

Business Analysis techniques - 99 Essential tools

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: Task 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.

Technique 65: Business case presentation.
Technique 66: 4As communication model.

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.