSPECTIVES.

Stakeholder Identification.
Technique 31: Stakeholder nomination
Technique 32: Background research through document analysis
Technique 33: The stakeholder wheel.

Stakeholder Analysis.
Technique 34: The Power/Interest Grid
Technique 35: Social network analysis
Technique 36: Personas
Technique 37: Cynefin
Technique 38: CATWOE
Technique 39: Business activity modelling
Technique 40: RASCI or RACI charts.

Stakeholder Management.
Technique 41: Stakeholder management planning
Technique 42: The Thomas-Kilmann conflict mode instrument
Technique 43: Principled negotiation.

4. ANALYSIS NEEDS.

Organisation modelling.
Technique 44: Value Proposition Analysis
Technique 45: Value chain Analysis
Technique 46: Organisation diagrams

Business Process Analysis.
Technique 47: Business Event Analysis
Technique 48: Activity diagrams
Technique 49: Business process modelling
Technique 50: Risk analysis
Technique 51: Business rules analysis
Technique 52 & 53: Decision tables and decision trees.

Business Change Identification.
Technique 54: Gap analysis
Technique 55: Process redesign patterns.

5. EVALUATE OPTIONS.

Identify Options
Technique 56: Options identification.

Shortlist options
Technique 57: Feasibility analysis
Technique 58: Force-Field analysis.

Prepare Business Case.
Technique 59: Cost-benefit analysis
Technique 60: Benefits categorisation
Technique 61: Impact Analysis
Technique 62: Risk analysis
Technique 63: Investment Appraisal.

Present Business Cases
Technique 64: Business case report creation.

6. DEFINE REQUIREMENTS.

Requirements elicitation.
Technique 67: user analysis
Technique 68: scenarios
Technique 69: user stories
Technique 70: planning poker
Technique 71: Storyboarding
Technique 72: Prototyping
Technique 73: wireframes
Technique 74: Hothousing.

Requirements analysis.
Technique 75: Timeboxing
Technique 76: MoSCoW prioritisation
Technique 77: Requirements organisation
Technique 78: Product backlog.

Requirements developments.
Technique 79: Requirements documentation
Technique 80: Acceptance criteria definition
Technique 81: Requirements validation
Technique 82: Requirements management
Technique 83: Requirements traceability matrix

Requirements modelling.
Technique 84: Business use cases
Technique 85 & 86: use case diagrams and use case descriptions
Technique 87: entity/ relationship modelling
Technique 88: Class modelling
Technique 89: CRUD matrix
Technique 90: state machine diagrams.

7. MANAGE CHANGE.

Organisational change.
Technique 91: Cultural analysis
Technique 92: Kurt Lewins model of organisational change.

People Change.
Technique 93: SARAH model
Technique 94: Kotters approach to change
Technique 95: Outcome Frame
Technique 96: The learning cycle
Technique 97: The conscious competence model.

Benefits management and realisation.
Technique 98: Benefits management
Technique 99: Benefits realisation.